Oracle® Hospitality OPERA Cloud Services
User Guide

ORACLE®

Oracle Hospitality OPERA Cloud Services User Guide, Release 20.4

F33329-01

Contents

Preface

1 Getting Started

Part I   OPERA Cloud

2   Client Relations

3   Bookings

4   Front Desk

5 Inventory

6 Financials

7   Miscellaneous

8   Reports

Part II   OPERA Cloud Mobile Application

9   Overview

Part III   Administration

10   Enterprise Administration

11 Inventory Administration

12   Financial Administration

13   Booking Administration

14   Client Relations Administration

15 Interfaces Administration

Part IV   Role Manager

16   Manage Roles

17   Managing Users

18   Generating the Configured Roles and Tasks Report

19   OPERA Cloud Tasks

Part V   Toolbox

20   Utilities

21   System Setup

Part VI   Exchange

22   OPERA Cloud Exchange Overview

23   Switching the Interface

24   Interface Setup

25   Interface Mapping

26   Interface Controls

27   Message Status

28   Interface Resync

Part VII   OPERA Cloud Terminology

29   OPERA Cloud Terminology A-Z

Part VIII   OPERA Cloud Videos

Preface

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

Purpose

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

Audience

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

Customer Support

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

https://support.oracle.com

When contacting Customer Support, please provide the following:

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

Documentation

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

Revision History

Table 1   Revision History

Date	Description of Change
September 2020	Initial Publication

1

Getting Started

ORACLE HOSPITALITY eLEARNING

Oracle Hospitality is committed to supporting your business and providing continuity of service through this challenging time.
In order to enable our customers, users can register for complimentary Oracle Hospitality eLearning offerings for a limited time.
Please click the following link to register: http://micros-elearning.com/

Oracle Hospitality OPERA Cloud Services (OPERA Cloud) users primarily work in the OPERA Cloud menu and the Quick Launch page. From the OPERA Cloud menu, you can perform most of the daily activities needed to run your property. From Quick Launch, you can add shortcuts for quick access to many of the menu tasks you most often need.

- Browser Setup
- Signing In and Logging Out
- Changing Your Password
- Updating Your Challenge Questions
- Changing Your Location in Multi-Property Operations
- Enterprise Administrator Access and Chain Selection
- Common Actions, Icons, and Navigation
- Managing Application Settings
- Quick Launch
- Home Dashboard
- Page Composer
- Performance Meter

Browser Setup

During the application initialization, when switching the application, OPERA Cloud attempts to detect if the browser is running in private mode. If determined that you are using the private browsing mode, a popup with an error message notifying you that it is

---

not recommended to use private browsing mode for the best performance in for OPERA Cloud is displayed.

You can close the Initializing Application Error popup by selecting one of the available action buttons: **Ignore Error** and **Continue** or **Exit Application**.

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

- [Setting Up the Mozilla Firefox Browser](#)
- [Setting Up the Google Chrome Browser](#)
- [Setting Up the Microsoft Internet Explorer Browser](#)
- [Setting Up the Microsoft Edge Browser](#)
- [Setting Up the Apple Safari Browser](#)

Setting Up the Mozilla Firefox Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

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

    a. In the empty browser URL, type `about:preferences#privacy`

    b. In **Permissions**, click **Exceptions** next to **Block pop-up windows**.

    c. In **Address of website**, type or paste in your OPERA Cloud URL. For example, *.oracleindustry.com

    d. Click **Allow**.

    e. Click **Save Changes**.

2. Making OPERA Cloud your home page and start page:

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

    a. In the empty browser URL, type `about:preferences#general`

    b. In **Home page**, type or paste your OPERA Cloud URL.

3. Adding bookmarks:

    Bookmarks are saved links to web pages.

    a. Click the star in the URL address field.

    b. Enter a **Name** for the bookmark.

    c. Select a **Folder** to store the bookmark.

d. Click **Done**.

Setting Up the Google Chrome Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

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

   a. Select **Settings** in the Chrome menu.

   b. Click **Advanced** at the bottom of the Settings page.

   c. Click **Content** settings in the Privacy and security section.

   d. Click **Popups**.

   e. Click **Add** in the Allow section.

   f. In **Site**, type or paste your OPERA Cloud URL. For example, https://hgbu-opera.oracleindustry.com/ or *.oracleindustry.com

   g. Click **Add**.

2. Update Target:

   If the same computer is used for both OPERA Cloud and OPERA Property Management Services, update the target for Google Chrome.

   a. From the shortcut on your desktop or the **Start** button, right-click **Google Chrome** and select **Properties**.

   b. On the Properties screen, type `-allow-outdated-plugins` after chrome.exe in the **Target** field. Leave a space between chrome.exe and –allow-outdated-plugins.

   c. Click **OK**.

3. Making OPERA Cloud your home page and start page:

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

   a. From the Chrome menu, click **Settings**.

   b. Enable **Show home button** in the Appearance section.

   c. Click the **Enter custom web address** option button.

   d. In **Enter custom web address**, type or paste your OPERA Cloud URL into the field.

   e. Locate the **On startup** section on the Settings page.

   f. Select the **Open a specific page or set of pages** option button. If you are on the OPERA Cloud login page when making it your startup page, you can click **Use current pages** to enter the URL.

   g. If necessary, remove the current pages using the **Remove** option in the menu.

   h. Click **Add a new page**.

   i. In the **Site URL** field, type or paste your OPERA Cloud URL.

   j. Click **Add**.

4. Adding bookmarks:

   Bookmarks are saved links to web pages.

   a. Click the star in the URL address field.

   b. Enter a **name** for the bookmarked page, if necessary.

   c. Select a **Folder** to store the bookmark.

   d. Click **Done**.

Setting Up the Microsoft Internet Explorer Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

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

   a. Click the Microsoft Internet Explorer **Tools** gear icon or press Alt+X on your keyboard.

   b. Select **Internet options**.

   c. Click **Privacy**.

   d. In the **Pop-up Blocker** section, click **Settings**.

   e. Type or paste your **OPERA Cloud URL**. For example, *.oracleindustry.com

   f. Click **Add**.

   g. Click **Close**.

   h. Click **OK**.

2. Making OPERA Cloud your home page:

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

   a. Click the Microsoft Internet Explorer **Tools** gear icon or press Alt+X on your keyboard.

   b. Select **Internet Options**.

   c. Click **General**.

   d. Under the **Home page** section, type or paste your **OPERA Cloud URL** into the text field.

   e. Click **OK** to confirm.

3. Adding bookmarks:

   Bookmarks, called favorites in Internet Explorer, are saved links to web pages.

   a. Select the **Favorites** menu.

   b. Select **Add to Favorites bar**.

Setting Up the Microsoft Edge Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

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

a. In Microsoft Edge , go to **Settings and more** > **Settings** > **Site permissions**.

b. Select **Pop-ups and redirects**.

c. Move the **Block** toggle to **On**.

d. Click **Add** for **Allow**.

e. Enter your domain name for OPERA Cloud. For example, *.oracleindustry.com

f. Click **Add**

2. Making OPERA Cloud your home page in Microsoft Edge:

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

a. Click the **More Options** icon (three dots) on the browser.

b. Select **Settings**.

c. Click the **Open Microsoft Edge with** drop-down menu.

d. Select **A specific page or pages**.

e. Enter or paste the **OPERA Cloud home page URL** into the text field.

f. Click **OK** to confirm.

3. Adding bookmarks:

Bookmarks, called favorites in Microsoft Edge, are saved links to web pages.

a. In the URL field of the page you want to save, click **Favorites** (a star shaped icon).

b. In the name field, keep the default name or type a different description.

c. Select a folder or create a new folder to save the page

d. Click **Add**.

Setting Up the Apple Safari Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

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

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

2. Making OPERA Cloud your home page:

a. Click the **Action** menu (looks like a gear and appears near the upper-right corner) and then select **Preferences**.

b. Click **General**.

c. In the **Homepage** field, type or paste your **OPERA Cloud URL** into the text field or click **Set to Current Page**.

3. Adding bookmarks:

Bookmarks are saved links to web pages.

      a. Click the **Share** button in the menu bar and then select **Add Bookmark**.

      b. Choose the location where the bookmark is added and rename it if needed. Click **Add**.

4. Saving OPERA Cloud as a home screen shortcut on your iPhone or iPad:

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

      a. Open Safari on your iPad or iPhone and navigate to OPERA Cloud.

      b. Tap the **Share** button on the menu bar. The Share button appears as a box with an arrow pointing up.

      c. Tap **Add to Home Screen**.

      d. Enter **OPERA Cloud** for the shortcut name and confirm the OPERA Cloud URL.

      e. Tap **Add** to finish adding the OPERA Cloud shortcut to your home screen.

Signing In and Logging Out

Signing In

1. On the login screen, enter your **User Name** in the User Name field and enter your **Password** in the Password field to input your login credentials.

2. Select **Remember Me** (optional) to save your User Name for future login sessions and then click **Sign In**.

Logging Out

1. From any screen, locate your user name which appears above the **OPERA Cloud** menu bar on the top-right corner.

2. Click the panel to expand and display additional options.

3. Click the **Logout** in the left panel.

Expiry of User Sessions

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

If you are accessing OPERA Cloud through multiple browser tabs

- The session is kept alive in all tabs as long as you are active in one of the tabs.

- If a session becomes idle, then all tabs receive the two minute popup warning that the session is about to expire.

- If a sessions continues to idle, all tabs will show the **Session Expired** popup and will be disconnected.

Changing Your Password

1. Open the OPERA Cloud side menu and select the **Identity Management** link. A new browser tab opens for Oracle Identity Manager (OIM).

2. Click the **My Information** tile.

3. In the Change Password section, enter your **Old Password**, enter your **New Password**, and reenter your new password in the **Confirm New Password** field.

4. Click **Apply**. After a password change, you receive a confirmation that your password was successfully updated.

Updating Your Challenge Questions

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

1. Open the OPERA Cloud side menu and select the **Identity Management** link. A new browser tab opens for Oracle Identity Manager (OIM).

2. Click the **My Information** tile.

3. In the Challenge Questions section, select a question for **Question 1** and enter the answer in the **Answer 1** field. Repeat this step for **Question 2** and **Question 3**.

4. Click **Apply**. You receive a confirmation that your questions and answers were successfully updated.

Changing Your Location in Multi-Property Operations

With the OPERA Cloud Multi-property Cloud Service active you can change your location to view and manage data at other properties.

- By selecting a Hub location you are able to view and manage data for the properties linked to the Hub. Typical used by reservation and sales agents and who need to view room and Event space availability, create Reservations, Blocks and Events in various properties. For more information, see Configuring Hubs

- By selecting a Property location you are only able to view and manage data for the property only.

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

Changing your Location

1. Click the panel in the top right where your location and user name information appears; the panel will expand.

2. Click the **Select Location** list to display a Select Location page.

a. **Search By**. Select Hub or Property.

b. Enter a search text and click**Search**.

c. Select the required Hub or Property from the list.

d. Click **Select** to change your location.

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

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

Enterprise Administrator Access and Chain Selection

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

Selecting a Chain

1. Enter login credentials,

2. Enter chain code, click **Search**.

3. Select a chain in the result and click **->**.

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

Switching to a Different Chain

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

1. Click your user name in the top left to expand the panel.

2. Click **Switch Chain**.

3. You are taken back to the chain selection screen.

Common Actions, Icons, and Navigation

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

- • Application Navigation
- • Search Screens
- • Presentation Pages
- • Icons
- • Keyboard Navigation

Application Navigation

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

Figure 1-1   Application Navigation
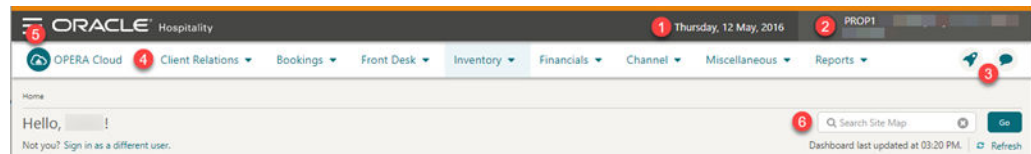
1. **Current Business Date**: Displays the current business date at your property; this could be different to the system (calendar) date.

2. **Current Location**: Property or Hub. Click to Property or Hub. Click to change your location or to log out of OPERA Cloud.

3. **Quick Launch and Notifications**: Click or press **F2** to launch Quick Launch.. Click to view notifications refer Notifications below.

4. **Menu**: The primary application menu; based on the tasks granted to your role(s).

5. **Side Menu**: Click to display the side menu - refer Side Menu below.

6. **Search**: Enter any menu option and click **Go** to display matching result(s)

- • Side Menu
- • Notifications

Side Menu

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

- • Administration
- • Toolbox
- • Exchange
- • Role Manager

Table 1-1   OPERA Cloud Application Menu

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

Notifications

Notifications is a component built into OPERA Cloud to alert you of certain events .

When a notification is raised, you will see a number in red indicating a count of unread notices.

Click the icon to open the notification panel.

Figure 1-2   Notifications Panel
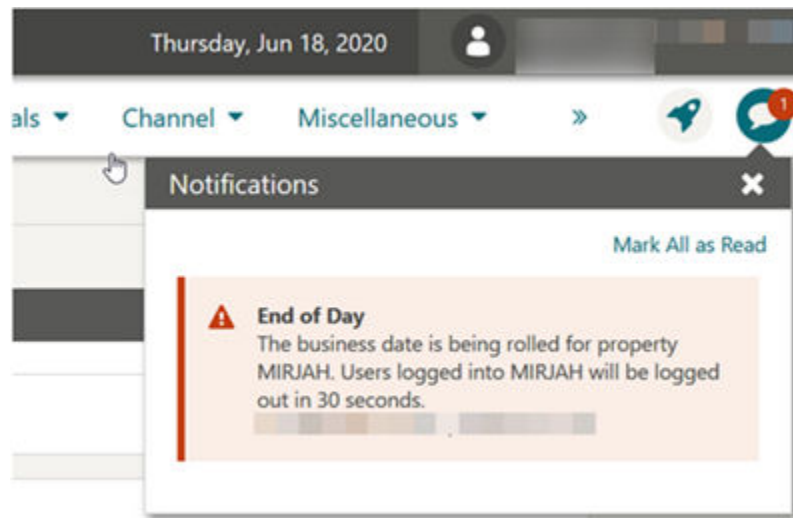
Click **Mark All as Read** to clear the unread count indicator.

Click **X** to close the panel.

Search Screens

Search screens can be accessed in multiple ways.

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

You can search for a particular entity by entering or selecting criteria in the search screens. Searches can be done using basic criteria, or can be done in advanced mode, which allows additional criteria to be added.

Depending on your setup OPERA Cloud defaults to either a basic search or an advanced search panel.

Advanced search panels are customizable via Page Composer and can be further personalized to suit your specific needs.

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

- Search Using Basic Criteria
- Search Using Advanced Criteria
- Predefined Searches
- Modify Search
- Search Result Panel

Search Using Basic Criteria

Figure 1-3   Basic Reservation Search
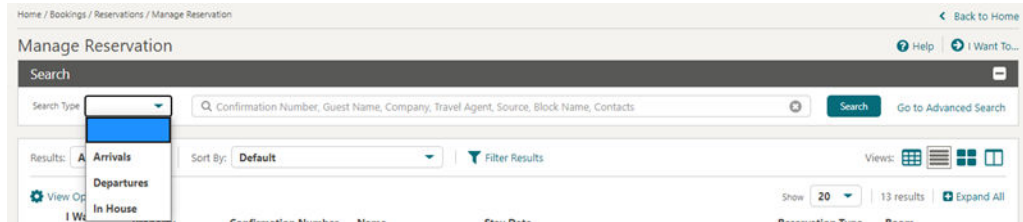
1. From a Advanced Search page, click **Go To Basic Search** in the upper right corner of the panel.

2. Enter search value as prompted.

3. Click **Search**. The entities that match the search criteria are displayed in the Results panel.

Search Using Advanced Criteria

Figure 1-4   Advanced Reservation Search
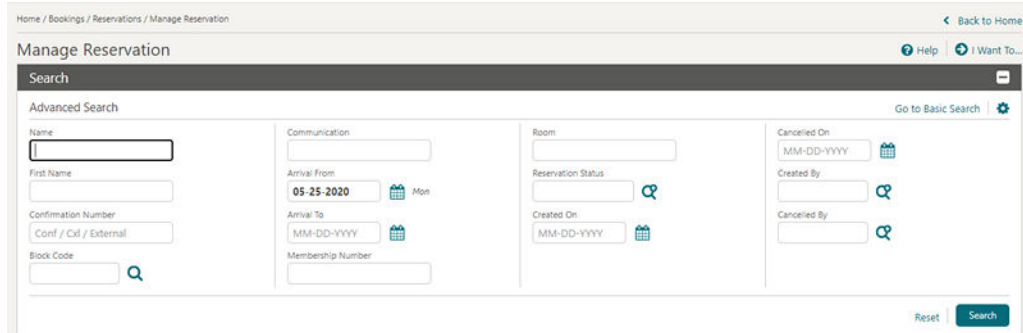
1. From a Basic search page, click **Go To Advanced Search** in the upper right corner of the panel.

2. Enter or select one or all of the search criteria displayed.

3. Click **Search**. The entities that match the search criteria are displayed in the Results panel

> ✎ **Note:**
>
> Depending on the services active the options available within Advanced Search will vary. For example with an active OPERA Cloud Sales and Event subscription the option to search by Sales Account is added to the View-by list. For more information, see Filtering Profile Search by Accounts.

Predefined Searches

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

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

Modify Search

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

Figure 1-5   Modify Search Panel

Search Result Panel

Figure 1-6   Search Result Panel

For each search there are various views available for the result; those available depend on the type of entity being searched.

- **Table**: Displays results in rows and columns. Click ⊕ to expand the row to view and access the active Detail Links for the entity.

- **List**: Displays results ir rows. Click ⊕ to expand the row to view the details and access all Detail Links for the entity.

- **Card**: Displays each entity in a card. Click ➕ to expand the card to view more details.

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

- **Console**: Displays result as a split view with the search result in the left panel and details for selected entity in the right panel.

- **Sort By**: Select to change the sort-by order.

- **Show**: Select a value from list to determine how many results are displayed per page.

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

- View and Goto Navigation
- Vertical Ellipse Menu
- I Want to Menu
- Modifying Column Selection and Sequence
- Exporting Search Results

View and Goto Navigation

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

For example - for entities listed in a reservation search result

- Click the **Guestname** to go to the Profile Presentation page.
- Click the **Confirmation** to go to the Reservation Presentation page.
- Click the **Block Code** to go the Block Presentation page.
- Click the **Balance** to go to the Billing page.
- Click the **Room type** to open the room type information page.
- Click the **Rate code** to open the rate code information page.
- Click the **Rate amount** to open the rate information page.

Vertical Ellipse Menu

Tap or click the ⋮ to display a list of actions available for the entity.

Figure 1-7   Vertical Ellipses Menu
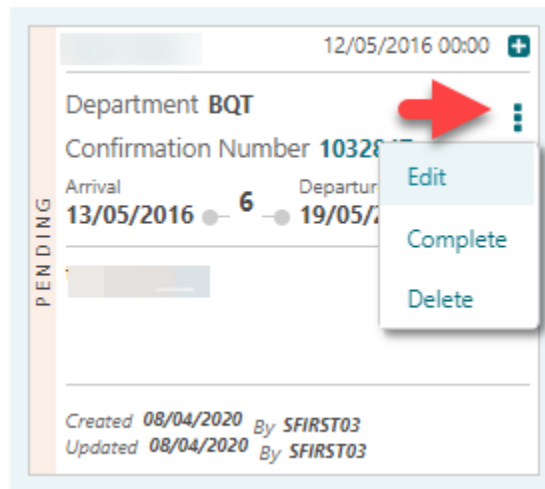
Throughout Administration search results are listed in a table view with a vertical ellipse menu displayed for each entity in the result.

Figure 1-8   Vertical Ellipse Menu in Administration Search Results
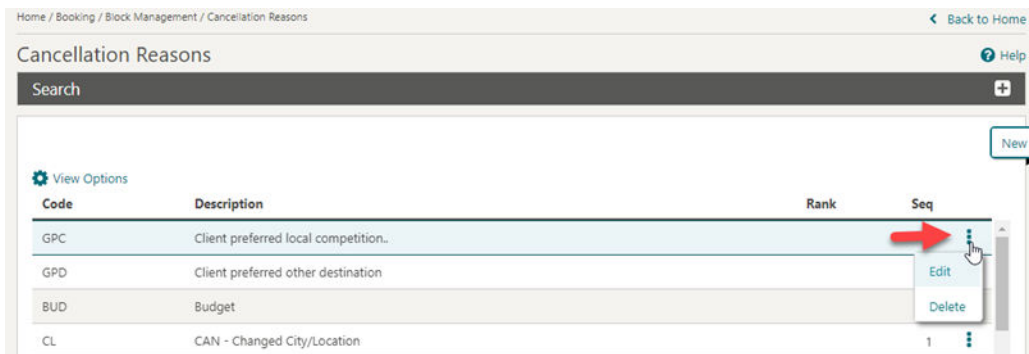
I Want to Menu

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

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

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

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

Figure 1-9   I Want to Menu
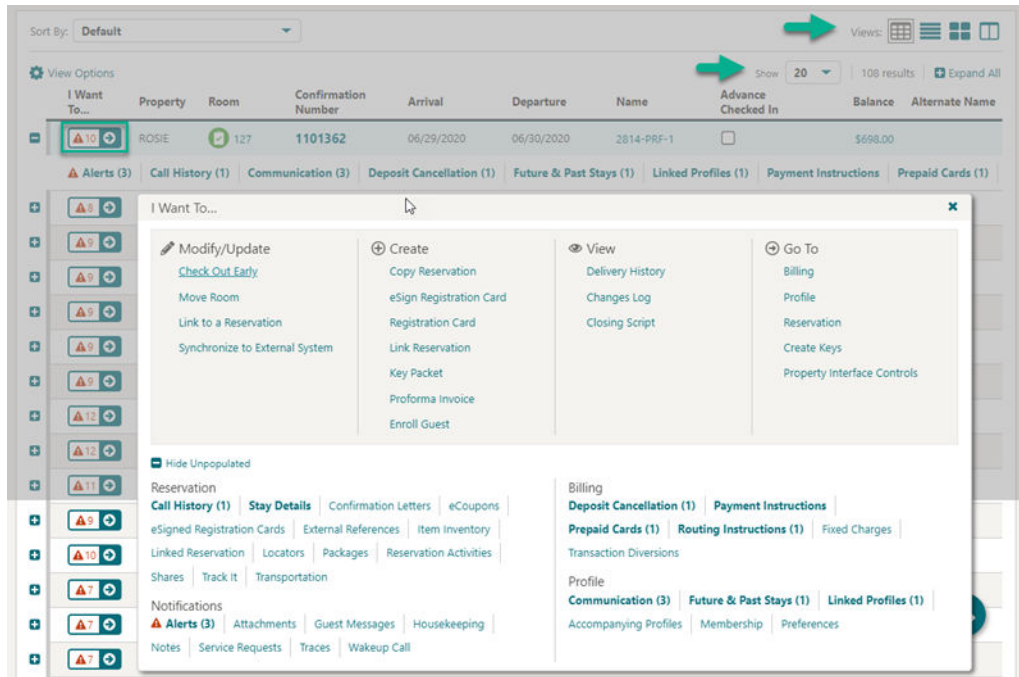
Modifying Column Selection and Sequence

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

Click **View Options** and select **Columns >** to view a list of columns. Check items in the list to select the columns to display in the result

Click **Reorder Columns** to set the column display sequence - select a column then use the navigation button to move the column up (left) or down (right) through the table.

These modifications are saved for your user.

Figure 1-10   Modifying Column Selection and Sequence
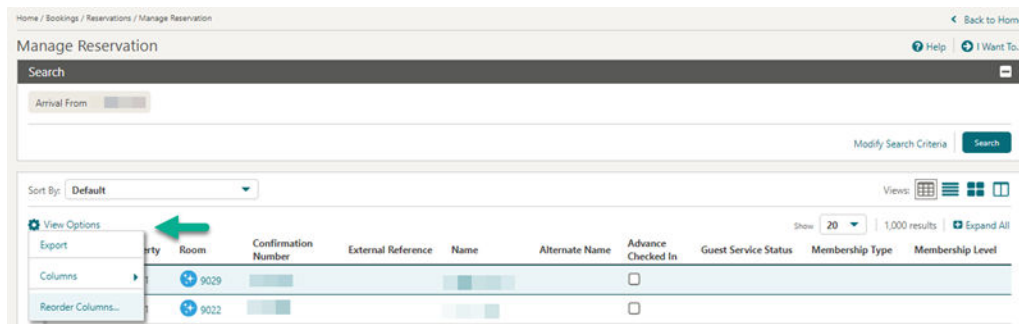
Exporting Search Results

You can export search results that appear in table view to ExcelHTML and CSV formats. You can export the data from all search pages that offer table view, for example: profiles, reservations, blocks, events and accounts receivable. This helps you to use the exported data externally.

1. Select Table view from Display Options

2. Click the **View Options** at the top of the search result and then click **Export**.

3. Select an option to export search result displayed in table view as ExcelHTML or CSV file.

   • When ExcelHTML is selected, the downloaded file is in HTML format with an XLS filename extension.(Excel is the default application).

   • When CSV is selected, the downloaded file is a delimited text file that uses a comma to separate the values in each column.

4. **Filename**: Enter a File Name.

5. **Document Title**: Enter a title.

6. Click **Export**.

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

Presentation Pages

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

The Overview panel can be customized, using Page Composer.

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

A selection of Details panels are displayed on the presentation page based on the default presentation style.

Navigate directly to a Details panel by clicking the panel name link in the left side navigation panel. To change the panels displayed, select a different presentation style from the list or click **Customise View** to change the selection of Details panels. Tap or click **Edit** in any panel to manage the details in that panel.

Tap or click to display the **I Want To** action panel - the actions listed depends on the type and status of the entity. See I Want to Menu

Figure 1-11   Presentation Pages
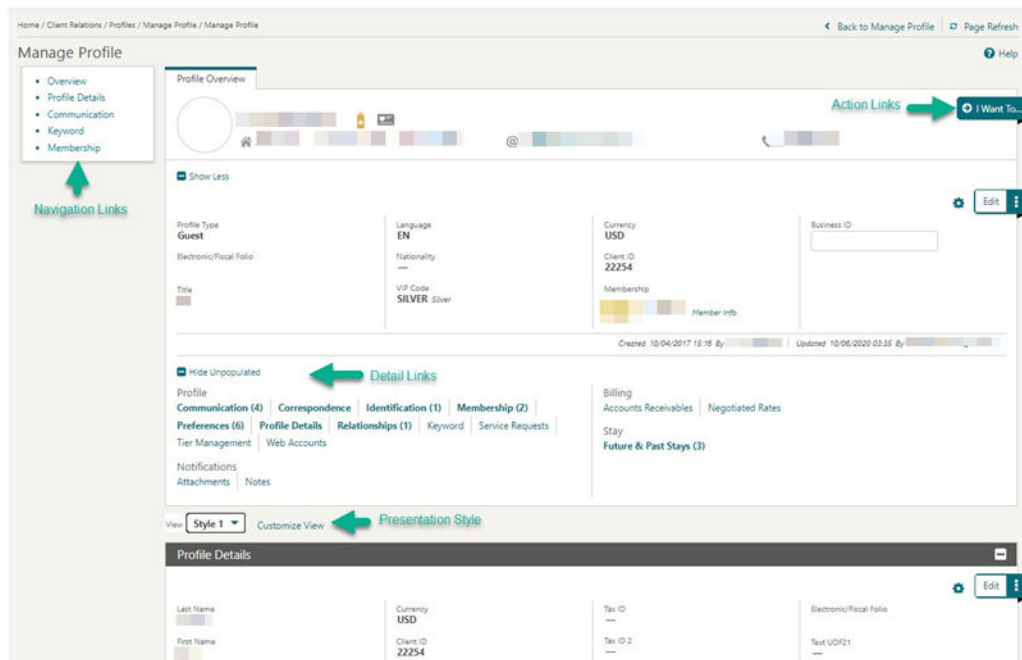
Icons

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

Figure 1-12   Common Icons

Profile		Reservations		Inventory / Rooms Management		Events	
🔋	VIP	①	First Stay	[I]	Component Suite	🪙	Combo Space
📇	Loyalty Member	↻	Returning Guest Stay	▣	Component Room	📦	Combo Element
👥	Restricted	⮌	Share Reservation	⊕	Connecting Room	◁	Shareable Event Space
🕵	Incognito	☼	Day Use Reservation	❗	Room Condition	✳	Requires Alternate Space
👤	Protected	🔗	Linked Reservation	✓	Inspected Status	📢	Loud Event
		🔒	Do Not Move	✛	Clean Status	🔒	Do Not Move Event
		🕐	Queued	⟳	Pickup Status	⊞	Alternate Event
		👤	Adult	⬡	Dirty Status	◁	Shared Event
		🧒	Child	Ⓐ	Out of Order	⊟	Sub Event
		➠	Room Move from (departure)	⊘	Out of Service	▭	Master Event
		⊩	Room Move to (arrival)	🧹	Attendant in Room	★	Exclusive
		⋰	Block (Group)	☕	Attendant on break	⊞	Out of Service / Order
						📄	Setup/Tear-down Time

Keyboard Navigation

You can also initiate actions and select navigation links on search, presentation and other types of screens using the keyboard.

Press **CNTRL** on your keyboard to reveal the keyboard access key(s) available for navigation and action links.

Figure 1-13   Keyboard Access Keys - Search

The keyboard shortcut is displayed in a yellow square near the link or button - press the corresponding key to select the action.

For example, **CNTRL**then **I** will launch **I Want To**.

Or from within a presentation page.

For example, **CNTRL** then **ME** will navigate to the Membership panel in Profile Presentation.

Figure 1-14   Keyboard Access Keys - Presentation
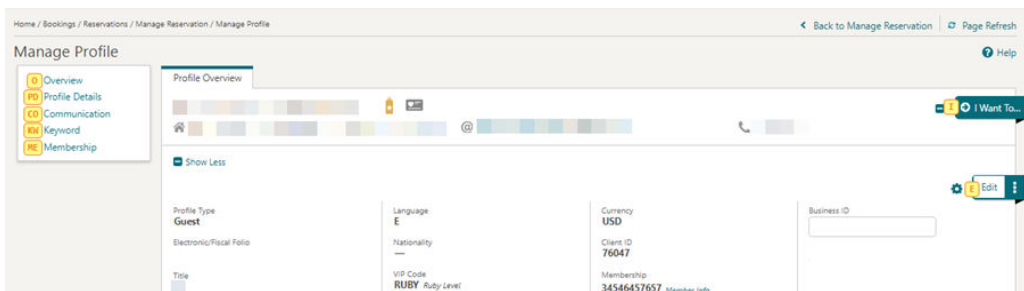
You can also initiate actions and select navigation links on search, presentation and other types of screens using the keyboard.

Press **CNTRL** on your keyboard to reveal the keyboard access key(s) available for navigation and action links.

Figure 1-15   Keyboard Access Keys - Search

The keyboard shortcut is displayed in a yellow square near the link or button - press the corresponding key to select the action.

For example, **CNTRL**then **I** will launch **I Want To**.

Or from within a presentation page.

For example, **CNTRL** then **ME** will navigate to the Membership panel in Profile Presentation.

Figure 1-16   Keyboard Access Keys - Presentation
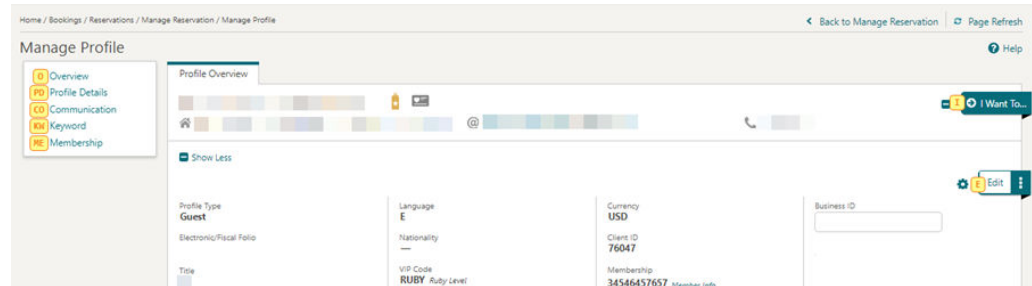
Invoke Actions

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

Invoke a List

List fields are indicated with or .

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

Invoke a Calendar

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

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

The following keys allow you to interact with the calendar:

• **Esc**: Closes the calendar popup.

• **Right Arrow**: Move to next day.

• **Left Arrow**: Move to previous day.

- **Down Arrow**: Move to the next week.

- **Up Arrow**: Move to the previous week.

- **Ctrl + Right Arrow**: Move to next month.

- **Ctrl + Left Arrow**: Move to previous month.

- **Ctrl + Down Arrow**: Move to next year.

- **Ctrl + Up Arrow**: Move to previous year.

- **Enter**: Selects the chosen date.

Adjust Date by Increment

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

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

Managing Application Settings

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

Select a Language for OPERA Cloud

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

> **Note:**
>
> A default language is set in your Oracle Identity Manager user profile.

1. From the Side menu, select **Settings**.

2. **Language**: Select a language from the list.

3. Click **Save**.

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

Enabling and Disabling Customization

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

1. From the Side menu, select **Settings**.

2. Customization:

   a. **Hub/Property**: Select to enable customization for the current Hub or Property location. For more information, see Changing Your Location in Multi-Property Operations.

     b. **Global**: Select to enable customization for all properties.

     c. **Off**: Select to disable customization.

3. Click **Save**.

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

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

Set (User) PIN

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

To set a new PIN for your user account:

1. From the Side menu, select **Settings**.

2. In the Change PIN area:

     a. **Old PIN**: Enter the current PIN.

     b. **New PIN**: Enter the new PIN.

     c. **Confirm PIN**: Repeat entry of the new PIN.

     d. Click **Save**.

Quick Launch

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

Access Quick Launch by clicking

🚀

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

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

- My Quick Links (From Managing Quick Links)
- Quick Links
- Managing My Quick Links
- Quick Links

Managing My Quick Links

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

Adding New Quick Links

1. Click **Quick Launch**

    from the OPERA Cloud menu or press **F2**.

2. Click **Manage Quick Links**.

3. Enter search terms for any menu item, for example, Run Reports, and then click **Go**.

4. Highlight the required menu item(s) in the search results and then click **Add (>)** or click **Add All (>>)** to move all items to the selected panel.

5. Click **Save** .

Removing Quick Links

1. Click **Quick Launch**

    from the OPERA Cloud menu or press **F2**.

2. Click **Manage Quick Links**.

3. In the Selected panel, locate or search for the quick link you would like to remove, select it in the list, and then click **Remove (<)** or click **Remove all (<<)** to remove all items in the list.

4. Click **Save**.

Adding New Custom Links

1. Click **Quick Launch**

    from the OPERA Cloud menu or press **F2**.

2. Click **Manage Custom Links** and enter the following details:

    a. **Name**: Enter a name for the link.

    b. **URL**: Enter the URL for the website or web application.

3. Click **Add**.

4. Click **Save** .

Editing Custom Links

1. Click **Quick Launch**

    from the navigation bar or press **F2**.

2. Click **Manage Custom Links**.

3. Update the Custom Link Details listed in **Edit URLs**.

4. Click **Save** .

Deleting Custom Links

1. Click **Quick Launch**

    from the navigation bar or press **F2**.

2. Click **Manage Custom Links**.

3. Click the **Vertical Ellipse**, select the link listed in **Edit URLs**.

4. Click **Delete**.

5. Click **Delete** to confirm.

*   Viewing the Property Brochure from Quick Launch

Viewing the Property Brochure from Quick Launch

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

Add Property Brochure to Quick Launch

1. From the OPERA Cloud menu, click **Quick Launch**.

2. Click **Manage Quick Links**.

3. In the search field, type **Property Brochure** and click **Go**.

4. Select **Property Brochure** in the Available pane. Click the arrow to move it into the Selected pane.

5. Click **Save**.

    Property Brochure is now a bookmarked link in Quick Launch.

View Property Brochure

1. From the OPERA Cloud menu, click **Quick Launch**.

2. Expand the **My Bookmarks** section if needed.

3. Under My Bookmarks, select **Property Brochure** and click the **Go to Screen** button.

4. On the Property Brochure screen, enter your **Property** name and click **Search**.

    All the available brochures for the property appear.

5. Expand the section for the brochure you want to view.

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

Related Topics

*   page 10-13

Quick Links

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

For example:

- From anywhere in OPERA Cloud, you can quickly navigate to Arrivals by pressing **[F2][A]**

- To launch the Arrivals search as a new browser session, press **[F2]** then hold down the **[SHIFT]** key and press **[A]**.

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

- Advance Checked In Screen

Advance Checked In Screen

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

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

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

- Arrival Date and ETR ascending (default).

- Arrival Date and ETR descending.

Advance Checked In Status Filters

- Arrival shows only reservations that are flagged Advance Checked In and not yet checked in to the property for the current business date.

- Checked In shows only reservations that were flagged Advance Checked In and have already been checked in to the property for the current business date.

- Selecting both Arrival and Checked In shows all reservations flagged Advanced Checked In during the current business date, which includes reservations currently flagged Advance Checked In (not yet checked in) as well as Advance Checked In reservations that have already been checked in to the property and Advance Checked In reservations that checked in and checked out of the property on the same day, such as Day Use reservations.

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

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

Home Dashboard

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

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

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

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

There are two main steps to setting up your Dashboard:

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

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

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

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

Each time you return to the dashboard or access a different dashboard page the tiles are refreshed. Click the refresh icon in the top right to manually refresh all tiles displayed on the dashboard page.

- Managing Dashboard Pages
- Managing Dashboard Tiles

Managing Dashboard Pages

You can add up to 24 pages to your Home Dashboard to categorize and organize tiles for different roles or other requirements. Each page is given a descriptive title to differentiate it from the other pages. For example, you could have two pages on your Home Dashboard, one called "Front Desk" for Arrival, Departure and In-house tiles and a second page called "Housekeeping" for Queue Rooms, Task Sheet, Room Status and Maintenance tiles. If you manage several different properties, you might want to use pages to differentiate between properties when operating from a Hub location.

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

Adding Dashboard Pages

1. From the OPERA Cloud dashboard screen, click the **Add Page** button.

2. Enter a name for the new page and click **Save**.

3. The new page appears in the tabbed page list on the Home Dashboard.

Editing Dashboard Pages

1. Click the vertical ellipses icon for the page you wish to edit.

2. Click **Edit**.

3. Enter the new page name, and then click **Save**.

Deleting Dashboard Pages

1. Click the vertical ellipses icon for the page you wish to remove.

2. Click **Delete**.

3. Confirm your removal by clicking **Delete** on the pop-up confirmation window.

Managing Dashboard Tiles

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

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

Each tile has properties that can be configured via the ⚙ icon.

When the Room Class OPERA Control is active you can add multiple instances of the same tile to your dashboard , each configured for a different room class.

In multi-property operations you must select the property location when adding tiles to a dashboard page at a Hub location.

Adding Dashboard Tiles

1. From the **OPERA Cloud** Dashboard, select the page for the tile, and click **Add New Tiles**.

   > ✏️ **Note:**
   >
   > You can add a new page by clicking the **Add Page** link.

2. Locate the tile in the **Add New Tiles** dialog, enter the number of tiles to add in the Quantity column, and then click **Add to Dashboard**.

3. After the tile appears on the screen, click ⚙ icon on the tile and complete the fields and selections to suit your needs . Setup options vary by tile.

4. Click **Save**.

Editing Dashboard Tile

1. Hover over the desired tile and click the ⚙ icon to open Settings.

2. Make changes to settings and then click **Save**.

Deleting Dashboard Tile

Hover over the desired tile and click the X icon.

Relocate Dashboard Tile

1. Click and hold mouse on the tile you would like to move.

2. Drag the tile to the new location.

3. Release mouse button to drop the tile at the location; other tiles will rearrange accordingly.

Table 1-2   Tile Names and Descriptions
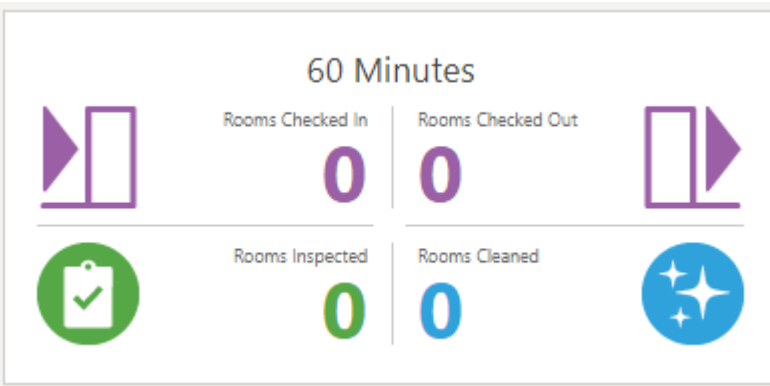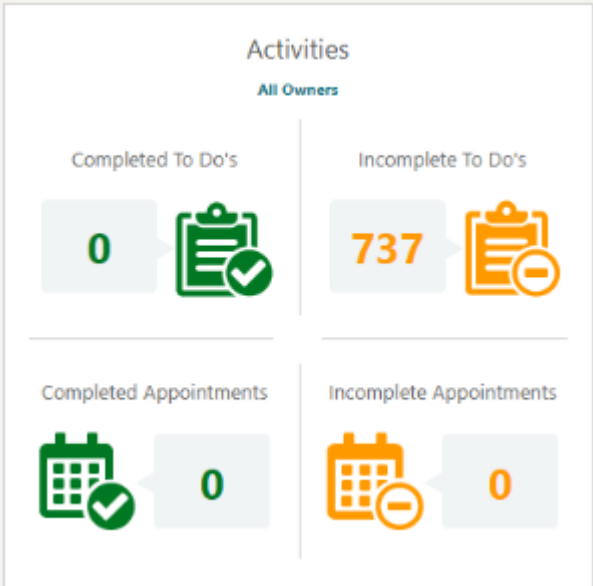
Tile Name	Images
60 Minutes Activity View check-ins, check-outs, and rooms cleaned totals for the previous 60 minutes.	
(Sales) Activities View a count of Sales Activity for the current date. (Available with the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition or Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition).	

Table 1-2   (Cont.) Tile Names and Descriptions
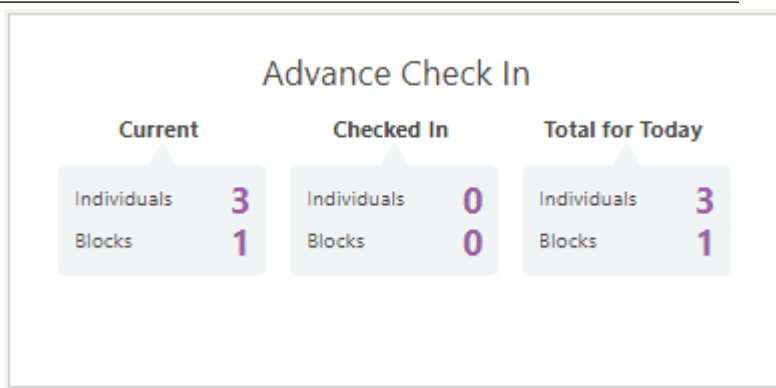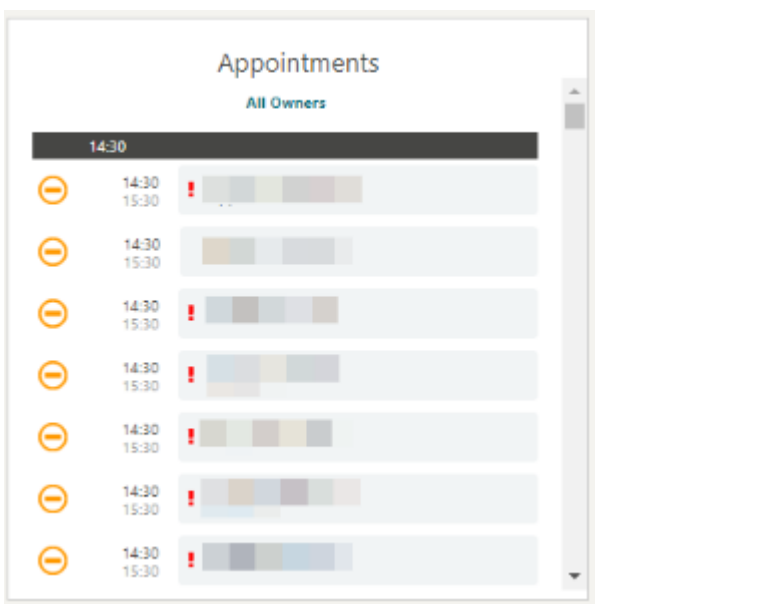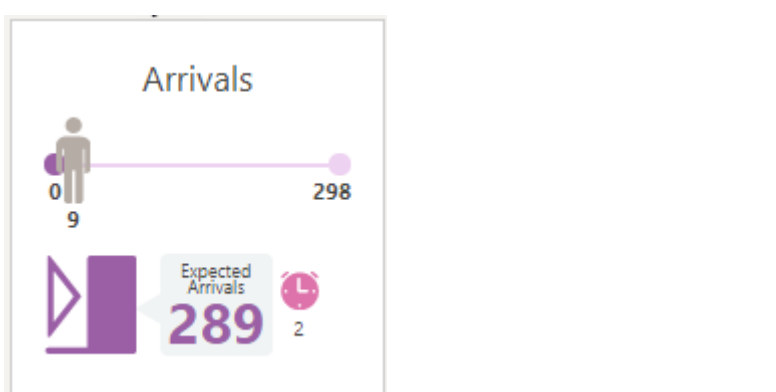
Tile Name	Images
Advance Check In View a count of the advance check ins for individual and block reservations for the current date. (Available when the Advanced Check in OPERA Control is active.)	
Appointments View appointments for selected Sales Owner(s) and Activity Type for the current date. (Available with the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition or Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition).	
Arrivals View the number of expected arrivals for the current date. Also displays the number of reservations on Queue.	

Table 1-2   (Cont.) Tile Names and Descriptions
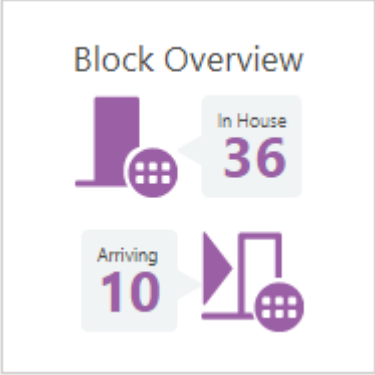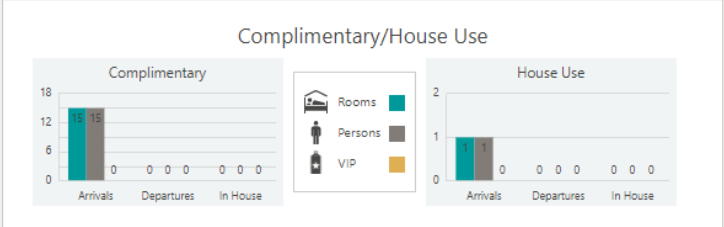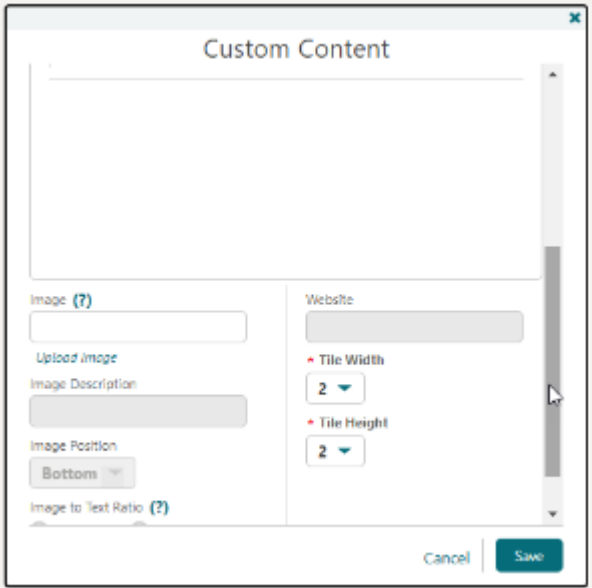
Tile Name	Images
Block Overview View an overview of Arriving and In House blocks for the current date.	
Complimentary/House Use View complimentary and house use rooms activity for the current date.	
Custom Content A user-customized tile displaying text, images and web links.	

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

Tile Name	Images
Daily Projections View projected occupancy and revenue figures by date.	
Departures View the number of expected and actual departure rooms for the current date. Also displays the number of scheduled departures.	
Events View all events for a day at a glance. (Available when the Catering Events OPERA Control is active).	
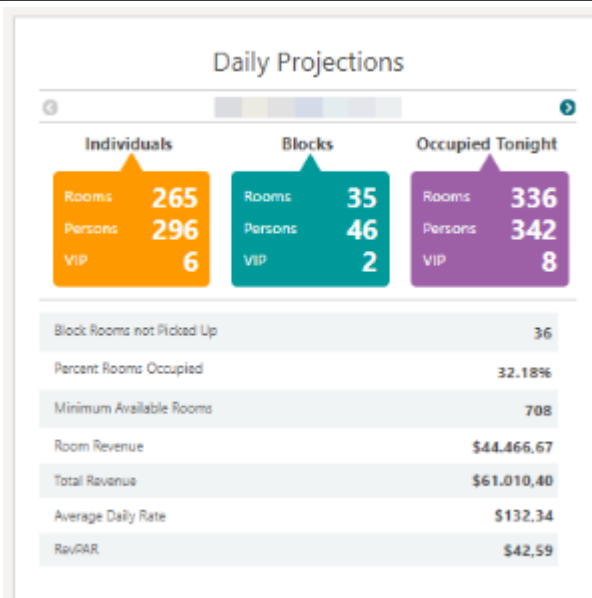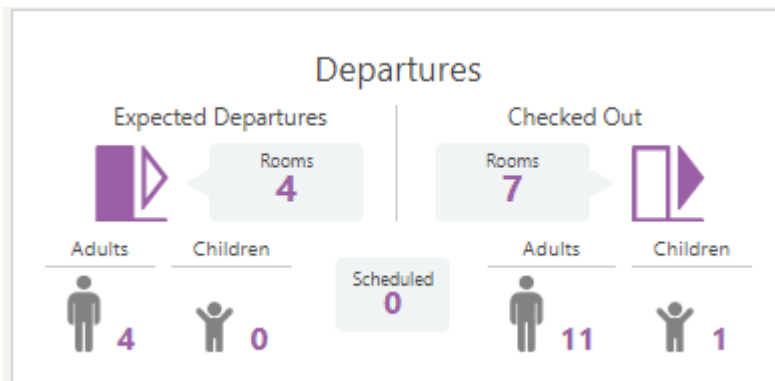
Table 1-2 (Cont.) Tile Names and Descriptions
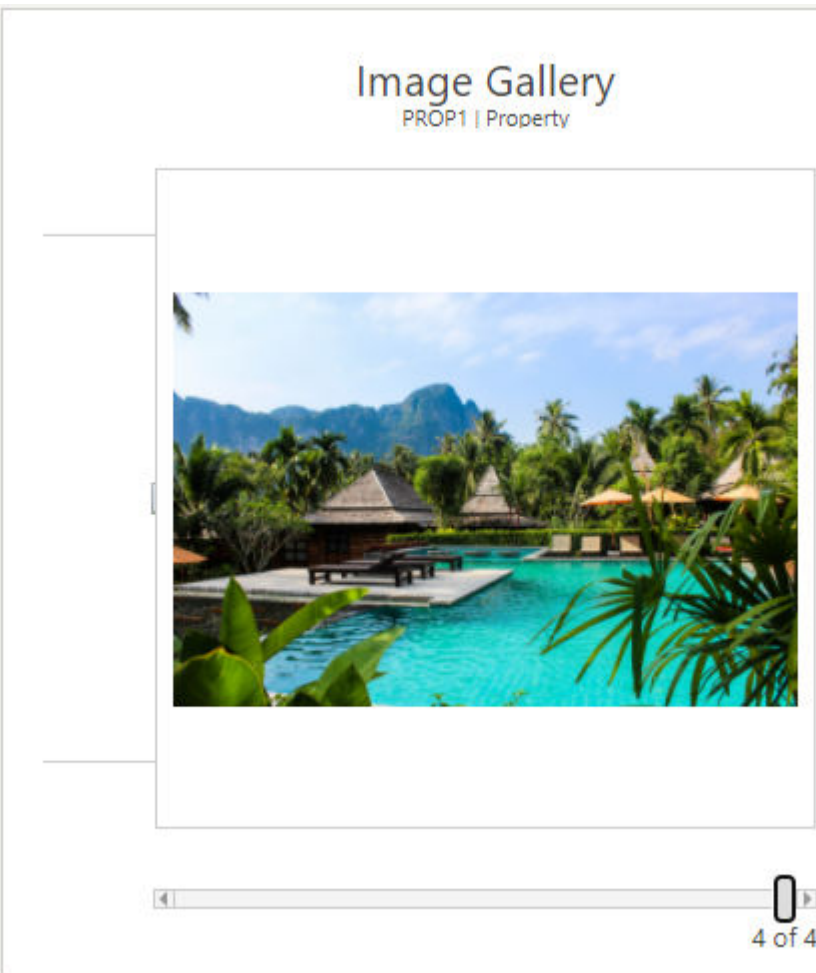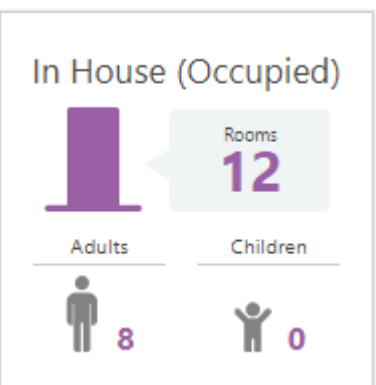
Tile Name	Images
Image Gallery View images such as floor plans, maps, attractions, and so on.	
In House (Occupied) View the number of current In House Rooms (Reservations).	

Table 1-2   (Cont.) Tile Names and Descriptions
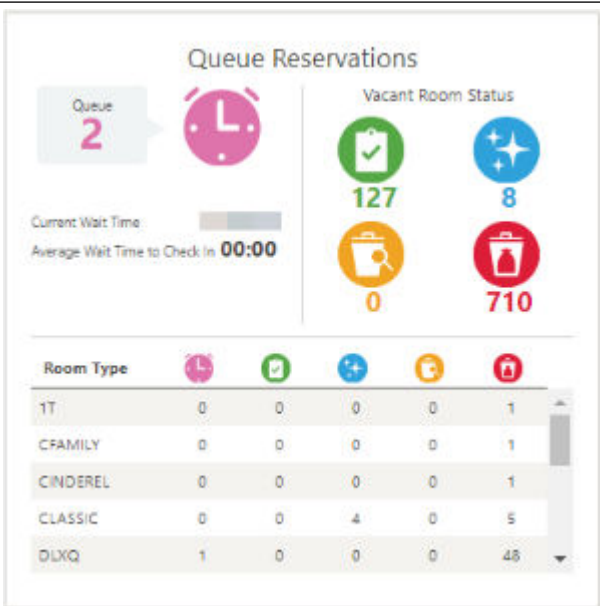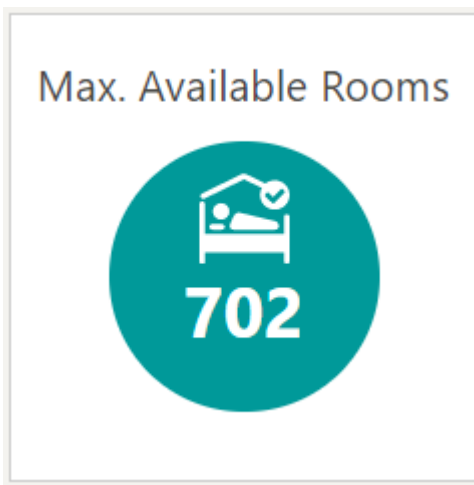
Tile Name	Images
Queue Reservations View arrival reservations on queue. Shows rooms available by room type and room status. (Available when the Queue Room OPERA Control is active)	
Max Available Rooms View the maximum number of rooms available for the current date (excluded non-deduct).	

Table 1-2　(Cont.) Tile Names and Descriptions
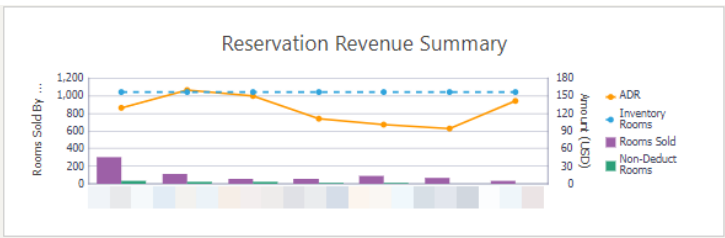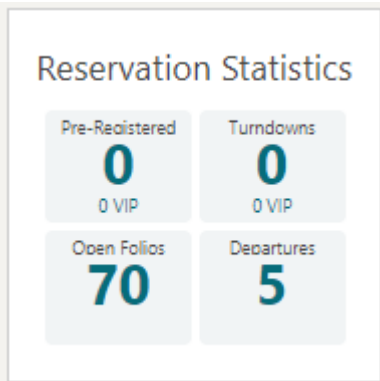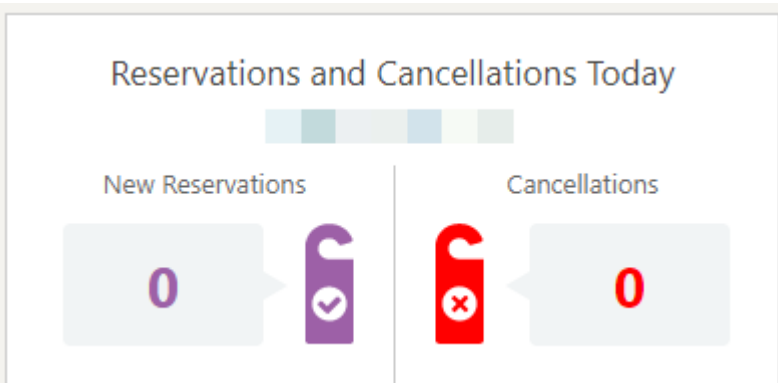
Tile Name	Images
Reservation Activity View a breakdown of arrival, in-house, and departure reservations for the current date.	
Reservation Revenue Summary View rooms sold and revenue figures by date.	
Reservation Statistics View reservation statistics for the current date.	
Reservations and Cancellations Today View new reservations and cancellation counts for today.	

Table 1-2   (Cont.) Tile Names and Descriptions
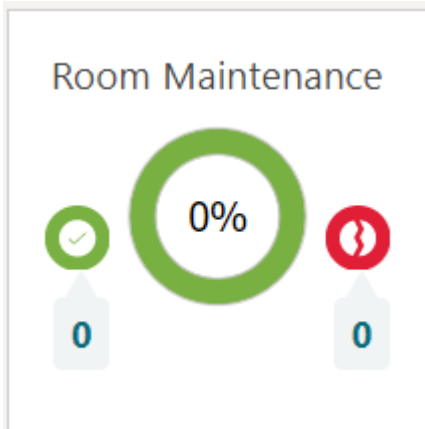
Tile Name	Images
Room Maintenance View resolved and unresolved maintenance requests.	
Room Status View a count of rooms by room status and front office status. Also displays room discrepancies and count of Queue rooms.	
Room Summary View the number of available rooms, physical (total) rooms, out of order rooms, and out of service rooms.	

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

Tile Name	Images
Rooms Availability Summary View rooms sold and available, by day and room type.	
Rooms Sold Summary View summary of rooms sold and availability by room type.	
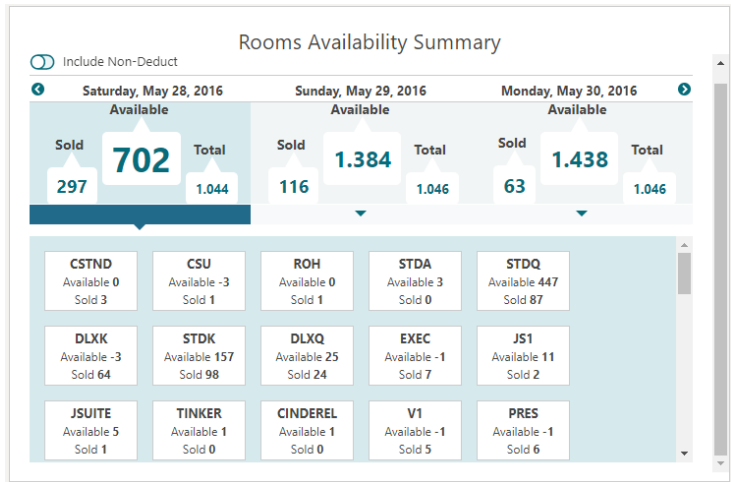
Table 1-2   (Cont.) Tile Names and Descriptions
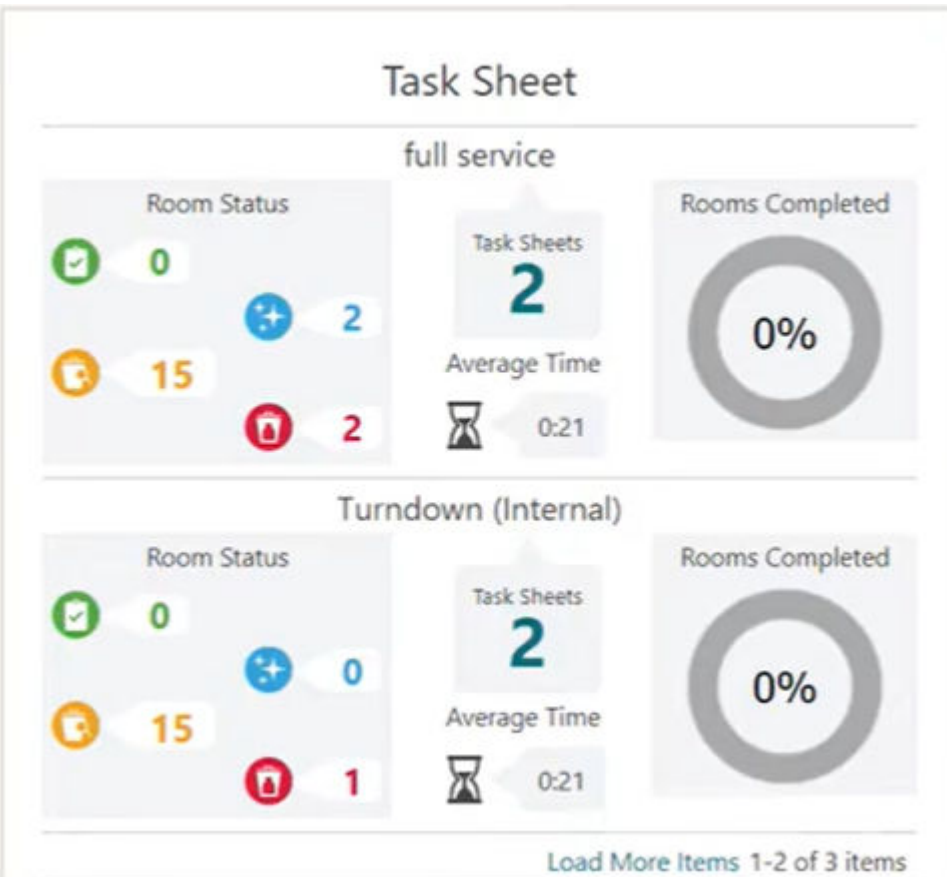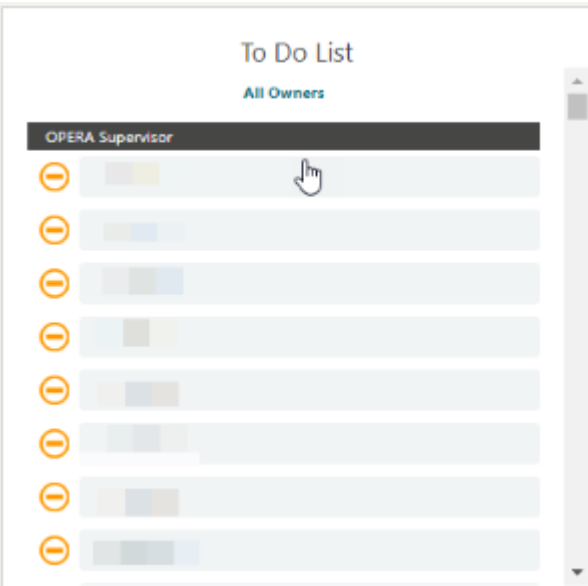
Tile Name	Images
Task Sheet View totals including room status, percentage of rooms cleaned, and today's task sheet notes, along with details and completion status of task sheets.	
To Do List View the To Do List for today.	

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

Tile Name	Images
VIP Guests View a snapshot of VIP guests.	

- Advance Check In Tile

- Updating Room Status from the Dashboard

Advance Check In Tile

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

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

- **Current** - The number of arrival (due in) individual and block reservations that are in Advance Checked In state.

- **Checked In** - The number of individual and block reservations that were flagged Advance Checked In today and are now checked in to the property.

- **Total for Today** - The total number (current plus checked in) of individual and block reservations for today. This total includes Advance Checked In reservations that were checked in and checked out of the property on the same day, such as Day Use reservations.
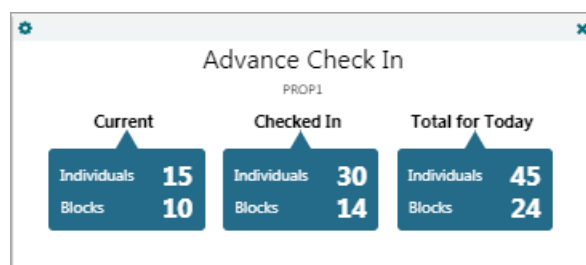
Table 1-3 Advance Check In Tile

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

Updating Room Status from the Dashboard

You can change the status of rooms from the Room Status tile on the Dashboard. Options are: inspected, clean, pickup, dirty, out of order, out of service, vacant, and occupied.

1. From the **Dashboard**, click the **Room Status** tile to go to the Housekeeping Board.

2. Search for room status based on property and room type, room class, room number range, or room status.

3. From search results, select one or more rooms and then click the **Update Room Status** link. Select a new room status for the room and click **Close**.

Page Composer

Page Composer is a tool you can use to customize the OPERA Cloud user interface (UI) by removing or adding fields to pages. You can also rearrange fields on the screen layout and add flex fields (that is, user defined fields) and hyperlinks.

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

With Page Composer, you can do the following:

• Add or remove standard and flex fields

• Change field labels

• Reorder fields

• Change field colors

• Add tooltips

• Reorder search result table columns

• Validate field entries

• Hide or show search result table columns

• Add custom business logic using Expression Language (EL)

User Tasks

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

The **Personalize** task enables the user to make changes that are only applicable/visible to the user who made the change. For example, hide/show fields, reorder columns in tables, reorder fields in panels, and search areas where personalization is available.

The **Customize Chain** task controls access to the Chain Customization Level, which enables users to make changes that affect or apply to all properties in the chain.

The **Customize Property/Hub** task controls access to the Property/Hub Customization Level. Changes are applied or visible to users when logged in to a specific property or at the hub level based on the login context (Property or Hub).

The **Column Options** task enables you to reorder and hide or show table columns.

Customizable Screens and Pages

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

Table 1-4   Customizable Screens and Related Pages

Screen	Related Page / Screen
Profiles	Profile Overview
	Profile Details
	Identification (Personal Details)
	Create Profile (Guest Details)
	Manage Profile (Advanced Search area)
	Profile Claims (Search area)
	Correspondence (Mailings tab)
Walk In Reservation	Search area
Look To Book Sales Screen	Caller Info
	LTB Search Filters
	Book Now screen
	Turnaway
Reservations	Reservation Overview
	Stay Details
	Manage Reservation (Advanced Search area)
Dashboard / Homepage	Page and Tiles
Check In	Reservation Overview
	Identification Step (Personal Details)
Check Out	Reservation Overview

Table 1-4   (Cont.) Customizable Screens and Related Pages

Screen	Related Page / Screen
Blocks	Block Overview
	Room Details
	Catering Details
	Manage Activities (Advanced Search area)
	Manage Blocks (Advanced Search area)
Quick Launch	Custom and Quick Links
Search Area	Search Filters
	Manage Columns

- Adding Custom Business Logic using Expression Language
- Customizing or Personalizing a Screen with Page Composer
- Page Composer Field Property Descriptions

Related Topics

Adding Custom Business Logic using Expression Language

On the field properties page, a **Custom** option is available for most properties by clicking ⟨/⟩ or selecting **Custom** from the properties drop-down list.

The custom option enables you to add Expression Language (EL) code to add custom business logic to the page panel.

For example, rather than a field always being read only or always being mandatory (properties = YES) , expression language can be coded to perform a test and the field properties conditionally set to YES (true) or NO (false).

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

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

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

Example 1-1   Example 1

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

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

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

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

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

Example 1-2   Example 2

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

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

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

- If the statement evaluates as true, then set background color of the field changes to Hex Color #0493f2' (blue).

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

Example 1-3   Example 3

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

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

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

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

- If the statement evaluates as false (not NULL), then set REQUIRED = YES (true).

Example 1-4   Example 4

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

Click ⟨/⟩ for the **Required** property for the State field and add the following EL expression:

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

- If the statement evaluates as true then set REQUIRED = YES (true).

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

Using EL to perform specific actions

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

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

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

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

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

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

- Info
- Error
- Warning
- None

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

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

Example 1-5   Example 5 — Show a message to the user when a field equals a certain value

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

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

Figure 1-17   Customize screen — Advanced tab

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

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

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

Customizing or Personalizing a Screen with Page Composer

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

- **Personalize** This task enables the user to make changes that are only applicable/ visible to the user who made the change. For example, hide/show fields, reorder columns in tables, reorder fields in panels, and search areas where personalization is available.

- **Customize Chain** This task controls access to the global (all properties) customization level, which enables users to make changes which affect or apply to all properties.

- **Customize Property/Hub** This task controls access to the Property/Hub customization level. Changes are applied or visible to users when logged in to a specific property or at the hub level.

Customization — Global / Property / Hub

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

Enabling Page Composer

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

1. On the OPERA Cloud side bar menu, select **Settings**.

2. On the Settings screen, select either the **Chain Level**, **Hub/Property Level**, or **Off**.

   a. **Chain Level** Users can add Flex Fields and modify the properties of components. Customization at the Chain level applies to all properties and users.

   b. **Hub/Property Level** Users can add Flex Fields and modify properties of components. Customization at the Hub/Property level applies to the current Hub or Property location the user is logged into.

   c. **Off** Customization is inactive. Users can only personalize a screen by hiding and showing fields / reorganizing columns. Personalization at the User level only applies to the currently logged in user. The user can only personalize the screen for his or her user and modifications do not affect other users.

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

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

Figure 1-18   Customizing Notification
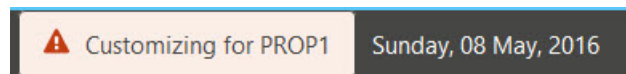
> **Note:**
>
> If selecting **Hub/Property**, the customization applies to the location context —either a property or the chosen hub.

Customizing a page/panel

Any page or panel that supports customization has a gear icon   in the top right of the panel. Search and edit any record to launch the relevant page and begin customization. Each page is customized separately.

1. Click the gear icon in the panel to activate customization.

2. To add fields, click the **Add Field** drop-down list and select from the fields listed.

3. To add a flex field, select **Flex Field** from the bottom of the field, select either **Add Text**, **Add Number**, or **Add Date**, and then select the required UDF field in the field properties context menu.

4. To add a hyperlink, select **Flex Field** and then select **Add Link**.

5. To define the properties of the Flex field you selected, refer to the Page Composer Field Property Descriptions topic for detailed descriptions of these properties.

6. To remove a field, select the pencil icon for the field to launch the field properties, select **No** from the Display list of values, and then click **Save** to close the page.

7. To relocate a field in the panel, hover the mouse over a field until a cross hair cursor appears, hold down the left mouse key, and then drag the field to the required location in the panel. The other fields reorder to accommodate the new location.

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

8. To reset a panel to the default layout, select the **Delete Customization** link.

9. Click **Close Customize** to exit the customization mode for the panel.

Disabling Customization

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

The session reinitializes and the customizing notification no longer appears.

Customization Inheritance

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

Personalizing for your User

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

1. Click the **Personalize** icon (appears as a gear icon) in the corner of the panel.

2. To remove (hide) fields in the panel, click the red X for each field you want to remove.

3. To add (unhide) fields, click the **Show Inactive** link and then click the green + sign for each field you want to reactivate in the panel.

4. To relocate a field in the panel, hover the mouse over a field until a cross hair cursor appears, hold down the left mouse key and drag the field to the required location in the panel; the other fields reorder to accommodate the new location.

5. Click **Close Personalize** to exit the customization mode for the panel.

Page Composer Field Property Descriptions

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

Table 1-5   Field Properties

Property	Description
Required	Select YES to set the field as mandatory. When saving updated, an error appears if the field is NULL. An asterisk appears to indicate the field is mandatory
	Select NO to set the field as non-mandatory.
Disabled	Select YES to show the field / link in the panel.
	Select NO to remove the field / link in the panel.
Read Only	Select YES to prevent the field value from being edited.
	Select NO to enable the field value to be edited.
Tooltip	Enter a tooltip for the field. When a tooltip is added for a field, a ❓ icon appears to the right of the field . This icon can be clicked to view the tooltip text.
Label	Enter the name of the label that appears for the field.
Charactercase	Enables you to enforce uppercase, lowercase, or mixed use characters for the input text in a field.
Default Value	Defines the default value for new records.
Background Color	Sets the background color for the field. Click the small box to launch a color picker and select a color from the chart; a hex value can also be entered.
Label Color	Sets the color for the field label. Click the small box to launch a color picker and select a color from the chart; a hex value can also be entered.
Text Color	Sets the text color for the field. Click the small box to launch a color picker and select a color from the chart; a hex value can also be entered.
Refresh	Select YES to immediately trigger the validation of a value entered by the user (typically set to YES).

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

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

Flex Fields

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

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

Table 1-6   Flex Fields

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

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

Table 1-7   Flex Field Properties

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

User Defined Links (UDL)

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

- Static URL — A static URL launches a web page where the URL is always the same value.

- Dynamic URL — A dynamic URL is variable based on values from fields referenced in the link.

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

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

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

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

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

Table 1-8   UDL Properties

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

Validator

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

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

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

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

https://regexr.com/

List Of Values (Admin — Enterprise — User Interface Management)

To configure the values for a drop-down list, select the **Administration** menu, select **Enterprise**, select **User Interface Management**, select **User Defined Field Values**, and then search for the LOV group. Click **New** to create new values for the required LOV group.

To create an entirely new LOV group, select the **Administration** menu, select **Enterprise**, select **User Interface Management**, select **User Defined Field Groups**, and then click **New**. Enter a 2 to 3 character code and description for the LOV group.

Performance Meter

Prerequisites for Performance Meter

Overview

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

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

Performance Results

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

•   Performance Score legend

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

•   Recommended actions, including Time Stamp and Result ID

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

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

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

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

Figure 1-19   Performance Test Results
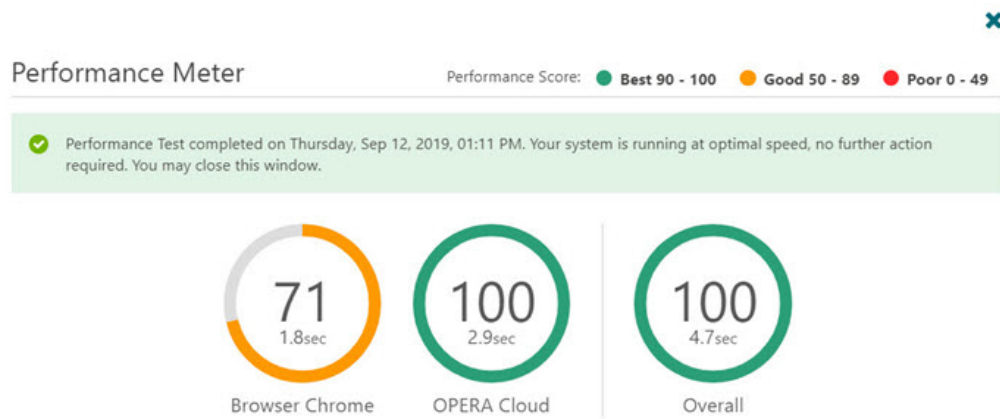
- Using the Performance Meter

Using the Performance Meter

1. Open the Performance Meter by selecting the side menu in OPERA Cloud and selecting **Performance Meter**.

2. Click the **Start Performance Test** button to begin the performance test. The progress meter appears.

Figure 1-20   Performance Meter screen — Start Performance Test button
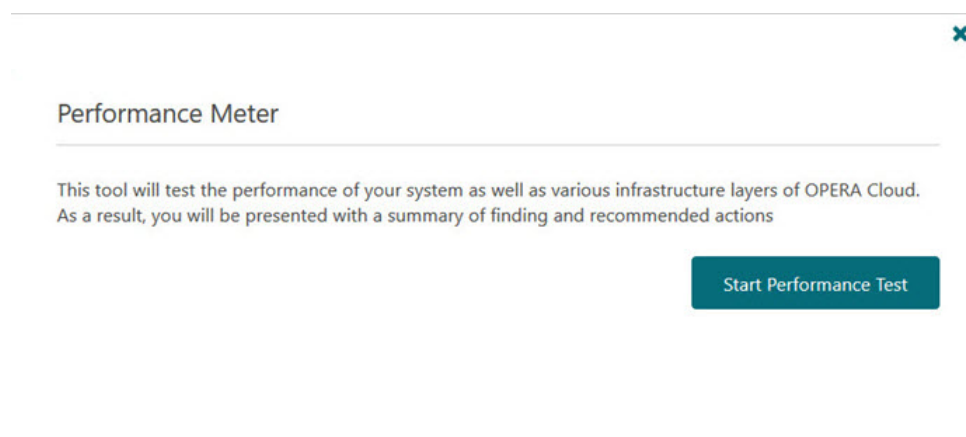
Figure 1-21   Performance Test In Progress
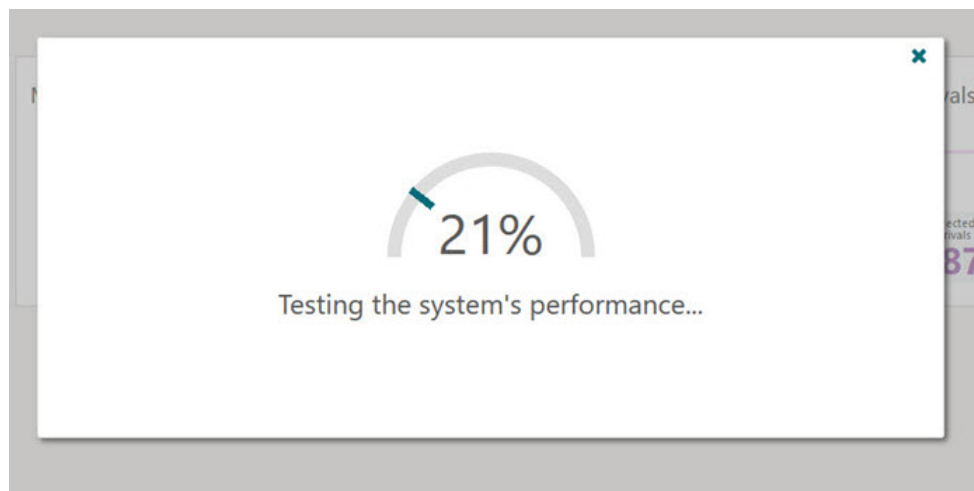
The Performance test measures the response times from the Client (web browser), Database (DB), Web Service (WS), and User Interface (UI) based on the baseline times for a standard operation, such as fetching postal codes (system seed data). When the performance test is complete, you are presented with the results.

• Prerequisites for Performance Meter

Prerequisites for Performance Meter

OPERA Cloud Tasks

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

Group: General

Task: Performance Meter

Part I

OPERA Cloud

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

- Client Relations
- Bookings
- Front Desk
- Inventory
- Financials
- Miscellaneous
- Reports

2
Client Relations

From the Client Relations menu, use Manage Profiles to create and manage profile names, addresses, contact information, financials, accounts receivables, negotiated rates, and so on. Profiles identify guests, companies, travel agents, sources, groups, and contacts doing business with your hotel. Use Manage Memberships to create and manage your membership programs as offered by hotels, auto clubs, and airlines to reward guest loyalty.

- Activities
- Profiles

Activities

Activities provide you with an account management tool for managing daily tasks such as appointments, sales calls, contact follow-up, and so on. To use Activities, you must first configure various Activity Types. Optionally with the Activity Result control enabled you must also configure Activity Results that you can select when completing an Activity.

The following dashboard tiles are available specifically for Activities:

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

You can create Activities on Sales Accounts, Contacts, and Blocks. Or, you can use the auto-trace (rule) functionality to automatically create Activities based on defined conditions for Sales Accounts, Contacts, and Blocks.

- Prerequisites for Activities
- Managing Activities
- Linking Multiple Profiles to Activities
- Linking Multiple Blocks to Activities
- Inviting Multiple Owners to Activities
- Managing Attachments

Prerequisites for Activities

License/Subscription

OPERA CLOUD Sales and Event Standard Cloud Service

Or

OPERA CLOUD Sales and Event Premium Cloud Service

OPERA Tasks

Client Relations Admin:

Activity Management

- Activity Types
    - New/Edit Activity Types
    - Delete Activity Types
- Trace Codes
    - New/Edit Activity Types
    - Delete Activity Types

Managing Activities

Activities help you manage your sales activities related to accounts, contacts, and blocks.

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

Adding Activities

1. From the OPERA Cloud menu, select **Client Relations** and then select **Profiles** or select **Bookings** and then **Blocks**.
2. Enter search criteria and click **Search**.
3. Click **I Want To . . .** and select **Create Activity**.
4. Enter or select the following:

    a. **Property**. Enter or confirm the property name.

    b. **Activity Class**. Select to make the Activity for an Appointment or a To Do.

    c. **Purpose**. Enter a text explanation of the Activity's purpose

    d. **Owner**. The OPERA Cloud user responsible for the activity.

    e. **Start Date/Start Time**. Enter the date and time.

    f. **End Date/End Time**. Enter if the activity is an Appointment. If the activity is a To Do, the Start Time/End Time options do not appear.

    g. **Trace Code**. Notifies colleagues about actions that they must take relative to the business.

    h. **Account**. Associates an account, travel agent, company, or source profile with your Appointment or To Do.

    i. **Contact**. Associates a contact profile with your Appointment or To Do.

    j. **Block**. Associates a block with your Appointment or To Do (opens Manage Block for searching and selecting a block).

    k. **High Priority**. Marks the Appointment or To Do as urgent.

> **l.** **Complete**. When checked, the Completion Start and End Date/Time fields
> appear along with Activity results field.

> **m.** **Notes**. Enter a description or the details of the Activity.

5. Click **Save.** Or, click **Save Activity and Add More Details** to save and edit the
   Activity.

Editing Activities

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

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

3. Click the **value** in the Type column to open the Activity presentation or click
   Activity Details for the Activity Details panel.

4. Click **Edit** to update Activity Details.

5. Make your updates.

6. Click **Save**.

Deleting Activities

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

2. On the Manage Activities screen, enter or confirm the **Property name**, select an
   Owner, and enter any additional search criteria.

3. Click **Search**.

4. In the Search results panel, select one or more **Activities**.

5. Click **Delete**.

6. Click **Delete** to confirm.

Completing Activities

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

2. Enter or confirm the **Property** name, enter an **Owner** and any additional search
   criteria, and then click **Search**.

3. From Manage Activities search results, select **one or more activities**.

4. Click the **Complete** button.

5. In the Edit Activity Overview screen, ensure the Complete check box is selected.

> **Note:**
>
> OPERA Cloud automatically inserts the current date and time into the
> fields below the Complete check box.

> **Note:**
>
> When the Activity Results OPERA Controls is active and the Complete check box is selected, a Result field appears on the Activities screen. You can select the appropriate result value from the list and complete the Activity.

6. Click **Save**.

Creating a Follow Up Activity

On activity completion, you can select an option to copy the activity to a future date for follow-up.

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

2. Enter or confirm the **Property** name, enter an **Owner** and any additional search criteria, and then click **Search**.

3. From Manage Activities search results, select **one or more activities**.

4. Click the **Complete** button. In the Edit Activity Overview screen, the Follow Up check box appears below the Complete check box.

   a. Select the **Follow Up** check box.

   b. Enter a future **Start Date** for the Follow Up activity to be created.

   c. Enter a follow up **Start Time**.

5. Click **Save**. A Follow Up Activity is created for the start date and start time you selected. The current Activity fields (except for the Completion fields) are copied to the Follow Up Activity.

Related Topics

• Managing Attachments

Linking Multiple Profiles to Activities

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

Adding Profile Link to an Activity

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

2. Select or confirm the Property, select the **Owners** and any additional search criteria, and click **Search**.

3. From search results, click **I Want To . .** and select **Linked Profiles** or open the Activity and select **Linked Profiles** from the Activity Presentation page.

4. Click **Add Account** or click **Add Contact**.

5. Use Quick Profile Search to locate the account or contact; enter search criteria and click **Search**.

6. From search results, select the account and/or contact and click either **Select Account Only** or **Select Account and Contact**.

Updating Primary Profile Link for Activity

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

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

2. Select or confirm the Property, select the **Owners** and any additional search criteria, and click **Search**.

3. From search results, click **I Want To . .** and select **Linked Profiles** or open the Activity and select **Linked Profiles** from the Activity Presentation page.

4. Select the profile and click the **Vertical Ellipse**, select **Make Primary**.

Removing Profile Link from an Activity

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

2. Select or confirm the Property, select the **Owners** and any additional search criteria, and click **Search**.

3. From search results, click **I Want To . .** and select **Linked Profiles** or open the Activity and select **Linked Profiles** from the Activity Presentation page.

4. Select the Account or Contact profile, click the **Vertical Ellipse** and select **Remove**.

5. Click **Remove** to confirm.

Linking Multiple Blocks to Activities

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

Adding Block Link to an Activity

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

2. Select or confirm the Property, select the **Owners** and any additional search criteria, and click **Search**.

3. From search results, click **I Want To . .** and select **Linked Blocks** or open the Activity and select **Linked Blocks** from the Activity presentation page.

4. On the Linked Blocks dialog, click **Add**.

5. On the Manage Block screen, enter search criteria for the block and click **Search**.

6. From the search result, select the Block(s), and click **Select**.

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

Updating Primary Block Link for an Activity

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

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

2. Select or confirm the Property, select the **Owners** and any additional search criteria, and click **Search**.

3. From search results, click **I Want To . .** and select **Linked Blocks** or open the Activity and select **Linked Blocks** from the Activity presentation page.

4. Select the profile and click the **Vertical Ellipse**, select **Make Primary**.

Removing Block Link from an Activity

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

2. Select or confirm the Property, select the **Owners** and any additional search criteria, and click **Search**.

3. From search results, click **I Want To . .** and select **Linked Blocks** or open the Activity and select **Linked Blocks** from the Activity presentation page.

4. Select the Account or Contact profile, **Vertical Ellipse**, and select **Remove**.

5. Click **Remove** to confirm.

Inviting Multiple Owners to Activities

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

Inviting Multiple Owners

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

   a. For existing Activities, use search.

   b. For new Activities, click the page level **I Want To . . .** hyperlink and select Create Activity.

2. In the Activity Overview section of the Manage Activity screen, click the **Invite Owners** hyperlink.

3. In the Invite Owners dialog, click **Add**.

4. From the Search and Select Owner dialog, select one or more owners and click **Select**. This generates a cloned activity for each owner you selected. The cloned Activities appear on the Invite Owners dialog.

5. Click the **X** to close the dialog and return to the Manage Activity screen.

6. If you update your main Activity

Updating Activities

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

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

2. Search for and open an activity that has linked activities.

3. Scroll to the appropriate panel and click either **Add** or **Edit**.

4. Make your additions or changes.

5. Click **Save**.

6. When prompted to update linked Activities, click **Yes** or **No**.

Managing Attachments

Prerequisites For Attachments

You can attach files (less than 2MB) to Reservations, Blocks, Activities, or Profiles using the Attachments feature. Reservation and Block attachments are retained for the life of the reservation or block and purged after departure.

Adding an Attachment

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

> **✎ Note:**
>
> a. To add an attachment to a block, select **Bookings** and then select **Blocks**.
>
> b. To add an attachment to a profile, select **Client Relations** and then select **Profiles**.
>
> c. To add attachment to an Activity, select **Client Relations** and then select **Activities**.

2. Search for and select a reservation, block, profile or activity.

3. Click **I Want To...** and then select the **Attachments** link located under Notifications. You might need to select **Show All** to see all options.

4. Click **New** to attach a new file.

5. Click **Browse** to select a file on your computer.

6. Enter a **Name** and a **Description** for the file and then click **Save**.

Downloading an Attachment

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**

2. Search for and select a reservation, block, profile or activity.

3. Click **I Want To...** and then select the **Attachments** link located under Notifications. You might need to select **Show All** to see all options.

4. On the Attachments screen, click the **vertical ellipsis** button.

5. Click **Download** and choose to either **Open** or **Save File**.

Deleting an Attachment

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**

2. Search for and select a reservation, block, or profile.

3. Click **I Want To...** and then select the **Attachments** link located under Notifications. You might need to select **Show All** to see all options.

4. On the Attachments screen, click the **vertical ellipsis** button.

5. Click **Delete** and confirm the deletion.

- Prerequisites for Attachments
- Prerequisites for Attachments
- Prerequisites for Attachments
- Prerequisites for Attachments

Related Topics

- Booking a Reservation
- Blocks
- Managing Profiles

Prerequisites for Attachments

OPERA Controls

Group: General

Function : File Attachments

OPERA Cloud Tasks

Group : Bookings

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

Profiles

The Profile is where all details of the guest are stored, containing demographic records for guests, companies, travel agents, sources, groups, and contacts. Individual profiles provide better guest recognition through VIP level, address information, preferences,

membership enrollments, and additional data that make reservations handling, accounting, and other activities faster and more accurate.

- Creating Guest or Contact Profile
- Creating a Sales Account Profile
- Managing Profiles

Creating Guest or Contact Profile

Maintaining accurate guest profile records is vital to providing exceptional guest service.

Guest profiles are typically shared across properties in multi-property operations, ensuring guest preferences, notes and other details are available to users in all your properties.

Contact profiles are a variation for guests and are available when the Contacts OPERA Control is active. Contacts are typically linked to Sales Accounts.

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

2. Click **I Want To...**. Create, **Guest Profile** or **Contact Profile**.

3. Enter the following detail in the **Primary Details** section:

    a. **Alternate Name**: Click to enter an alternate name (non Western characters) for the profile (Available when the **Multi-language OPERA Control** is active).

    b. **Incognito**: Click to enter a pseudonym name for the guest (available when the Incognito OPERA Control is active).

4. **Phone and Email Section**:

    a. Add Phone and Email contact details.

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

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

    d. Refer to Managing Profile Communication.

5. **Address Section**:

    a. Add Address details.

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

    c. Refer to Managing Profile Communication.

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

Creating a Sales Account Profile

Sales Account Profiles are Companies, Travel Agent and (Booking) Sources; shared across all properties in a multi-property operation; ensuring details such as negotiates rates, notes and attachments are available to users at all properties.

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

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

2. Click **I Want To...**.

   a. Click **Company Profile** , **Travel Agent Profile** or **Source Profile**.

3. Complete Primary Details

   a. **Alternate Name**: Click to enter an alternate name (non Western characters) for the profile (Available when the multi-language OPERA Control is active).

   b. **Owner**: Select a sales owner the Sales Account (Available when the Owner OPERA Control is active).

   c. **Trace**: Select an Activity trace code from the list (Available when the OPERA Cloud Sales and Event Management Standard Cloud Service or OPERA CLOUD Sales and Event Premium Cloud Service are active)

4. Phone, Email Section

   a. Add Phone and Email contact details.

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

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

   d. Refer Adding Profile Communications.

5. Address

   a. Add Address Details.

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

   c. Refer Adding Profile Communications.

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

Related Topics

- Managing a Sales Account Profile

- Managing Sales Account Contacts

Managing Profiles

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

- Managing a Sales Account Profile

- Managing Sales Account Contacts

- Filtering Profile Search by Accounts

- Editing a Profile's Sales Information

- Managing Profile Channel Negotiated Rates
- Managing Sales Account Commission Details
- Credit Ratings
- Managing Sales Account Keywords
- Managing Profile AR Accounts
- Managing a Guest or Contact Profile
- Managing Profile Subscription
- Managing Profile Memberships
- Profile Negotiated Rates
- Default Profile Routing Instructions
- Managing Profile Relationships
- Managing Profile Identification and Personal Details
- Managing Profile Preferences
- Managing Profile Communication
- Managing Profile Correspondence and Privacy Options
- Managing Profile Notes
- Viewing Profile Future and Past Stays
- Viewing Profile Future and Past Blocks
- Managing Attachments
- Guest Stay Statistics
- Making a Guest Profile Private
- Profile Merge
- Profile Anonymization
- Downloading a Profile from the Central Reservation Database
- Viewing a List of Recently Viewed Profiles
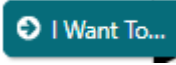
Related Topics

- Managing Profile Channel Negotiated Rates
- Managing Activities

Managing a Sales Account Profile

Sales Account Profiles are Companies, Travel Agent and (Booking) Sources; shared across all properties in a multi-property operation; ensuring details such as negotiates rates, notes and attachments are available to users at all properties.

Revenue production is tracked against the various profiles linked to a reservation (either guest or group and event billing masters) and using the relationship feature you can consolidate sales production statistics from various subsidiary accounts to a master sales account.

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

2. **View By**: Select Guest or Contact from the list.

3. Enter additional search criteria, click **Search**.

4. Select the profile from the search result, click the **Profile Name**, or click **I Want To...** and go to the **Profile**.

5. On the Profile Presentation page, click I Want To [I Want To...] to perform additional actions on this profile.

> **Note:**
>
> Details panels selected in the default presentation style are displayed. Click **View** to select a different presentation style or **Customize View** to select the detail panels to display.

6. **Overview Panel**:

   a. Select **Edit** and update the profile details.

   b. Click **Save**.

   > **Note:**
   >
   > All Profile detail links are available to view and update related profile details. See the **Sales Account Profile Detail** table below.

7. Click **Edit** and enter the following details:

   a. **Name1**: Enter Company, Travel Agent, Source name.

   b. **Name2**: Enter second line of account name.

   c. **Name3**: Enter third line of account name.

   d. **Language**: Select a language from the list; when the Multi-language OPERA Control is active stationery such as contracts and invoices are generated in this language.

   e. **Corp ID**: Enter a Corporate ID / IATA number; you can search for Account profiles using this identifier.

   f. **Owner**: Select a Sales Owner from the list (Enabled when the Owner OPERA Control is active).

   g. **Active**: Uncheck to inactive this Account profile; inactive profiles are excluded from searches by default.

   h. **Trace Code**: Select an activity trace code to specify the standard Activities to be generated for the Sales Account (Available with the OPERA Cloud Sales and Event Management subscription).

   i. **Restricted**: Select this checkbox to mark the guest / contact profile as restricted.

      i. **Reason**: Select a restricted reason from the list.

8. Click **Save**.

Table 2-1   Sales Account Profile Detail Links

Profile	Billing
Contacts	Accounts Receivable
Communications	Negotiated Rates
Channel Negotiated Rates	Financials
Keywords	Commissions
Preferences	
Relationships	
Sales Information	
Subscriptions	
Notifications	**Stays**
Attachments	Future and Past Stays
Notes	Future and Past Blocks

Related Topics

• Merge Profiles

• View Change Log

Managing Sales Account Contacts

Viewing Sales Account Contacts

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

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

3. Select the profile in the search result, click **I Want To . . .**, click **Contacts** or open the profile and click the Contacts link in Profile Presentation.

4. Click a Contact Name link to manage the Contact Profile.

Adding New Contacts to a Sales Account

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

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

3. Select the profile in the search result, click **I Want To . . .**, click **Contacts** or open the profile and click the Contacts link in Profile Presentation.

4. Click **New** and complete the Contact details. For more information refer to Creating Profiles.

Deleting Contacts from a Sales Account

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

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

3. Select the profile in the search result, click **I Want To . . .**, click **Contacts** or open the profile and click the Contacts link in Profile Presentation.

4. Select the contact in the search result, click the **Vertical Ellipsis** and select **Remove**.

5. Click **Remove** to confirm.

Filtering Profile Search by Accounts

With an active OPERA Cloud Sales and Event Management Standard Cloud Service subscription, you can perform a profile search by the account Profile Type to retrieve a Company, Travel Agent, Source, or Contact profile.

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

2. In the Search panel, click the **View By** drop-down and select **Account**.

   Profile search returns results for Company, Travel Agent, Source, or Contact. It also adds the following search filters to the standard search function:

   a. **Owner**. The owner is an OPERA Cloud user. If you enter a name in the Owner field, you can select the Primary Only check box to search only for the primary owner.

   b. **Display Linked Contact**. Select the check box to return search results for Contacts linked to their Accounts.

Editing a Profile's Sales Information

Prerequisites for Sales Information

The Sales Information panel on a profile enables you to record key information related to sales management.

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

2. Click the **View By** drop-down and select a profile type, such as a Company, Travel Agent, Source, or Contact.

3. Enter search criteria in at least one other search field and then click **Search**.

4. From the search results, click **I Want To...** next to the profile and then click the **Sales Information** link.

5. On the Sales Information screen, click **Edit** and enter or edit information in any of the following fields:

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

    a. **Territory** — the sales territory to which the account or profile is assigned.

    b. **Priority** — the business importance of the profile or contact.

    c. **Rooms Potential** — the importance of the account in drawing accommodations business.

    d. **Account Type** — the name of the account type.

    e. **Business Segments** — the business segment this profile represents for your property.

    f. **Industry** — the industry classification of the account.

    g. **Account Source** — the origin of the account (for example, media ad, website, and so on.)

    h. **Influence** — the influence the profile has in the decision-making process.

    i. **Mail Action** — the mailing action codes you can assign to identify the account when you want to create mailing lists or reports for other purposes.

    j. **Competition** — your hotel's business competition for this account.

    k. **Scope** — the broad geographical areas where the profile or account generates business.

    l. **Scope City** — the city where the profile or account's headquarters is located or the city where one of your properties is located that this profile or account frequently uses.

6. Click **Save**.

Managing Profile Channel Negotiated Rates

When OPERA Cloud is integrated with various distribution systems (GDS, ADS, OTA's, etc) you can setup negotiated rates on Company, Agent and Source profiles for each booking channel.

Adding Channel Negotiated Rates

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

2. Click the **View By** list and select a profile type, such as a Company, Travel Agent, or Source.

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

4. From the search results, click **I Want To...** and click **Channel Negotiated Rates** or click the **Channel Negotiated Rates** link in Profile Presentation.

5. Click **New** and enter the following details:

    a. **Property**: Enter or select the property.

    b. **Channel**: Select a channel from the list.

     c. Channel Rate Code: Select a rate code from the list.

     d. Access Code: Enter an access code.

     e. Start Date: Enter or select a date when the rate commences.

     f. End Date: Enter or select a date when the rate ends.

     g. Sequence: Enter a display sequence.

6. Click **Save**.

Editing Channel Negotiated Rates

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

2. Click the **View By** list and select a profile type, such as a Company, Travel Agent, or Source.

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

4. From the search results, click **I Want To...** and click **Channel Negotiated Rates** or click the **Channel Negotiated Rates** link in Profile Presentation.

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

6. Select a negotiated rate, click **Vertical Ellipse** and select **Edit**.

7. Update details.

8. Click **Save**.

Deleting Channel Negotiated Rates

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

2. Click the **View By** list and select a profile type, such as a Company, Travel Agent, or Source.

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

4. From the search results, click **I Want To...** and click **Channel Negotiated Rates** or click the **Channel Negotiated Rates** link in Profile Presentation.

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

6. Select a negotiated rate, click **Vertical Ellipse** and select **Delete**.

7. Click **Delete** to confirm.

Managing Sales Account Commission Details

Commission details can be managed on Travel Agent and Source profiles and is used to identify the commission bank account for the profile.

A default commission code can also be selected; OPERA Cloud will reference this commission code when calculating commission and there is no commission code specified on the reservation rate code or the reservation negotiated rate.

Adding Profile Commission Details

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

2. Enter search criteria for Agent or Source and click **Search**.

3. Select the travel agent / source profile and click **I Want to...**, then click **Commission**.

4. Click **New** and enter the following details:

   a. **Property**: Enter or select the property.

   b. **Bank**: Select a commission bank account from the list.

   c. **Commission Code**: Select default commission code for the profile.

5. Click **Save**.

Editing Profile Commission Details

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

2. Enter search criteria for Agent or Source and click **Search**.

3. Select the travel agent / source profile and click **I Want to...**, then click **Commission**.

4. Select the commission detail, click the **Vertical Ellipse**, select **Edit**.

5. Update details.

6. Click **Save**.

Deleting Profile Commission Details

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

2. Enter search criteria for Agent or Source and click **Search**.

3. Select the travel agent / source profile and click **I Want to...**, then click **Commission**.

4. Select the commission detail, click the **Vertical Ellipse**, select **Delete**.

5. Click **Delete** to confirm.

Distributing Commission Details to Other Properties

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

This require bank account details and commissions code to be consistent across properties.

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

2. Enter search criteria for Agent or Source and click **Search**.

3. Select the travel agent / source profile and click **I Want to...**, then click **Commission**.

4. Enter a property name in the **Property** field and then click **Search**.

5. Select a commission record and then click **Distribute**.

6. Select one or more destinations properties, and then click **Select**.

Credit Ratings

Prerequisites for Managing Reservations Credit Ratings

You can set different levels of credit ratings for Company, Source, and Travel Agent profiles. The credit ratings you add to a profile can be used as criteria when configuring deposit/cancellation rule schedules for reservations and business blocks attached to the profile. This enables both guests and travel agents or bookers who make reservations with the property to have these cancellation and deposit rules applied, based on the credit rating indicated on their profile.

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

- Prerequisites for Managing Reservations Credit Ratings

Related Topics

- Booking Rules and Schedules

Prerequisites for Managing Reservations Credit Ratings

OPERA Controls

Group: Reservations

Function: Credit Rating

Managing Sales Account Keywords

Prerequisites for Managing Sales Account Keywords

You can set up various keyword types and add keyword per keyword type to an account profile as an alternate method of identifying and searching for an Account. Keywords can include the search name abbreviations, tax numbers, corporate ID numbers, stock codes and so on.

Adding Keywords

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

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

3. Select the profile in the search result, click **I Want to...**, Keywords or click the **Keywords** link in Profile Presentation.

4. Click **New** and enter the following details:

   a. **Keyword Type**: Select a keyword type from the list.

   b. **Keyword**: Enter the keyword.

5. Click **Save**.

Editing Keywords

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

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

3. Select the profile in the search result, click **I Want to...**, Keywords or click the **Keywords** link in Profile Presentation.

4. Select the keyword, click the **Vertical Ellipse**, select **Edit**.

5. Update details.

6. Click **Save**.

Deleting Keywords

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

• Enter search criteria, click **Search**.

• Select the profile in the search result, click **I Want to...**, Keywords or click the **Keywords** link in Profile Presentation.

• Select the keyword, click the **Vertical Ellipse**, select **Delete**.

• Click **Delete** to confirm.

• Prerequisites for Managing Sales Account Keywords

Prerequisites for Managing Sales Account Keywords

OPERA Controls

Group: Client Relations

Function: Keyword

OPERA Tasks

Keyword

• New/Edit Keyword

• Delete Keyword

Managing Profile AR Accounts

Prerequisites for Managing Profile AR Accounts

Users assigned to roles granted the AR Account tasks can also create and manage AR Accounts for a profile.

Viewing AR Accounts for Profile

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

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

3. Select the profile in the search result, click **I Want To...**, then click **Accounts Receivable** or open the profile and click the **Accounts Receivable** link in Profile Presentation.

4. Enter to select the property and click **Search**.

Creating AR Account for Profile

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

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

3. Select the profile in the search result, click **I Want To...**, then click **Accounts Receivable** or open the profile and click the **Accounts Receivable** link in Profile Presentation.

4. Click **New**.

5. On the Account Setup panel, enter the details. See **Managing Accounts Receivables Accounts** .

Managing AR Account for Profile

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

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

3. Select the profile in the search result, click **I Want To...**, then click **Accounts Receivable** or open the profile and click the **Accounts Receivable** link in Profile Presentation.

4. Enter to select the property and click **Search**.

5. Select the AR Account in the search result and click **Manage**. See **Managing Accounts Receivables Accounts** .

• Prerequisites for Managing Profile AR Accounts

Prerequisites for Managing Profile AR Accounts

OPERA Controls

Group: Accounts Receivable

Function: Accounts Receivable

OPERA Cloud Tasks

• Profile Management

• Account Receivables

Managing a Guest or Contact Profile

1. From the **Opera Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.

2. **View By**: Select Guest or Contact from the list.

3. Enter additional search criteria, click **Search**.

4. Select the profile from the search result, click **<Profile Name>**, or click **I Want To...** and go to **Profile**.

5. The Profile Presentation page displays

> **Note:**
>
> Details panels selected in the default Presentation Style are displayed.

6. Click **I Want To...** to display various actions for this Profile.

7. **Overview Panel**

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

   a. Click **Edit**.

      i. Update details.

   b. Click **Save**.

   > **Note:**
   >
   > All Profile detail links are available to view and update related profile details. See the Guest and Contact Detail Links table below.

8. **Profile Details Panel**:

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

   a. Click **Edit** and update the following:

      i. **Alternate Name**: Click to enter an alternate name (non Western characters) for the profile (Available when the multi-language OPERA Control is active).

      ii. **Title**: Select a title (Greeting) from the list; this list is language specific.

      iii. **Language**: Select a language from the list; when the Multi language OPERA Control is active guest stationery is generated in this language.

      iv. **Contact**: Select the make the guest profile also a contact profile.

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

      b. Click **Save**.

Table 2-2   Guest and Contact Detail Links

Profile	Billing
Communications	Accounts Receivable
Correspondence	Negotiated Rates
Identification	
Keywords	
Membership	
Preferences	
Relationships	
Service Requests	
Subscriptions	

Notifications	Stays
Attachments	Future and Past Stays
Notes	Future and Past Blocks

Related Topics

- Profile Anonymization
- Merging Profiles
- Guest Stay Statistics
- Changes Log
- Making a Guest Profile Private

Managing Profile Subscription

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

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

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

Subscribing Profile to an External System

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

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

3. Select the profile in the result, click **I Want To…** and then select **Subscription** or open the profile and click the **Subscription** link in Profile Presentation.

4. Click **Subscribe** and enter the following:

   a. **Database**: Click to select the integrated system from the list.

5. Click **Save**.

Editing Subscription to an External System

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

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

3. Select the profile in the result, click **I Want To…** and then select **Subscription** or open the profile and click the **Subscription** link in Profile Presentation.

4. Select the external system and click **Vertical Ellipse**, select **Edit**.

   a. **Distributed**: Select this check box to have profile updated in the external database automatically distributed to the **OPERA Cloud** profile

   b. **Forced**: Select for force updates from external system should the data in the two systems not match

5. Click **Save**.

Deleting Subscription to an External System

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

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

3. Select the profile in the result, click **I Want To…** and then select **Subscription** or open the profile and click the **Subscription** link in Profile Presentation.

4. Select the external system and click **Vertical Ellipse**, select **Delete**.

5. Click **Delete** to confirm.

Re-Subscribing All

To re-subscribe the profile to all of the external systems that are listed

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

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

3. Select the profile in the result, click **I Want To…** and then select **Subscription** or open the profile and click the **Subscription** link in Profile Presentation.

4. Click **Vertical Ellipse** and select **Re-subscribe All**.

Managing Profile Memberships

Adding a Profile Membership

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

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

3. Select the profile in the search results, click **I Want To…** and then select **Membership** or click the **Membership** link in Profile Presentation.

4. Click **New** and complete the following fields:

   a. **Type**. Select the membership type from the list.

   b. **Card Number**. Enter the guest's membership ID number. Upon exiting this field, the number will be validated if the membership type is configured with a validation.

   c. **Name on Card**. By default, the profile name appears. You may edit this information if the membership name is different from the profile name.

   d. **Level**. Select a membership level from the list.

   e. **Enrollment Code**. Select an enrollment code from the list. The enrollment code might indicate, for example, how the guest enrolled in the program.

   f. **Member Since**. Enter or select the date when the guest became a member of this program (that is, the join date).

   g. **Expiration**. Enter or select a date for membership expiration.

   h. **Sequence**. Enter a sequence number that determines where this membership is listed on the Profile Membership Lists screen. If a sequence number is not entered, the membership is listed alphabetically following any memberships that are assigned a sequence number.

   i. **Player Ranking**. (Available with an active OPP_GCA PTS Gaming and Comp Accounting license.) This is the player ranking of the casino player and indicates the casino membership level. This read-only field appears once a value is defined for the **Default PTS Membership Type** setting in OPERA Controls.

   j. **Comments**. Enter any comments as needed.

5. Click **Save**.

Editing a Profile Membership

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

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

3. Select the profile in the search results, click **I Want To…** and then select **Membership** or click the **Membership** link in Profile Presentation.

4. From the Membership screen, select the membership.

5. Click the **vertical ellipsis** next to the item and then select **Edit**.

6. Update the details.

7. Click **Save**.

Deleting a Profile Membership

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

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

3. Select the profile in the search results, click **I Want To…** and then select **Membership** or click the **Membership** link in Profile Presentation.

4. From the Membership screen, select the membership.

5. Click the **vertical ellipsis** next to the item and then select **Delete**.

6. Confirm by clicking **Delete**.

• Prerequisites for Profile Memberships

Prerequisites for Profile Memberships

OPERA Cloud Tasks

Profiles Management: Profile Memberships

• New/Edit Memberships

• Delete Memberships

Profile Negotiated Rates

Any profile type can have negotiated rates associated with it. However, negotiated rates are typically associated with companies, travel agents, and groups who have an ongoing relationship or agreement with your property. When making a reservation via the Look to Book Sales screen, reservation agents are presented with the negotiated rate(s) associated with the agent, company, or group linked to the reservation, ensuring the correct rate is quoted to the caller.

To view the negotiated rates assigned to a profile and to assign negotiated rates to a profile, click the **Negotiated Rates** details link on the Manage Profile screen or from the **I Want To** panel in profile search result. The Negotiated Rates panel appears.

Up to 150 negotiated rates can be attached to a profile per property. Once this limit has been reached for the current property, you must delete a negotiated rate that has already been assigned to the profile at the current property before you can create a new one.

Distributing Negotiated Rates to Other Properties

In multi-property operations, you can distribute negotiated rates to other properties. See Managing Profile Negotiated Rates for more information.

• Managing Profile Negotiated Rates

Managing Profile Negotiated Rates

Adding a Negotiated Rate to a Profile

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

2. Click **I Want to...** next to the record in the search result.

3. Click the **Negotiated Rates** details link to open the Negotiated Rates panel. Click **New**.

4. Complete the following fields and click **Save** when finished:

   • **Property.** Enter or select a property.

   • **Rate Code.** Select the down arrow and choose the rate code from the rate codes list of values.

   • **Start Date.** Enter the start date when this rate code can be assigned to reservations attached to this profile. You can manually enter the date or select the date using the calendar tool.

   • **End Date.** (Optional) Enter the last date when this rate code can be assigned to reservations attached to this profile. You can manually enter the date or select the date using the calendar tool.

   • **Sequence.** Enter a number that determines the display position of this rate code on the Look to Book sales screen.

Distributing a Profile Negotiated Rate to other Properties

In multi-property operations, you can distribute negotiated rates to other properties.

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

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

3. Click **I Want to...** next to the record in the search result.

4. Click the **Negotiated Rates** details link to open the Negotiated Rates panel and view the negotiated rates for the profile.

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

6. Click the vertical ellipsis button next to the rate you want to distribute and select **Distribute Negotiated Rate**.

7. Choose one or more properties from the list of values and click **Select**.

Editing a Negotiated Rate on a Profile

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

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

3. Click **I Want to...** next to the record in the search result.

4. Click the **Negotiated Rates** details link to open the Negotiated Rates panel and view the negotiated rates for the profile.

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

6. Click the vertical ellipsis button next to the rate you want to edit and select **Edit**.

7. Update the rate details as needed and click **Save**.

Deleting a Negotiated Rate from a Profile

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

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

3. Click **I Want to...** next to the record in the search result.

4. Click the **Negotiated Rates** details link to open the Negotiated Rates panel and view the negotiated rates for the profile.

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

6. Click the vertical ellipsis button next to the rate you want to delete and select **Delete**.

Default Profile Routing Instructions

Routing instructions transfer guest charges to an associated primary profile (a company, agent, source, or contact profile). This transfer happens automatically.

For example, a company books a conference at your property and wants to put employee room and tax charges on its account. You create the company's profile and routing instructions and assign room and tax transaction codes to the routing instructions. As each employee makes a room reservation, you create the employee guest profile, and the routing instructions will be applied when the company profile is attached to the reservation. Routing instructions will be applied to the reservation as soon as the appropriate company, agent, source, or contact profile is attached to the reservation, as long as the Auto Populate Routing check box is selected.

You can associate a reservation with a company, agent, source, or contact profile at the time of booking using the Look To Book Sales Screen.

• Prerequisites for Managing Profile Routing
• Managing Profile Routing Instructions

Prerequisites for Managing Profile Routing

OPERA Controls

Group: Cashiering

Function: Routing

OPERA Cloud Tasks

• Profile Financials
• Manage Payment and Routing Instructions

Managing Profile Routing Instructions

Prerequisites for Managing Profile Routing

Routing instructions transfer charges to a billing window for the associated profile (a company, agent, source, or contact profile). This transfer happens automatically.

For example, a company books a conference at your property and wants to put employee room and tax charges on its account. You create the company's profile and routing instructions and assign room and tax transaction codes to the routing instructions. As each employee makes a room reservation, you create the employee guest profile, and the routing instructions will be applied when the company profile is attached to the reservation. Routing instructions will be applied to the reservation as soon as the appropriate company, agent, source, or contact profile is attached to the reservation, as long as the Auto Populate Routing check box is selected.

You can associate a company, agent, source, or contact profile with a reservation at the time of booking using the Look To Book sales screen Look To Book sales screen or later via Linked Profiles.

Adding Default Routing

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

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

3. Select the profile in the search result, click **I Want To...**or open the profile and click the **Financials** link in Profile Presentation.

4. Click **New** and then select a property.

5. On the Search and Select Routing Instructions screen, search for routing codes and/or transaction codes.

6. Select one or more **Routing Codes** or **Transaction Codes** from the Available list and then click **>** to move to the selected panel.

7. For **Auto Populate Routing**, click to attach the routing instructions to any new reservations.

8. For **Payment Method**, select a payment method from the list.

Editing Default Routing

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

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

3. Select the profile in the search result, click **I Want To...**or open the profile and click the **Financials** link in Profile Presentation.

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

5. Click **Vertical Ellipse**, click **Edit**.

6. Update routing.

7. Click **Save**.

Deleting Default Routing

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

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

3. Select the profile in the search result, click **I Want To...**or open the profile and click the **Financials** link in Profile Presentation.

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

5. Click **Vertical Ellipse**, click **Delete**.

6. Click **Delete** to confirm.

Managing Profile Relationships

Relationships define the associations between and among individuals, companies, travel agents, groups, sources, and other entities in OPERA. Knowing that Jim Lawson is an employee of Alpha Sources, Inc.; that Tim Marks is the spouse of VIP Sandra Haley; or that Susan Brandt is a contact for CountyWide Bank can aid in decision-making and in providing good customer service. Relationship types can be configured to describe the associations between and among the various profile types (e.g., guest, contact, company, travel agent, source, and group) that may have relationships you want to recognize when working in OPERA Cloud. (See **Relationship Types** for details.)

Relationships can be used to facilitate the distribution of negotiated rates and for more meaningful statistical reporting. For example, you might want to share negotiated rates created for a parent company with all the subsidiaries companies. Or you might want to report on total revenues associated with all subsidiaries of a company rather than on each subsidiary separately.

Adding a Relationship

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

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

3. Select the profile in the search result, click **I Want To...**, then click **Relationships** or open the profile and click the **Relationships** link in Profile Presentation.

> **Note:**
>
> You might need to select **Show All** to expand all options.

4. Click **New** and complete the following:

   a. **Target Profile Type**: Select a profile type from the list.

   b. **Type of Relationship**: Select the type of relationship from the list.

   c. **Profile**: Search and select a profile to link.

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

      ii. Select a profile in the result and click **Select**.

   d. **Primary**: Check to mark this as the primary relationship

5. Click **Save**.

Editing a Relationship

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

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

3. Select the profile in the search result, click **I Want To...**, then click **Relationships** or open the profile and click the **Relationships** link in Profile Presentation.

4. Select the relationship, click **Vertical Ellipse**, Click **Edit**.

Deleting a Relationship

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

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

3. Select the profile in the search result, click **I Want To...**, then click **Relationships** or open the profile and click the **Relationships** link in Profile Presentation.

4. Select the relationship, click **Vertical Ellipse**, click **Delete**.

5. Click **Delete** to confirm.

Viewing Relationship Hierarchy

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

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

3. Select the profile in the search result, click **I Want To...**, then click **Relationships** or open the profile and click the **Relationships** link in Profile Presentation.

4. Click **Vertical Ellipse**, click **View Hierarchy**.

5. Click **View Details** to toggle back to list view.

- Prerequisites for Manage Profile Relationships

Prerequisites for Manage Profile Relationships

OPERA Controls

Group: Profile

Function: Relationships

OPERA Cloud Tasks

- New/Edit Relationships
- Delete Relationships

Managing Profile Identification and Personal Details

Prerequisites for Managing Profile Identification and Personal Details

Multiple identification records can be added to a guest/contact profile. You can either manually enter the details on the profile or scan the guest's identification to auto-populate the details. See Desktop ID Document Scanning for more information.

Personal details recorded on the profile include Birth Date, Birth Place, Birth Country, Nationality, and Gender. Once saved, many of these values are masked and require the **View (unmasked) Identification Details** task to view the details.

You can access the Identification panel from the following locations:

- Selecting **Client Relations**, selecting **Profile**, selecting **Manage Profile**, searching for a profile, selecting **I Want To...**, and then selecting **Identification**.

- Selecting **Front Desk**, selecting **Arrivals**, selecting **Search**, selecting **Check-in**, and then selecting the **Identification** step. See Checking in Reservations for more details.

Adding Identification and Personal Details

1. In the OPERA Cloud menu, select **Client Relations**, select **Profiles**, and select **Manage Profiles**.

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

3. In the search results, click **I Want To...** and select **Identifications** or open the profile and click **Identifications** in the Profile Presentation.

4. Click **New** to add new Identification details. Complete the following information:

   a. **ID Type**. Select an identification type for the ID.

   b. **ID Number**. Enter the number for the ID.

   c. **Issued Place**. Enter the place where the ID was issued.

   d. **Issued Country**. Select a Country.

   e. **Issued Date**. Enter the date on which the ID was issued.

   f. **Expiry Date**. Enter a date by which the ID expires.

   g. **Primary**. Select to mark this as the primary ID record.

5. Click **Save**.

6. Click **Edit** to edit the Personal Details:

   a. **Birth Date**. Enter a date of birth.

   b. **Birth Place**. Enter a place of birth.

   c. **Birth Country**. Select a country of birth from the list.

   d. **Nationality**. Select a nationality from the list.

   e. **Gender**. Select a gender from the list.

7. Click **Save**.

Viewing Identification and Personal Details

Identification fields are masked. You must have the**View (unmasked) Identification Details** task assigned to your role(s) to view unmasked values.

1. In the OPERA Cloud menu, select **Client Relations**, select **Profiles**, and select **Manage Profiles**.

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

3. In the search results, click **I Want To** and then select **Identifications** or open the profile and click **Identifications** in the Profile Presentation.

4. Click **Show Masked Information** to unmask the values. This activity is tracked in the Changes Log.

Editing Identification and Personal Details

1. In the OPERA Cloud menu, select **Client Relations**, select **Profiles**, and select **Manage Profiles**.

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

3. In the search results, click **I Want To** and then select **Identifications** or open the profile and click **Identifications** in the Profile Presentation.

4. Select the identification detail to update, click the **vertical ellipsis**, and then select **Edit**.

5. Update the details.

6. Click **Save**.

7. To update the Personal Details, select **Edit**.

8. Update the details.

9. Click **Save**.

Deleting Identification

1. In the OPERA Cloud menu, select **Client Relations**, select **Profiles**, and select **Manage Profiles**.

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

3. In the search results, click **I Want To** and then select **Identifications** or open the profile and click **Identifications** in the Profile Presentation.

4. Select the identification detail to delete, click the **vertical ellipsis**, and then select **Delete**.

5. Click **Delete** to confirm.

• Prerequisites for Managing Profile Identification and Personal Details

• Using the Desktop ID Document Scanner

• Using the Mobile ID Document Scanner

Related Topics

• Desktop ID Document Scanning

• Mobile ID Document Scanning

Prerequisites for Managing Profile Identification and Personal Details

OPERA Cloud Tasks

Group : Client Relations

Profile : Identification

- New/Edit Identification
- Delete Identification
- View (unmasked) Identification Details

Using the Desktop ID Document Scanner

Prerequisites for Desktop ID Scanning

ID Scanner Operation Prerequisites

1. You must be signed into OPERA Cloud from a workstation where the scanner is connected and the drivers for the hardware are installed.
2. You must be signed in at the property level. ID Document Scanning functionality is not available when signed in at the Hub level.
3. ID Document Scanning is available for Guest and Contact profile types only.
4. Identifications is set to appear as Custom Check In Step.
5. Open OPERA Controls and configure Custom Check In Steps: Administration > Enterprise > OPERA Controls > Front Desk Group > Settings > Custom Check In Steps > click Pencil Icon > Add Identifications to Selected Items > Save.
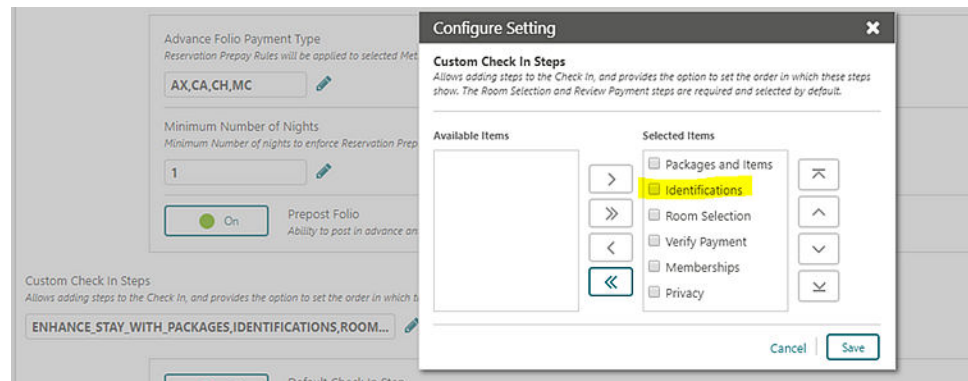
Scanning ID Documents During Check In

1. From the OPERA Cloud menu, select **Front Desk**, and select **Arrivals**.
2. Search for the reservation.
3. Select a reservation for check in.
4. Click **Check In** at the bottom of the screen.
5. In the Check In screen, click the **Identifications** link in the status bar.
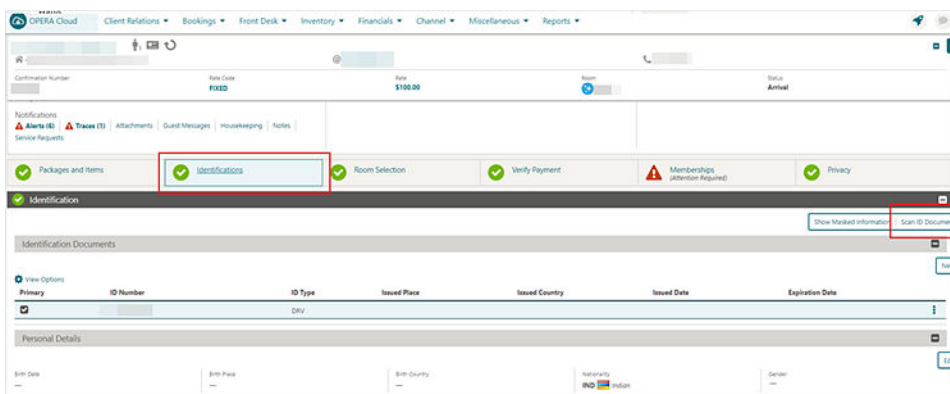
6. Place a valid ID document in the scanner.

7. Click the **Scan ID Document** button in the Identification panel. This triggers the scanner to read the document and send the guest data into the profile comparison screen.

8. The Comparison screen displays two sections: Existing Profile Details and Compare and Edit Scan Results.
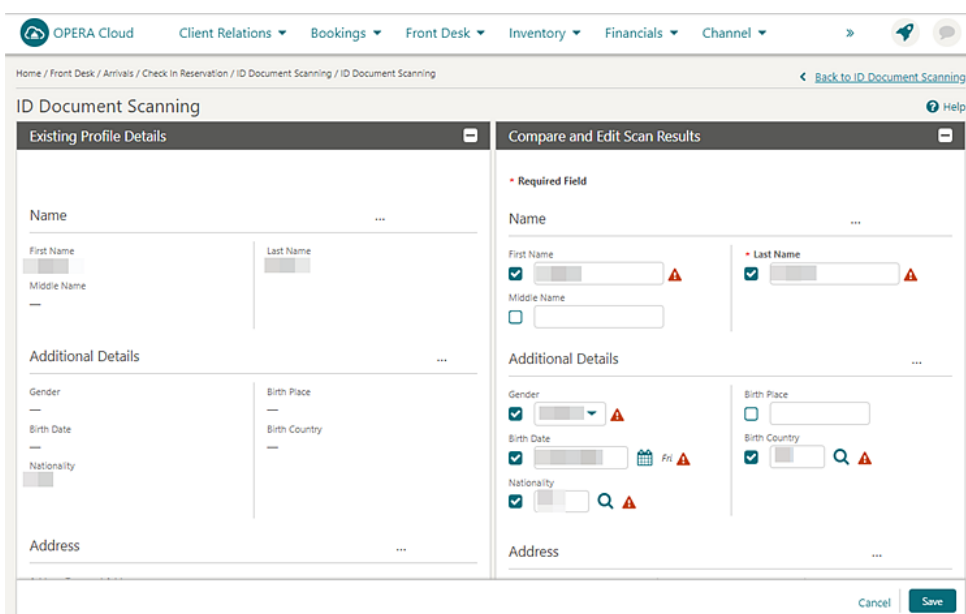
9. The Existing Profile Details section on the left side displays the existing details for the profile. This section is read only.

10. The Compare and Edit Scan Results section on the right side displays the details retrieved from the scanned document. You can compare the details and edit scan results if needed.

11. Values in unchecked fields are saved to the profile details.

   a. If the scanned value is the same as the existing profile value, the check box is unchecked by default.

   b. If the scanned value is blank for the field that is populated in the existing profile value, the check box is unchecked by default. If you manually select this check box, then the blank value is saved, which means the originally existing value is removed.

c. If the scanned value is populated with a different value than the existing profile detail, which is checked by default, you can manually uncheck to keep the existing value.

12. Values in checked fields are updated in the profile details when saved.

a. If the scanned value is different than the existing profile value, the check box will be checked by default. To draw attention to this value point, a warning icon appears. If you do not want to override the existing value for the specific field, you can manually uncheck the check box next to the field.

b. If the scanned value is populated, but the same field in the profile is blank, the check box will be checked by default and the scanned value will be saved. The warning icon appears.

c. You can also manually select the check box and update the value in the field, and the update will be saved to the profile details.

13. The Address section in the Existing Details has a drop-down menu enabling you to select any address type and address existing on the current profile

a. The Address Type LOV field is populated with the profile primary address by default. You can update the Address Type by selecting a different value from the list.

b. The Add as New switch allows you to add the scanned address to the existing list of addresses on the profile. When this toggle is active, the address from the scan does not replace the address that appears in the Existing Profile, instead the address is added into the profile as new.

c. If you want to update the existing address with new details, switch the Add as New toggle to Off (default).

d. The Make Primary switch allows you to set the address from the scanned details as primary for the profile (it does not matter if this is a new address or an address that will override an existing address showing in the profile). This toggle is Off by default.

14. Review and click **Save**.

      a. Checked fields are updated in the profile with new details.

      b. The scanned image is saved in profile attachments based on the Stored ID Document Image Type setting.

Scanning ID Document Directly from Identification panel

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

2. Search for the Guest or Contact type profile.

3. Click the **profile** name hyperlink.

4. In the Profile Details section, click the **Identifications** link or panel.
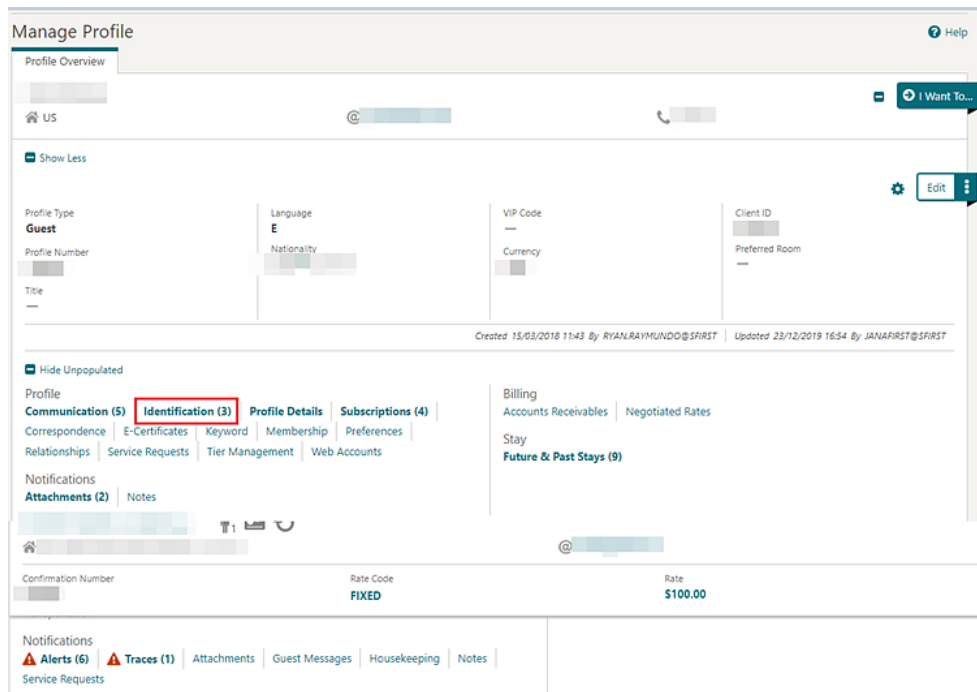
5. Place a valid ID document in the scanner.

6. Click the **Scan ID Document** button in the Identification panel. This triggers the scanner to read the document and send the guest data into the profile comparison screen.
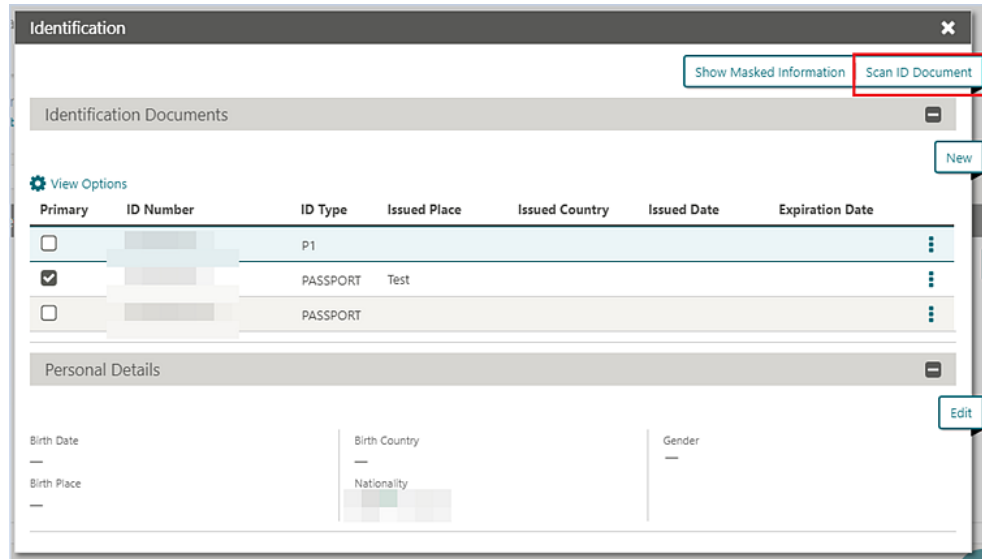
7. The Comparison screen appears enabling you to compare, update, and save scan results in the same way as you would if scanning from the Check In screen.

Using the Mobile ID Document Scanner

Prerequisites for Mobile ID Scanning

Mobile ID Scanner Operation Prerequisites

1. You must be signed into OPERA Cloud from a workstation where the scanner is connected and the drivers for the hardware are installed.

2. You must be signed in at the property level. ID Document Scanning functionality is not available when signed in at the Hub level.

3. ID Document Scanning is available for Guest and Contact profile types only.

4. Identifications is set to appear as Custom Check In Step.

5. Open OPERA Controls and configure Custom Check In Steps (Administration > Enterprise > OPERA Controls > Front Desk Group > Settings > Custom Check In Steps > click Pencil Icon > Add Identifications to Selected Items > Save).
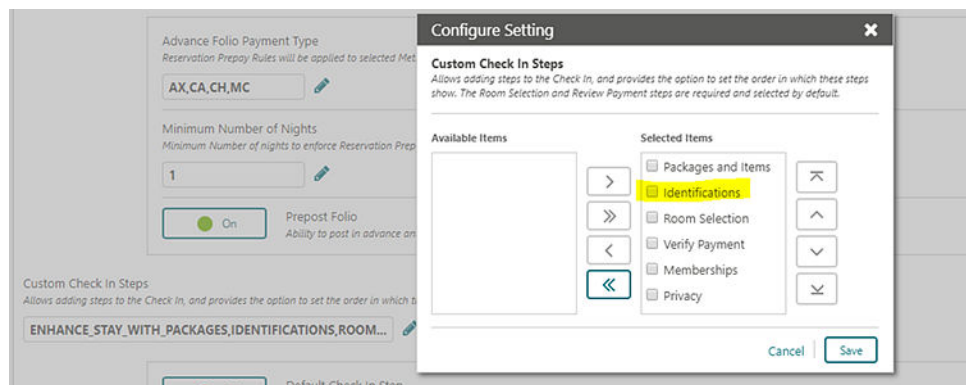
Scanning Mobile ID Documents During Check In

1. From the OPERA Cloud menu, select **Front Desk**, and select **Arrivals**.

2. Search for the reservation.

3. Select a reservation for check in.

4. Click **Check In** at the bottom of the screen.

5. In the Check In screen, click the **Identifications** link in the status bar.
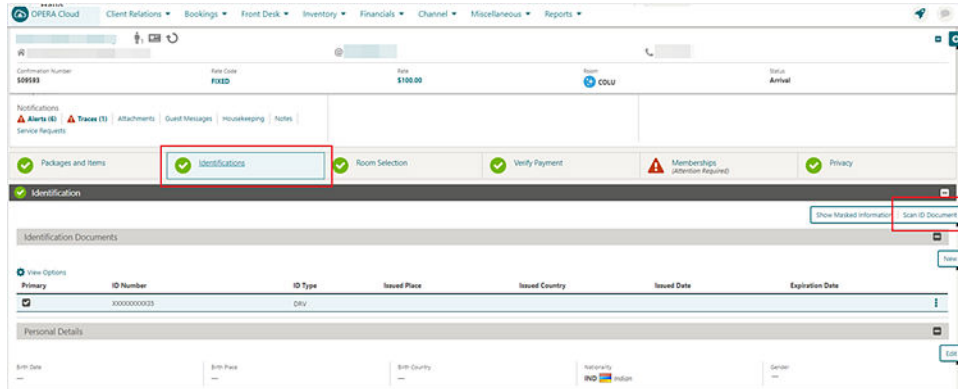
6. Click the **Scan ID Document** button in the Identification panel.
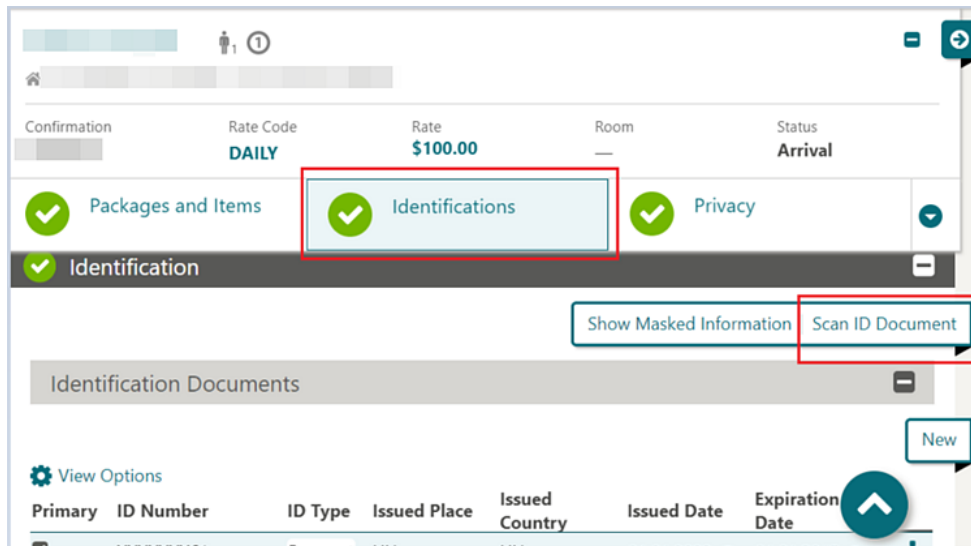
7. In the ID Document Scanning screen, click the **Choose Image** button to display the device camera options.
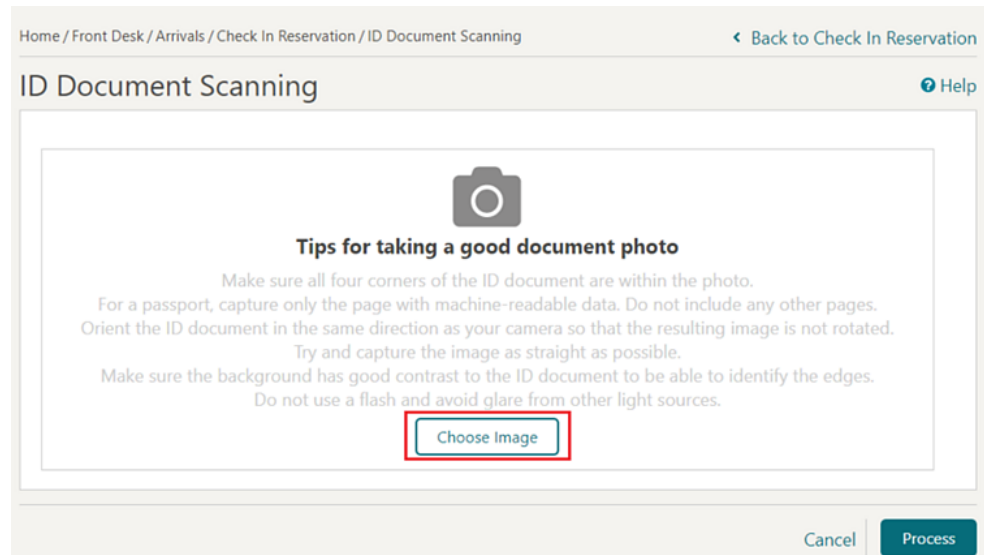
8. Select **Choose Image** (Note: this can vary based on used device). Follow the listed tips for taking a good document photo when capturing the image.

9. The captured image appears in the ID Document Scanning screen. Review the image to confirm it meets the good document photo criteria.

10. To retake the image, click **Choose Image** again. The new captured image replaces the existing image in the screen.

11. When satisfied with the captured image, click **Process**. The encrypted image is sent to the vendor for processing, and scan results return the guest data into the profile comparison screen.
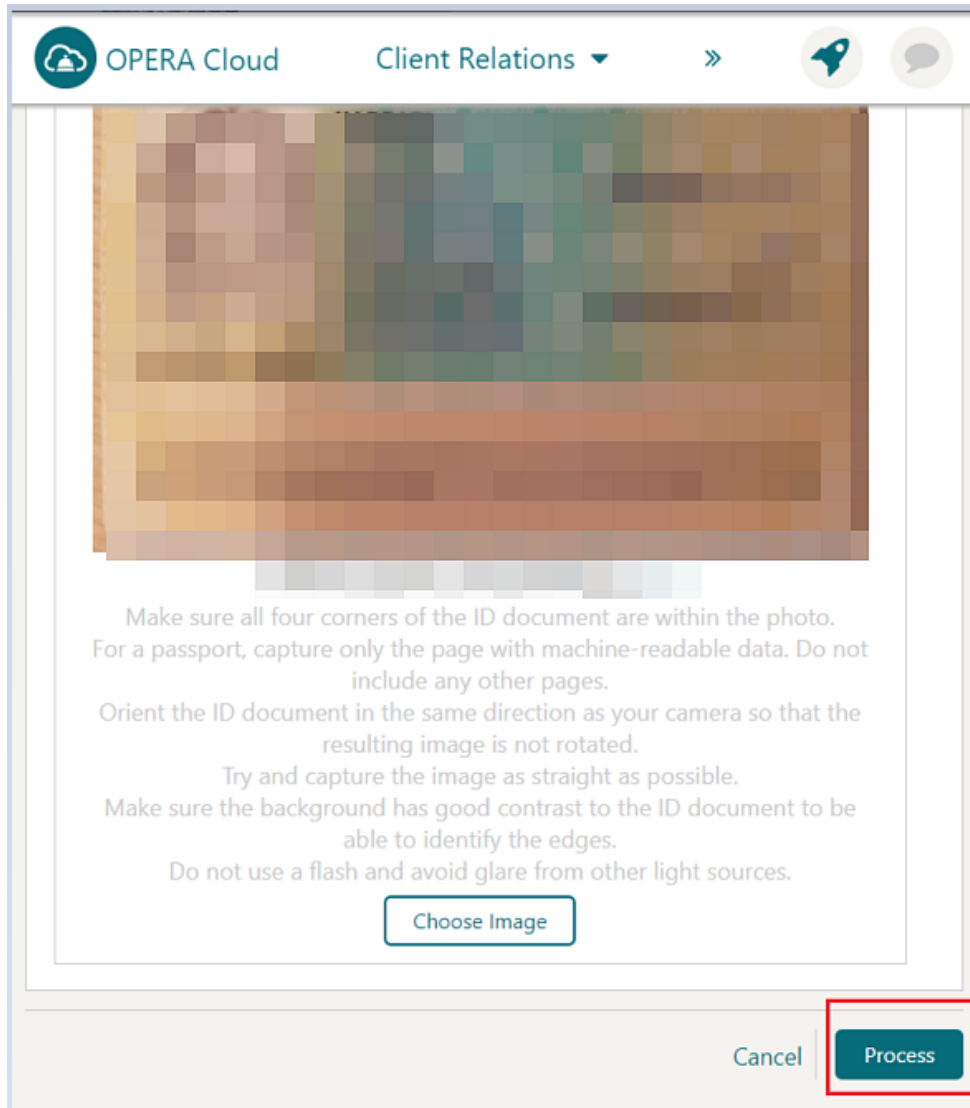
12. The Comparison screen displays two sections: Existing Profile Details and Compare and Edit Scan Results sections.

13. The Existing Profile Details section on the left side displays the existing details for the profile. This section is read only.

14. The Compare and Edit Scan Results section on the right side displays the details retrieved from the scanned document. You can compare the details and edit scan results if needed.

15. Values in unchecked fields are saved to the profile details.

   a. If the scanned value is the same as the existing profile value, the check box is unchecked by default.

   b. If the scanned value is blank for the field that is populated in the existing profile value, the check box is unchecked by default. If you manually select this check box, then the blank value is saved, which means the originally existing value is removed.

   c. If the scanned value is populated with a different value than the existing profile detail, which is checked by default, you can manually uncheck to keep the existing value.

16. Click save to update values in the checked fields in the profile details.

   a. If the scanned value is different than the existing profile value, the check box is checked by default. To draw attention to this value point, a warning icon appears. If you do not want to override the existing value for the specific field, you can manually uncheck the check box next to the field.

   b. If the scanned value is populated, but the same field in the profile is blank, the check box is checked by default and the scanned value will be saved. A warning icon appears.

   c. You can also manually check the check box and update the value in the field, and the update is saved to the profile details.

17. The Address section in the existing Details has a drop-down menu that enables you to select any address type and address existing on the current profile.

    a. The Address Type LOV field is populated with the profile primary address by default. You can update the Address Type by selecting a different value from the list.

    b. The Add as New switch allows you to add the scanned address to the existing list of addresses on the profile. When this toggle is active, the address from the scan does not replace the address displayed in the Existing Profile. Instead, the address is added into the profile as new.

    c. To update the existing address with new details, switch off (default) the Add as New toggle.

    d. The Make Primary switch sets the address from the scanned details as primary for the profile (it does not matter if this is a new address or an address that will override an existing address showing in the profile). This toggle is off by default.

18. Review and click **Save**.

19. Checked fields update in the profile with new details.

20. The scanned image is saved into profile attachments based on the Stored ID Document Image Type setting.

Scanning Mobile ID Documents from the Identification Panel

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

2. Search for the desired Guest or Contact type profile and click the **Profile** name hyperlink

3. In the Profile details section, click the **Identifications** hyperlink or panel.
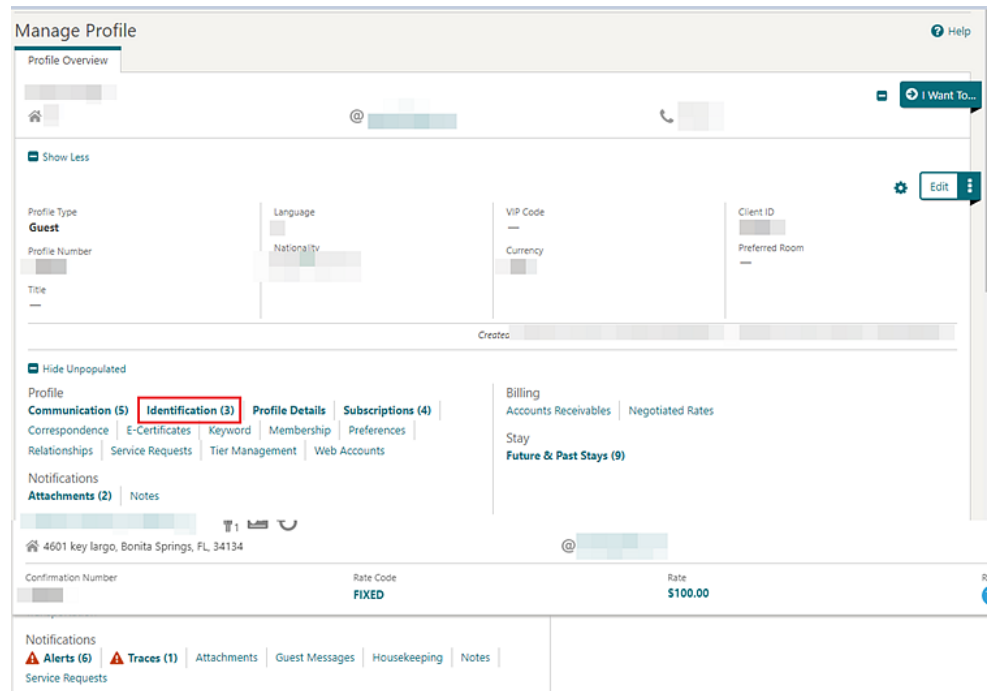
4. Click **Scan ID Document** in the Identification panel or popup.
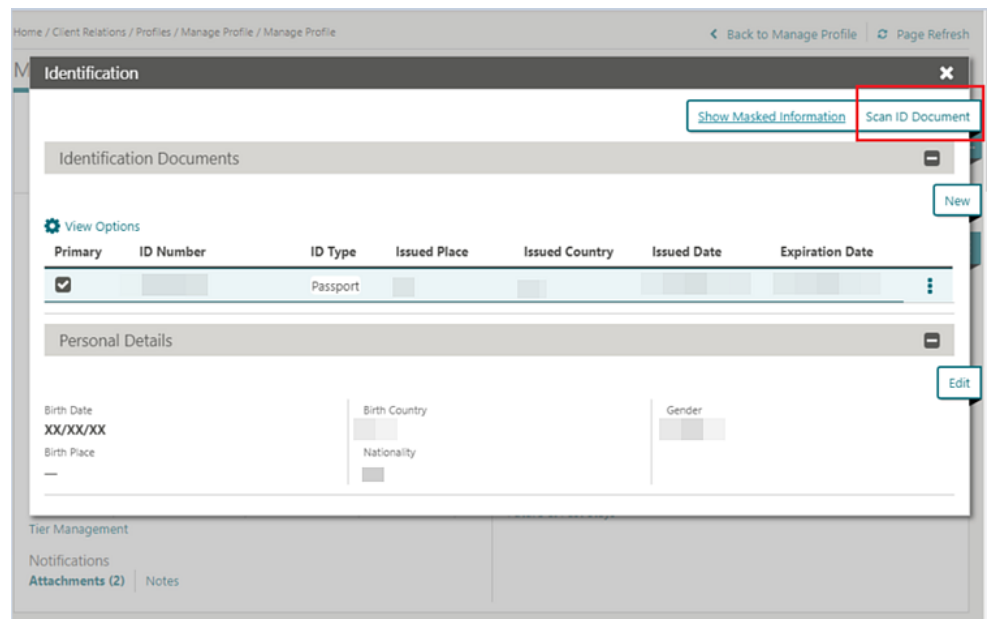
5. In the ID Document Scanning screen, click **Choose Image** to display the device camera options.
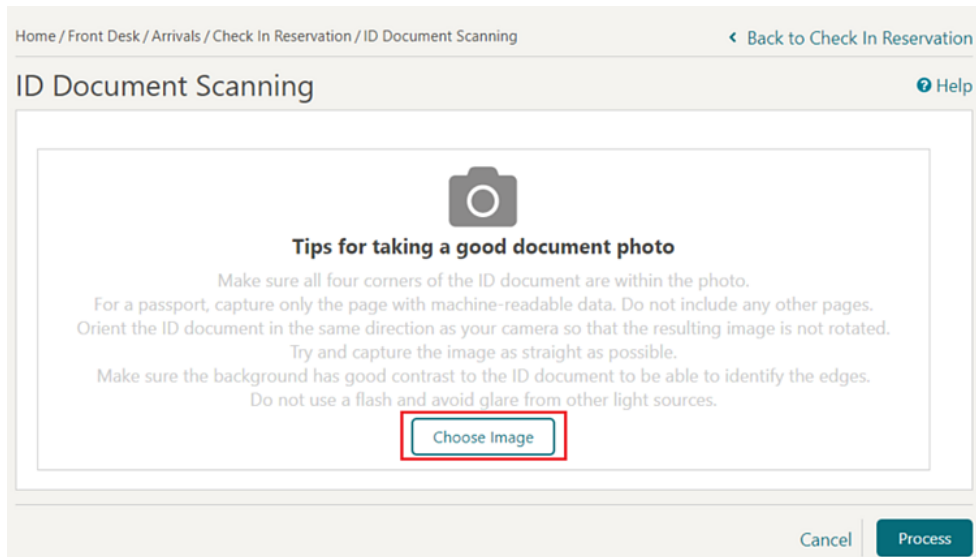
6. Select **Choose Image** (Note: the name of this button can vary based on used device). Follow the listed tips for taking a good document photo when capturing the image.

7. The captured image appears in the ID Document Scanning screen. Review the image if it meets the good document photo criteria.
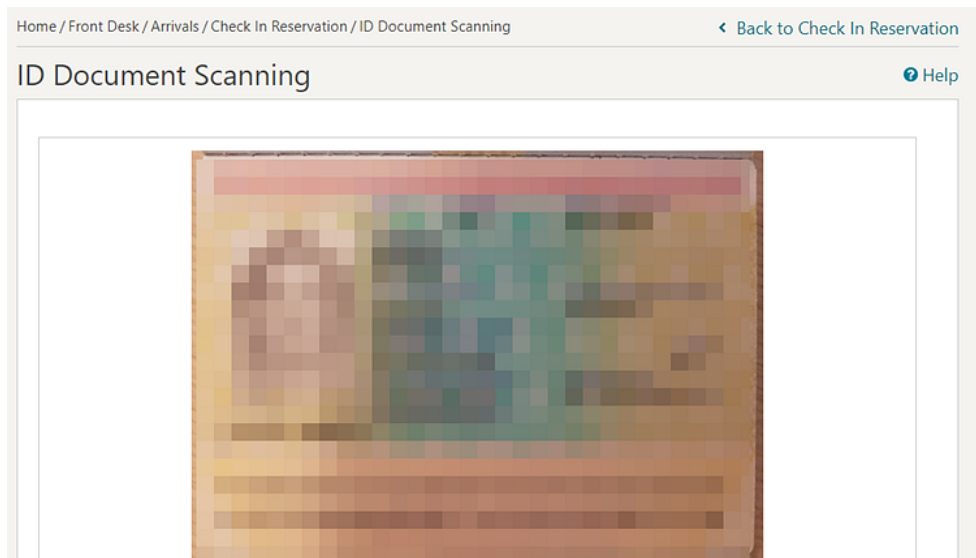
8. To retake the image, click **Choose Image** again to take new photo of the ID document. The new captured image replaces the existing image in the screen.

9. When you are satisfied with the captured image click the **Process** button. The encrypted image is sent to the vendor for processing, and scan results return the guest data into the profile comparison screen.

Managing Profile Preferences

You can add preferences to a guest profile to personalize or enhance your guest services.

Adding Profile Preferences

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

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

3. Select the profile in the result, click **I Want To…** and then select **Preferences** or open the profile and click the **Preferences** link in Profile Presentation.

4. Click **New**.

   a. Click the preference group **[+]** to expand the list.

   b. Select one or preferences in the **Available** column, click **>** to move selection to the **Selected** panel.

5. Click **Save**.

Deleting Profile Preferences

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

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

3. Select the profile in the result, click **I Want To…** and then select **Preferences** or open the profile and click the **Preferences** link in Profile Presentation.

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

5. Select the preference, click **Vertical Ellipse** and select **Delete**.

6. Click **Delete** to confirm.

Managing Profile Communication

You can add communication types to a profile, such as additional addresses, phone numbers, fax numbers, and email addresses.

Select one entry of each communication type as the primary; the primary address is used on guest and company stationery such as folios and AR invoices.

Adding Profile Communications

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

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

3. In the search results click **I Want to...** , select **Communications** or open the profile and click **Communications** in Profile Presentation.

4. To add Phone, Email or Fax, click **Edit**.

   a. Enter a number of rows to create and click **Add Rows**.

   b. Complete the following

   c. **Primary**: Click to mark this entry as the primary communication for this communication type.

   d. **Type**: Select the communication type from the list.

e. **Value**: Enter the communication details, such as phone number or email address.

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

5. Click **Save**.

6. To add Address click **New** and enter the following details:

a. **Address Type**: Select the address type from the list.

b. **Address1**: Enter the street address.

c. **Address2**: Enter the street address.

d. **Address3**: Enter the street address.

e. **Address4**: Enter the street address.

f. **City**: Enter the city (suburb).

g. **Country**: Select the country from the list.

h. **State**: Select the state from the list.

i. **Postal Code**: Enter the postal (zip) code.

j. **Postal Code Ext**: Enter the postal code extension.

k. **Language**: Select a language for the address

l. **Primary**: Select the mark the address as the primary address.

7. Click **Save**.

Updating Profile Communications

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

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

3. In the search results click **I Want to...** , select **Communications** or open the profile and click **Communications** in Profile Presentation.

4. To update click **Edit**.

5. Update details.

6. Click **Save**.

Deleting Profile Communications

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

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

3. In the search results click I **Want to**,... select **Communications** or open the profile and click **Communications** in Profile Presentation.

4. To delete Phone, Email or Fax, click **Edit**.

a. Select the entry and click the **Vertical Ellipse** and click **Delete**.

b. Click **Delete** to confirm.

5. To delete an address:

a. Select the address tab

      b. Click **Delete**.

      c. Click **Delete** to confirm.

6. Click **Save**.

Managing Profile Correspondence and Privacy Options

With the Privacy OPERA Control active you can specify whether guests want to receive promotional information, mailings, and so on.

Editing Privacy Options

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

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

3. Select the profile in the search result, click **I Want To...**, then **Correspondence** or open the profile and click the **Correspondence** link in Profile Presentation.

4. Select the **Privacy** tab.

5. Select **Edit** and update the following.

   a. **Salutation**: Update the guests salutation (letter greeting).

   b. **Envelope Greeting**: Enter or update the envelope addressee.

   c. **Primary Email**: Enter or update the primary e-mail.

   d. **Include in Promotional Mailings/Email**: Select to indicate the guest wishes to be included on your property's mailing list.

   e. **Allow contact via phone**: Select to indicate the guest wishes to receive phone calls from your property.

   f. **Allow contact via SMS / Text Message**:Select to indicate the guest wishes to receive SMS from your property.

   g. **Send information from Third Parties**: Select to indicate the guest wishes to receive information from third-parties.

   h. **Automatically enroll in the Loyalty Program**: Select to auto-enroll guest in the default membership program (Default Membership Type OPERA Control).

   i. **Participate in Market Research**: Select to indicate the guest wishes to participate in market research.

   j. **Allow Contact via Email**: Select to indicate the guest wishes to receive marketing emails from your property.

6. Click **Save**.

Editing Mailing Options

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

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

3. Select the profile in the search result, click **I Want To...**, then **Correspondence** or open the profile and click the **Correspondence** link in Profile Presentation.

4. Select the **Mailings** tab.

5. Select a property and click **Search**.

> **Note:**
>
> If no property is entered or selected the options are set globally.

6. Click **Edit** and update the following:

    a. **Business Segments**: Select from list of segments. For more information, seeConfiguring Business Segments.

    b. **Mailing Action**: Select from a list of mailing lists. For more information, see Configuring Mailing Action Codes .

7. Click **Save**.

Managing Profile Notes

OPERA Cloud enables you to add multiple notes to profiles. Typically, notes that are flagged as internal are not transmitted to external systems and can be excluded on reports.

When the Copy Profile Reservation Notes To Reservation OPERA Control is active, notes of type Reservation will copy to new reservations .

Adding Notes to a Profile

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

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

3. Select the profile in the search result, click **I Want To...**, **Notes** or click the **Notes** link in Profile Presentation.

4. Click **New**

    a. **Type**: Select a note type.

    b. **Internal**: Select this check box if the comment is to be treated as internal..

    > **Note:**
    >
    > Internal notes are not output on stationery, (for example, Confirmation Letters) or on reports unless the report explicitly allows display of Internal Notes.

    c. **Title**: Enter a summary title for the note (is default based on the note type but it can be updated).

    d. **Available In**:

        i. **Global**: Note is available in all properties.

        ii. **Property**: Select the property; note is property-specific.

     e. **Comment**: Enter or paste the note details; a maximum of 4000 characters are permitted.

5. Click **Save**.

Viewing and Updating Notes

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

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

3. **I Want To...**, **Notes** or click the **Notes** link in Profile Presentation.

4. Select the note, click **±** to expand the card and read the note comments.

5. Select **Vertical Ellipse** and click **Edit**.

6. Update details.

7. Click **Save**.

Deleting Notes

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

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

3. **I Want To...**, **Notes** or click the **Notes** link in Profile Presentation.

4. Select **Vertical Ellipse**, click **Delete**.

5. Click **Delete** to confirm.

Viewing Profile Future and Past Stays

You can view a guest's future or past reservations.

Some of the guest reservation details include the following:

- Confirmation number

- Room type, rate code and amount

- Arrival, Nights, Departure Date

- Past reservation status (e.g.: no-shows, cancellations, checked out, and current in-house)

- Linked profiles to the reservations

Future and Past Stays shows the total number of reservation records linked to the guest profile .In multi-property operations you can view reservations at properties associated to your hub location(s).

From a property location you see only view the reservations in that property.

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

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

3. Select the profile in the search result, click **I Want to...**, **Future & Past Stays** or click the **Future & Past Stays** link in Profile Presentation.

4. Panel displays list of **Future Reservations and Past Reservations**.

5. Click **[+]** to expand a reservation and view linked profiles.

6. Click **Confirmation** to open Reservation Presentation for the selected reservation. See Editing a Reservation.

7. Click **Rate** to view the rate code information.

8. Click **Room Type** to view the room type information.

Viewing Profile Future and Past Blocks

You can view a Sales Account's future and past Blocks.

The Block details include the following:

- Block Code and Block Name.

- Arrival, Room Nights, and Departure Date.

- Room and Event Status.

Future and Past Blocks shows the total number of Blocks linked to the guest profile.

In multi-property operations you can view reservations at properties associated to your hub location.

From a property location you see only view the Blocks in that property.

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

2. Click the **View By** list and select a profile type, such as a Company, Travel Agent, or Source.

3. Enter search criteria, click **Search**.

4. Select the profile in the search result, click **I Want to...**, go to **Future & Past** and click **Blocks** or click the **Future & Past Blocks** link in the Profile Presentation.

5. Panel displays the list of Future Blocks and Past Blocks

6. Click a **Block Code** to open Block Presentation page.

Managing Attachments

Prerequisites For Attachments

You can attach files (less than 2MB) to Reservations, Blocks, Activities, or Profiles using the Attachments feature. Reservation and Block attachments are retained for the life of the reservation or block and purged after departure.

Adding an Attachment

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

> **Note:**
>
> a. To add an attachment to a block, select **Bookings** and then select **Blocks**.
>
> b. To add an attachment to a profile, select **Client Relations** and then select **Profiles**.
>
> c. To add attachment to an Activity, select **Client Relations** and then select **Activities**.

2. Search for and select a reservation, block, profile or activity.

3. Click **I Want To...** and then select the **Attachments** link located under Notifications. You might need to select **Show All** to see all options.

4. Click **New** to attach a new file.

5. Click **Browse** to select a file on your computer.

6. Enter a **Name** and a **Description** for the file and then click **Save**.

Downloading an Attachment

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**

2. Search for and select a reservation, block, profile or activity.

3. Click **I Want To...** and then select the **Attachments** link located under Notifications. You might need to select **Show All** to see all options.

4. On the Attachments screen, click the **vertical ellipsis** button.

5. Click **Download** and choose to either **Open** or **Save File**.

Deleting an Attachment

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**

2. Search for and select a reservation, block, or profile.

3. Click **I Want To...** and then select the **Attachments** link located under Notifications. You might need to select **Show All** to see all options.

4. On the Attachments screen, click the **vertical ellipsis** button.

5. Click **Delete** and confirm the deletion.

- Prerequisites for Attachments
- Prerequisites for Attachments
- Prerequisites for Attachments
- Prerequisites for Attachments

Related Topics

- Booking a Reservation
- Blocks

- • [Managing Profiles](#)

Prerequisites for Attachments

OPERA Controls

Group: General

Function : File Attachments

OPERA Cloud Tasks

Group : Bookings

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

Guest Stay Statistics

Use the Stay Statistics feature to view a concise summary of a guest's stay and revenue statistics. The statistics provide revenue from reservations and revenue from all other sources. The statistics include revenue posted by passerbys and revenue posted in accounts receivables after the business date is closed.

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

2. Use Search to locate the guest's profile record.

3. From search results, click the profile's row-level **I Want To . . . menu** and select **Stay Statistics**.

4. Select either the **Reservation Statistics** tab or the **Revenue Statistics** tab and search for statistics by Property, Currency, Stay From Year, or Stay To Year.

   a. The Reservation Statistics tab shows the guest's stay details such as number of nights, arrivals, cancels, no shows, and day use. The statistics also show the revenue generated from the profile's reservations, such as average daily rate.

   b. The Revenue Statistics tab shows revenue generated by the profile's stay from all sources.

Making a Guest Profile Private

You can mark guest profiles as private to your property; preventing the profile from appearing in profile searches at other properties.

> **Note:**
>
> This feature requires the View Profiles Created in Hubs OPERA Control to
> be inactive.

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

2. **View By**: Select Guest or Contact from the list.

3. Enter additional search criteria, click **Search**.

4. Search for profiles in search results, click **I Want To...**, select **Mark Profile as Private**

Profile Merge

Merging profiles keeps the profile database up-to-date, ensures accurate profile data and statistics, and reduces staff confusion. Profile merge occurs either manually or automatically according to the merge rules and threshold points you define. You manually merge profiles when an external (incoming) profile is suspended or staged. In this scenario, not enough data matched with an internal (OPERA Cloud) profile to merge the profiles. Your intervention is required to merge the external profile with an internal profile or add it as a new profile. The system automatically merges the profiles when enough data matches.

You can manually merge profiles the following ways to create a new profile:

- A Single Internal Profile into the External Profile

- Multiple Internal Profiles into the External Profile

You can review and edit data on these profiles before merging them.

The newly merged profile absorbs all the contacts, activities, business blocks, reservations, stay details, commissions, and statistical information from the two profiles. The system removes the old profiles from the database.

Merge rules determine the following:

- If an external profile is automatically merged with an internal profile

- If an external profile is staged / suspended

You set up and define merge rules based on a point value system. The point value system uses a lower and upper threshold to determine if profiles are a match. The merge rule determines points based on the data fields that match between the profiles. Each data field is assigned a point value and the point values of all the fields are added to determine the threshold.

- Upper Threshold – Profiles automatically merge when points are at or higher than the upper threshold value.

- Lower Threshold – The system creates a new profile when points are at or below the lower threshold value.

- Stages – The system suspends / stages a profile with a point value between the upper and lower thresholds. When a profile is staged, you must review the

suspended profile and determine if it should be merged with an internal profile or added as a new profile.

Figure 2-1   Thresholds

Upper = 500

Stage Profile — Anything that falls between the Upper and Lower Thresholds.

Lower = 100

- Merging Profiles

Merging Profiles

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

2. Search for and go to the profile.

3. Click **I Want To...** and select **Merge Profiles**.

4. In the **Add To Merge** pane, click **Select Profile**.

5. Search for the internal profile to merge into the original profile and click **Select**. You can select more than one internal profile to merge into the original profile.

6. Review and verify the profile data to be merged. This data appears in the Result pane.

7. Click **Merge Profiles**.

Profile Anonymization

To protect personal information for guests, a guest profile's data can be made private through data anonymization. The Profile Anonymization feature uses data anonymization to encrypt or remove a guest's personal information from the database so the guest can remain anonymous.

OPERA Controls

The following OPERA Controls activate this feature for Individual profiles:

Table 2-3

Name	Group	Type	Description
Personal Information Protection	Profiles	Parameter	When active, additional security procedures are available, which includes anonymization of profile data.
Number of Days until Anonymization	Profiles	Setting	Available when the Personal Information Protection parameter is active. This value defines the number of days after the last activity occurs in which the requested profile can be anonymized.

Required Conditions for Profile Anonymization

You can activate Profile Anonymization for guest profiles by clicking **I Want To...** next to the profile and then selecting **Anonymize Profile** on the Profile Presentation. You can also choose to cancel the anonymization by selecting the **Do Not Anonymize** action until the point the profile is anonymized. The following conditions are required for a guest profile to be anonymized:

- Number of Days for Anonymization setting requirement must be met. This requirement is met when the defined number of days has passed since the last activity for the profile. For example, if the setting is 5 days, the profile is eligible for anonymization five days after the profile's last activity, such as a stay or transaction.

- Profile is not a Contact profile type.

- Open Folios do not exist for the profile.

- Outstanding Balance does not exist for the profile.

- Routing Instructions do not exist with the guest profile as the payee.

- No Accounts Receivable Invoices (open / closed) exist for the guest profile and none are attached to the profile's Accounts Receivable (AR) account.

- No Accounts Receivable Invoices (open / closed) exist for the guest profile and none are attached to the invoice.

- Outstanding Commissions do not exist for the profile.

- Future Reservations do not exist for the profile.

If a profile cannot be anonymized, a message appears indicating the reason. For example, there might be one or more dependencies as described in the Conditions for Profile Anonymization list. If there are multiple validation failures, all reasons are listed in the message to help you better resolve these issues and anonymize the profile.

Anonymized Profile Information

The following information is anonymized for the profile:

Table 2-4

Profile Element	Anonymization Format	Removed from Database?
Name — This includes the Profile, Reservation Name, Credit Card Names, Membership Card Name, and Room Key Card Name.	AXXXXXXXXZ	No
Salutation	AXXXXXXXXZ	No
Envelope Greeting	AXXXXXXXXZ	No
Alternate Name	AXXXXXXXXZ	No
Alternate Salutation	AXXXXXXXXZ	No
Alternate Envelope Greeting	AXXXXXXXXZ	No
Alias/Incognito	AXXXXXXXXZ	No
Address (excluding State and Country)	AXXXXXXXXZ	No
Communication (that is, Email, Phone)	AXXXXXXXXZ	No
Identification (that is, Driver's License, Passport Number)	XXXXXXXX99	No
Birth Date	Not applicable	Yes, removed
Birth Place	AXXXXXXXXZ	No
Birth Country	Not applicable	Yes, removed
Gender	Not applicable	Yes, removed
Photographic Images (attachments of any type)	Not applicable	Yes, removed
Tax ID	AXXXXXXXXZ	No
Comments/Notes	Not applicable	Yes, removed
Membership Card Number	AXXXXXXXXZ	No
Change Log	Not applicable	Yes, removed
Profile Links/Relationships (including the linked profile's change log)	Not applicable	Yes, removed
Web Accounts (username/password)	Not applicable	Yes, removed
Keywords	Not applicable	Yes, removed
Client ID	AXXXXXXXXZ	No
Credit Card Number	Not applicable	Yes, removed

Post Profile Anonymization

After you anonymize a profile, the following conditions are true:

- The profile no longer appears in Profile drop—down within the application. However, a search from the Profile Search screen still returns the profile, but the data is anonymized.

- You no longer have access to the folio history for the anonymized profile. All options are hidden when the highlighted folio is linked to an anonymized profile, regardless of the Permanent Folio Storage functionality being active.

- The I Want To... actions are hidden for the profile.

- User Log entries are removed, including Join Share/Break Share and Link Profiles/ Relationships. This includes all Reservation user logs and Financial user logs.
- Updates to the Profile from external systems are no longer accepted, and a new profile is created.
- Profile match and merge rules are no longer considered. After a profile is anonymized, you cannot merge it into other guest profiles.

Downloading a Profile from the Central Reservation Database

You can download profiles from your central reservation system to your property. OPERA Cloud automatically downloads the profile during profile advanced search, which evokes lookup from the central system. In order for this feature to work, you must have the Cloud Loyalty license active in your central system.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Click **Go to Advanced Search**.
3. In the Search area, enter the profile name and any other search filters.
4. Select **External System** from the LOV in advance search.
5. Click **Search**. A list of profiles from the central system appear in the left column and the matches from the local database appear on the right. You can choose to download the profile from the central system database by clicking **I Want To...** and clicking **Download Profile**.

Viewing a List of Recently Viewed Profiles

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. On the Manage Profile screen, click **I Want To...**. A list of recently viewed profiles appears under the View section for easy access to those profiles.

3

Bookings

Bookings provides the ability to create and manage reservations across locations and properties. Easily create and manage all types of reservations, such as individual, group or tour series, travel agency, multi segment (multi-legged), multi-rate, and walk ins. You can find additional reservation and event planning tools within Manage Reservation, Reservations Workspace, Blocks, and Events.

- Reservations
- Reservations Workspace
- Blocks
- Events

Reservations

OPERA Cloud Reservations provides a complete set of capabilities for creating and updating individual, share, walk in and day use reservations. Using the Look To Book Sales Screen, you can collect caller information, search and select room types and rates, build reservation scenarios, and book the reservation. If property brochures and photos are added in your system, you can view them from Look To Book.

Look To Book also provides room/rate search and a trip composer for creating multi-property itineraries and multiple room type reservation scenarios.

> **✎ Note:**
>
> To create Group Block reservations, refer to Creating a Block.

- About Reservations
- Booking a Reservation
- Managing Reservations
- Creating House Posting Accounts
- About the Room Diary

About Reservations

Reservations are a central feature of OPERA Cloud. As a key source of information, the reservation specifies a guest's arrival date, departure date, room type, rate, packages, and many other details. It is also a gateway to dozens of other functions that contribute to the guest's experience.

Within Reservations, you can:

- Handle advance deposits.

- Access guest, company, agent, and source profiles.

- Perform guest billing functions.

- Make room assignments.

- Communicate with housekeeping.

- Schedule wake-up calls.

- Search for room availability across properties, and move reservations from one room or property to another.

- Generate confirmation letters and registration cards from the reservation.

- Customize certain screen layouts or fields to streamline the reservation processing.

- Search for reservations quickly by guest name, company, group, block, reservation type, travel agency, or confirmation number.

- Perform complex functions such as shared reservations, split reservations, multiple reservations, frequent flyer memberships, and group bookings.

- Copy an existing reservation for use as a template for an unlimited number of additional reservations.

- Add comments to the reservations for display prior to check in, when guest is in-house, and when posting to guest's bill.

- Add folio instructions by reservation or by profile.

- Apply fixed charges to reservations.

Reservations require a guest profile. The profile identifies the guest's name, address, contact information, and other details. It provides information on billing, membership benefits, service preferences, and more. You can create profiles while booking a reservation or using the Manage Profiles function. If a profile already exists, you can look it up and attach it to the reservation during the reservation booking process.

You can access reservations in multiple ways: from the Bookings menu, by accessing tiles on the Home Dashboard, through Quick Launch, or through confirmation number hyperlinks. You can search for reservations from the Navigation Bar by selecting **Bookings**, selecting **Reservations**, and then selecting **Manage Reservation**. This screen is where you will perform basic and advanced searches to locate existing reservations. You can click **Go to Advanced Search** to perform an advanced search or click **Go to Basic Search** for the basic search if you are on the Advanced Search screen. Many other functions are available in the **Reservations Workspace**.

Reservation search is a process that enables you to select a pre-defined search type, such as Arrivals, Departures, In House, Mass Cancellation, Queue, Quick Check Out, Scheduled Check Out, and so on. This enables you to quickly search for and view reservations at your property that are relevant to the selected search type. The reservation search results have several sorting and viewing options. To sort search results, select the **Sort By** drop-down and make a selection from the list. Additionally, there are several options you can access for viewing search results by selecting the appropriate **Views** icon. These options are table, list, card, or console format. In the search results, you can select the **I Want To..** button for a reservation and choose from several options related to the reservation, such as modify/update, create, view, or go to different screens.

Reservation Terminology

When working with reservations, there are several terms with which you should be familiar. The table below includes some of these terms.

Term	Definition
Pseudo Room Reservation	Pseudo rooms are used for accounting purposes. They can be actual rooms, such as meeting rooms, but they do not have to represent a physical location. Pseudo rooms do not affect the property's guest room inventory. Pseudo rooms are used for posting certain charges, including those from POS Interfaces. For example, a POS Cash Card would have all the days postings and payments for cash from the POS system if interfaced. This would bring all revenue into OPERA Cloud for reporting purposes. Physical Rooms are different from Pseudo Rooms. Physical Rooms are the actual physical rooms configured for the property and do affect inventory availability.
Transient Reservation	An individual reservation (non-group reservation) that can include shares, day use, walk-ins, Company, and Travel Agent reservations.
Block Reservation	A block reservation is a group of rooms held for guests who are attending an event, meeting, or function, such as conferences, catered events, weddings, or conventions. A block reservation can also be used for companies booking rooms for delegates attending a conference or meeting, for travel agents who have groups or a tour series, or for holding room allocations.
No Show Reservation	A reservation in which a guest does not check in on the arrival date specified in the reservation. If the reservation is not canceled by the guest and not canceled during the Night Audit process, the Night Audit procedure turns it into a no show.
Day Use Reservation	A reservation made for zero nights with no overnight stay.
Standard Reservation Types	The reservation policies of the property can be set as required. For example, 6:00 PM Hold, Guaranteed by Credit Card, and Guaranteed by Company.

Term	Definition
Deduct and Non-Deduct	A reservation type can be marked as Deduct or Non-Deduct. A Non-Deduct reservation type does not deduct the room from availability if you select to view Deduct only. For example, a Non-Deduct reservation type could be used for a 4 PM release, which is not classed as a guaranteed reservation and would normally be cancelled at the specified time if the guest does not arrive. If a property wants to automatically deduct all rooms for reservations from availability, the property would not set up Non-Deduct reservation types.
	Areas of the application in which Deduct and Non-Deduct appear are the Group Rooms Control screen and the Look To Book Sales Screen.
Checked In	A reservation where the guest has checked in. This is a required reservation type and cannot be removed.
VIP Level	This indicator appears on the reservation to show the primary guest's VIP level.
First or Repeat Guest	This indicator appears on the reservation to show the primary guest is either a first time visitor or a repeat guest at the property.
House Posting Account	An account for managing deposits, charges, and other payments that are posted to a pseudo room. You can create a house posting account from the Manage Reservation screen by clicking **I Want To...** and clicking **House Posting Account**.

- Suppress Rates

Suppress Rates

OPERA Cloud has functionality that will hide the rate amount on screens throughout the application (making rates confidential) if a user does not have appropriate permissions. When the Suppress Rates feature is active, and a rate code has been selected as a suppressed rate, "SR" (suppressed rate) displays in the rate amount field.

Single reservations can only have a suppressed rate when the reservation is assigned a rate code that has been configured as Suppress Rate. If a reservation is created without a rate code or with a non-suppress rate code, the rate amount cannot be suppressed.

For block reservations, rate codes are either suppressed or not suppressed depending on the block configuration and cannot be changed on an individual reservation made as a part of a block.

If a single reservation is created without a rate code and is later attached to a block that has the Suppress Rate check box selected, the single reservation existing rate

code is changed to SR. This is because the single reservation is now part of the block that it has been attached to.

Booking a Reservation

You can book future date or walk-in reservations using the Look to Book Sales screen, which provides you with room type, rates and pricing options for the reservation dates entered. Depending on your location you can use Look to Book to check room and rate availability and book reservations in multiple properties. You can use the Look to Book Trip Composer to create multi-leg reservations for guests traveling to multiple destinations and staying in multiple properties or requiring multi-rate reservations in your property

Book a Reservation

> **Note:**
>
> With the Sell Message OPERA Control you receives sell messages at the top of Look to Book, click X to close. Click **Sell Messages** to view these messages at a later time.

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and then select **Look To Book Sales Screen**.

2. Enter the caller and/or contact information (if applicable) and then click **New Reservation**.

3. In the search panel enter the various criteria .

   a. **Single Rate**: Click to create a single leg reservation (default).

   b. **Multi-segment**: Click to create a multi-leg reservation.

      i. Click **Add Leg** to add additional dates to the reservation.

   c. Stay Options:

      i. **Arrival**: Enter or select the arrival date.

      ii. **Nights**: Enter the number of nights; the departure date is updated.

      iii. **Departure**: Enter or select the departure date.

      iv. **Rooms**: Enter the number of rooms required; a multi-room reservation needs to be split into separate reservations prior to arrival.

      > **Note:**
      >
      > If the number of rooms entered equals or exceeds the Block Creation Prompt Threshold Rooms OPERA Control you are prompted to create a reservation or convert the reservation to a block.

      v. **Adults**: Enter the number of adults in the room.

      vi. **Children**: Enter the children in the room.

    d. Profile Options

        i. **Name**:. Click to search for an existing guest profile.

        ii. **New Profile**:. Click to create a new guest profile.

        iii. **Membership Number**:. Click to search for guest profile by membership number.

        iv. **Company**:. Click to search for company profile to link to the reservation.

        v. **Travel Agent**: Click to search for Travel Agent profile to link to the reservation.

        vi. **Block Code**: Click to search for a Block to link to the reservation (pickup inventory from the Block allocation).

    e. Rate and Room Options:

        i. **Room Features**: Select one or more room features from the list. Look to Book displays room types with the selected Features. Multiple selection is treated as an "OR" type search. For example, if Bath Tub and Hair Dryer are selected then the search is for room types that have either the Bath Tub or the Hair Dryer as feature.

        ii. **Room Types**: Select one or more room types from the lost.

        iii. **Rate Codes**: Select one or more rate codes from the list.

        iv. **Rate Category**: Select one or more rate categories from the list.

        v. **Promotion**: Select a promotion from the list. Look to Book displays rate codes linked to the promotion.

        vi. **Smoking Preference**: Select a smoking preference from the list. Look to Book displays room types with the selected smoking preference.

        vii. **Include Closed Rates**. Select to include closed rate in the availability search.

    f. Click **Search**.

> **Note:**
>
> You can modify the search options at any time, click **Search** to update the Look to Book result.

4. **Minimum Stay Availability** displays each room type and the minimum (including non-deduct) number of available rooms.

> **Note:**
>
> Click the **Property Name** to display the Property Brochure.

5. Rates for each room type available are displayed, grouped by Display Set.

6. Click **More Display Sets** to add all other display sets to the result.

7. Click a rate and room type cell to view more information about the rate and room type; including package item inclusions.

      a. Click **View Policies** to view the Deposit and Cancellation Policy per reservation type for the rate.

      b. Click **Select** to select this rate and room type for the new reservation or drag the cell to the Trip Composer panel.

8. Book Now page is displayed.

9. Stay Information is displayed down the left panel.

      a. Click the **Rate Amount** to view detailed rate information for the reservation.

10. Enter the Guest Information.

      a. **Name**: Click to search for an existing guest profile.

      b. **New Profile**:. Click to create a new guest profile.

11. Enter the booking details:

> **✎ Note:**
>
> The fields displayed are based on your chain or property customization.

      a. **Reservation Type**: Select a reservation type from the list.

      b. **Market**: Enter or select the market code for the reservation; used for statistical purposes.

      c. **Source**: Enter or select the source code for the reservation; used for statistical purposes.

      d. **Arrival Time**: Enter the estimated arrival time.

      e. **Room Type to Charge**: Select the room type to charge for the reservation; this can be different to the room type allocated for the reservation and used in the event of a complimentary upgrade.

      f. **Rate**: The rate amount per night is displayed; update to modify (override) the rate amount.

      g. **Fixed Rate**: Select the fix the modified rate amount.

      h. **Packages**: Select any package items for the reservation. For more information, see Managing Reservation Package Items.

      i. **Inventory Items**: Select any inventory items for the reservation. For more information, see Managing Reservation Inventory Items.

      j. **Discount Amount**: Enter a fixed amount discount to adjust the nightly rate.

      k. **Discount Percentage**: Enter a percentage discount to adjust the nightly rate.

      l. **Discount Reason**: Select a discount reason from the list.

      m. **Purpose of Stay**: Enter or select the purpose of stay from the list.

      n. **Room**: Click to search and assign a room to the reservation. For more information, see Assigning Rooms to a Reservation.

      o. **Specials**: Click to select special requests for the reservation.

      p. **Room Features**: Click to select room features requested; this field is default with preferences from the selected profile for the reservation.

q. **Smoking Preference**: Click to select the smoking preference of the guest; this field is default with the smoking preferences from the selected profile for the reservation.

r. **Notes**: Click **More Info** to manage profile and reservation notes. For more information, see Managing Reservation Notes and Managing Profile Notes .

s. **Promotion**: Click to search and select a promotion to link to the reservation. For more information, see Configuring Promotion Codes .

12. Enter Payment Information

    a. See Managing Reservation Payment Instructions.

    b. Click **Add Routing Instructions** to setup charge routing. For more information, see Managing Reservation Routing Instructions.

13. Click **Adding Sharing Guest** to create a sharing reservation.

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

    b. Select a profile in the result, click **Select**.

    c. Select a rate share method and enter the number of adults. For more information, see Shared Reservations.

14. Click **Membership** to select a profile membership for the reservation.

    a. For more information, see Managing Reservation Memberships.

15. Once the new reservation details are complete

    a. If you wish to book reservations at multiple properties, click **Add to Trip Composer** and repeat your search for another property and/or stay dates; use the trip composer to add more segments to the reservation.

    b. Click **Book Now** to create and confirm the single or multi-segment reservation. You are taken to the Reservation Presentation page to further manage the reservation. For more information, see Editing a Reservation.

    c. Click **Wait list Now** to add the new reservation to Wait list.

    > **Note:**
    >
    > When the Closing Script OPERA Control is active, you are presented a closing script to read to the caller , click **Confirm** to proceed with confirming the new reservation.

- Creating a Multi-Segment Stay Reservation
- Turnaways
- Closing Scripts

Related Topics

- Moving Reservations to Other Properties
- Linked Reservations
- Managing Reservation Call History
- Editing a Reservation

Creating a Multi-Segment Stay Reservation

Using the Multi Segment option in the Look to Book Sales Screen, you can book a reservation for the same guest with multiple rates during the stay.

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and select **Look to Book Sales Screen**.

2. Enter the caller information and click **Begin Booking**.

3. Select **Multi Segment**.

4. Enter the first **Property** and dates for Leg 1 and Leg 2 of the reservation (select **Add Leg** to add additional legs to the reservation) and click **Search**.

5. Drag and drop (or you can click the **Select** button or double-click) the desired rate/room type to the Trip Composer.

6. Enter any additional information necessary. For example, enter a profile/guest name, reservation type, market/source code, payment method, and click **Add to Trip Composer**.

7. Rate/room type information are displayed for Leg 2.

8. Drag and drop (or you can click the **Select** button or double-click) the desired rate/room type to the Trip Composer.

9. Click **Book Now**.

The end result is a single reservation comprised of two different rates during the stay.

Turnaways

The Turnaways feature enables you to record statistical information related to turned away business. Turnaway business is sometimes classified as either regrets (for example, when the guest declines to place a reservation because of price, property features, location of the property, and so on) or as denials (for example, when the property cannot accept the reservation because inventory is sold out, or the desired rate or room type is not available). Assume a guest calls and wants to make a reservation at the corporate rate for July 17. If a review of the rate query screen shows that the corporate rate is not available on that date for that property, you may record the inquiry as a turnaway if the guest does not accept an alternate rate or date.

The Turnaways screen automatically appears when you search for a room or rate on the Look To Book Sales Screen and select **Exit Booking** without booking a reservation. On the Turnaways screen, you can record the reason that the guest determined that they would not like to proceed with a reservation, link to a specific guest's profile, and more.

Closing Scripts

Prerequisites for Closing Script.

Closing scripts are displayed for you to read at the end of the reservation process to confirm the reservation and other reservation details to the guest. You can create closing scripts for properties and Hub (Chain) as well as edit closing scripts, copy them to other locations, or delete them. Once a closing script is created, you can assign it to

a property at any time. The closing script appears once the reservation information has been confirmed and prior to ending the call and helps you summarize the reservation information at the conclusion of a sales call.

Closing Script Confirmation

Closing scripts are controlled by the Reservations group parameter **Closing Script New and Update Reservation**. When this parameter is set to **On** at the Hub (Chain) level, the closing script appears when you are creating a reservation and are logged in at the Hub (Chain) level. When set to **On** at the property level, the closing script appears when you are creating a reservation and are logged in at the property level. If the property-level parameter is set to **Off** and the Hub (Chain) level parameter is **On**, users logged in at the property level do not see the closing script, but users logged in at the Hub (Chain) level see it.

The closing script helps you to summarize the reservation details to the caller using a predefined script. The Closing Script is displayed once the reservation information has been confirmed prior to ending the call.

Language: For multi-lingual reservation agents, select a language from the list for display the closing script.

- Prerequisites for Closing Script

Related Topics

- Configuring Closing Scripts

Prerequisites for Closing Script

OPERA Controls

Group: Reservations

Parameter: Closing Script (Hub)

Managing Reservations

When managing reservations, you can:

- Search by property for reservations. You can filter your search by name, travel agent, arrival/departure dates, source profile types, and other criteria. Search results provide reservation summaries.

- View, add, and edit reservations. The Manage Reservations screen provides access to reservation details, connected profiles, awards/certificates, deposits/cancellations, memberships, guest messages, and other information.

- View billing information where you can post charges and adjustments, transfer postings (within a folio or to/from other rooms), make payments, generate folios, and so on.

- Use the Reservations Workspace to perform multiple actions such as adding traces, configuring wake up calls, generating confirmation letters, sending messages to guests, and so on.

Choose from the following that correspond to the groups organized as on the Reservation Overview screen for more detail on each panel.

- Credit Card Authorization Reversals

- Editing a Reservation

- Confirming Reservations

- Assigning Rooms to a Reservation

- Linked Reservations

- Managing Reservation Prepaid (Gift) Cards

- Managing Reservation Upgrade Offers

- Shared Reservations

- Managing Waitlist Reservations

- Merging Matched Reservations

- Managing Reservation Call History

- Managing Reservation Tickets

- Managing Locators

- Managing Reservation Transportation

- External References

- Marking a Room as Do Not Move

- Moving Reservations to Other Properties

- Managing Room Interfaces

- Copying Reservations

- Searching for Reservations Flagged for External Guest Notifications

- Managing Reservation Notes

- Managing Reservation Traces

- Reservation Routing Instructions

- Reservation Housekeeping and Task Schedule

- Managing Reservation Payment Instructions

- Managing Reservation Deposit Request and Cancellation Policy

- Managing Reservation Cancellation

- No Show and Cancellation Postings

- Managing Reservation Fixed Charges

- Managing Reservation Alerts

- Managing Reservation Preferences

- Authorizing Credit Card Transactions

- Managing Reservation Linked Profiles

- Reservation Package Items

- Reservation Item Inventory

- • [Managing Reservation Memberships](#)
- • [Managing Attachments](#)

Credit Card Authorization Reversals

OPERA Cloud allows you to switch the credit or debit card authorized for the reservation to a different credit card or payment method at any time during the guest's stay. For example, the guest uses a Visa card when checking in but decides to use a different card or other payment method at checking out.

If the credit card vendor supports authorization reversal and the card type is configured for Authorization Reversal Allowed in the OPERA Controls Credit Card group, changing a credit card on a reservation triggers OPERA Cloud to send an authorization reversal amount on the card to the credit card vendor for releasing the amount on hold.

- • [Changing an Authorized Credit Card Payment Method](#)

Changing an Authorized Credit Card Payment Method

Guests can switch the credit card authorized for their reservation to another payment type. If the Authorization Reversal Allowed setting is configured for the cardholder's card type in the OPERA Controls Credit Card group, OPERA Cloud will send an authorization reversal request to the cardholder's credit card company. Guests can change their card regardless of whether reversal is configured.

1. From the OPERA Cloud menu, open the guest's reservation using either Quick Launch or by searching for the guest in Manage Reservations.

2. If switching cards prior to checkout, click **I Want To . . .**and then select **Payment Instructions**.

3. Enter the new payment instructions.

4. If switching cards at checkout, click **I Want To . . .** and then select **Check Out**.

   You can also use **I Want To . . .** to view credit card authorizations history.

5. Click the payment method drop-down and select a new payment type.

   If selecting a different card type, swipe or enter the card number, expiration date, and cardholder name

6. Complete the remaining check out tasks.

7. Click **Check Out Now**.

   At checkout, OPERA Cloud sends the credit card authorization reversal to the vendor only after you select **Check Out Now**. If you perform settlement during checkout but leave the checkout process, authorizations will remain on the card until checkout is finalized.

Editing a Reservation

The Reservation Presentation page provides you with access to all reservation details, detail links and actions.

With the Sell Message OPERA Control you will receive sell messages at the top of Look to Book, click **X** to close. Click **Sell Messages** to view these messages at a later time.

When the **Alerts OPERA** Control is active reservation alerts may be displayed, based on the status of the reservation.

An **Additional Reservations** tab is displayed for any linked reservations. See Linked Reservations.

Within the Stay Detail panel, Details tab, any attribute with multiple values as a result of daily detail changes will display a small number to the right of the field value.

When the Reservation Upgrade OPERA Control is active you may see a notification regarding upgrade offers; click the notification to view the offers. For more information, see Managing Reservation Upgrade Offers.

Editing a Reservation

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to . . .** and select (Go to) **Reservation,** or open the reservation by clicking the confirmation number.

4. The Guest business card is at the top of the page; click the guest name link to open profile presentation to update the linked profile.

5. Click [I Want To...] to display various actions for this reservation.

6. **Reservation Overview**:

    a. When the Upgrade OPERA Control is active, you might receive a notification regarding upgrade offers; click to view the offers.

    b. When the Enroll OPERA Control is active, you might receive a notification regarding Enrollment; click link to enroll the guest.

    c. Click **Edit** to update the fields available in the Overview panel.

        i. Update the details.

        > **Note:**
        >
        > With the Fixed Rates OPERA Control active, you can update (override) the rate amount and select the Fixed Rate check box to fix the rate to the specified amount.

    d. Click **Save**.

    > **Note:**
    >
    > All reservation detail links are available to view and update related reservation detail. See the Reservation Detail Links table below.

Change Stay Dates

To change stay dates, room type, or rate code you are directed to the Look to Book Sales Screen to confirm availability.

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want To . . .** and select **Reservation,** or open the reservation by clicking the confirmation number.

4. Select **Stay Details** and then click **Change Stay Dates** to launch **Look to Book**.

    a. When the Look To Book Sales Screen appears, make changes to stay dates, number of guests, and other details.

    b. If changing the room type/rate, click and drag a different room type/rate to the Trip Composer and then click **Confirm**.

Edit Daily Details

Daily details enables you to adjust the rate code, rate amount, room type to charge, discount, source, market and number of adults and children for each night of the reservation.

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want To . . .** and select **Reservation,** or open the reservation by clicking the confirmation number.

4. Select **Stay Details** and click **Edit**.

5. Select the **Daily Details** tab to edit the daily rate details.

    a. Select a date in the table, click the **vertical ellipsis**, and select **Edit**.

        i. **Apply Until**: Enter an end date to apply the changes to all nights up to the date entered update.

        ii. Update the details.

    b. Click **Save**.

    c. Repeat for other nights as required.

    > **✎ Note:**
    >
    > With the Fixed Rates OPERA Control active, you can update (override) the rate amount and select the Fixed Rate check box to fix the rate to the specified amount.

6. Click **Save**.

Table 3-1   Reservation Detail Links

Reservations	Billing
Call History	Payment Instructions
Item Inventory	Deposit Cancellation
Packages	Fixed Charges
Stay Details	Prepaid Cards
Transportation	Routing Instructions
Confirmation Letters	
eSigned Registration Cards	
External References	
Linked Reservation	
Track It	
Shares	
Prepaid Cards	
Tickets	
Notifications	**Profile**
Alerts	Communication
Attachments	Future and Past Stays
Guest Messages	Linked Profiles
Housekeeping	Preferences
Notes	Accompanying Profiles
Service Requests	Membership
Traces	Matching Reservations

Confirming Reservations

Confirmation letters acknowledge the details of a reservation. You can send them to the guest and any associated profiles attached to the reservation using email, text messaging, or postal mail.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and select a reservation.

3. Select **Show More** to display the **Confirmation Letters** link (if it is not already displayed) and then click **Confirmation Letters**.

4. Select a delivery method: email, preview/print. The option to send a registration card is also available.

5. Enter the recipient's information: email address, phone number or other information. If information already exists on the profile it should be selected. For Example Address, Email.

6. Select the confirmation letter from the drop-down list.

7. Click **Customize** to change the letter's appearance and then click **OK**.

A second confirmation can be added if required.

8. Click **Save**, **Send**, or **Cancel**.

Assigning Rooms to a Reservation

You can assign a room to a reservation from the Manage Reservation screen.

From Manage Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Locate the reservation in the search results and click **Assign Room**.

4. In the Room Search panel, enter the following search criteria:

   a. **Inspected**. Select to search rooms with an Inspected status.

   b. **Clean**. Select to search rooms in a Clean status.

   c. **Pickup**. Select to search rooms in a Pickup status.

   d. **Dirty**. Select to search rooms in a Dirty status.

   e. **Out of Service**. Select to search rooms in an Out of Service status.

   f. **Room**. Enter specific room number.

   g. **Room Type**. Enter or select room type(s). This defaults to the room type sold in the reservation.

   h. **Room Class**. Select one or more room classes.

   i. **Floor**. Select floor(s) from the list. This populates with preferences from the guest profile.

   j. **Features**. Select rooms with specific features. This populates with preferences from the guest profile.

   k. **Smoking**. Select rooms which are smoking or non-smoking. This populates with preferences from the guest profile.

   l. **Connecting Rooms**. Select to show only rooms that are connecting rooms.

   m. **Room Conditions**. (Appears when the **Rooms Management**, **Room Conditions** control is enabled in OPERA Controls.) Select to include rooms with a room condition assigned (includes those with a room condition flagged as "Do Not Display in Room Assignment"). See Room Conditions for more information.

   n. **Attendant in Room**. Select to restrict the search to only rooms with a housekeeping room attendant currently in the room based on an active housekeeping task.

   o. **Include Departure Rooms**. Select to include rooms in a due out status.

   p. **Departure Time**. (Enabled when **Include Departure Rooms** is selected.) Enter a specific departure time to limit the search to rooms due out after this time.

q. **AI Display Order**: Select to sequence the rooms listed according to the recommendation of AI room assignment (available when the **AI ROOM ASSIGNMENT OPERA Control** is active).

5. Click **Search**. If no results are found, you can modify your selection criteria.

6. In the search results, click **Assign Room** for the room to be assigned to the reservation.

Overriding Room Selection (if prompted)

In the Room Search, you might be prompted to select another room if the room you assigned is unavailable.

1. Click **Select Another Room** (if prompted) to return to the search results and assign an alternate room.

2. Click **Accept Room Selection** to accept the warning and continue with the room assignment.

Linked Reservations

You typically link reservations when a guest needs to make reservations for a small number of associated guests who are staying at your property during the same, or nearly the same, period. For example, the linked reservation option might be used if a guest makes reservations for a family celebration or for a group of friends on holiday together. To link reservations, you create a single reservation for the total number of rooms needed by the group, then split the reservations by selecting the number of rooms in the Stay Details screen. This gives the option to split the multi-room reservation into separate reservations. The resulting separate reservations are identical to the starting reservation. However, you can edit each reservation as necessary. For example, you can change the guest name (by creating a new or selecting another profile) or modify the number of adults and children on each reservation. Each reservation is assigned its own confirmation number after the split.

The benefit of using linked reservations is you can easily create separate reservations for guests from the initial multi-room reservation, which serves as a template. In addition, you can quickly identify all members of the linked reservation by their party affiliation when searching for in-house guests. Searching by linked reservation is especially useful to telephone operators.

Managing Reservation Prepaid (Gift) Cards

Prerequisites for Managing Reservation Prepaid (Gift) Cards

Issuing Reservation Prepaid Card

1. From the application menu, select **Bookings**, and then select **Manage Reservations**.

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

3. Select the reservation in the results, click **I Want To** . . . and select **Prepaid Card** or open the reservation presentation, and click **Prepaid Card** details link.

4. Click **Issue Card** and complete the following:

   a. **Interface**. Select the Stored Value System from the list.

    b. **Card Number**. Enter the gift card number.

    c. **Name/First**. Default the primary profile linked to the reservation.

    d. **PIN**. Enter the PIN (Available when the SVS interface is flagged to Show Prepaid Card PIN).

    e. **Amount**. Enter the issue amount.

    f. **Payment Options**

        i. **Post to Room**. Select the post issue amount to guest folio (reservation account).

        ii. **Post Payment**. Select the post payment.

            i. **Method**. Select a payment method from the list.

            ii. **Card Number**. Enter credit card number.

            iii. **Expiration**. Enter credit card expiry date.

            iv. **Card Holder**. Enter card holder name.

    g. Click **Issue Card**.

Managing Reservation Prepaid Card

> **Note:**
>
> Card details are fetched from the Stored Value system.

1. From the OPERA Cloud menu, select **Bookings**, and then select **Manage Reservations**.

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

3. Select the reservation in the results, click **I Want To . . .** and select **Prepaid Card** or open the reservation presentation, and click **Prepaid Card** details link.

4. Select a card, click the vertical ellipsis, and click **Manage**.

5. For further details, see Managing Prepaid (Gift) Cards

- Prerequisites for Managing Reservation Prepaid (Gift) Cards

Related Topics

- Redeem Prepaid (Gift) Cards

Prerequisites for Managing Reservation Prepaid (Gift) Cards

OPERA Cloud Tasks

Bookings

- Reservation Management
  - Prepaid Cards
    - * Manage Prepaid Cards

Managing Reservation Upgrade Offers

Prerequisites for Managing Reservation Upgrade Offers

Reservation Upgrade functionality enables the ability to present reservation and guest service agents will room type upgrade opportunities; detailing the available room type(s) and pricing on offer.

Agent upgrade conversion performance is tracked in OPERA Cloud and the details available on the Reservation Upgrade report.

The upgrade charge is posted to a separate transaction code, defined in the upgrade rules. This allows you to route the original room charge separately from the upgrade charge and exclude the upgrade charges from travel agent commission.

An information link appears at the top of the following pages to view upgrade offers available for eligible reservations; based on the selected room type and rate code.

- Look Book , Book now
- Reservation Presentation
- Check-in

Reservation updates via Look to Book (stay dates, room type, rate code amended) will result in the removal of the upgrade offer applied; Look to Book will display new upgrade offers based on the amended stay details.

Reservation updates via Reservation Presentation (Adults etc) will result in you being prompted to manage the upgrade offer accordingly.

Upgrades not available for reservations with following conditions:

- Shared Reservation
- Checked In Reservation
- Block Reservation
- Multi leg Reservation
- Multi rate Reservation
- Reservations with reserved room type <> room type to charge (RTC)
- Suppress Rate Reservation

Viewing and Applying Reservation Upgrade Offer

1. Click the **Room upgrade available for this reservation** link displayed at the top of Reservation Presentation.
2. The upgrade offers are displayed.
3. Click the **< >** to navigate left and right through the offers.

> ✎ **Note:**
>
> During mobile check-in you can present the offers to the guest directly on the tablet.

4. Tap to select an offer

5. Click **Apply Upgrade**.

The room type, room rate and fixed rate checkbox will be updated after applying the upgrade

Viewing Reservation Upgrade Activity

1. From the application menu, select **Bookings**, and then select **Manage Reservations**.

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

3. Select the reservation in the result, click **I Want To...** , click **Upgrade** or open the reservation presentation and click **Upgrade** details link.

4. Details of the upgrade as well as the user and date that the upgrade was applied are displayed.

Removing Reservation Upgrade Offer

1. From the application menu, select **Bookings**, and then select **Manage Reservations**.

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

3. Select the reservation in the result, click **I Want To...** , click **Upgrade** or open the reservation presentation and click **Upgrade** details link.

4. Click **Remove Upgrade** to revert the reservation to the original room type reserved.

• Prerequisites for Managing Reservation Upgrade Offers

Prerequisites for Managing Reservation Upgrade Offers

OPERA Controls

Group: Reservation

Function:

• Fixed Rates

• Reservation Upgrade

Parameter:

• Allow Fixed Rate Reservation

• Allow Reservation Discounts

Setting:

• Room Status Setting

• Maximum Length of Stay

• Maximum Number of Offers Displayed

• (Upgarde) Transaction Code

• Occupancy Level Details

OPERA Cloud Tasks

Reservation Management

- Upgrade Reservation

    – Reservation Upgrade for New Reservation

    – Reservation Upgrade for change Reservation

    – Reservation Upgrade for Check In

Shared Reservations

Shared Reservations enable several guests to occupy the same room. Each guest can have separate billing and folio information. Guests with shared reservations are not required to share the same arrival and departure dates, but must share at least one night in common.

When creating a shared reservation at the time of booking, select one guest as primary (the lead reservation). Add other guest profiles to the reservation during the booking process. You must create the sharing guest profiles either before or during the booking.

You can also:

- Create shared reservations by combining reservations. Enter the reservations and then link them.

- Separate shared reservations before or after check in.

You must select one of the following rate sharing methods for shared reservations:

- Apply Full Rate (the full rate for the number of persons is applied to each reservation).

- Apply Entire Rate (the primary guest pays the entire rate for the total number of people).

- Apply Split Rate (each guest pays an even share).

- Apply Custom Split (each guest pays a customized amount). With this option, a discount can be applied to reservations as required.

- Redistributing Guests Within Shared Reservations

- Separating (Breaking) a Shared Reservation

- Moving a Shared Reservation to a Different Property

- Changing Shared Reservation Rate Sharing Methods

- Adding New Sharers to Shared Reservations

- Combining Reservations into a Share

Redistributing Guests Within Shared Reservations

Use Manage Reservations to move guests within a shared reservation.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and select the shared reservation.

3. In the Reservation section, select **Shares**.

4. On the Shares screen, click the ribbon, and then select **Manage Share Guests**.

5. Drag and drop the icon for each adult or child you wish to move within the share.

6. Click **Save**.

Separating (Breaking) a Shared Reservation

When you break a shared reservation, each sharer becomes an independent reservation. The system notifies you before the break if there are not enough rooms available or if the rate code/room type you wish to select is restricted.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and select the reservation.

3. Select **Stay Details** and select **Move Room**.

4. In the Room Details screen, deselect the sharing reservations, and then click **Continue**.

5. Search and select the new room number, and then select **Assign Room**.

Moving a Shared Reservation to a Different Property

When logged into a hub, you can move shared reservations to other properties.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and select the reservation.

3. Click **I Want To...** and then select **Move to Another Property**.

4. Select the sharers to move to another property, and then click **Move to Another Property**.

5. On the Look to Book Sales Screen, in the Property field, enter the destination property and any other information, and then click **Search**.

6. Search and select a room rate, or double-click to add booking to the Trip Composer.

7. Confirm or update booking details and click **Update Trip Composer**.

8. Click **Move Reservation**.

Changing Shared Reservation Rate Sharing Methods

Rate sharing methods determine how room costs are split between guests who are sharing a reservation.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and select **Manage Reservation**.

2. Search for and select the shared reservation.

3. In the Reservation section, select **Shares**.

4. Select one of the following options:

    a. **Apply Full Rate**: select this option to apply the rate in full to each sharing guest.

    b. **Apply Entire Rate**: select this option to apply the rate in full for the total number of persons to one sharing guest.

    c. **Apply Split Rate**: select this option to split the rate evenly between all sharing guests.

    d. **Apply Custom Split Rate**: select this option to apply a custom split rate between all sharing guests. The amount can be different for each sharing reservation if required.

5. Exit the Shares screen when you have selected the appropriate rate sharing method.

Fixed Rate Considerations

This section describes OPERA Cloud shares handling for fixed rate reservations. When the Share Rate Splitting for Fixed Reservations OPERA Control is inactive the following conditions apply when a sharer has a fixed rate:

• The sharer cannot be designated to pay the full rate (Full option). The sharer pays the fixed rate, regardless of whether it is more or less than the full rate.

• The sharer cannot be designated to assume the total rate charge using the Entire option. Neither will the rate for the sharer be set to zero if another sharer is chosen to assume the total room rate charge. The rate for this sharer remains at the fixed rate.

• If the Split option is selected, the fixed rate will not change for the sharer. The fixed rate will be used as this sharer's portion of the split, and other sharers will equally divide the remainder of the rate. For example, assume a three-way share, with Guest 1, having a fixed rate of 145. If the total rate for the night is 450, the Guest 1 share is 145, while the other two guests split the remainder (305), paying 152.50 each.

When the Share Rate Splitting for Fixed Reservations OPERA Control is active the **Entire**, **Full**, and **Split** options are available and behave the same as for non-fixed rates, provided that:

• All sharer reservations have a fixed rate.

• All sharer reservations have the same rate code.

OPERA Cloud simply adds the fixed rates shown on the reservations. The rate amounts are added together each time **Full** is selected.

For example, assume that Guest 1, Guest 2 and Guest 3 are sharing, that all three have the same rate code, and all three have a fixed rate.

Table 3-2　Example of Rate Code and Fixed Rates of Guest 1 Guest 2 and Guest 3

Rates	Guest 1	Guest 2	Guest 3
Original Fixed Rate	99	100	109
Rate if Split is applied	102.66	102.66	102.66
Rate if Full is applied* [1]	308	308	308

**Table 3-2   (Cont.) Example of Rate Code and Fixed Rates of Guest 1 Guest 2
and Guest 3**

Rates	Guest 1	Guest 2	Guest 3
Rate if Entire is applied to Carson** [2]	308	0	0

1. OPERA Cloud simply adds the fixed rates shown on the reservations. The rate amounts are added together each time Full is selected. For example, if one sharer has a fixed rate of 140 and another has a fixed rate of 145, the rate for each sharer will be 285 when Full is selected. If Full is selected again, the rate for each sharer will be 570. The rate is not refreshed (for example, to account for a 3-adults rate that may be specified on the rate detail).

2. OPERA Cloud simply adds the fixed rates shown on the reservations. The rate is not refreshed (for example, to account for a 3-adults rate that may be specified on the rate detail).

Adding New Sharers to Shared Reservations

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and select the reservation.

3. In the Reservation overview section, click **Show All**, and then select **Shares**.

4. Select the ribbon, and then select **Create New Share**.

5. Enter the profile name or search for a guest profile.

6. Select the number of adults, children, begin and end date, and reservation type.

7. Enter a payment method (such as cash, credit card, and so on).

8. Click **Save**.

9. Select either the existing rate (the current rate for all guests on the reservation) or the proposed rate (an updated rate for all guests on the reservation). If available, use the Custom Split for Shares functionality to customize the rate for each sharer, and then click **Continue**.

10. Exit the Shares screen when all shares have been added to the reservation

Combining Reservations into a Share

You can combine two or more reservations into one shared reservation with several guests. All reservations must have at least one stay date the same to be able to share the reservations.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and select a reservation.

3. In the Reservation overview section, click **Show All**, and then select **Shares**.

4. Select the ribbon, and then click **Combine Existing Reservation**.

5. Enter the profile name of the second reservation and then press Tab or click the **magnifying glass** icon to search for a reservation.

6. Search for and select the reservation, and then click **Select**. Confirm the selection on the Shares screen by clicking **Save**.

7. If you need to separate the reservations, click the ribbon and then select **Separate Share**

Managing Waitlist Reservations

Prerequisites for Managing Waitlist Reservation

At times it is not possible to create and confirm a reservation for the dates requested by the caller; this may be due to the property may be fully occupied, sell limits applied or the particular room type and/or rate code requested by the caller is not be available. In situations like these, the waitlist feature is available to assign a Waitlist status to a future reservation. A reservation may be moved to Waitlist status at the time it is being created.

When the callers requested room type or rate becomes available for their desired stay dates, the waitlisted reservation can then be accepted and confirmed.

> **✎ Note:**
>
> Wait-listed reservations are deleted during **End-of-Day** processing two days after the reservations departure date.

Moving Reservation to Waitlist

A reservation can be moved to Waitlist status at the time it is being created, select **Waitlist** from the Look to Book sales screen.

Viewing Waitlist Reservation Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Enter search criteria, select **Waitlist** reservation status from list, click **Search**.

3. Select the reservation in the search result, click **I Want to...** then **Waitlist Details**.

Accepting (Confirming) Waitlist Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Enter search criteria, select **Waitlist** reservation status from list, click **Search**.

3. Select the reservation in the search result, click **I Want to...** then **Accept Reservation**.

4. You will be directed to Look to Book to confirm room type and rate availability, click **Continue to Look to Book**.

5. For more information, see Booking a Reservation.

- Prerequisites for Managing Waitlist Reservation

Prerequisites for Managing Waitlist Reservation

OPERA Controls

Group: Reservations

Function: Waitlist

Parameter: Show Waitlist for Open Rates

Merging Matched Reservations

Prerequisites for Merging Reservations

A Matching Reservations details link is enabled in Reservation Search and Reservation Presentation for current day or future date arrival reservations if there are possible matching reservations identified. When the Allow Merge Reservations For Future Arrivals OPERA Control is inactive only current day arrival reservations can be merged.

When the OPERA Controls parameter Allow Merge Reservations For Future Arrivals is inactive, the **Matching Reservations** details link is available only for today's arrivals.

The Matching Reservations panel lists the possible matching reservation(s) that have an identical Lastname +Middlename + Firstname match and sequential reservation dates.

> **Note:**
>
> The Matching Reservations panel is enabled only for reservations reserved for one room.

Reservation details such as Rate Code, Number of Persons, Discount, Linked Profiles, Accompanying Profiles, Linked Reservations, Traces, Guest Messages, Track It, Notes, Locators, Alerts, Routing, Payment Instructions, and Fixed Charges are merged from the matched reservation to the main reservation. If the merged reservation has any deposit payment, the deposit payment is transferred to the main reservation after the merge.

Once the merge of reservations is successful, the original matched reservations are canceled with the cancellation reason code selected in the Cancel Reason Code for Merge Reservations OPERA Control.

The following should be considered when merging reservations:

- If you select reservations that do not have sequential nights, a message prompt is displayed that the merge cannot be completed.

- If you select reservations with multiple nights and room type is different for at least one of the stay nights, a message prompt is displayed that the merge cannot be completed. If the selected multiple night reservation has same room type for all stay nights, but the room type is different than the room type in main reservation, reservations will be merged with the Main Reservation's room type

- If different room types exist on the reservations, a message prompt is displayed as notification that the merge cannot be completed.

- If room numbers have already been assigned to the reservations, the room number assigned to the Main reservation is retained as the room number for the reservation.

- One block reservation can be merged into an individual reservation. When this merge occurs, the block inventory for the room type will only be affected for the dates that the block reservation is for. So any updates to the main reservation will only effect the block reservation if it has a direct effect on the block inventory for those dates. For the selected reservation(s) being merged into the main reservation, they are canceled after the merge has been completed.

- Non-pseudo and pseudo room type reservations cannot be merged.

- Share reservations cannot be merged.

- Day use reservations cannot be merged.

- The deposit and cancellation rule of the main reservation is refreshed with revised deposit / cancellation amount after the reservation is extended due to merge.

Merging Reservations

1. From the **OPERA Cloud** menu, select **Bookings**, select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...**, click **Matching Reservations** or open Reservation Presentation and click the **Matching Reservations** details link.

> **✎ Note:**
>
> All matched reservations are listed

4. Select reservations and click **Merge Reservations**.

> **✎ Note:**
>
> Reservation merge activity is recorded in the Change Log under the **CANCEL** action type for merged reservations and Update Reservation action type for the Main reservation.

- Prerequisites for Merging Reservations

Prerequisites for Merging Reservations

OPERA Controls

Group: Reservations

Function: Merge Reservations

Parameter: Allow Merge Reservations for Future Arrivals

Setting: Cancel Reason for Merge Reservations

OPERA Cloud Tasks

Booking

- Merge Reservations

Managing Reservation Call History

Prerequisites for Managing Reservation Call History

The Call History screen displays information about the phone calls or other contact received by guest or reservation contacts (such as a travel agent) to set up and make changes to reservations.

Viewing Call History

1. From the **OPERA Cloud** menu, select **Bookings**, select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...**, click **Call History** or open the reservation presentation and click **Call History** details link.

Adding Call History

1. From the **OPERA Cloud** menu, select **Bookings**, select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...**, click **Call History** or open the reservation presentation and click **Call History** details link.

4. Click **New** and enter the following details:

    - **Call Date**: Enter the date of the call/contact.

    - **Name**: Enter caller Surname.

    - **First Name**: Enter caller First name.

    - **Email**: Enter caller email address.

    - **Phone**: Enter caller phone number.

    - **Fax**: Enter caller fax number.

5. Click **Save**.

- Prerequisites for Managing Reservation Call History

Prerequisites for Managing Reservation Call History

OPERA Controls

Group: Reservations

Functions: Caller Information

OPERA Cloud Tasks

- Call History
- New Call History

Managing Reservation Tickets

Prerequisites for Managing Reservation Tickets

The Tickets panel enables you to manage the tickets available and issued for a reservation. This feature utilizes the reservation package functionality and works in conjunction with an integrated ticketing partner solution.

The following details are listed for each ticket.

- **Package**: Ticket package code.
- **Description**: Ticket package description.
- **Price**: Price of the ticket package.
- **Ticket Number(s)**: Number assigned to the ticket as assigned by the ticket vendor.
- **Issue Date**: Date the ticket was issued. On the date populated in this column, the Rate Code, Adults, and Child fields are disabled for the reservation as an update to one of these fields would modify the rate code posting. But these fields can be modified for any other date of the stay, except for the date populated in this column.
- **Status/Description**: Status of the ticket received from the ticket partner.

> **Note:**
> Any actions performed in the Tickets panel are recorded in the Changes Log under the Reservation Activity group and Miscellaneous activity type.

Adding Reservation Tickets

1. From the OPERA Cloud menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation
4. Click **New**.
   a. Click **Show Available Packages**.
   b. Click **Add** .
      i. **Quantity**: Enter quantity.
5. Click **Save**.

Editing Reservation Tickets

1. From the OPERA Cloud menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation

4. Select the ticket in the result, click **Manage**.

5. Update details.

6. Click **Save**.

Deleting Reservation Tickets

1. From the OPERA Cloud menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation

4. Select the ticket in the result, click **Delete**.

5. Click **Delete** to confirm.

Ticket Partner Solution Actions

Inquire Tickets

Sends an inquiry to the ticket partner regarding existing tickets attached to the reservation that have already been printed. An Inquiry to the ticket partner must be performed prior to a Reprint or Refund can be completed. This ensures that all of the tickets associated to a reservation are populated in the Tickets screen.

1. From the OPERA Cloud menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation

4. Enter search criteria, click **Search**.

5. Select the ticket in the list, click **Vertical Ellipse** and select **Inquiry**.

Issue Tickets

Sends a request to the ticket partner for the selected ticket package to be printed. The ticket vendor creates the ticket numbers and a print command is then sent to the property so the tickets can be printed for the guests.

1. From the OPERA Cloud menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation

4. Enter search criteria, click **Search**.

5. Select the ticket in the list, click **Vertical Ellipse** and select **Tickets**.

Reprint Tickets

Available for tickets that have already been printed. Sends a request to the ticket partner to verify that the tickets can be reprinted. Upon a successful Reprint response the tickets are reprinted.

1. From the OPERA Cloud menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation

4. Enter search criteria, click **Search**.

5. Select the ticket in the list, click **Vertical Ellipse** and select **Reprint**.

Refund Tickets

Sends a request to the ticket partner to verify that a refund can be given for the tickets. Upon a successful Refund response the refund can be granted to the guest.

1. From the OPERA Cloud menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation

4. Enter search criteria, click **Search**.

5. Select the ticket in the list, click **Vertical Ellipse** and select **Refund**.

- Prerequisites for Managing Reservation Tickets

Prerequisites for Managing Reservation Tickets

OPERA Controls

Group: Rate Management

Parameter: Tickets

OPERA Cloud Tasks

Reservation Management

- Tickets
  - New/Edit Tickets
  - Delete Tickets
  - Issue Tickets
  - Inquiry Tickets
  - Reprint Tickets
  - Refund Tickets

Managing Locators

Locators inform hotel personnel, particularly front desk staff and telephone operators, of a guest's on-premises location if the guest wants to be contacted for phone calls or other reasons while away from their room. A locator can even be placed on a guest who has checked out, but only for the check-out date of the guest, not any date in the future. This feature may, for example, be used when guests request that their phone calls be temporarily transferred to an alternate location, such as the spa or dining room.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and select a reservation.

3. In the Reservation Overview section, select **Locator**. You may need to select **Show All** to show all options.

4. Review existing locators, or click **New** to add a new one.

5. Enter the beginning and end dates, beginning and end times, and location information in the text field, and then click **Save**.

6. To edit or delete an existing locator, click the vertical ellipses and select **Edit** or **Delete**.

Managing Reservation Transportation

Prerequisites for Managing Reservation Transportation

Transportation enables you to specify the pick up and drop off transportation information for guests linked to a reservation. These details can be output on the Transport Requirements report.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...** then **Transportation** or open the reservation and click **Transportation** in Reservation Presentation.

4. Click **Edit** and update the following

   a. Pickup

      i. **Date**: Enter the pickup date.

      ii. **Station**: Enter the airport, bus station or other location of the guest arrival; for example, JFK International, Penn Station, Port Authority Bus Terminal.

      iii. **Time**.: Enter a pickup time.

      iv. **Carrier**: Enter an airline carrier code.

      v. **Type**: Select the transport type required from list.

      vi. **Transport Number**: Enter the transportation number such as the airline flight number applicable to the guest mode of transportation upon arrival.

      vii. **Notes**: Enter any notes related to the pickup.

        viii. **Pickup Required**: Check to select a pickup is required for this reservation.

    b. Dropoff

        i. **Date**: Enter the drop off date.

        ii. **Station**: Enter the airport, bus station or other location of the guest departure; for example, JFK International, Penn Station, Port Authority Bus Terminal.

        iii. **Time**: Enter the drop off time.

        iv. **Carrier**: Enter an airline carrier code.

        v. **Type**: Select the transport type required from list.

        vi. **Transport Number**: Enter the transportation number such as the airline flight number applicable to the guest mode of transportation for departure.

        vii. **Notes**: . Enter any notes related to the drop off.

        viii. **Dropoff Required**: Check to select a drop off is required for this reservation.

5. Click **Save**.

- Prerequisites for Managing Reservation Transportation

Prerequisites for Managing Reservation Transportation

OPERA Controls

Group: Reservations

Parameter: Transportation

OPERA Cloud Tasks

Booking

- Reservation Management

    – Transportation

    – Edit Transportation

External References

An External References number can be associated with a reservation by referencing it to the External References number on a reservation. The External References Update utility is used to maintain the External References number of the reservation when changing external systems that are interfaced through OPERA Xchange Interface (OXI). This utility might be used when your property is switching from once Central Reservation system to another provided by the same company (for example, from UNIREZ to PEGASUS).

Marking a Room as Do Not Move

Once a room has been assigned to a reservation, you can prevent it from being reassigned by marking it as do not move.

> **Note:**
>
> For this feature to be available, the Do Not Move Room function in the Reservations group must be active in OPERA Controls, and you must have the associated task for Do Not Move Room assigned in Role Manager.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.

2. Enter the name of the reservation for which you want to lock the room assignment and click **Search**.

3. In the search results, click the **confirmation number** of the reservation.

4. In the Stay Details area, click the **room number** and on the Room Details screen, click **Mark as Do Not Move Room**.

   A lock symbol appears to the right of the room number to show the room is now locked.

Moving Reservations to Other Properties

When logged into a Hub, you can move reservations to other properties. You cannot move cancelled reservations or those that have incurred financial transactions.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, select **Manage Reservation**., and then search by property for the reservation.

2. From your search results, select the reservation you want to move.

3. Click the **Action** menu and then click **I Want To . . . Move to Another Property**.

4. In the **Property** field, enter the destination property name.

5. Search for available rates and then click and drag the new room/rate to the Trip Composer.

6. When the Booking Details screen appears, click **Update Trip Composer**.

7. Click **Move Reservation** and enter a reason.

Managing Room Interfaces

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search and select a reservation.

3. Click **I want to . . . Go to Property Interface Controls**, and then select the interface that you want to manage.

   Reservation information is passed to the Property Interface Controls, so you can only search interfaces related to that reservation for the current business date. Search results are automatically fetched when you select a different interface.

   - Room Interfaces

Room Interfaces

Room interfaces enable access to various services and amenities, such as key card, point of sale, telephone, video, accounting, and voicemail. You can configure these interface systems for individual rooms and change their statuses through Property Interface Controls. For example, a guest might want to order a movie and need you to turn on the video interface for the room. Certain interfaces trigger the message-waiting lamp on the room phone.

Copying Reservations

Copying a reservation enables you to create a second instance of an existing reservation. You can change certain reservation information on the copied reservation, including the guest, property, and stay details.

> ✎ **Note:**
>
> The copy reservation functionality is available when the Reservation function for Copy Reservation is active in OPERA Controls.

> ✎ **Note:**
>
> The credit card payment method can be copied from the reservation when the **Copy Credit Card Payment Methods** task under the Bookings group is granted to your user in Role Manager. If this task is not granted, you must enter a payment method to check in the reservation.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and select a reservation.

3. Select **I Want To...** , and then select **Copy Reservation**.

4. Select the reservation information to be copied and then click **Copy Reservation**.

5. On the Look to Book Sales Screen, make changes as needed to the room/rate combinations, arrival/departure dates, and the guest profile and then click **Search**.

6. Drag and drop (or you can click the **Select** button or double-click) the desired rate/room type to the Trip Composer.

7. Click **Book Now** on the details screen when you are ready to book the new reservation.

• Copy Credit Card Payment Method

Copy Credit Card Payment Method

You can copy credit card payment methods from one reservation to another when copying a source reservation that has a credit card payment method. To reduce the potential error of copying a guest's payment method to the wrong reservation, this feature is controlled by the **Copy Credit Card Payment Method** task in Role Manager.

To use the copy payment method feature, the following requirements must be met:

- The **Reservation Management** task in the Bookings group in Role Manager must be granted to the user. When this task is granted, the Copy Credit Card Payment Method task becomes available.

- The **Copy Credit Card Payment Method** task under the Bookings group in Role Manager must be granted to the user.

- The payment method on the source reservation (that is, the reservation to be copied) must be a credit card.

Use Case Scenarios

This section describes the various scenarios and differences that occur when copying a credit card payment method to a reservation with the Copy Credit Card Payment Method task granted or with it revoked.

When the Copy Credit Card Payment Method task is granted, you can copy a credit card payment method in these scenarios:

- Copying a reservation

- Creating a share reservation

- Splitting a reservation with multiple rooms

- Checking in a reservation with multiple rooms

- Creating a new reservation within a block via the Rooming List option

- Updating the payment method on a block reservation

- Adding a reservation via the Trip Composer

Table 3-3   Tasks / Scenarios

Tasks / Scenarios	Related Screens	Copy Credit Card Payment Method task granted = YES	Copy Credit Card Payment Method task granted = NO
Copying a reservation	Reservation screen	You can select the reservation attributes to copy from the source reservation into the new reservation (that is, the target reservation). The Payment Methods section provides two options (Credit Cards and Non Credit Cards) which are selected by default. When you click **Copy Reservation**, any selected reservation attributes are automatically copied to the new reservation. All payment methods from all windows of the source reservation are copied to the new reservation.	The credit card payment method under Payment Methods is disabled by default. You are not permitted to copy the payment method of the source reservation into the new reservation when the payment type of the source reservation is a Credit Card. The credit card payment method of the source reservation is not copied into the windows of the new reservation. When you copy the reservation, you must manually add payment information into any window of the new reservation that had a credit card payment method.

Table 3-3   (Cont.) Tasks / Scenarios

Tasks / Scenarios	Related Screens	Copy Credit Card Payment Method task granted = YES	Copy Credit Card Payment Method task granted = NO
Creating a share reservation	Shares screen	When the **Create New Share** option is selected, the payment methods selected in the Payment Methods section are automatically copied from the payment windows of the source reservation to the windows of the target reservation. You can still change these payment method details before saving the share reservation. If you select the **Combine Existing Reservation** option, the payment methods from each of the reservations remains unchanged and the Copy Credit Card Payment Method task is not considered in this scenario.	The Payment Methods information is automatically removed from any windows where the payment type of the source reservation is a credit card. You must populate new Payment Method information for the windows of the new share reservation.
Splitting a reservation with multiple rooms	Split Reservation screen	When splitting a reservation, you are presented with the split options for the reservation. In the Copy Options panel on the Split Reservation screen, the **Credit Cards** and **Non-Credit Cards** options are selected by default. You can deselect these options before splitting the reservation.	The **Credit Cards** option is disabled when you open the Split Reservation screen. The **Non-Credit Cards** option is enabled and selected by default. The reservations are split according to the split option you defined, and the split reservations have the credit card payment methods removed from all windows. You can enter new payment information for each split reservation via the Payment Instructions panel on the Reservation screen.
Checking in a reservation with multiple rooms	Split Reservation screen and Check In Reservation screen	When checking in a reservation with multiple rooms, the Verify Payment panel is automatically populated with the payment method from the source reservation. No further action is required for this panel. Other payment windows can be access via the vertical ellipsis button.	The credit card payment methods are removed from all windows and the Verify Payment panel is not populated with payment method information. An "Attention Required" message appears indicating that further information is needed before check-in can be completed. Entering new payment method information for other windows is available via the vertical ellipsis button.

Table 3-3 (Cont.) Tasks / Scenarios

Tasks / Scenarios	Related Screens	Copy Credit Card Payment Method task granted = YES	Copy Credit Card Payment Method task granted = NO
Creating a new reservation within a block via the Rooming List option	Rooming List screen	When you add an additional reservation(s) into a block and payment methods are already defined on the PM Reservation, the payment methods are automatically copied into the new reservation(s).	When you select the **Add Rows** link from the Rooming List screen to create a new reservation(s) within the block, the credit card payment methods of the windows on the source reservation/PM reservation are not copied to the new reservation. You must add new payment methods using the **Payment Information** link for the new reservation(s) If the **Mandatory Method of Payment** parameter is active in OPERA Controls, a payment method is required for each new reservation. The confirmation number is not assigned to the new reservation(s) until their method of payments are entered.
Updating the payment method on a block reservation	Block Reservation screen	When you update the payment method on a block reservation, you are prompted to apply changes to other reservations in the group. Selecting **Yes** to this prompt enables you to define the criteria for applying changes to these other reservations.	When you update the method of payment on a block reservation to a credit card, the "apply changes to other reservations in the group" prompt does not appear. Updates to the payment method only apply to the selected reservation and do not affect other reservations. If you update another payment method (Cash, Check, or Direct Bill), the prompt appears. If you update the method of payment to a credit card and also update other areas of the reservation (for example, creating routing instructions, adding reservation notes, adding preferences), an "Apply Changes to All" prompt appears. Additionally, a warning message also appears and informs you that the method of payment update cannot be applied to the other reservations.

Table 3-3   (Cont.) Tasks / Scenarios

Tasks / Scenarios	Related Screens	Copy Credit Card Payment Method task granted = YES	Copy Credit Card Payment Method task granted = NO
Adding a reservation via the Trip Composer	Trip Composer	When you add additional reservations into Trip Composer, the payment method on the first reservation is copied to the other reservations placed in Trip Composer. You maintain the ability to click the room/rate combination to access the Book Now screen where you can change the method of payment for the additional reservations. However, if you select a different property (that is, a second leg) for the other reservations, the payment details are not copied.	When you add additional reservations into Trip Composer, the credit card payment method on the first reservation is not copied into the additional reservations placed in Trip Composer. The Book Now screen appears, enabling you to enter the payment method for each additional reservation added to Trip Composer. If the payment method on the first reservation is not a credit card, it is automatically copied into the reservations added to Trip Composer.

Searching for Reservations Flagged for External Guest Notifications

To search for only those reservations that are flagged to receive external notifications, follow one of these procedures.

From the Manage Reservations Advanced Search

You must be in the default (blank) or the Manage Reservation Search Type.

1. From the **OPERA Cloud** menu, select **Bookings**, **Reservations**, and then **Manage Reservation**.

2. In the **Search** panel, select the Property and Arrival Date, and then check the **Receive External Notifications** check box, and then click **Search**.

From the Room Assignment Search

1. From the **OPERA Cloud** menu, select **Bookings**, **Reservations**, and then **Room Assignment**.

2. In the **Search** panel, select the **Receive External Notifications** check box, and then click **Search**.

   Since this is a predefined search, you might need to show the full search panel by selecting **Modify Search Criteria**.

Managing Reservation Notes

Multiple reservation notes can be added to a reservation; each note is categorized by note type (link: note type config) and set to appear in a specific notification area/condition.

When the **Copy Profile Reservation Notes To Reservation OPERA Control** is active, reservation notes on the profile will copy to new reservations for the selected profile. If travel agent, company, source, group or contact profiles are attached to the

reservation, and these profiles have their own Reservation Notes, the system will prompt the reservation agent with the following message, *"Reservation comments exist for this <Company/Travel Agent/Source/Group> profile"*. If you wish to copy them to the reservation, select **Yes** or else select **No**.

Adding Notes

1. From the OPERA Cloud menu, select **Bookings** , **Reservations**, and then **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, **Notes** or click the **Notes** link in Reservation Presentation.

4. Select **Reservation Notes** tab.

5. Click **New**.

   a. **Type**: Select a note type.

   b. **Internal**: Select this check box if the comment is to be treated as internal..

   > **Note:**
   >
   > Internal notes are not output on stationery, for example, Confirmation Letters or on reports unless the report explicitly allows display of Internal Notes.

   c. **Title**: Enter a summary title for the note (is default based on the note type but it can be updated).

   d. **Notification Area**: Select an area where note should appear.

      i. **Reservation**: Display prior to check in.

      ii. **Inhouse**: Display after check in.

      iii. **Cashier**: Displayed on Billing Screen.

      iv. **General**: Displayed on Billing Screen, After Check In, Prior to check in.

   e. **Comment**: Enter or paste the note details; a maximum of 4000 characters are permitted.

   f. Click **Save**.

Viewing and Updating Notes

1. From the OPERA Cloud menu, select **Bookings** , **Reservations**, and then **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, **Notes** or click the **Notes** link in Reservation Presentation.

4. Select **Reservation Notes** tab.

5. Select the note, click **±** to expand the card and read the note comments.

6. Select **Vertical Ellipse**, click **Edit**.

7. Update details.

8. Click **Save**.

Deleting Notes

1. From the OPERA Cloud menu, select **Bookings** , **Reservations** , and then **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, **Notes** or click the **Notes** link in Reservation Presentation.

4. Select **Reservation Notes** tab.

5. Select **Vertical Ellipse**, click **Delete**.

6. Click **Delete** to confirm.

Managing Reservation Traces

Prerequisites for Adding Traces To Reservations

Traces are actionable instructions for a selected department for a specific date and time; once actioned the trace is updated as resolved.

When you attach inventory items to a reservation (for example, when you select items by using the Item Inv. field on the Reservation screen, or when you attach a package containing inventory items to the reservation) OPERA Cloud checks item availability of the items for the dates of the stay. A message will advise you if there is insufficient inventory for the selected dates: "Insufficient quantity for some item(s). Please check Traces." A system generated trace is created for each day of the reservation when inventory is insufficient. (The department associated with the trace is the department assigned to the inventory item in Item configuration.) The trace message reads: "Insufficient quantity available for item <item code>".

When a multi-room reservation has traces added and the reservation is split to individual reservations, the trace is copied from the original reservation to each of the split-off party reservations. If the trace attached to the original reservation had been resolved before the split, the trace will remain unresolved in each of the split-off party reservations to ensure that the required action has been taken for each individual room.

Adding Trace

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want To...**, **Traces** or click the **Traces** link in Reservation Presentation.

4. Click **New** and complete the following.

    a. **Department**: Select a department(s) to receive the trace.

    b. **From Date**: Enter a start date for the trace.

    c. **To Date**: Enter an end date for the trace; one trace per day is created.

    d. **Time**: Enter a trace time.

    e. **Trace Text**: Enter the trace text.

      f.   **Quick Insert**: Click to select from pre-configured trace text for the selected department. For more information, see Configuring Trace Texts

5. Click **Save**.

Viewing/Updating Trace

> **Note:**
>
> Only open traces are displayed by default, to view completed traces click **Vertical Ellipse**, **Show Completed**.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want To...**, **Traces** or click the **Traces** link in Reservation Presentation.

4. Click **+** to expand the card and view trace details

5. Select **Vertical Ellipse** and click **Edit**.

6. Update details.

7. Click **Save**.

Complete Trace

To mark a trace as completed, once it has been actioned:

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want To...**, **Traces** or click the **Traces** link in Reservation Presentation.

4. Select **Vertical Ellipse** and click **Complete**.

Deleting Trace

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want To...**, **Traces** or click the **Traces** link in Reservation Presentation.

4. Select **Vertical Ellipse** and click **Delete**.

5. Click **Delete** to confirm.

- Prerequisites for Adding Traces To Reservations

Prerequisites for Adding Traces To Reservations

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

- **Group**: Reservation
- **Function**: Reservation Traces

OPERA Cloud Tasks

Group : Reservation

Reservation Traces

- New/Edit Reservation Trace
- Delete Reservation Traces

Reservation Routing Instructions

Prerequisites for Manage Reservation Routing Instructions

Charge routing enables the automatic transfer of charges to a selected billing folio within the same reservation account or to another reservation account entirely, based on the selection of individual charge codes or routing codes, pre-defined groupings of charge codes.

OPERA Cloud has a total of 8 billing folios for guest settlement; you can route charges to folio windows 2 through to 8; all non-routed charges are posted to billing folio #1, which is associated with the primary profile linked to the reservation.

When the **ROUTING LIMITS OPERA** Control is active you can also set a limit to the amount that can be routed. Refer Routing Limits

When the **POST STAY CHARGES** and **OPEN FOLIO OPERA** Controls are active, room and folio routing instructions can be set/edited for Open Folio reservations.

When the **ALLOW ROUTING OF TAX OPERA** Control is active you can route tax posting independent of the originating charge.

Default Routing can be setup in various ways to avoid billing errors:

- On Company, Agent, Source and Contact profiles so that when the profile is linked to a reservation you are prompted to apply the charge routing to the reservation Refer Default Profile.

  On rate codes for a specific profile type; when a profile of that type is linked to the reservation, you can use the default routing for the reservation. Refer Default Rate Code.

- On a promotion. Refer Managing Promotion codes.

- Prerequisites for Manage Reservation Routing Instructions

- Managing Reservation Routing Instructions

Prerequisites for Manage Reservation Routing Instructions

OPERA Controls

Group: Cashiering

Function: Routing

Parameter:

- Refresh Room Routing
- Allow Routing of Tax Transactions
- Exclude Deposit from Authorization based on Routing
- Exclude Rate from Authorization based on Routing

Group: Comp Accounting

Function: Comp Request

OPERA Cloud Tasks

Group : Bookings

Reservation Management

- New/Edit Routing Instructions
- Delete Routing Instructions

Managing Reservation Routing Instructions

Adding Routing Instructions

Routing Instructions are managed via the Routing Instructions details link on the reservation.

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations** select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...**, click **Routing Instructions** or open the reservation presentation and click **Routing Instructions** details link.

> **Note:**
>
> You can click **Show All** to display all detail links.

4. Click **New** and add Folio Window Routing Instructions (Same Reservation).

   a. **Type**: Select Folio.

   b. **Folio**: Select the folio window to route charges to : 2 through to 8 available.

    c. **Payee**: Select the payee for the billing window; the list displays all profiles linked to the reservation.

    d. Click **Profile Search**: to search and select another profile for the folio window.

    e. **Address**: Select the address for payee - the primary address is selected by default.

> **Note:**
>
> Select an **AR ADDRESS** to select a specific AR Account; this applies when the company or agent profile selected has multiple AR accounts.

    f. **Date Range**

        i. **Entire Stay**: Select when routing applies throughout the reservation dates.

        ii. **Specific Dates**: Select when routing apply for specific dates only.

            i. **Begin Date**: Enter or select the start date.

            ii. **End Date**: Enter or select the end date.

    g. **Days of Week**: Select days of the week the routing applies to; by default all days are selected.

    h. Charge Code Selection.

        i. **Routing Codes**: Select checkbox to view a list of routing codes.

        ii. **Transaction Codes**: Select checkbox to view a list of charge codes.

        iii. Use the filter to enter a partial description of routing / charge code and click **Go** to search.

        iv. Select one or more codes in the **Available** panel and click **>** to move the selected codes to the **Selected** panel.

            i. To select all codes listed in **Available** panel use **>>**.

    i. Refer **Routing Limits**.

    j. Click **Save** or **Save and Refresh** to update the reservation billing and route charges accordingly.

5. Click New and add Other Room Reservation Routing Instructions (Other Reservation)

    a. **Type**: Select Room.

    b. **Room**: Enter or search and select the room reservation to route charges to.

    c. **Payee**: The payee will populate based on the reservation selected; you can also search for room reservation by name using this field.

    d. **Date Range**

        i. **Entire Stay**: Select when routing applies throughout the reservation dates.

        ii. **Specific Dates**: Select when routing apply for specific dates only.

            i. **Begin Date**: Enter or select the start date.

            ii. **End Date**: Enter or select the end date.

    e. **Days of Week**: Select days of the week the routing applies to; by default all days are selected.

    f. Charge Code Selection.

        i. **Routing Codes**: Select checkbox to view a list of routing codes.

        ii. **Transaction Codes**: Select checkbox to view a list of charge codes.

        iii. Use the filter to enter a partial description of routing / charge code and click **Go** to search.

        iv. Select one or more codes in the **Available** panel and click **>** to move the selected codes to the **Selected** panel.

            i. To select all codes listed in **Available** panel use **>>**.

    g. Refer Routing Limits.

    h. Click **Save** or **Save and Refresh** to update the reservation billing and route charges accordingly.

Viewing and Updating Routing

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations** select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...**, click **Routing Instructions** or open the reservation presentation and click **Routing Instructions** details link.

> ✎ **Note:**
>
> You can click **Show All** to display all detail links.

4. Click **Vertical Ellipse**, click **Edit** and update details.

5. Click **Save** or **Save and Refresh** to update the reservation billing and route charges accordingly.

Deleting Routing

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations** select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...**, click **Routing Instructions** or open the reservation presentation and click **Routing Instructions** details link.

4. Click **Vertical Ellipse**, click **Delete**.

5. Click **Delete** to confirm.

Related Topics

- Managing Routing Codes
- About Transaction Codes

Reservation Housekeeping and Task Schedule

Prerequisites for Managing Reservation Housekeeping and Task Schedule

To access the housekeeping options for a room reservation click the **Housekeeping** details link in **I Want To...** or from the reservation presentation page. In the Housekeeping panel, you can add the time the guest would like the room serviced each day, which is printed on the housekeeping task sheet reports and displayed in the housekeeping task companion. Instructions to the housekeeping room attendant can also be added. For example, if you mention a pet is in the room, these instructions are included on the task sheet reports and task companion.

When the **Turndown** OPERA Control is active the Housekeeping panel displays a **Turndown** check box to indicate if a turndown service is required for the room. You can also change the Turndown status and include or exclude the room from the Turndown task by selecting or deselecting the check box.

When the **Housekeeping Task Schedule** OPERA Control is active you can use the calendar to view and manage the housekeeping task(s) and supplies that are scheduled for each day the reservation is in house. You can add, change or remove a task along with their supplies. For example, if the guest is requesting no service on a particular day, the task can be removed from the calendar and the room is not included in that day's task sheet generation process. Or if the guest only requests light service, the full service task can be removed and the light service task (if configured) can be added instead.

- Prerequisites for Managing Reservation Housekeeping and Task Schedule
- Managing Reservation Housekeeping and Task Schedule

Prerequisites for Managing Reservation Housekeeping and Task Schedule

Licenses / Subscriptions

OPERA Cloud Sales and Event Services

OPERA Controls

Group: Room Management

Function:

- Task Sheets
- Housekeeping Task Scheduling (Optional)
- Turndown (Optional)

OPERA Cloud Tasks

Reservation Management

- Reservation Housekeeping
- Manage Housekeeping Schedule for Reservations

Managing Reservation Housekeeping and Task Schedule

Editing Reservation Housekeeping Options

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, select **Housekeeping** or click the **Housekeeping** link in Reservation Presentation.

4. Click **Edit** on the housekeeping panel and enter the following details:

    a. **Service Time**: Enter the requested service time

    b. **Turndown**: Click to include this reservation in the Turndown task

    c. **Room Instructions**: Enter any room instructions to display in the task companion or task sheet reports.

5. Click **Save**.

Creating Reservation Housekeeping Task Schedule

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, select **Housekeeping** or click the **Housekeeping** link in Reservation Presentation.

4. Click **New** to add a new schedule, enter the following details:

    a. **Task**: Select a task from the list.

    b. **Entire Stay**: Select to perform the task for the entire stay. This check box works with the Every XX Days and the **Starting on Day** fields.

    c. **Every**: Specify how frequently, in days, the task is to be completed.

    d. **Day to Start**: Select the day of stay to start the schedule.

5. **Supplies** :Click **New** to add supplies for the task.

    • **Code**: Select the supply item.

    • **Quantity**: Enter a quantity.

6. Repeat to add additional items.

7. To delete a supply item, highlight the item and click **Vertical Ellipse** and click **Delete**.

8. Click **Save**.

Editing Reservation Housekeeping Task Schedule

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, select **Housekeeping** or click the **Housekeeping** link in Reservation Presentation.

4. Click a date in calendar and click **Edit** to edit a scheduled task.

5. Update schedule and supplies.

6. Click **Save**.

Deleting Reservation Housekeeping Task Schedule

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, select **Housekeeping** or click the **Housekeeping** link in Reservation Presentation.

4. Click **Vertical Ellipse** and click **Delete**.

5. Click **Delete** to confirm.

Resetting Reservation Housekeeping Task Schedule to Defaults

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...**, select **Housekeeping** or click the **Housekeeping** link in Reservation Presentation.

4. Click **Vertical Ellipse** and click **Reset**.

5. Click **Reset** to confirm.

Extending the Stay Dates with Customized Task Schedule

When the stay dates for a reservation having a customized task schedule are amended / extended, OPERA Cloud prompts you to indicate how you want to proceed. Choose one of the options and select the **OK** button:

• **Remove Customized Schedule and recreate Default Schedule**: Choose this option if you want to cancel the existing customized task schedule and replace it with the default task schedule for all days (or all remaining days if the guest has checked in) of the stay. The default facility schedule consists of the tasks configured for the room type. The **New** action is available if you later decide to customize the default task schedule.

• **Keep Customized Schedule and Update Additional Nights**: Choose this option if you want to retain the existing customized task schedule and automatically apply the default tasks to the extra stay dates being added. (The reservation arrival date is used as the basis for determining task frequency scheduling for the added dates.)

• **Keep Customized Schedule and Do Not Update Additional Nights**: Choose this option if you want to retain the existing customized task schedule without automatically setting default facility tasks for the stay dates being added. (This is the default option.) You can manually add, edit and delete tasks for the schedule.

Managing Reservation Payment Instructions

Reservation payment instructions enable you to define the payment method and payment details for each Billing window (folio); used in conjunction with charge routing instructions.

Payment instructions is also used to manage credit card pre-authorizations, credit card transaction history and privileges such a pre and post stay charging authority, video checkout and folio auto-settlement.

When integrated with a payment partner Payment Details input are captured via EMV device and pre-auths automated through to the partner.

New/Edit Payment Instructions

1. From the OPERA Cloud menu, select **Bookings** , select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...**, click **Payment Instructions** or open the reservation presentation and click **Payment Instructions** details link.

4. Click **New/Edit Payment Instructions** to add or edit the payment details for a Billing window.

5. Enter the following details:

   a. **No Post**: Select this check box to prevent interface charges posting to this reservation account. Users manually posting charges are presented a warning.

   b. **Always Checked In**: When a user (or the end of day process) checks out a reservation for a pseudo room that is designated as Always Checked In, an automatic process creates an add-on reservation with duplicate reservation details for that room and checks in the new reservation. This is commonly used for 'permanent house accounts' reservations for a pseudo room type.

   c. **Pre-Stay Charging**: Select this check box to allow charges to be posted to this reservation account prior to check in. Payments (guest ledger) may also be made to the reservation when this option is selected (Available when the Pre Stay Charges OPERA Control is active). Refer **Setting up Pre Stay Charging Rules**.

   d. **Post-stay Charging**: Select this check box to allow charges to be posted to this reservation account after check out and prior to the End of Day. Available when the Post Stay Charges OPERA Control is active. Refer **Setting up Post Stay Charging Rules**.

   e. **Auto-settle (folio)**: Check to enable periodic auto-settlement of the folio balance. Refer **Auto Folio Settlement** (Available when the Auto Settlement Rules OPERA Control is active).

      i. **Type**: Displays the Auto Folio Settlement Type selected in the primary profile linked to the reservation. Refer **Configuring Auto Folio Settlement Rules**.

      ii. **Days**: Enter a periodic number of days for auto-settlement to occur. OPERA Cloud refers this value when the **Use Days on Reservation** check box is selected on the Auto folio Settlement screen.

   f. **Video Checkout**: Select this check box to indicate the guest is authorized to use the video check out method. (Available when the Video Check Out OPERA Control is active).

g. **Credit Limit Auto Pay**: Select to auto-settle the account balance exceeds the payment type credit limit. Available when the Credit Limit Overages OPERA Control is active. See Using Credit Limit Overage.

h. **Reservation Type**: Select a reservation type from the list to update the reservation type (for future arrival reservation) based on an update to the payment details.

i. **Payment Details**: Select a Billing window (1-8) to add or update the payment details accordingly.

    i. **Payment Method**: Select a payment method from the list.

    ii. **Card Number**: Enter the PAN on credit card.

> **✎ Note:**
>
> When integrated with payment partner click **Get Token** to read the card details from an EMV terminal.

    iii. **Expiry**: Enter the expiry date of credit card.

    iv. **Card Holder Name**: Enter the cardholder name on credit card.

    v. **Authorisation Rule**: Select a credit card pre-auth calculation rule. For more information, see About Credit Card Authorization Rules.

    vi. **Amount/Percentage**: Enter a value based on the pre-auth rule selected.

j. **Opt In Email Folio**: Select the opt-it for email delivery of folios on checkout. The email address of the linked profile is displayed.

    i. Click the email address to select a different email address or add a new email address.

    ii. If no email address is available, click **Add Email** to add an email address for profile linked to the Billing window.

k. Repeat payment details entry for other Billing windows.

6. Click **Save**.

Moving Payment Method

To move the payment details for a Billing window to another Billing window.

1. From the OPERA Cloud menu, select **Bookings** , select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...**, click **Payment Instructions** or open the reservation presentation and click **Payment Instructions** details link.

4. Click **Vertical Ellipse** and click **Move Payment Method**.

    a. Select the **from window** from the list.

    b. Select the to **window** from the list.

5. Click **Save**.

ORACLE®

Credit Card Authorization

To initiate a pre-authorization of the credit card

1. From the OPERA Cloud menu, select **Bookings** , select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...**, click **Payment Instructions** or open the reservation presentation and click **Payment Instructions** details link.

4. Click **Vertical Ellipse**, and click **Credit Card Authorization**.

    a. Click **Additional** to obtain additional authorization amount.

        i.   Enter an **Authorization Amount** and click **Run Additional Authorization**.

        ii. Select an EMV terminal (select a device areas to view list of terminals assigned to the area), click **Select Terminal**.

    b. Click **Manual** to add an offline authorization and enter the following details:

        i.   **Authorization Amount**: Enter the amount authorized.

        ii. **Approval Code**: Enter the approval code received.

        iii. Click **Run Manual Authorization**.

Viewing Credit Card Transaction History

1. From the OPERA Cloud menu, select **Bookings** , select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...**, click **Payment Instructions** or open the reservation presentation and click **Payment Instructions** details link.

4. Click **Vertical Ellipse**, and click **Credit Card History**.

5. Select search options for Authorizations, Payments, Refunds and Failures, click **Search**.

6. Click **Report** to generate the **cc_auth_history** report with this information.

Viewing Routing Instructions

To view and manage the reservation routing instructions. Available when the Routing OPERA Control is active.

1. From the OPERA Cloud menu, select **Bookings** , select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...**, click **Payment Instructions** or open the reservation presentation and click **Payment Instructions** details link.

4. Click the **Vertical Ellipse**, and select **View Routing Instruction**.

    See **Reservation Routing Instructions**.

Managing Reservation Deposit Request and Cancellation Policy

Prerequisites for Managing Reservation Deposit and Cancellation

Use the Deposit and Cancellation panel to manage a deposit requests and payments and any cancellation penalty for a reservation:

- Reservation deposit deals with managing the deposit requirements and payment that guests make prior to their stay.

- Reservation cancellation covers the handling of cancellation penalty charges, which might involve forfeiture of deposits paid.

Deposit and cancellation rules can be defined and scheduled via Booking Rules and Schedules, allowing you to automatically apply the deposit and cancellation rules for reservations with a specific rate codes or reservation types, but you can also manually add deposit requests and cancellation policies directly to a reservation.

> **Note:**
>
> Only one deposit rule and one cancellation rule is in effect at a time - the rate code rule takes precedence, followed by the reservation type rule, and finally by any rule manually setup on the reservation.

Add Reservation Deposit and Cancellation Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...** then **Deposit Cancellation** or open the reservation and click **Deposit Cancellation** in Reservation Presentation.

> **Note:**
>
> Deposit and Cancellation details will already appear here if the rate code or reservation type selected for the reservation has a deposit and/or cancellation rule.

4. **Add Deposit Request**: Click **New** and enter the following details:

   a. **Deposit Rule**: Select a deposit rule from the list to setup the deposit requirements or manually enter details. See Configuring Deposit Rules.

   b. **Percentage**: If a deposit rule was selected a percentage of the rate will populate the field; update as required.

   c. **Deposit Amount.**: If a deposit rule was selected a deposit amount will populate to the field; update the deposit amount as required.

   d. **Due Date.**: If a deposit rule was selected a due date will populate to the field; update the deposit amount as required.

      e.   **Comments**: Enter any comments applicable.

5.   Click **Save**.

6.   **Add Cancellation Penalty**: Click **New** and enter the following details:

      a.   **Cancel Rule**: Select a cancel rule from the list to setup the cancellation policy or manually enter the details. See Cancel Penalties (Cancellation Penalty Rules).

      b.   **% Cancel**: Enter the percent of the total charge for the number of room nights specified in Room Nights that is to be charged as a cancellation penalty (if the Percentage method is used to compute the penalty).

      c.   **Room Nights**: The number of room nights for this reservation.

      d.   **% Due**: Enter the percentage of the cancellation amount that is due.

      e.   **Cancel Amount**: The amount of the cancellation charge.

      f.   **Cancel Date**: Enter the date on or before which the cancellation must take place to avoid application of the cancellation penalty.

      g.   **Comments**: Enter any comments applicable.

7.   Click **Save**.

Edit Reservation Deposit and Cancellation Details

1.   From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3.   Select the reservation in the search result, click **I Want to...** then **Deposit Cancellation** or open the reservation and click **Deposit Cancellation** in Reservation Presentation.

4.   Select the deposit rule or cancellation penalty.

5.   Click **Vertical Ellipse** and select **Edit**.

6.   Update the details.

7.   Click **Save**.

Delete Reservation Deposit and Cancellation Details

1.   From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3.   Select the reservation in the search result, click **I Want to...** then **Deposit Cancellation** or open the reservation and click **Deposit Cancellation** in Reservation Presentation.

4.   Select the deposit rule or cancellation penalty.

5.   Click **Vertical Ellipse** and select **Delete**.

6.   Click **Delete** to confirm.

Post Deposit Payment

Post Unallocated Deposit

An unallocated deposit is not applied to a specific deposit request

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...** then **Deposit Cancellation** or open the reservation and click **Deposit Cancellation** in Reservation Presentation.

4. In the Deposit section, click **Vertical Ellipse**and select **Post Unallocated Deposit** and enter the following details:

    a. **Payment Method**: Select a payment method from the list.

    b. **Card Number**: Enter card number if payment method is a credit card.

    c. **Expiration**: Enter expiry date if the payment method is a credit card.

    d. **Card Holder**: Enter cardholder name details.

    e. **Change Payment Method on Reservation**: Select to update the payment method in the reservation.

    f. **Amount**: Enter the deposit amount.

    g. **Comments**: Enter any comments.

    h. **Reference**: Enter any reference details.

    i. **Reservation Type**: Select a reservation type to update the reservation type based on deposit payment.

5. Click **Post Payment**.

Post Allocated Deposit

To post a deposit payment against a specific deposit request:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...** then **Deposit Cancellation** or open the reservation and click **Deposit Cancellation** in Reservation Presentation.

4. In the Deposit section, click **Vertical Ellipse**and select **Post Deposit** and enter the following details:

    a. **Payment Method**: Select a payment method from the list.

    b. **Card Number**: Enter card number if payment method is a credit card.

    c. **Expiration**: Enter expiry date if the payment method is a credit card.

    d. **Card Holder**: Enter cardholder name details.

    e. **Change Payment Method on Reservation**: Select to update the payment method in the reservation.

    f. **Amount**: Enter the deposit amount.

    g. **Comments**: Enter any comments.

    h. **Reference**: Enter any reference details.

ORACLE®

   i. **Reservation Type**: Select a reservation type to update the reservation type based on deposit payment.

 5. Click **Post Payment**.

 • Prerequisites for Managing Reservation Deposit and Cancellation

Prerequisites for Managing Reservation Deposit and Cancellation

OPERA Controls

Group: Cashiering

Functions:

• Deposit Handling

• Cancellation Handling

OPERA Cloud Tasks

• Reservation Deposit and Cancellation

 – New/Edit Reservation Deposit and Cancellation Details

 – Delete Reservation Deposit and Cancellation Details

• Post Deposit Payment

• Transfer Deposit

Managing Reservation Cancellation

Prerequisites for Managing Reservation Cancellation

You can cancel a reservation at any time prior to the reservation check-in. Cancelling a reservation returns the room type reserved back to inventory.

When the Cancellation Handling OPERA Control is active there is a cancellation policy (rule) on the reservation; informing you of the cancellation penalty. For more information, see Managing Reservation Deposit and Cancellation.

If required, you can generate a cancellation confirmation detailing the cancellation number.

> ✎ **Note:**
>
> You cannot cancel an auto-created event reservation for a guest room reserved as an event space in OPERA Cloud Sales and Event Management `Premium`.

Cancelling a Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...** then **Cancel Reservation**.

4. Enter the following details:

    a. **Cancel Reason**: Select a Cancellation reason.

    b. **Description**: Field defaults based on the reason selected; you can enter more details

    c. **Delete All Traces**: Select the delete reservation traces on the cancelled reservation.

5. Click **Cancel Reservation**:

6. The cancellation number is displayed in the confirmation panel .

7. To generate a cancellation confirmation click **Email/Print**.

    a. **Send To**: Select a linked profile from the list.

    b. **Email To**: Select an email address from the list

    c. **Confirmation Letter**: Select a cancellation template from the list.

8. Click **Send**.

> ✎ **Note:**
>
> If cancelling a share reservation, a message prompts you to indicate whether you want to cancel each of the sharing reservations as well. If you proceed to cancel share reservations, an individual cancellation number is provided for each canceled sharer.

Cancelling a Reservation with Deposit Payment

When the Cancel with Deposit OPERA Control is active, a reservation with a deposit payment posted can be canceled; the deposit refund or retention can be managed at a later time.

When the Cancel with Deposit OPERA Controls is inactive you will be prompted to manage refund or retention of the deposit payment.

With the No Show and Cancellation Postings OPERA Control active, the cancelled reservations can be accessed in Billing to post a cancellation fee and refund any remaining deposit.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...** then **Cancel Reservation**.

4. Complete the following:

    a. **Cancel Reason**: Select a Cancellation reason.

    b. **Description**: Field defaults based on the reason selected; you can enter more details.

c. **Delete All Traces**: Select the delete reservation traces on the cancelled reservation.

5. Click **Cancel Reservation**.

Reinstating Cancelled Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...** then **Reinstate Reservation**.

Viewing Cancellation History

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...** then **Cancel Reason**.

• Prerequisites for Managing Reservation Cancellation

Prerequisites for Managing Reservation Cancellation

OPERA Controls

Group: Cashiering

Functions:

• Cancellation Handling (optional)

• No Show and Cancellation Postings (optional)

Parameter: Cancel with Deposit

OPERA Cloud Tasks

• Reservation Management

• Cancel Reservations

No Show and Cancellation Postings

When the No Show and Cancellation Postings function under the Cashiering group is active, a property has the ability to post revenue against a no-show or a canceled reservation. This means a property can realize the stay revenue and remove the reservation deposit from the deposit ledger, but still show the reservation status for statistical purposes as No Show or Cancelled. In essence, this enables you to go back into a reservation that was canceled or no show and post charges to it. For example, a guest might book a wedding package and later decide to cancel it after food and flowers arrangements were already prepared. With this feature active, you could go back into the reservation and charge the guest for the package.

You can configure No Show and Cancellation Posting rules that indicate how much revenue should be posted to the reservation based on the source code, reservation type, or both for the arrival night. Posting rules can be of the following types:

- ALL NIGHTS — Total rate amount for all nights of the reservation is posted. If the reservation has multiple rate codes, then the system determines the amount for each night and posts it accordingly.

- FIRST NIGHT — The amount for the first night of the reservation is posted.

- DEPOSIT ONLY — The amount of all the deposits received is posted.

Posting Rule Examples

During the End of Day processing, all reservations marked as No Show and subject to a no-show posting rule (based on the reservation type and/or source code) have any associated deposits moved to the guest ledger (that is, the deposit matures). The appropriate no show revenue is posted against the deposit based on the no-show posting rule. Here are some examples:

- All Nights Value — If the rate amount for the reservation is 200.00 and the reservation is for 3 nights, 600.00 is posted (assuming there are no rate changes) regardless of the deposit.

- First Night Value — If the rate amount of the reservation is 200.00, regardless of the deposit, 200.00 is posted.

- Deposit Only Value — If the reservation does not have a deposit, no-show revenue is not posted. If the reservation rate amount is 200.00 and the deposit is 100.00, 100.00 is posted. If the reservation rate amount is 200.00 and the deposit is 300.00, 300.00 is posted.

When the posted revenue results in a debit or credit for the reservation, the reservation is matured to the guest ledger. Once on the guest ledger, you have full cashiering capabilities and can zero out the folio to remove it from the ledger

A no-show reservation could have a no-show posting rule attached that results in an outstanding charge (that is, an amount not covered by a deposit) posted to the reservation. Such charges are posted to the reservation on the departure date by the End of Day processing.

Managing Reservation Fixed Charges

Prerequisites for Reservation Fixed Charges

The Fixed Charges feature enables you to schedule the automatic posting of re-occurring charges to reservations during the End of Day process.

It also offers a convenient way to automatically post a one-time charge on a specific date in the future.

> **Note:**
> If charge routing is active on the reservation, the fixed charge will route to the billing window or room based on these instructions.

Adding Fixed Charges

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Enter search criteria for the reservation and click **Search**.

3. Select a reservation in the search results.

4. Click **I Want To...** and then select **Fixed Charges** or click the **Fixed Charges** link in Reservation Presentation.

5. Click **New** and enter the following details:

   a. **Frequency**. Select the frequency with which the fixed charge should be posted.

   - **Once**. Post the charge one time. When this option is selected, the **End Date** field becomes unavailable.

   - **Daily**. Post the charge every day.

   - **Weekly**. Post the charge once a week. When this option is selected, the **Day to Execute** field appears. Select the down arrow to choose the day of the week (1 = Sunday, 2 = Monday, 3 = Tuesday, and so on) to have the fixed charge posted.

   - **Monthly**. Post the charge once a month. When this option is selected, the **Day to Execute** field becomes available. Select any number from 1 to 31 or **END**. Numbers 1 through 31 trigger a posting on that date each month. If the date does not fall in that month (for example, some months have fewer than 31 days), no posting occurs for the month. Selecting **END** always posts the fixed charge on the last day of the month.

   - **Quarterly**. Post the charge once a quarter. When this option is selected, the **Day to Execute** field becomes available. Fixed charges are posted every quarter, that is, every three months. Select the down arrow to choose the date during the last month in the quarter to have the fixed charge posted. For example, if you select 15, the fixed charges are posted on the 15th of March, the 15th of June, the 15th of September, and the 15th of December. To post the charge on the last day of the quarter, regardless of the date, select **END**.

   - **Yearly**. Post the charge once a year. When this option is selected, the **Date to Execute** field becomes available. Fixed charges always post every year on the month and day you select. The year portion of the date is ignored.

   b. **Begin Date /End Date**. Select the **Begin Date** and **End Date** to determine the period when the fixed charge can be posted to the AR Account.

   c. **Transaction Code**. Enter or select the charge from the list.

   d. **Quantity**. Enter the number of units to be charged.

   e. **Amount (Price)**. Enter the unit price of the charge.

   > **Note:**
   >
   > Fixed charges are always posted in the local/base currency for the property. The posted amount will be the price x quantity.

   f. **Supplement**. Use this field for supplemental information about the charge For example, for a fixed parking charge you may want to enter a parking ticket number or parking space number.

6. Click **Save or Save and Continue** to add another fixed charge.

Editing Fixed Charges

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Enter search criteria for the reservation and click **Search**.

3. Select a reservation in the search results.

4. Click **I Want To...** and then select **Fixed Charges** or click the **Fixed Charges** link in Reservation Presentation.

5. Click the row level vertical ellipsis for the fixed charge and select **Edit**.

6. Update details.

7. Click **Save**.

Deleting Fixed Charges

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Enter search criteria for the reservation and click **Search**.

3. Select a reservation in the search results.

4. Click **I Want To...** and then select **Fixed Charges** or click the **Fixed Charges** link in Reservation Presentation.

5. Select the fixed charge and click the **Vertical Ellipsis**.

6. Click the row level vertical ellipsis for the fixed charge and select **Delete**.

7. Click **Delete** to confirm.

• Prerequisites for Reservation Fixed Charges

Prerequisites for Reservation Fixed Charges

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Group: Cashiering

Controls: Fixed Charges

OPERA Cloud Tasks

Group : Reservation Management

Fixed Charges

• New/Edit Fixed Charges

• Delete Fixed Charges

Managing Reservation Alerts

Prerequisites for Reservation Alerts

Alerts are messages for hotel staff that are displayed as a notification when the reservation is accessed at a specific time (status) in the reservation life cycle.

When the **Popup Alerts** control is enabled Alerts appear as a pop-up page, which the user must close to continue. When the control is not enabled Alerts are indicated in a notifications link.

Reservation alerts can also be setup to print to an (email addressable) printer, such a printer in In-room Dining or Concierge and generating a "chit" in the selected template format.

Adding Reservation Alert

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...** then **Alert** or open the reservation and click **Alert** in Reservation Presentation.

4. Click **New** and enter the following details:

   • **Code**: Select the Alert message.

   • **Area**: Select the area of the alert. The area determines when the alert will be displayed.

     – **Reservation** - Alert is triggered whenever the future reservation is accessed.

     – **Inhouse** - Alert is triggered whenever the inhouse reservation is accessed

     – **Check- In** - Alert is triggered at the time the reservation checks in (due in)

     – **Check- Out** - Alert is triggered at the time the reservation checks out (due out)

   • **Description**: The text of the alert. Based on the alert code selected , default text is populated and can be edited if required.

   • **Display Alert**: Select this check box to display alert as an on-screen notification when the alert is triggered. This check box is selected by default

   • **Print Alert**: Select this check box to print the alert notification using a selected alert template to the selected printer.

     – **Printer** -Select the printer from list. This printer must be configured as belonging to the alert printing group and be email addressable. See Configuring Printers for details.

     – **Report** - Select the alert template to be printed . If no alert report is selected, the alphabetically first alert template auto-populates to the field. See Stationery Report Groups for details.

5. Click **Save**.

Editing Reservation Alert

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...** then **Alert** or open the reservation and click **Alert** in Reservation Presentation.

4. Click **Vertical Ellipse**, Click **Edit**.

5. Update the alert details.

6. Click **Save**.

Deleting Reservation Alert

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search result, click **I Want to...** then **Alert** or open the reservation and click **Alert** in Reservation Presentation.

4. Click **Vertical Ellipse**, Click **Delete**.

5. Click **Delete** to confirm.

• Prerequisites for Reservation Alerts

Prerequisites for Reservation Alerts

OPERA Controls

Group: Reservations

Functions: Alerts

Settings: Popup Alerts

OPERA Cloud Tasks

• Reservation Management

• Reservation Alerts

– New/Edit Reservation Alerts

– Delete Reservation Alerts

Managing Reservation Preferences

Adding Reservation Preferences

1. From the OPERA Cloud menu, select **Bookings** , select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...** click **Preferences** or open the reservation presentation and click **Preferences** details link.

4. Click **New**.

    a. Click the preference group **[+]** to expand the list.

    b. Select one or preferences in the **Available** column, click **>** to move selection to the **Selected** panel.

5. Click **Save** to save on reservation.

6. Click **Save to Reservation and Profile** to save the preferences on reservation and also update the preferences on the linked profile.

Deleting Reservation Preferences

1. From the OPERA Cloud menu, select **Bookings** , select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...** click **Preferences** or open the reservation presentation and click **Preferences** details link.

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

5. Select the preference, click **Vertical Ellipse** and select **Delete**.

6. Click **Delete** to confirm.

Related Topics

Authorizing Credit Card Transactions

You can authorize credit card transactions from the reservation or from Billing. If your property uses chip and pin terminals, you must select the terminal during the authorization process.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**. Search for and open a reservation.

2. If authorizing from Billing, click **I Want To . . .** and click **Billing**. Next, click **I Want To . . .** and click **Interim Folio**, enter an **Amount**, and click **Settle and Send Folio**.

3. If authorizing from the reservation, click **Payment Instructions**, click the vertical ellipsis button, and select **Credit Card Authorization**.

4. Click the vertical ellipsis button and do one of the following:

If charging a partial amount, select **Additional**, enter the **Authorization Amount**, and click **Run Additional Authorization**.

If authorizing the credit card manually, select **Manual**, gain authorization approval, enter the **Approval Code**, and click **Run Manual Authorization**.

- Viewing Credit Card History
- Viewing Credit Card Details

Viewing Credit Card History

You can view a guest's credit card history while settling the guest folio.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and open a reservation.

3. On the Reservation screen, click **I Want To** and click **Billing**.

4. On the Billing screen, click **I Want To . . .** and click **Authorization and History**.

5. On the Authorization & History screen, click **Credit Card History** and click **Search**. Use the check boxes to filter your search by Authorizations, Payments, Refunds, or Failures.

Viewing Credit Card Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.

2. Search for and go to the reservation.

3. In the **Payment Details** section, click **View Sensitive Information**.

Managing Reservation Linked Profiles

Prerequisites for Managing Reservation Linked Profiles

The Linked Profile panel is used to link a Company, Travel Agent, Contact, Group or Source profile to a reservation. You can also select a profile as the reservation contact and the billing contact for the reservation.

Use the Linked Profile panel to select a different guest profile for a future reservation (i.e. name change); your role must be granted the Select Another Profile task to access this action.

When the Accompanying Profile OPERA Control is active you can also link guest profile as an accompanying guest , who is someone that also occupies a room but does not require a separate reservation account or has independent stay dates. If the guest requires a separate folio or has staggered arrival or departure dates use the Shares option instead. Using Accompanying Profiles on a reservation ensures that you can locate a guest via Manage Reservation search.

Selecting Another Profile for Reservation

To link a different guest profile to a reservation:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...** click **Linked Profiles** or open the reservation presentation and click the **Linked Profiles** details link.

4. Click **Select Another Profile**.

> **✎ Note:**
>
> Click **Create Guest Profile** to create a new profile. See Creating Profiles.

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

6. Select a profile in the search result, click **Select**.

7. The **Linked Profiles** panel will update to show the new profile linked to reservation.

> **✎ Note:**
>
> Please be sure to check the reservation preferences based on new profile linked to the reservation.

Managing Associated Profiles

1. From the **OPERA Cloud** menu, select **Bookings**, select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...** click **Linked Profiles** or open the reservation presentation and click the **Linked Profiles** details link.

4. Click the **Associated Profiles** tab to view any sales account or group profiles linked to the reservation or any accompanying guests added to the reservation.

5. Click **Edit**.

    a. **Company**: If the reservation is associated with a company and you want to maintain statistics on this company, link the company profile to the reservation.

    b. **Agent**: If the reservation is made through a travel agency, link the travel agency profile to the reservation in order to maintain statistics for the travel agent and enable commission to be calculated.

    c. **Group**: If the reservation is associated with a group, link the group profile to the reservation in order to maintain statistics for the group.

    d. **Source**: If the reservation is made through a reservation service, link the source profile to the reservation in order to maintain statistics for the source.

    e. **Reservation Contact**: Select to link a contact profile to the reservation. Available when the **Contacts OPERA Control** is active.

    f. **Billing Contact**: Select to link a contact profile to the reservation. Available when the **Contacts OPERA Control** is active.

6. Click **Save**.

Managing Accompanying Profiles

1. From the **OPERA Cloud** menu, select **Bookings**, select **Manage Reservation**.

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

3. Select the reservation in search result, click **I Want To...** click **Linked Profiles** or open the reservation presentation and click the **Linked Profiles** details link.

4. Click the **Associated Profiles** tab to view any sales account or group profiles linked to the reservation or any accompanying guests added to the reservation.

5. Click **Edit**

6. Click **Edit**.

   a. Enter search criteria, click **Search**.

   > **✎ Note:**
   >
   > Click **Create Guest Profile** to create a new profile. See Creating Profiles

   b. Select a profile in the result and click **Select**.

   c. Click **Save**.

7. Click **Vertical Ellipse** and select **Remove** to delete the link for the selected profile

8. Click **Save**.

- Prerequisites for Managing Reservation Linked Profiles

Prerequisites for Managing Reservation Linked Profiles

OPERA Controls

Group: Reservations

Functions: Accompanying

OPERA Cloud Tasks

Associated Profiles

- Edit Profile
- Select Another Profile
- Attach Accompanying Guest
- Attach Travel Agent
- Attach Source

Reservation Package Items

Prerequisites for Reservation Package Items.

Package items enable you to provide guests with amenities and services as part of their reservation stay. You can link package items to a rate code to create a package rate, sell package items directly on a reservation, or both link them to a rate code and sell them on a reservation.

A "Bed and Breakfast" package rate code is an example of a package item that includes both accommodation and breakfast in the rate amount. A "Honeymoon" package rate code might include items such as champagne, chocolates, dinner, and breakfast in addition to the accommodation.

An extra bed or crib might be required for a specific reservation and sold separately as a package item. A package item can be configured with an item price, which adds it to the rate, thereby increasing the total room rate. When the Item Inventory OPERA Control is active package items can also be configured to deduct inventory items when the package item is added to a reservation.

Other examples of reservation-specific package items are transportation (airport pickup / drop off) and tours sold "on the fly" that must be added to the reservation and posted to the reservation in order for a sales charge to be posted to the reservation account.

For details on how package items are configured, see Package Codes and Package Groups . For details on how package rates are configured, see Rate Codes.

The Packages details screen allows you to view a list of all package items that are included in the rate code or manually added (sold) directly on the reservation When package items are added to the reservation, you may later delete them entirely from the reservation or edit the quantity of the item.

When package items are configured on the reservation rate code, you are unable to delete the package item or change the quantity of package elements. The quantity value shown in the **Quantity** field refers to the number of packages associated with the reservation. This number is determined based on the calculation rules for the package — per person, per adult, per room, per flat rate, and so on. For example, if the Breakfast package is per-person, and two guests are covered by the reservation, the quantity would be 2. However, you can exclude the package item.

With the Override Package Amount task granted, you can also amend the pricing and/or allowance amount of the package item for a specific reservation.

- Prerequisites for Reservation Package Items
- Managing Reservation Package Items
- Managing Add-on (Sell Separate) Package Items

Prerequisites for Reservation Package Items

OPERA Controls

Group: Rate Management

Function: Advanced Packages [Allowances] (Optional)

OPERA Cloud Tasks

Packages

- New/Edit Packages

  :

- Delete Packages
- Override Package Amount

Managing Reservation Package Items

Viewing Package Items

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search results, click **I Want To…** and then select **Packages** or click the **Packages** link in Reservation Presentation.

> **✏ Note:**
>
> The number that appears with the Packages link indicates the number of package items linked to the rate code / reservation.

Packages Tab

The **Selected Packages** panel displays a list of the included package items:

- **Price**: Shows the package price.
- **Quantity**: Shows the quantity how often the package element was added to the reservation. (also see Quantity vs Calculated Quantity details).
- **Calculated Quantity**: Considers the calculation rule such as per person, per adult to indicate the total quantity.
- **Excluded Quantity**: Quantity Excluded (refer Exclude Package Items topic below).
- **Start Date / End Date**: Dates that define the period during which this package is available.

Daily View Tab

- The Daily View panel displays a breakdown on package elements and inventory items per date for the reservation, occurring each date based on the posting rhythm set in the item.
- All reservation dates are shown vertically with option to scroll.
- Days are collapsed by default and can be expanded to show the posting details.
- Refer **Edit Package Item Pricing** below.

Excluding Package Items Included in Rate Code

Package items are often linked to the reservation as part of the rate code selected for the reservation. (Package items that are attached to the reservation by the rate code display the rate code in the Rate Code column.) You may, however, decide that you do not want to include the package item in the rate code for a specific reservation. For example, an (add to rate) airport pickup package item may be linked to a rate code and certain guests might not require the transportation and can request this package item to be excluded for their reservation. Excluding a package item does not reduce the reservation rate amount; rather the internal revenue split is adjusted accordingly.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search results, click **I Want To…** and then select **Packages** or click the **Packages** link in Reservation Presentation.

4. In the **Selected Packages** panel, click ✎ for the selected package element and update details.

   a. **Excluded Quantity**: Enter the number of the package elements to exclude. The Excluded Quantity cannot exceed the Calculated Quantity displayed.

   > **Note:**
   >
   > The Excluded Quantity flag is applied to the entire stay. Once the reservation has checked in and **End of Day** processing has been run, the **Excluded Quantity** field can no longer be edited.

5. Click ✔ .

6. Click **Save**.

   > **Note:**
   >
   > Excluding a package item included in the rate does not reduce the reservation rate amount; rather the internal revenue split is adjusted , increasing the room revenue based on the item price of the excluded package item.

Editing Package Pricing

If you have the **Override Package Amount** task granted, you can amend the pricing of a package item for a specific reservation.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search results, click **I Want To…** and then select **Packages** or click the **Packages** link in Reservation Presentation.

4. Click the **Daily View** tab.

5. Click a package code link and update pricing:

   a. **Price**: Enter a new item price - this is the amount split from the rate or added to the rate depending on the rate rule of the package item.

   b. **Allowance**: Enter a new allowance amount - this is the amount the guest is allowed to consume in the outlet before incurring an overage on their account. (Available when the Advanced Package OPERA Control is active and the package item is configured as an allowance)

6. Click **Save**.

Managing Add-on (Sell Separate) Package Items

In addition to any package items that are attached to the reservation by the reservation rate code, you can manually add additional package items or package item groups to a reservation and edit certain package features.

This is typically used for "on-the-fly" requests from guests for items (to be supplied and charged), such as transportation, extra bed, crib, or a tour.

> **✎ Note:**
>
> The package item must be configured as Sell Separately to be able to add directly to a reservation.

Adding a Package Item

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search results, click **I Want To…** and then select **Packages** or click the **Packages** link in Reservation Presentation.

4. Uncheck **Show Selected Only** to view all package items.

5. A list of package items and groups is displayed; use the **Filter by Keyword** search field to refine the search:

   a. **Code**: Package Item Code. Multi-item package groups are indicated

      with and displays as a link. Click the link to view the details of items included in the package group.

   b. **Description**: Package item description (hover over field to view the full description).

   c. **Calculation Rule**: How the package amount is calculated:

      • **Flat Rate**: The price posted as a flat rate, regardless of the number of guests. The flat rate is per guest sharing the room, that is, each share-with in the room is charged the flat rate amount.

      • **Per Person**: The price times the number of adults plus the number of children.

      • **Per Adult**: The price times the number of adults.

      • **Per Child**: The price times the number of children. With the selection of this calculation rule and the Rates > Rates By Defined Buckets is set to Y, packages can be setup with different amounts per child bucket on the Package Details tab.

      • **Per Room**: The price times the number of rooms. The Per Room calculation is applied to the room. If a reservation is shared, instead of applying the package per reservation, it considers the package for that room.

   d. **Posting Rhythm**: Posting frequency of the package.

    e.   **Price**: Shows the package item price.

    f.   **Incl Rate**: Indicates if package item is included in the rate code.

    g.   **Item**: Indicates if there is item inventory linked to the package item (hover mouse over to view full details).

> **Note:**
>
> Only package items with a pricing schedule configured for dates matching the reservation dates are listed.

6.   Click **Add** on the package item or group to select it for the reservation and enter the following details:

    a.   **Quantity**: Number of package elements to be attached to the reservation. The default value is 1.

> **Note:**
>
> For Ticket Packages, the Quantity field is the only field that can be edited.

    b.   **Begin/End Dates**: Dates that define the period during which this package is to be available. Enter dates manually or use the calendar tool to select dates. The default Begin Date and End Date for a package being attached to a reservation prior to check-in are the reservation arrival date and departure date. Once the reservation is checked in, the default Begin Date is the current business date and the default End Date is the reservation departure date. Dates cannot be earlier than the arrival date or later than the departure date.

7.   Click ✔ .

    •   You will be informed if package cannot be applied due to restrictions on package element, or due to unavailability of linked item inventory .

    •   If there is an inventory item attached to the package that is not available. will be considered:

       –   If you have the **Override item sell control** user task granted to your role(s) you will be able to override the item availability and proceed with adding the package including items.

       –   If you do not have the **Override item sell control** user task granted to your role(s), when you click on override, an override login screen is displayed, allowing another user that has the **Override item sell control** task granted to override the item availability .

    Once the package element has been confirmed, the calculated quantity for the package is displayed on the package element and the Package element displays**Pending Save**.

    .

    •   Repeat steps to select more package items for the reservation

8.   Click **Save**.

> **✎ Note:**
>
> When a package item that includes inventory items has been manually added to a reservation, the inventory items cannot be edited or deleted via the Item Inventory screen. To remove these inventory items, the manually attached package item must be deleted from the reservation.

Editing a Package Item

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search results, click **I Want To…** and then select **Packages** or click the **Packages** link in Reservation Presentation.

4. Click the **Packages** tab.

5. Click ✎ for the selected package element or package group and update details.

   a. **Start Date / End Date**: Dates that define the period during which this package is to be available. Change dates manually or use the calendar tool to select dates.

   • Prior to check-in you can change the package dates within the reservation time frame.

   • Once the reservation is checked in, the start date can only be changed if it is in the future and the earliest allowed date is the business date.

6. Click ✔ .

7. Click **Save**.

Deleting a Package Item

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search results, click **I Want To…** and then select **Packages** or click the **Packages** link in Reservation Presentation.

4. Click the **Packages** tab.

5. Click the ✖ icon on the package item or package group to remove from the reservation.

6. Click **Delete** to confirm.

7. Click **Save**.

> **✎ Note:**
>
> When you proceed with deletion any inventory items that are configured for the package item are also removed.

Reservation Item Inventory

The item inventory feature enables you to manage the inventory items attached to a reservation. A reservation can have different items attached to it, such as equipment, products, supplies, or services that can be rented or sold to a guest. You can add or edit the attached items and check the availability of items within a particular property.

Item Inventory Availability

When you are checking whether specific items are available to accommodate a guest's needs, the item inventory availability screen is a good place to start. For any given date, you can view the quantity of each item in a property's inventory and the remaining quantity available. You can also view which reservations or block reservations have booked particular items. The quantity in inventory is established for each date in either or both of the following ways:

- The physical quantity of items that are in stock.

- Fluctuations in item inventory based on the date or range of dates. For example, when you keep more or less inventory on hand because of changing seasonal or weekend demand.

You define these quantities for items during the item inventory setup process.

- Prerequisites for Reservation Inventory Items
- Managing Reservation Inventory Items

Prerequisites for Reservation Inventory Items

OPERA Controls

Group: Reservations

Function:

- Item Inventory

Parameter:

- Item Inventory Pool

- Allow Inventory Items Outside Of Stay Days

- Sell Control Items

OPERA Cloud Tasks

Main Task: Reservations

Parent Task: Reservation Management, Override Item Sell Control, Item Inventory

- New/Edit Item

- Delete Item

Managing Reservation Inventory Items

Viewing Reservation Inventory Items

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search results, click **I Want To…** and then select **Item Inventory** or click the **Item Inventory** link in Reservation Presentation.

> **Note:**
>
> The number that appears with the Inventory link indicates the number of inventory items linked to the reservation.

A list of all inventory items for reservation appears

4. The following information appears for the inventory item:

   a. **Code**. The code for the inventory item.

   b. **Description**. The name of the inventory item.

   c. **Quantity**. The number of items attached to the reservation.

   d. **Start Date / End Date**. The range of dates and times for which the item is attached to the reservation. The default Begin Date is the reservation arrival date. The default End Date is the departure date. The default begin and end times are set in Item Inventory setup. If the item is included as part of a package, the dates shown here define the period when the package is attached to the reservation. When the Allow Inventory Items Outside Of Stay Days is active in OPERA Controls, you can select dates outside of the reservation stay period. Dates must overlap the reservation's date range by at least one night.

The Daily View panel shows a breakdown of inventory items per date for the reservation

> **Note:**
>
> Click the **< >** arrow buttons to navigate through the dates.

Adding an Inventory Item to a Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search results, click **I Want To…** and then select **Item Inventory** or click the **Item Inventory** link in Reservation Presentation.

4. From the Item Inventory screen, click **New**.

5. Enter search criteria and click **Search**. Items and their availability are listed in the Available Inventory Items section.

6. To select an item, click the **(availability) number** link for the item and applicable start date.

7. Complete the following fields:

   a. **Quantity**. Enter or select the quantity of items required.

   b. **Begin Date**. Enter the date for which the item should be linked to the reservation (defaults to arrival).

   c. **End Date**. Enter the end date for the item (if left empty, OPERA Cloud assumes the departure date).

8. Click **Add**. The item appears in the Selected Inventory Items panel.

9. Click **X** next to an item in the Selected Inventory Items to remove it.

10. Click **Save**.

Editing an Inventory Item on a Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search results, click **I Want To…** and then select **Item Inventory** or click the **Item Inventory** link in Reservation Presentation.

4. From the Item Inventory screen, select the inventory item.

5. Click the **vertical ellipsis** next to the item and then select **Edit**.

6. Update the item details.

7. Click **Save**.

Deleting an Inventory Item from a Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search results, click **I Want To…** and then select **Item Inventory** or click the **Item Inventory** link in Reservation Presentation.

4. From the Item Inventory screen, select the inventory item.

5. Click the **vertical ellipsis** next to the item and then select **Delete**.

6. Confirm by clicking **Delete**.

Managing Reservation Memberships

Prerequisites for Reservation Memberships.

You can associate an unlimited number of memberships with a guest's profile. Similarly, you can select multiple memberships, one per membership type and

membership class, for a reservation. Loyalty points can then be calculated for the memberships selected for the reservation.

Viewing a Reservation Membership

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search results, click **I Want To…** and then select **Membership** or click the **Membership** link in Reservation Presentation.

> **✎ Note:**
>
> You might need to click **Show All** to view all detail links.

4. To Manage Profile Memberships, click the **vertical ellipsis** and select **Manage**. For more information, see Managing Profile Memberships.

Selecting Memberships for a Reservations

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search results, click **I Want To…** and then select **Membership** or click the **Membership** link in Reservation Presentation.

4. Select a profile membership and then click the down arrow to move the selected membership to the reservation membership panel.

5. Click **Save**.

Deselecting Memberships for a Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Select the reservation in the search results, click **I Want To…** and then select **Membership** or click the **Membership** link in Reservation Presentation.

4. Select a membership in the reservation membership panel and then click the up arrow to move the selected membership back to the profile membership panel.

5. Click **Save**.

• Prerequisites for Reservation Memberships

Prerequisites for Reservation Memberships

OPERA Cloud Tasks

Reservation Management: Membership

• New/Edit Membership

- Delete Membership
- Link Membership

Managing Attachments

Prerequisites For Attachments

You can attach files (less than 2MB) to Reservations, Blocks, Activities, or Profiles using the Attachments feature. Reservation and Block attachments are retained for the life of the reservation or block and purged after departure.

Adding an Attachment

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

   > **Note:**
   >
   > a. To add an attachment to a block, select **Bookings** and then select **Blocks**.
   >
   > b. To add an attachment to a profile, select **Client Relations** and then select **Profiles**.
   >
   > c. To add attachment to an Activity, select **Client Relations** and then select **Activities**.

2. Search for and select a reservation, block, profile or activity.

3. Click **I Want To...** and then select the **Attachments** link located under Notifications. You might need to select **Show All** to see all options.

4. Click **New** to attach a new file.

5. Click **Browse** to select a file on your computer.

6. Enter a **Name** and a **Description** for the file and then click **Save**.

Downloading an Attachment

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**

2. Search for and select a reservation, block, profile or activity.

3. Click **I Want To...** and then select the **Attachments** link located under Notifications. You might need to select **Show All** to see all options.

4. On the Attachments screen, click the **vertical ellipsis** button.

5. Click **Download** and choose to either **Open** or **Save File**.

Deleting an Attachment

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**

2. Search for and select a reservation, block, or profile.

3. Click **I Want To...** and then select the **Attachments** link located under Notifications. You might need to select **Show All** to see all options.

4. On the Attachments screen, click the **vertical ellipsis** button.

5. Click **Delete** and confirm the deletion.

- Prerequisites for Attachments
- Prerequisites for Attachments
- Prerequisites for Attachments
- Prerequisites for Attachments

Related Topics

- Booking a Reservation
- Blocks
- Managing Profiles

Prerequisites for Attachments

OPERA Controls

Group: General

Function : File Attachments

OPERA Cloud Tasks

Group : Bookings

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

Creating House Posting Accounts

House accounts are a pseudo room type reservation used for managing billing charges of non-residential guest or internal administration purposes like hotel staff accounts.

Creating a House Account

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **House Posting Account**.

2. Enter the following details:

   a. **Property**: Select or confirm the property.

   b. **Arrival Date**: Enter or select a start date for the account.

   c. **Nights**: Enter the duration.

   d. **Departure Date**: Enter or select an end date for the account.

e. **Adults**: Enter number of adults; if applicable.

f. **Name**: Search for an existing profile; select Create Guest Profile from the search page to add a new profile.

g. **Room Type**: Select a room type for this account. Room types designated as Pseudo on the Room Types screen (e.g., posting masters) are available in the list.

h. **Room**: Select a room from the list. The Available Rooms Search screen appears, showing rooms of the selected room type.

i. **Rate Code**: Select a rate code for the reservation from the list . This field is mandatory if the **Rate Code Mandatory Opera** Control is active.

j. **Reservation Type**: Select a reservation type from the list.

k. **Market Code**: Select a market code from the list. This is required for revenue statistics.

l. **Source Code**: Select a source code from the list. This is required for revenue statistics.

3. Enter the payment details:

a. **Method**: Select a payment method from the list.

b. **Card Number**: Enter the credit card PAN.

c. **Expiration**: Enter the credit card expiry date.

d. **Card Holder**: Enter the name on the credit card..

4. Click **Save** or **Save and Add More Details** to open reservation presentation and check in the house account.

About the Room Diary

The Room Diary screen provides a chart view of Inventory rooms and the reservations assigned for particular date ranges in the future. The Room Diary also displays rooms scheduled for Out of Order or Out of Service.

The Room Diary displays a chart with room numbers and their room status in the first two columns; if you click the room number or room type code it launches a room information overlay, with image, features and room description details.

Subsequent columns in the chart reflect a date in a daily sequence. Double clicking on the reservation overlays the reservation overview with I Want to action links available to further manage the reservation.

By using drag-n-drop it is possible to also manage a reservation, amending the stay dates or moving (assigning) the reservation to another room. You can change view dates and the range of view days.

From the Room Diary you can:

• Select the start date to view chart.

• View Reservations for a period of 1 day, 7 days, 14 days, 21 days, 28 days.

• Open and edit a reservation overview.

• View and edit the profile business card and other details about the reservation.

- Launch the **I Want To . .** menu and select **Create Reservation, Create Walk-in** or **Manage Out of Order** or **Manage Out of Service**.

- Select the **Legend** link to display a legend of the indicators displayed on the Room Diary.

- Select a value from the **Views** list to increase or decrease the number of days (columns) displayed in the chart. You can view reservation by a range of days spanning periods of 1, 7, 14, 21 and 28 days, depending on your browser resolution.

- Select the **Sort-by** list to change the order of the rooms displayed in the chart.

- Select the **Filter Results** link to further filter rooms by room status , connecting rooms or rooms with a room condition. Select **Apply Filter** to save changes.

- Select the **Statistics** link to overlay occupancy statistics for the selected date.

- Select **Property Calendar** to launch the Property Calendar. For more information, see Using the Property Calendar Setup.

- Scroll to the bottom of the Room Diary and select **Load More Results** to display more results.

- Using the Room Diary

Using the Room Diary

Searching for Room Diary Reservations and Rooms

The Room Diary search panel enables you to search for unassigned rooms and/or reservations assigned to rooms by Property, Start Date, and other optional search criteria. Unassigned rooms or reservations with a room assigned matching the search criteria appear on the Room Diary. Enter a past date to view the Room Diary for past reservations; a 'CO' indicator is displayed for Checked Out reservations Select the **Include Room Move History** check box to display room moves in the Room Diary; these are indicated by ➡️❙❙⬅️ icons.

> **✎ Note:**
>
> Room move history is limited to activity in the past 30 days only.

1. From the OPERA Cloud menu, select **Bookings**, **Reservations**, and then **Room Diary**.

2. Search and select a **Property**.

3. Enter a Start Date for which you need to search.

4. Use the optional fields and check boxes to apply additional search criteria to your search.

5. Click **Search**.

6. Rooms and reservations matching your search criteria appear by date on the Room Diary.

7. Blocks with events booked in rooms can also appear in the Room Diary.

8. Hover your cursor over a Reservation for a brief summary of information.

Applying Filters to Search Result

To further refine the results displayed on Room Diary select **Filter Results**.

• **Assigned Status** :

   – **Assigned Rooms**: Select this check box to display rooms that are assigned to guests. This check box is selected by default.

   – **Unassigned Rooms**: Select this check box to display rooms that are not assigned to guests. This check box will be selected by default if the Room Plan is called from the Detailed Availability screen with the **Available** option button selected.

> **✐ Note:**
>
> Unassigned rooms do not include rooms that are due out. Select the **Include Departure** check box to display rooms that are due out.

   – **Partially Assigned Rooms**: This option is available when the **Component Rooms**control is Active. Select this check box to display component rooms that have not been assigned to reservations but which have at least one of their individual room elements assigned to a reservation.

• **Room Status**: Select one or more room status options.

• **More Options**:

   – **Component Rooms**: This option is available when the Component Rooms control is enabled. Select this check box to display component-room room followed by an indented breakout of the individual room numbers in the component room.

   – **Connecting Rooms**: Select this check box to display rooms that interconnect with other rooms

   – **Include Departures**: Select this check box to display due out rooms. When this check box is not selected, due out rooms are included in the display along with rooms that meet your other filter criteria. When the **Unassigned Rooms** check box is also selected, unassigned rooms and due out rooms are shown on the grid.

   – **Room Conditions**: This option is available when the Room Conditions control is active. Select this check box to list only rooms having a room condition assigned (including those with a room condition that is flagged "Do Not Display in Room Assignment"). When this check box is not selected, rooms having a room condition assigned are included in the display along with rooms that meet your other filter criteria.

   – **Advanced Check-in**: Available when the Advanced Check-in control is enabled. Select this check box to list only rooms have a reservation in Advanced Check-in status.

   – **Reset Filter**: Click to reset these filter options.

   – **Apply Filter**: Click to update the Room Diary chart.

Modifying Reservations from Room Diary

1. From the OPERA Cloud menu, select **Bookings**, **Reservations**, and then **Room Diary**.

2. Search and select a **Property**.

3. Use the optional fields and check boxes to apply additional search criteria and filters to your search.

4. Click **Search**.

5. Double click an **Reservation** to view or edit Reservation Overview and Profile details.

   a. Click on the **Edit** button to make changes to reservation.

   b. Click **Details** to update details.

   c. Click on the **Profile Name** to launch and edit the profile linked to the reservation.

   d. Click **I Want To . . .** to display various actions for this reservation.

Using Drag and Drop

Reservations that appear in the Room Diary support click and drag functionality to update. Following are some of the most-used drag and drop activities:

1. **Room Move**: Click the block representing the guest's reservation and drag it to a vacant block representing another room. OPERA Cloud uses the same availability checks and updates that also apply for reservation updates made via In House search and Reservations screens. You cannot move a guest to an out-of-order room. If the reservation was checked in, OPERA Cloud prompts whether the room status of the original room should be changed to dirty (DI).

2. **Reservation Date Changes**: To change the stay dates for a reservation that has not yet checked in, click the block representing the guest's reservation and drag it to a vacant block representing a future date (and different room, if desired). OPERA Cloud uses the same availability checks and updates that also apply for reservation changes made on the Reservations screen. You cannot move a reservation to an out-of-order room.

   You may also select the left or right edge of a block to extend or shorten stay dates. You cannot change the arrival date for already checked in reservations; you cannot change the arrival date to a date earlier than the current business date. A prompt asks you to confirm the date change: "Do you want to change the arrival date or departure date from date to date? for guest name?" If fixed charges apply to the reservation, a prompt asks you to "Please verify reservation's fixed charges.". When updating the dates of a reservation that has a specific Routing Instruction attached with a specific Begin and End date for the reservation, the "Reservation Dates have been changed, please verify existing Routing Instructions." message prompt is displayed for verification.

3. **Do Not Move**: This feature is available when the **Reservations** > **Do Not Move Room** OPERA Control is Active. When a reservation is flagged Do Not Move (DNM) the room that is assigned to the reservation cannot be changed. In addition, you cannot change the room type, as this would un-assign the room. The Do Not Move functionality is in-effect until the reservation is checked in. Once the reservation has checked in the Do Not Move status is canceled and room moves may be performed for the reservation as usual. If a reservation has the Do Not

Move status applied a Do Not Move indicator appears in the reservation block . The drag and drop feature cannot be used to change the room for reservations flagged as Do Not Move.

Creating Room Reservations From Room Diary

It is possible to make a new reservation for a specific room from the Room Diary.

1. From the OPERA Cloud menu, select **Bookings**, **Reservations**, and then **Room Diary**.

2. Search and select a **Property**.

3. Use the optional fields and check boxes to apply additional search criteria and filters to your search.

4. Click **Search**.

5. Rooms matching your search criteria appear by date on the Room Diary.

6. Navigate to the required room and click the **Arrival Date** and then click the **Departure Date**.

7. From the **I Want to...** panel select **Create Reservation**.

8. To create Walk in Reservation:

   a. Navigate to the required room and click the **Arrival Date** (current date) and then click the **Departure Date**.

   b. From **I Want to...**select **Create Walk-in**.

      For more information, see Booking a Reservation

Creating Out of Service or Out Of Order From Room Diary

1. From the OPERA Cloud menu, select **Bookings**, **Reservations**, and then **Room Diary**.

2. Search and select a **Property**.

3. Use the optional fields and check boxes to apply additional search criteria and filters to your search.

4. Click **Search**.

5. Rooms matching your search criteria appears by date on the Room Diary. You can view reservation by a range of days spanning periods of 1, 7, 14, 21 and 28 days.

6. Navigate to the required room and click the **Arrival Date** and then click the **Departure Date**.

7. From **I Want to...**, select **Create Out of Service** or **Create Out of Order**.

Viewing Calendar Events in Room Diary

The Room Diary provides a visual indication of property calendar events such as holidays, city celebrations taking place at or near your property. Refer to: Using the Property Calendar Setup

An indicator appears above the dates/days of the special event. A **Day Details** panel appears on the right side of Room Diary providing details about the special events.

1. From the OPERA Cloud menu, select **Bookings**, **Reservations**, and then **Room Diary**.

2. Search and select a **Property** and enter a **Start Date**.

3. Use the optional fields and check boxes to apply additional search criteria to your search.

4. Click **Search**.

   Dates with Calendar Events are highlighted with color band above the date.

5. Click **Day Details** to slide open the panel showing details about the calendar events.

Viewing Out of Order / Out of Service Room Indicators on Room Diary

The Room Diary marks rooms scheduled for Out of Order or Out of Service with a visual indicator that the room is blocked.

1. From the OPERA Cloud menu, select **Bookings**, **Reservations**, and then **Room Diary**.

2. Search and select a **Property** and enter a **Start Date**.

3. Use the optional fields and check boxes to apply additional search criteria to your search.

4. Click **Search**.

5. When the Room Diary opens, rooms that are scheduled as out of order or out of service rooms are visually marked for the applicable dates

   .

Reservations Workspace

Reservations Workspace contains options for generating batch confirmation letters and guest messages; cancelling reservations en-masse; managing events in the property calendar and managing item inventory availability.

- Managing Guest Messages
- Mass Cancellation
- Property Calendar

Managing Guest Messages

Prerequisites for Managing Guest Messages

With the Messages feature, you can send messages to individual guest reservations or to a selected group of reservations, such as those linked to a block. You can maintain an unlimited number of messages on a reservation, mark the messages as received or not received, print the messages in a user-definable format for delivery to the room, or send the message via SMS to the guest's mobile number (requires a subscription with an SMS service provider). With the appropriate interfaces, the messages trigger the message-waiting lamp on the in-room telephone or the messages are sent directly to the in-room video system so guests can view them on their TV screens (if your property has an in-room video interface for guest messaging).

> **Note:**
>
> Messages remain on the reservation until you delete them or until 30 days after the reservation departure when messages are automatically purged.

Viewing a Message

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservation Workspace**, and then select **Guest Message**.

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

3. Click [+] in the message card to expand the message details.

> **Note:**
>
> The status of the message appears on the message card.

Adding a Message

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Guest Messages**.

2. Click **New** and complete the following fields:

   a. **Recipient**. Search and select the reservation(s) of the person to receive the message. Click **Select**.

   > **Note:**
   >
   > Click **Modify Search Criteria** to modify the reservation search criteria. For example, filter on block code to add the same message to all reservations linked to a group block.

   b. **Print Message**. Select to print a copy of the message (see 'Printing a Message' task below).

   c. **Room**. Select to send the message to the guest's room phone and/or video (the specific method depends on the messaging interface being used at your property).

   d. **Name**. Enter name of the caller.

   e. **Company**. Enter the company of the caller.

   f. **Contact Info**. Enter the contact details for the caller, such as phone or email address.

   g. **Message**. Enter the message details. Use Quick Insert to select one of the pre-defined messages. See Configuring Guest Messages for more information.

3. Click **Save**.

Editing a Message

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Guest Messages**.

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

3. Click the vertical ellipsis for the message and select **Edit**.

4. Update the message.

5. Click **Save**.

Deleting a Message

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Guest Messages**.

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

3. Click the vertical ellipsis for the message and select **Delete**.

Printing a Message

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Guest Messages**.

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

3. Click the vertical ellipsis for the message and select **Print**.

    a. **Preview**. Click to preview a PDF of the message and print the message using a local printer.

    b. **Email to Print**. Select to send the message to an email addressable printer where it can be printed.

4. Click **Process**.

Sending a Message as an SMS Text Message

With the **Text Message Handling** parameter is active in OPERA Controls and integration is set up with an SMS service provider, you can send messages via SMS to a guest's mobile phone.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Guest Messages**.

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

3. Click the vertical ellipsis for the message and select **Send Text Message**.

4. Select a mobile phone number from the list.

5. Click **New/Edit Mobile** to add or edit the mobile number on the profile.

6. Click **Send Text Message** to send the message as an SMS.

Marking a Message as Delivered

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Guest Messages**.

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

ORACLE®

3. Click the vertical ellipsis for the message and then select **Mark as Delivered**.

• Prerequisites for Managing Guest Messages

Related Topics

• Telephone Operator

Prerequisites for Managing Guest Messages

OPERA Controls

Group: Reservations

Messages

OPERA Cloud Tasks

Group : Reservation Management

Guest Messages

• New/Edit Guest Messages

• Delete Guest Messages

Mass Cancellation

Mass cancellation enables you to cancel multiple reservations in a single process. For example, this feature could be used to cancel non-guaranteed reservations with 6PM-hold reservation-type that have not arrived by the agreed time.

To cancel multiple reservations:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, select **Mass Cancellation**.

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

3. Select one or more reservations in search result.

> **Note:**
>
> Change to table view for multiple selection.

4. Click **Mass Cancellation** and complete the following.

   a. **Cancel Reason**: Select a Cancellation reason .

   b. **Description**: Field defaults based on the reason selected; you can enter more details

   c. **Delete All Traces**: Select the delete reservation traces on the cancelled reservation.

   d. **Ignore Cancel Penalty**: Select to ignore the cancellation penalty based on cancellation rule.

   e. **Cancel Sharers**: Select to also cancel sharing reservations.

5. Click **Cancel Now**.

Related Topics

- Managing Reservation Deposit and Cancellation

Property Calendar

The Property Calendar provides a quick overview of the events and day types that were defined for a certain period of time. It is accessed by clicking **Bookings**, selecting **Reservations Workspace**, and then selecting **Property Calendar**. Using the calendar, you can see at a glance a broad view of the daily status of the property. For example, you can view total arrivals and departures, availability, occupancy, events, and daily type.

- Use the Property Calendar to manage events or special periods that can affect rates. Here you can enter certain events which might affect your booking situation. Events can be city-wide festivals, concerts in town, property happenings, and so on. You might use this option, for example, when you are in the Control Panel and see a plus [+] beside the indicated event of the day. This means that there is more than one event on that particular day, but there is no room in the Control Panel to show you the additional events.

- The Property Calendar can also be used to organize the order that your property's rate codes display within a rate query. Day types can be used to increase/decrease existing rates by a certain predefined factor. Day types can also be used to control the sequence of the rates in the rate grid on a daily basis. The date range option allows you to view from one day to a range of days.

- The Property Calendar can be helpful in assisting guests when making reservation stay changes, or informing guests making reservations of the local events happening during their stay.

You can view the Property Calendar in several ways. You can select various view icons to change the view:

- Day: Show only one day at a time

- Week: Show only one week at a time

- Month: Show one month at a time (this is the default view)

- List: Show the calendar events as separate lines in a list

- Using the Property Calendar Setup

Using the Property Calendar Setup

The Property Calendar enables you to view and manage calendar events. For more information, see Configuring (Calendar) Event Codes and day types. For more information, see Creating Day Types for specific dates. Select one of the view icons to change the calendar display.

- **Day**: Show only one day at a time

- **Week**: Show only one week at a time (this is the default view)

- **Month**: Show one month at a time

- **List**: Show the calendar events as separate lines in a list

For current and future dates the Maximum Availability figure is displayed in the top left corner of each date on the calendar. Double-click the Maximum Available figure to launch the Property Availability. For more information see, Viewing Property Availability page for the selected date.

To Set up Calendar Event and/or Day Type

1. In the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Property Calendar**.
2. On the Property Calendar screen, click **New**.
3. Select a **Start Date**- this defaults to the date selected on the calendar.
4. Select an **End Date**.
5. Select a **Day Type**. For more information, see Creating Day Types from list (enabled based on DAY TYPE control enabled).
6. Select an Event from the list. For more information, see Configuring (Calendar) Event Codes.
7. Select Days of the Week to specify on which days the selected day type and/or event applies within the date range.
8. Click **Save**.

Blocks

A block is an allocation of rooms for multiple room types, reserved for a specific date period, which doesn't require you to create individually named reservations. Blocks are used to reserve multiple rooms for events such as weddings or conferences; for inbound tour groups or airline crew or for long-term allocations such as airline allotments .

Blocks can be set to not deduct rooms from inventory (non-deduct status) or deduct rooms from inventory (deduct status) as needed. If the block is canceled or lost, the block status is updated to a value that returns the inventory held back to house availability. Reoccurring blocks, such as inbound tour groups, can quickly be created using the Group Tour Series functionality. Once a block is confirmed individual named reservations are created closer to the arrival date, deducting inventory from the block allocation rather from the house availability. Reservation pickup can be either be through entry or import of a Group Rooming Lists, through individual reservation pickup via the Look To Book sales screen or via a web booking engine (website) or other third-party reservation system. As reservations have their own reservation status (reservation type) this allows you to have a non-deduct block in pickup-status (eg airline allotment) that only deduct rooms from inventory once a deduct reservation is created. With the Simple Diary OPERA Control or Sales and Event Management Cloud Service active, catering events can be linked to a block; with the block then indicating projected revenue for rooms and catering. See Simple Events (PMS). Events and Function Dairy for further details

- Creating a Block
- Managing Blocks
- Non-Elastic, Elastic, Sell Limits, and Shoulder Dates

- Simple Events
- Copying Blocks
- Creating Additional Posting Master Reservation
- Creating a Tour Series
- Viewing Stay Statistics
- Viewing Production Changes
- Master and Sub Blocks
- Group Rooming Lists
- Applying Changes to Multiple Block Reservations
- Creating Room Keys
- Generating Key Packets for Blocks
- Group Rooms Control
- Modify/Update Block — Shift Block Date
- Modify/Update Block — Cutoff Block
- Modify/Update Block — Delete Block
- Managing Block Alternate Dates
- Managing Attachments
- Managing Block Status
- Managing Block Reservation Deposits and Cancellations
- Managing Block Linked Profiles
- Managing Block Access Exclusion
- Managing Block Restrictions
- Managing Block Item Inventory
- Managing Block Wash Schedule
- Managing Block Sell Messages
- Managing Blocks Traces
- Managing Block Notes
- Using Block Room and Rate Grid

Creating a Block

When creating a block, initially you are presented with three panels to complete: Block Definition, Room Details, and Catering Details. After entering the preliminary information in these panels and saving the new block, you can continue adding information in other panels.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

2. Click **I Want To . . .** and select **Create Block**. The dialog enables options to create a Block, a Master Block, and a Master Allocation based on active OPERA Controls.

Block Definition Panel

1. Enter a **Property** name.

2. Select **Account**. An Account is a company, travel agent, or source.

   • The Account magnifier opens the Quick Profile Search screen where you can search for a **Company**, **Travel Agent**, and related Contact Profiles to associate with the Block. Or, you can select **I Want To . . .** and create a new profile.

   • Search results display account profiles and account contacts. After selecting an account, click **Select Account Only** or click **Select Account and Contact**. If you select Account and Contact, the system auto fills the Account field and the Contact field on the Create Block screen.

   • While on the Quick Profile Search screen, you can add a contact to an account by clicking the **Account Actions** ellipsis and selecting **Create Linked Contact**. Click **Save and Select** on the Create Linked Profile screen to auto populate the selected account and the newly created contact in the relevant fields on the Create Block screen.

3. When you return to the Create Block screen, select **Start Date** and **End Date**. If you enter a number of nights in the Nights field, the system automatically enters an End Date.

4. Enter a **Block Name**. This field auto fills from your Account field selection.

5. Enter a **Block Code**. After Block Name and Block Dates fields are populated, the Block Code field auto generates.

6. Select a **Room Status** indicating the current status of the overall booking, such as Inquiry, Tentative, and so on. This auto fills the Reservation Type field.

7. Select a **Market** the Block represents, such as commercial, government, association, and so on.

8. Select the **Source** of the booking referral.

9. Select the **Reservation Type**. A drop down list allows you to select the type of reservation (Res Type) for the block, such as Guaranteed by Company, Group Guarantee, Hold until 6 PM, and so on. The Res Type affects how the individual reservations are made.

   a. If the selected Block Status is Non-Deduct, only Non-Deduct Reservation Types are available.

   b. If the selected Block Status is Deduct, only Deduct Reservation Types are available.

   c. If the Block Status is configured with a default Res Type, the default Res Type is automatically populated when you select the Status Code.

10. Select an **Inventory Control** condition of Elastic, Non Elastic, Elastic, or Sell Limit controlled by OPERA Controls Elastic Block.

    a. Non Elastic prohibits you from extending a guest from the Allotment for a room type within the Block or selecting another room type outside the block.

      b. Elastic allows you to extend a guest who is a part of the block room allotment to a future date even if rooms are not available in the Allotment for a future date.

      c. Sell Limit enables you to define a set number of rooms per room type that can be borrowed from house availability after the total rooms within the block are picked up.

11. Select a **Block Owner**. This is typically an OPERA Cloud user in sales.

12. Select a **Decision Date**. Enter the date when the group must make a decision.

13. Select a **Followup Date**. Use this field to enable a systematic follow-up on this block.

14. Select a **Trace Code** template that specifies standard Activities to be associated with this block..

15. Select the **Catering Only** check box if the Block is to track Catering Only blocks.

      a. If OPERA Controls Catering Only is set to Y, and the check box is checked, the Room Details section is hidden on the Create Block screen and the Save and Go To Grid button is disabled. The check box is used in reports to identify Catering-only blocks.

      b. If OPERA Controls Catering Only is set to N, and the check box is checked, the Room Details and Save and Go To Grid button remain available.

16. Select **Origin** to define the channel (GDS, Email, Web Site) where this block originated.

17. Select a **Type** to categorize the block for reporting purposes.

Room Details Panel

1. Select a **Room Owner**. This is typically the sales manager who is operationally responsible or credited with the Rooms portion of the block.

2. Select a **Rate Code** for the block. You can select multiple rate codes when the Multi Block Rates OPERA Controls is active. The Rate Code field is mandatory when the Rate Code Mandatory Block Header OPERA Controls is activate. When profiles linked to the block have negotiated rates selected, these rate codes are listed by default. Select the **All Rates Codes** option to display all rate codes.

3. Select a **Currency** your property accepts.

4. Select the **Print Rate** check box. The check box is either selected or deselected based on the Print Rate setting configured for the rate code attached to the booking. This becomes the default Print Rate setting for all reservations picked up from the block.

5. The **Suppress Rate** check box is either automatically selected or deselected based on the Suppress Rate setting configured for the rate code attached to the block.

6. Select a **Cutoff Date**. Rooms not picked up by this date are returned to inventory if the application parameter Blocks > Cutoff is set to On.

7. Select the **Cutoff Days**. This controls when the available rooms will be released.

Catering Details Panel

The Catering Details Panel is available:

- When the property has the OPERA Cloud Sales and Event Management Standard Cloud Service subscription and the OPERA Controls for Catering Events is active.

- Or, when the property does not have the OPERA Cloud Sales and Event Management Standard Cloud Service subscription, but OPERA Controls for Simple Events is active.

1. Select a **Catering Owner**. This is typically an OPERA Cloud user who has responsibility for catering.

2. Select a **Catering Status** matching the initial status of the catering event, such as Inquiry, Tentative, and so on.

3. Select **Event Attendees** and enter the expected number of attendees. The field becomes mandatory after you populate the Catering Status field. Updating the Event Attendees field activates the Save and Create Event, the Save and Add Template, and the Save and Add Catering Package buttons.

4. Enter the **Onsite Name** of the client's in-house representative or contact who will be at the event.

5. Enter a **Function Type**. This is a text field for adding details about function, for example, wedding, conference, and so on.

6. Enter **Post As** information about the event for posting outside the function space or on a reader board.

7. Click **Save** or click **Save and Manage Block** to edit the Block and complete additional panels.

   The screen provides the following additional buttons:

   - **Save and Go To Room Grid** – opens the Room & Rate Grid where you can allocate rooms and rates for the block dates.

   - **Save and Create Event** – opens the Create Event screen where you can attach events and sub events to the block.

   - **Save and Add Template** – opens the Select Catering Templates screen where you can select templates containing Item and Menu resources configured for events.

   - **Save and Add Catering Package** – opens the Select Catering Packages screen where you can select packages containing Items and Menu resources for events. Packages also provide pricing.

Managing Blocks

The Block Presentation page provides you with access to all Block details, detail links and actions.

With the Block Sell Message OPERA Control active you may receive sell messages at the top of page, click **X** to close. Click **Sell Messages** to view these messages.
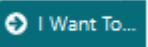
Editing Blocks

1. From the **OPERA Cloud** menu, select **Bookings** ,select **Blocks** and then **Manage Block**.

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

3. Select the block in the search result, click **I Want to...**, click **Block** or open the Block by clicking the **Block ID** or **Block Code**.

4. The Block Presentation page is displayed.

> **Note:**
>
> Block Detail panels selected in the default Presentation Style are displayed. Click **Customise** to select other Detail panels on the presentation page. See the **Block Detail Links** table below.

5. The Block business card is displayed at the top of the page; click the **Block Name** link to open Profile Presentation and update the linked profile.

6. Click [I Want To...] to display various actions for this Block.

7. **Block Overview**

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

   a. Click **Edit**.

      i. Update details.

   b. Click **Save**.

8. **Block Details**

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

   a. Click **Edit** and update the following:

      • **Block Name**: Enter a name for the Block and related events.

      • **Start Date**: Enter or select the start date for the Block; this may vary from reservation arrival date if Events occur on the day prior.

      • **Nights**: Enter the number of nights.

      • **End Date**: End date is calculated based on the Nights entered.

      • **Alternate Dates**: Select the indicate Alternate Date flexibility (available when the Alternate Date OPERA Control is active). Refer to Managing Block Alternate Dates

      • **Inventory Control**

        – **Non-elastic**: Prevents you from extending Block reservations for a room type within the Block or selecting another room type outside the block.

- Elastic: Allows you to extend a Block reservation to a future date even if rooms are not available in the Allotment for a future date.

- Sell Limit: Enables you to define a set number of rooms per room type that can be borrowed from house availability after the total rooms within the block are picked up.

- Refer to Non-Elastic, Elastic, Sell Limits, and Shoulder Dates.

- **Shoulder Start/ End**: Once the block has been saved and marked as Elastic or Sell Limit in the Inventory Control field , these fields can be used to define a shoulder period start date and shoulder period end date. The start shoulder period will run from the Shoulder Start date until the start date of the business block. The shoulder end period will run from the end date of the business block to the Shoulder End date. The Max Shoulder Days OPERA Control allows you to restrict the number of shoulder days to a maximum number before the booking arrival date and after the booking departure date. Reservations or events cannot be made for dates outside the Shoulder Start and Shoulder End Dates (available when the SHOULDER DATES OPERA Control is active).

- **Catering Only**: Select the indicate this block is for catering events only; the room grid will not be accessible.

- **Decision Date**: Enter the date when the group must make a decision on confirming the block.

- **Followup Date**: Enter a follow-up date for reminder purposes.

- **Reservation Type**: Select a value from the list. If the Block Status is configured with a default Res Type, the default value is populated when you select a status code.

- **Market**: Select a market from the list used for statistical purposes.

- **Source.** Select a source of booking from the list; used for statistical purposes.

- **Origin**: Select an origin from the list; used for statistical purposes.

- **Trace Code.**: Select an Activity Trace Code to specify the standard Activities to be generated for the Block (Available with the OPERA Cloud Sales and Event Management subscription).

- **Block Owner**: Defaults to the Sales Manager (Owner) that is the primary owner of the Sales Account profile linked to the block. Select to add additional owners and change the primary owner of the block. (Available when the OWNER OPERA Control is active).

- **TA Record Locator**: Travel Agent reservation identifier number.

- **Block Type**: Select a block type value from the list. Block type is used categorize the block for reporting / statistical purposes (available when the Business Block Type OPERA Control is active).

- **Rate Protect**: Rate protect is an indicator that no other groups should be booked using rates lower than those assigned to the block that is flagged as rate protect. The rate protect flag can be applied to all or selected dates of the flagged block. (OPERA Cloud does not enforce this restriction.) An indicator is displayed on the Group Rooms Control screen and Function Diary for any date that has a rate protect booking (available when the Lowest Rate Guaranteed OPERA Control is active).

- **Non Compete**: The Non Compete flag on a business block can be used to indicate that no competing accounts (accounts having the designated NC Industry code) should be booked at the same time as this block. The non compete flag can be applied to all or selected dates of the flagged block. (OPERA Cloud does not enforce this restriction.) An indicator is displayed on the Group Rooms Control screen and Function Diary for any date that has a non compete booking. (available when the Lowest Rate Guaranteed OPERA Control is active).

9. **Room Details**

- **Room Owner**: Select an Owner from the list (available when the Owner OPERA Control is active).

- **Rate Code**: Select a rate code from the list. You can select multiple rate codes if the Multi Block Rates OPERA Controls is active. The rate code field is mandatory when the Rate Code Mandatory Block Header OPERA Controls is active. When profiles linked to the block have negotiated rates selected, these rate codes are listed by default. Select the **All Rates Codes** option to display all rate codes.

- **Shoulder Start/ End**: Once the block has been saved and marked as Elastic or Sell Limit in the Inventory Control field , these fields can be used to define a shoulder period start date and shoulder period end date. The start shoulder period will run from the Shoulder Start date until the start date of the business block. The shoulder end period will run from the end date of the business block to the Shoulder End date. The Max Shoulder Days OPERA Control allows you to restrict the number of shoulder days to a maximum number before the booking arrival date and after the booking departure date. Reservations or events cannot be made for dates outside the Shoulder Start and Shoulder End Dates (available when the Shoulder Dates OPERA Control is active).

- **Payment**: Select a method of payment for this business block's charges form the list.

- **Reservation Method**: Select a method to indicate how the individual reservations will be handled (e.g., Individual Call In, Rooming List, etc.).

- **Rooming List Due.**: Enter the due date of the rooming list. (Field is enabled when the value selected for Reservation Method matches the Rooming List Reservation Methods OPERA Control).

- **Currency**: Select a currency from the list.

- **Arrival Time**: Enter the approximate check-in time for the group.

- **Departure Time**: Enter the approximate checkout time for the group.

- **Cufoff Date**: Enter the date that you want any rooms not picked up (reservation entered) to be released back to inventory. This field is editable when the **Cutoff Days** field is empty or 0.

- **Cutoff Days**: Instead of fixing one date to release all non-picked rooms, enter a value to release one night at a time as a 'rolling cutoff'. This field is only editable if the **Cutoff Date** field is empty.

- **Print Rate**: Defaults from the rate code select for the block; this becomes the default Print Rate setting for all reservations picked up from the block.

- **Suppress Rate**: Defaults from the rate code select for the block when selected the rate will displayed strike-through to indicate it should not be quoted to caller.

- **Breakfast Included**: Select this check box if the room rate quoted includes any breakfast. If you mark the check box, the following **Price** field will be disabled (enabled with Simple Diary or Catering Events OPERA Control active).

  – **Breakfast Description**

  – **Breakfast Price**

- **Porter-age Included**: Select this box if the room rate quoted includes any porterage cost. If you mark the check box, the **Porter-age Price** field will be disabled (enabled with Simple Diary or Catering Events OPERA Control active).

- **Persons Per Room**: Enter the persons per room (enabled with Occupancy Split Per Room Type OPERA Control active).

- **Room Revenue Transaction Code**: Select the room revenue transaction code (Enabled with Room Transaction Code On Block Control active).

10. **Catering Details**

> **Note:**
>
> Enabled when Simple Diary or Catering Event OPERA Control is active

- **Catering Owner**: Select a catering owner from the list (available when the Owner OPERA Control is active).

- **Catering Status**: Select an initial event status from the list.

- **Event Attendees**: Enter the maximum number of attendees for catering events. Each time a new event is created for this Block, the value in this field will be the default in the Attendees field . When this field is updated you are prompted if the attendees on each event should also be updated.

- **Attendees Guaranteed**

- **Function Type**: Enter the type of event. For example, Trade Show, Meeting, or Annual Convention .

- **Onsite Name**: Enter the name of the client's in-house representative or contact on the day of the event. The name entered will also generate on the Banquet Event Order.

- **Post As**: Enter name/information about the event for posting outside the function space or on a reader board.

- **Distributed**: Select this check box to indicate if the Banquet Event Orders have been distributed.

11. Click **Save** .

Canceling a Block

To cancel a block update the block status to return block room allocation to house availability.

Refer to Managing Block Status.

Table 3-4   Block Detail Links

Block Main	Rooms	Events
Alternate Dates		
Block Status.	Access Exclusion	Events
Linked Profiles	Block Restrictions	Event Resources
Attachments	Items	Manage Catering Packages
Block Notes	Packages	
Deposits Cancellation	Room and Rate Grid	
Sell Messages	Wash Schedule	
Traces		

Related Topics

- Copying Blocks
- Using Block Room and Rate Grid
- Master and Sub Blocks
- Group Rooming Lists

Non-Elastic, Elastic, Sell Limits, and Shoulder Dates

Non-Elastic, Elastic, Sell Limits, and Shoulder Dates settings allow you to control if block reservations can be made beyond the allotted number of rooms and/or beyond the number of days outside of the block's core (start and end) dates.

Non-Elastic Block

Reservations outside of the allotted dates and number of rooms are not allowed.
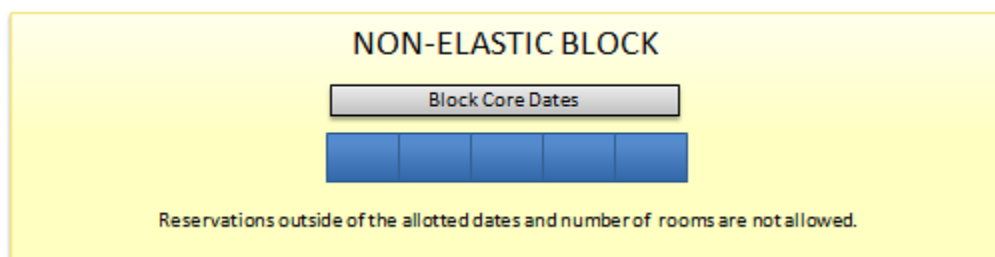
Elastic Block

(In the Blocks group, the Elastic Block controls must be active.)

Elastic means that the block can be stretched to accommodate reservation demand, having the ability to pick up more than the block's allotted rooms and to book outside of the block's core dates. You can use shoulder dates in conjunction with Elastic to set

restrictions on how many days outside of the block's core dates that reservations can be booked (see Shoulder Dates).
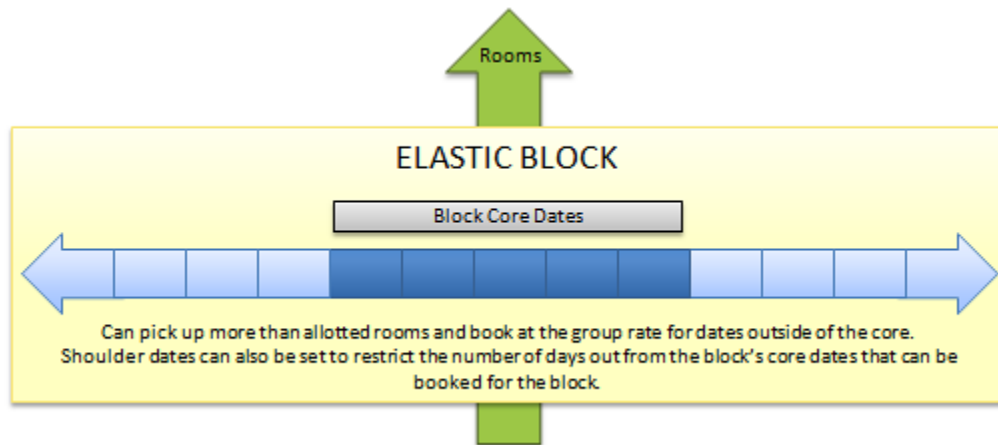
Sell Limits

(In the Blocks group, the Sell Limits controls must be active.)

With Sell Limits, you can specify a maximum number of rooms that can be borrowed from house availability for the block beyond the allotted number of rooms or room types. You can use Shoulder Dates in conjunction with Sell Limits to set restrictions on how many days outside of the block's core dates that reservations can be booked (see Shoulder Dates). You can set Sell limits separately for core dates and for shoulder periods.
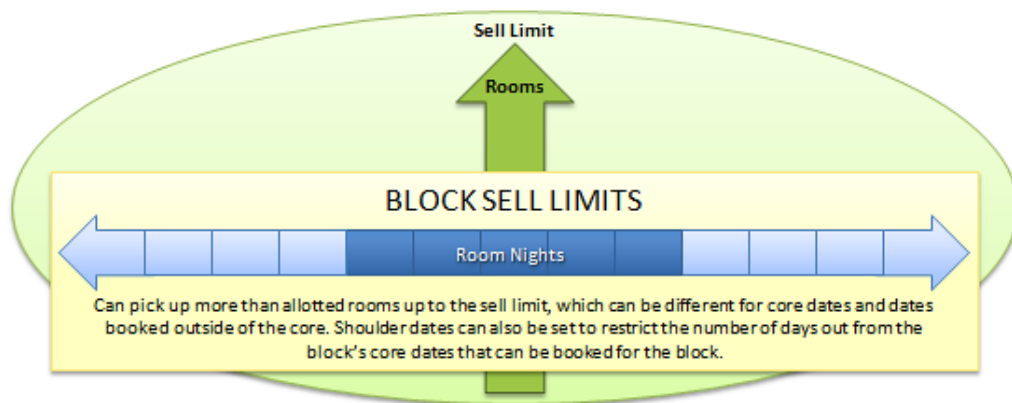
Shoulder Dates

(In the Blocks group, the Shoulder Dates controls and the Maximum Shoulder Days controls must be active.)

Shoulder Dates are available with both Elastic and Sell Limit options. Shoulder Dates define a period of time before and/or after the block core dates where reservations can be made against the block during the reservation pickup process. You can set different rates for the shoulder start period and the shoulder end period.

The Maximum Shoulder Days group level setting allows you to restrict the number of shoulder days to a maximum number before and after the block's core dates.
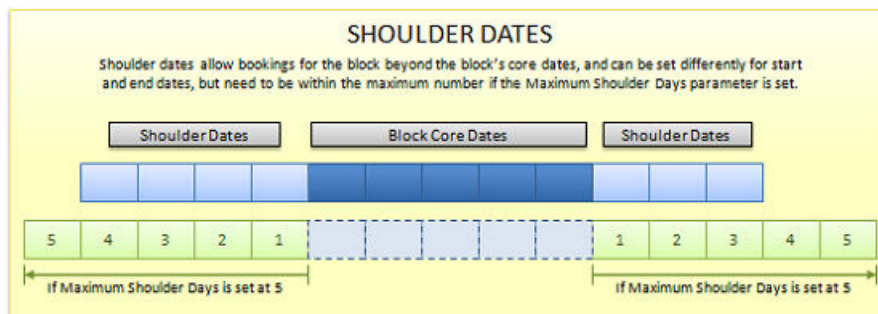
Simple Events

The Simple Events feature enables you to create and manage basic catering events on block reservations. You can schedule an event for a specific date, time period, and number of attendees, assign an Event space and specify the Event Type and Setup Style. You can also add event notes to track various resource requirements for the event.

These events then appear on the Simple Diary, which shows scheduled events by date, time of day, and Event space.

You can also use the Contract Merge Report to generate a pseudo Banquet Event Order report for the events. Refer to Blocks and Groups Reports.

- Prerequisites for Simple Events
- Managing Simple Events
- Managing Notes on Simple Events
- Simple Diary

Prerequisites for Simple Events

Licenses / Subscriptions

OPERA Cloud Property Management Services

OPERA Controls

Group: Events

Function: Simple Events

OPERA Cloud Tasks

Main Tasks: Bookings

Tasks: Manage Blocks, Simple Events, New/Edit Simple Events, Delete Simple Events

Managing Simple Events

You can add basic events to blocks if your property has activated the simple events functionality.

Adding Simple Events

1. From the OPERA Cloud menu, select **Bookings**, select Blocks, and then select **Manage Block**.

2. Search for and open a block.

3. Scroll to the Events panel and click **New**.

4. Enter the following information in the Events panel.

    a. **Event Type.** Select the Event Type, such as wedding, lunch buffet, or so on. Completing this field automatically populates the Event Name field.

    b. **Status.** Select the Event Status, such as inquiry, definite, or so on. The field defaults to the current block status.

    c. **Attendees.** This is the number of expected attendees for the event. The field defaults from the Event Attendees from Block Details, Catering Details.

    d. **Set Attendees.** Specifies the set number of attendees for the event.

    e. **Event Name.** Add or update the name of the event.

    f. **Start Date / Time.** Enter the event start date and time.

    g. **End Date / Time.** Enter the event End Date and Time.

    h. **Space.** Select the Event Space.

    i. **Setup Style.** Select a setup style for the event space.

    j. **Rental.** Enter a price for the event space rental.

    k. **Setup Time/Tear Down Time.** Enter the amount of time allotted for staff to set up the room or return it to normal.

    l. **Do Not Move**. Select the check box to prevent other from moving the event to a different space.

5. Click **Save**. Or click **Save and Continue** to add more events.

Editing Simple Events

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

2. Search for and open the block.

3. Scroll to the Events panel, click the row level **vertical ellipsis** of the event, and select **Edit**.

4. Update the event. To cancel the event, select **Cancelled** from the Status field list.

5. Click **Save**.

Deleting Simple Events

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

2. Search for and open the block.

3. Scroll to the Events panel, click the row level **vertical ellipsis** of the event, and select **Delete**.

4. Confirm your decision and click **Delete**.

Related Topics

Managing Notes on Simple Events

Simple Diary

Managing Notes on Simple Events

Adding Notes

1. From the OPERA Cloud menu, select **Bookings**, select **Block**, and then select **Manage Blocks**.

2. Search for the block.

3. From search results, click the **I Want To . . .** menu and select **Events**. Or, from the block presentation screen, click **Events**.

4. Search for the event.

5. Click the row level **vertical ellipsis** of the event and select **Add Notes**.

    a. The Note Type defaults to the Event Title.

    b. Enter a **Note Title**.

    c. Select the **Internal** check box if you want only internal staff to see the note.

    d. Enter a **Sequence** number to rank the order of appearance of the note in lists.

    e. Enter **notes** in the Comments field.

6. Click **Save**.

Editing Notes

1. From the OPERA Cloud menu, select **Bookings**, select **Block**, and then select **Manage Blocks**.

2. Search for the block.

3. From search results, click the **I Want To . . .** menu and select **Events**. Or, from the block presentation screen, click **Events**.

4. Search for the event.

5. Click the **notes icon** in the row.

6. Click the **vertical ellipsis** and select **Edit** for the notes to edit.

7. Click **Save**.

Deleting Notes

1. From the OPERA Cloud menu, select **Bookings**, select **Block**, and then select **Manage Blocks**.

2. Search for the block.

3. From search results, click the **I Want To . . .** menu and select **Events**. Or, from the block presentation screen, click **Events**.

4. Search for the event.

5. Click the **notes icon** in the row.

6. Click the **vertical ellipsis** and select **Delete** for the notes to delete.

7. Click **Delete** to confirm your decision.

Simple Diary

The Simple Diary provides a view of simple events scheduled at your property. The diary displays simple events by date, function space, and time of day.

Use search to locate a simple event. After it appears on the diary, you can view details by rolling your mouse over the event or by clicking the event. The Show Legend link at the bottom of the screen identifies the meaning of the event color and any icons associated with the event.

Searching Simple Diary

1. From the OPERA Cloud menu, select **Bookings**, select **Event**, and select **Simple Diary**.

2. Search for the event using the following criteria:

   a. **Property**: enter or confirm the property name. This is a mandatory field.

   b. **Date**: enter the beginning date of the event. This is a mandatory field.

   c. **Status**: the event status.

   d. **Space**: the function space where the event scheduled.

   e. **Setup Style**: the room setup style.

   f. **Location**: identifies where the event is held, whether the location is onsite or offsite, at another property, a park, and so on.

   g. **Space Type**: the configured room type (unique to your property), such as a ballroom, restaurant space, a roof top terrace, and so on.

   h. **Display**: refers to room types such as Individual, Combo, and All.

   i. **Event Type**: the nature of the event, such as reception, breakout session, a lunch, coffee break, and so on.

   j. **Attendees**: the number of people expected to attend the event.

   k. **Minimum Area**: shows events based on space size requirements.

   l. **Include Hidden**: a check box provides the option to show function spaces configured not to appear in the Function Diary.

m. **Filter**: provides options for displaying the event. For example, the booking filter identifies the event by name of the block, the Attendees filter identifies the event by the number of attendees, and so on.

3. Select a **filter** and then click **Search**.

Copying Blocks

The Block Copy feature is used to copy the block and its attached rooms and catering. The block you are copying from (the source) serves as a template for the new one you create (the target). Once the block has been copied, you can edit it as necessary.

1. To copy a block to Property:

    a. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

    b. Search for the block and click **I Want To . . .Copy Block**

    c. Select the **Copy to Property** check box and then select a Property to which you want to copy the block.

    d. Enter **New Start Date** and **New Block Code**. You can click Get Default Block Code to get a block code.

    e. Select **Include Booking Notes** check box to copy booking notes to the new block.

    f. Select **Keep Same Group Profile** check box for the new block as the one used for the source block.

    g. Select **Adjust Decision** and **Follow-up Dates** to adjust the decision and follow up dates for the new block by the same number of days before or after the New Start Date as applied to the source block. The value of the new dependent dates will not be less than the current date. If no date was specified for any of these fields on the source block, the field will remain null (empty) on the copied block. If this check box is not selected, the dependent dates from the source block will be copied to the new block.

    h. In the Required Fields panel the Market Source and the Source Code for the selected property are automatically displayed.

2. To copy the block:

    a. Do not select the **Copy To Property** check box.

    b. Add a **New Start Date** and **New Block Code** or select a default one.

    c. Select **Room Block** check box to copy room block information from the source block to the new block. If the source block has a room grid, this option will be checked by default.

    d. Select **Events and Space** check box to copy events to the new block. Available when the application function Events - Diary is active.

    e. Select **Include Event Notes** check box to copy event notes to the new block. check box to copy event notes to the new block.

    f. Select **Include Change Notes** option to include event change notes when copying event notes. This option is available when the Blocks - Extended Copy Options is active.

g. Select **Keep Same Number of Attendees** check box to copy the same number of attendees to the new block and all the new events will be copied with the same number of attendees as the source events. This option is available when the Events & Space check box is selected.

3. Click **Copy Block**.

Creating Additional Posting Master Reservation

Additional posting master (PM room type) reservations can be created for a block as needed.

Block Posting Master reservations are used for two purposes:

- **Billing** : where various sales charges need to be routed or transferred from individual block room reservation accounts to a 'Block master account' for settlement.

- **Rooming List**: where the selected Posting Master reservation is used as a template for reservations created via rooming list. Reservations created inherit their attributes from the selected post master reservation You can create multiple PM templates reservations according to your needs.

> **✎ Note:**
>
> The rate code(s) selected for the block require a 0.00 price schedule for the PM room type.

Creating Block Posting Master Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

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

3. Select a Block in the search result, click **I Want To . . .** , and then click**Posting Master**.

4. The message **You are about to create an additional PM reservation. Do you wish to continue?** is displayed.

5. Click **Yes**.

6. Click **Go to Posting Master** to launch Reservation Presentation and update the PM reservation details.

Related Topics

- Group Rooming Lists

Creating a Tour Series

Prerequisites for Creating a Tour Series

The Tour Series is a reoccurring block. You can easily copy and repeat the original block for each time the group plans to revisit your property

For example, you might create a Tour Series for an inbound tour group that needs to book 30 rooms Monday through Wednesday every two weeks during the season.

You can create two types of Tour Series:

- **Custom Tour Series**: Use for block reservations returning at varied or specific arrival dates

- **Periodic Tour Series**: Use for block reservations returning at regular date intervals and arriving on the same day of the week (such as every Wednesday through Friday every 4 weeks).

> **Note:**
>
> Periodic Tour Series can only be selected when the Auto Assign Sub Block Codes OPERA Control is active.

To create a Tour Series, open an existing (original) block; use the **Create Tour Series** action from the **I Want To...** menu.

Creating Custom Tour Series

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

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

3. From the search result select the block and click **I Want to**, then click **Tour Series** and enter the following details:

   a. Types and Codes

      i. **Type**: Select Custom.

      ii. **Tour Code**: Enter a tour code - this field is available in Block search .

      iii. Select the **Vertical Ellipse** and select **Initiate** .

   b. Tour Blocks

      i. **Arrival**: Enter the arrival date.

      ii. **Start Status**: Select a block status from the list.

      iii. **Block Name**: Enter a block name.

      iv. **Block Code**: Enter a block code. When the UNIQUE BLOCK CODE OPERA Control is active the same block code cannot be used for multiple blocks.

      v. Click **New** to add another tour series.

      vi. Click **Next** to continue.

   c. Attributes

      i. **Copy Block Rooms**: Select to copy room block allocation from the source block to the new blocks created. If the source block has a room allocation, this option will be checked by default.

ii. **Include Booking Notes**: Select to copy booking (block) notes from the source block to the new blocks created.

iii. **Keep Same Group Profile**: Select to retain the group profile linked on the source block on the new blocks created.

Adjust the Decision and Followup Dates to the New Arrival Date: Select to adjust the decision and follow up dates for the new blocks created by the same number of days before or after the New Start Date, as applied to the source block. The value of the new dependent dates will not be less than the current date. If no date was specified for either of these fields on the source block, the field will remain null (empty) on the new blocks. If this check box is not selected, the dependent dates from the source block will be copied to the new blocks.

4. Click **Next**.

5. Review the details.

6. Click **Save**.

Creating Periodic Tour Series

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

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

3. From the search result select the block and click **I Want to**, then click **Tour Series** and enter the following details:

   a. Type

   i. **Type**: Select Periodic.

   ii. **Tour Code**: Enter a tour code - this field is available in Block search.

   iii. **Tour Start Date**: Enter first arrival date of tour series.

   iv. **Tour Frequency**: Enter the frequency (interval).

   v. **Number of Blocks**: Enter the quantity of blocks to create.

   vi. Select the **Vertical Ellipse** and select **Initiate** .

   b. Tour Blocks - dates will populate according to the frequency and quantity

   i. **Arrival**: Enter the arrival date.

   ii. **Start Status**: Select a block status from the list.

   iii. **Block Name**: Enter a block name.

   iv. **Block Code**: Enter a block code. When the UNIQUE BLOCK CODE OPERA Control is active the same block code cannot be used for multiple blocks.

   v. Click **New** to add another tour series.

   vi. Click **Next** to continue.

   c. Attributes

   i. **Copy Block Rooms**: Select to copy room block allocation from the source block to the new blocks created. If the source block has a room allocation, this option will be checked by default.

    ii. **Include Booking Notes**: Select to copy booking (block) notes from the source block to the new blocks created.

    iii. **Keep Same Group Profile**: Select to retain the group profile linked on the source block on the new blocks created.

    Adjust the Decision and Followup Dates to the New Arrival Date: Select to adjust the decision and follow up dates for the new blocks created by the same number of days before or after the New Start Date, as applied to the source block. The value of the new dependent dates will not be less than the current date. If no date was specified for either of these fields on the source block, the field will remain null (empty) on the new blocks. If this check box is not selected, the dependent dates from the source block will be copied to the new blocks.

4. Click **Next**.

5. Review the details.

6. Click **Save**.

- [Prerequisites for Creating a Tour Series](#)

Prerequisites for Creating a Tour Series

OPERA Controls

Group: Blocks

Function: Tour Series

OPERA Cloud Tasks

Manage Blocks

- New/Edit Block

Viewing Stay Statistics

This screen shows detailed stay information for the blocks for date range that you select. It is an overview of the rooms and revenue of the current block.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Block**.

2. Search for and go to the block.

3. In the Block Overview screen, click **I Want To...**.

4. In the **I Want To...** window, click **View Stay Statistics**.

5. Click **Potential vs Actual** tab to view the Room and Revenue statistics. A graphical representation shows the statistics for Potential Rooms, Actual Rooms, Potential Revenue, and Actual Revenue.

6. Click **Daily Block Summary** tab. The Daily Block Summary displays consolidated information of the entire Business Block.

7. In Daily Block Summary:

    a. Enter the **Date** and **Range** and click **Search**.

      b. Click **View Options**. Select or Deselect the **Statistics Types** and click **Apply**.

Viewing Production Changes

The Production Changes display a view only Search screen that will take you to the revenue and status changes screens.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Block**.

2. On the Block screen click **I Want to...**.

3. In the Block Overview panel, click **I Want to...**.

4. In the **I Want To...** window, from the **View** option click **Production Changes**.

5. On the Production Changes screen, click **Status Changes**.

    a. The Block number is there by default. Search for the **Current Status**.

    b. If looking for changes that have been made from one specific date onwards, select the dates in **Change Date From** and **Change Date To** in the calendar button, and then click **Search**. You can view the following Revenue Changes:

Table 3-5   Status Changes

View Options	Description
Change Date	Change of date that took place.
Prior Status	Status of the event before the change.
Current Status	Status of the event after the change.
Rooms	Number of rooms blocked at time of status change.
Avg. Rate	The average room rate for blocked and picked-up room nights.
Room Revenue	The net Rooms revenue calculated at the moment of status change.
FB Revenue	The net F&B revenue calculated at the moment of status change.
Other Revenue	The net Other revenue calculated at the moment of status change.
Non-Revenue	Non-revenue generating figures calculated at the moment of status change.

6. On the Production Changes screen, click **Revenue Changes**.

    a. The Block number is there by default. Search for the **Status**.

    b. If looking for changes that have been made from one specific date onwards, select the dates in **Change Date From** and **Change Date To** in the calendar button, and then click **Search**. You can view the following Revenue Changes:

Table 3-6   Revenue Changes

View Options	Description
Change Date	Change of date that took place.
Stay Date	The stay date for the booking. The Stay Date is any date between the Arrival and Departure Date of the Block.

Table 3-6   (Cont.) Revenue Changes

View Options	Description
Room Nights	The number room nights, added or removed, for the business block stay date.
Room Revenue	The revenue type that was affected by the change and the amount the revenue for the specified type was changed by. This can be either positive or negative amounts.
Status	Displays the status of the business event (Inquiry, Definite, Tentative, Cancelled).

Master and Sub Blocks

Master Blocks and Sub Blocks have a variety of uses.

- You can split sleeping rooms of one group between different properties using a master and sub booking structure.

- You can create one block for a client, then attach events at any property within your cluster.

- The master Block can be used to link future tour series Blocks that belong to a specific tour.

Master / Sub Block tab

The Master / Sub Block tab on the Block screen presents the Master Block information in a business card style format. This includes the following details:

- **Master Block icon** — You can hover over the icon to view a description of it.

- **Block Name** — The block name.

- **Block ID** — The block ID.

- **Block Code** — The block code.

- **Block Dates** — The dates for the block reservation.

- **Property** — The property for the block reservation.

- **Room Status** — The current room status. Appears when the OPERA Cloud Sales and Event Management Standard Cloud Service subscription is active and Catering Events is active in OPERA Controls.

- **Catering Status** — The current catering status. Appears when the OPERA Cloud Sales and Event Management Standard Cloud Service subscription is active and Catering Events is active in OPERA Controls.

- **Block Status** — The current status of the block.

- **Total Room Nights Booked** — The total number of nights booked from all the sub blocks.

- **Total Room Nights Picked Up** — The total number nights picked up from all the sub blocks.

- **Mode** — The Sub Blocks/Allocations icon appears under this column.

You can apply the **Sort By** filter to order the sub-block listings by Block Code or Block Name (A to Z or Z to A). When you apply the filter, the sub-blocks are sorted based on the selected value. The default grouping for the sub-block listings is by Property.

Each sub block and sub allocation is listed below the Master Block. The following columns provide the details for each sub block and/or sub allocation:

- **Property** — The property for the sub block or sub allocation.

- **Mode** — Displays an icon for sub block or sub allocation. You can hover over the icon to view a description of it.

- **Block Code** — The sub-block code.

- **Start and End Dates** — The start and end dates for the sub block or sub allocation.

- **Block Name** — The block name.

- **Block Status** — The current status of the block.

- **Catering Status** — The current catering status. Appears when theOPERA Cloud Sales and Event Management Standard Cloud Service subscription is active and Catering Events is active in OPERA Controls.

- **Room Nights Booked** — Displays the number of room nights booked for the specific sub block or sub allocation.

- **Room Nights Picked Up** — Displays the number of room nights picked up for the specific sub block or sub allocation.

> **Note:**
>
> When logged in at the property level, the **Total Room Nights Booked** and **Total Room Nights Picked UP** values are calculated based on all sub blocks in the hub. Only the sub blocks created for the logged-in property appear in the sub-block listing

- [Master and Sub-Allocations](#)
- [Creating Master and Sub Blocks](#)

Master and Sub-Allocations

Master and Sub-Allocations provide a way for hotels to hold room inventory for wholesale reservations throughout the year based on past demand.

- The Master Allocation holds inventory that the property wants to protect for certain customers such as tour operators and other groups.

- The Sub Allocation takes rooms from the Master Allocation and marks them for reservations.

EXAMPLE: Based on experience, a property decides to set aside 50 rooms a night for tour groups. The property creates a Master Allocation and sets aside 50 rooms a night. When a tour company requests 20 rooms for a tour stay, the property creates a Sub Allocation and takes 20 of the 50 rooms from the Master Allocation. When a second tour company requests 10 rooms, the property creates another Sub Allocation and takes the 10 rooms from the Sub Allocation. The property can create additional Sub Allocations until the Master Allocation inventory is empty.

Master / Sub Allocation Rules:

- The Elastic flag on a Master Allocation allows you to borrow room inventory from the House.

- The Elastic flag on a Sub Allocation allows you to borrow room inventory from the Master Allocation (Sub Allocations cannot borrow inventory from each other).

- If the Master Allocation inventory status is set to Definite, set all Sub Allocations to Definite.

- If the Master Allocation inventory status is set to Tentative, set the Sub Allocations to either Tentative or Definite.

- You can apply Sell limits to the Master Allocation or Sub Allocation. For the Master Allocation, the Sell Limit indicates the maximum number of rooms that can be part of the Master Allocation. For Sub Allocations, the Sell Limit indicates the maximum number of reservations that can be made on the Sub Allocation.

- Shoulder Dates on a Sub Allocation must fall within the Master Allocation dates. Reservations against a Sub Allocation can extend to the Shoulder Dates on the Sub Allocation.

- Wash Schedules on Sub Allocations return the rooms to the Master Allocation. Wash Schedules on Master Allocations return the rooms to house availability.

Creating Master and Sub Blocks

When creating a master Block that will have Sub Blocks:

1. From the **OPERA Cloud** menu, select **Bookings** and then select **Blocks**.

2. Select **Manage Block**.

3. Click **I Want To...** and select **Create Master Block**.

4. Select a **Property**. The **Synchronize** check box is already selected. This check box will only be checked automatically when application parameter Blocks – Synchronize Master Sub Blocks is active.

5. Enter the details in the **Block Definition** panel.

6. Add **Rates / Packages**.

7. Enter **Block Details** and click **Save** or **Save and Go To Presentation**.

8. When you select **Save**, the grid in the lower portion of the Block screen is automatically populated with a Sub block that has been created in the property of the master block.

9. To search for a Master or Sub block:

    a. On the Manage Block screen, enter the Master block name and click **Search**.

    b. The master block and the automatically created sub block appear in the search results.

- Creating a Master Allocation
- Creating Sub-Allocations

Creating a Master Allocation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

2. Search for and select a block.

3. Click **I Want to . . .** and select **Create Master Allocation**.

4. Enter or select an Associated Profile name in the **Company**, **Travel Agent**, **Source**, or **Group** fields. If no profile exists, click the magnifier icon to search for or create the profile.

   a. If creating a profile, click **I Want To . . .** and select the profile type.

5. On the Block Details step, enter the start and end dates of the room allocation. Enter a **Block Name**, **Block Code**, **Market**, and **Source**.

   After entering a Block Name, the system generates a Block Code.

6. Click **Add** to search and assign a rate code to the allocated rooms.

7. On the Block Status step, select a that reflects the current state of the block; for example, a Definite status allows pickup (that is, ready for reservation); a Lost status returns rooms to inventory.

8. On the Room Details step, specify cutoff dates/days for reserving rooms. You can enter reservation methods, rooming list due dates, a decision date, and a follow-up date.

9. On the Catering Details step, identify the catering owner, number of attendees, and other details.

Creating Sub-Allocations

Use Manage Block to create a sub-allocation. A sub-allocation takes rooms from the Master Allocation and marks them for reservations.

You must create a Master Allocation before creating a sub-allocation.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.

2. Search and select a Master Allocation block.

3. Click **I Want To...** and select **Create Sub Allocation**.

4. In the Associated Profiles step, select a **Company**, **Travel Agent**, **Source**, or **Group** to associate with the Sub-Allocation.

   If no profile exists for the Associated Profile you select, the system lets you create the profile before continuing.

5. Click **Next**.

6. In the Block Details step, the start and end dates align with the master allocation dates.

7. Enter a **Block Name**. The Block Code is generated automatically.

8. Search and select a **Market** code and **Source** code.

9. In the Rates / Packages section, click **Add** to search and assign a rate code to the allocated rooms.

10. In the Block Status step, select a status that reflects the current state of the block. For example, a Definite status may allow pickup, a Lost status returns rooms to inventory, and so on.

11. In the Room Details section, you can specify cutoff dates/days for reserving rooms, reservation methods, rooming list due dates, a decision date, a follow-up date, and currency.

12. Click **Save and go to Presentation** to view the Master Allocation. Click **Master / Sub** to view the Sub-Allocation.

Group Rooming Lists

Block rooming list is used to quickly enter or import the profile and reservations details needed to create block reservations. You can also create share reservation while entering the rooming list details. Reservations created will be linked to the block and will deduct inventory from the available rooms in the block allocation. The block must be in a status which allows for pickup.

The following profile and reservation fields are available for the Block rooming list entry and import.

> **Note:**
>
> Fields available are based on the OPERA Controls active at your property.

Table 3-7   Profile and Reservation Fields

Entity	Field	Note	Mandatory
Profile	Name	Lastname, Firstname	Yes
Profile	Title	Select from list	
Resv	Arrival	Arrival Date	Yes
Resv	Departure	Departure Date	Yes
Resv	Room Type	Select from list	Yes
Resv	Room	Room Assigned	
Resv	Adults	Number of Adults	
Resv	Child	Number of Child	
Resv	Rooms	Number of Rooms	
Resv	Rate Code	Select from list	Determined by OPERA Control
Resv	Specials	Select from list	
Resv	Room Feature Preference	Select from list	
Resv	Smoking Preference	Select from list	
Resv	Notes	Click **View** to view existing notes on profile	
Resv	Payment	Click **Add Payment Information** to add payment details per folio window	Yes
Profile	Email Type	Select from list	

Table 3-7   (Cont.) Profile and Reservation Fields

Entity	Field	Note	Mandatory
Profile	Email Address		
Profile	ID Type	Select from list	
Profile	ID Number		
Profile	VIP	Select from list	
Profile	Language	Select from list	
Profile	Alt Name	Lastname, Firstname (non-western characters)	
Profile	Alt Name Language	Select from list	
Resv	Accompanying Guests	Enter names with pipe | delimiter.	
		Example	
		AccLastname1, AccFirstname1 | AccLastname2, AccFirstname2 | AccLastname3, AccFirstname3	

- Creating Block Reservations Using Rooming List Import
- Creating Blocks Reservations Using Rooming List Entry
- Changing Template for Rooming List

Creating Block Reservations Using Rooming List Import

Using Excel or equivalent software you can produce a .csv , .xls or .xlsx data file containing profile and reservation details for import as a Block rooming list.

Ensure the block has available rooms and that the block is in a status that allows for pickup, click **View Room/Rate Grid** to view the available rooms in the block.

Consider the following when setting up the group rooming list import file:

- Files must be in .csv or Microsoft Excel .xls or .xlsx formats.

- Begin each column with headings at cell A1. Upon import, the spreadsheet's column headings map to corresponding rooming list field names.

- Only columns with data import.

- Only mapped columns import.

- The following columns are mandatory:

  – **Last name**

  – **First name** (Initial)

  – **Room Type**

  – **Email Type** if an email address is supplied.

- **ID Type** if an ID Number is supplied.

- **Rate Code** if the Rate Code Mandatory Block Header OPERA Control is active.

- Create columns for **Line** and **Sharer** and reference the line number of the row for the first (primary) reservation in the **Sharer** column of the secondary reservation(s).

Figure 3-1   Rooming List Spreadsheet

Figure 3-2   Field Mapping

Importing A Rooming List File

When importing a rooming list, OPERA Cloud attempts to map the spreadsheet columns to their corresponding rooming list fields.

If a column does not map, you can manually map the column.

When mapping rooming list columns:

- The Map Columns section shows the Rooming List fields.

- The drop-down lists next to the fields show the column headers from the spreadsheet.

- The Preview pane shows the columns ready to import.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

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

3. Select the block in the search result, click **I Want To...** and then click **Rooming List**.

4. Click **Import Rooming List**.

5. Click **Choose File** and browse folders and select the .csv or Microsoft Excel .xls or .xlsx file, and click **Open**.

6. Click **Import File**.

> **Note:**
>
> If you need to re-import a corrected data file, click**Clear** and repeat the Choose File and Import File steps.

7. The Map Columns panel expand:

   a. If there are data errors to be corrected in the data file an X displays in the column with the error in the preview panel.

   b. Click next to a field in the Mapping panel to view a list of values for a specific field - ensure values in data file match the configuration.

   c. Click the list button below a field you need to map to data file column.

   d. Select the column name that corresponds to field.

   e. In the Preview panel click **Refresh**. The spreadsheet data populates the column in the import preview pane.

8. Review the mapped columns and make any adjustments.

9. Click **Add Reservations.**

10. The reservation are imported to the Rooming List page.

11. Update reservations with any additional details. For more details see Creating Blocks Reservations Using Rooming List Entry.

12. Click **Save**.

13. Reservations will be created and assigned a confirmation number.

Creating Blocks Reservations Using Rooming List Entry

You can manually create block reservations using rooming list entry.

Ensure the block has available rooms and that the block is in a status that allows for pickup; click **View Room/Rate Grid** to view the available rooms in the block.

The PM reservation created for the block is used as a template; reservations entered will inherit attributes from the PM reservation.

You can create multiple PM reservations (templates) for a Block. See Creating Additional Posting Master Reservation.

Use the **Change Template** action link to select a different PM/template reservation for the rooming list. See Changing Template.

When the Rate Code Mandatory for Block Pickup OPERA Control is active a rate code must selected for each reservation (value will default from the template reservation).

Click **View Options** to select the rooming list columns and their display order.

Entering Rooming List

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

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

3. Select the block in the search result, click **I Want To...** and then click **Rooming List**.

4. Enter the number of rows to add to the rooming list page and click **Add Rows**.

5. Enter the profile and reservation details in each row - mandatory values:

   a. **Name**: Enter a guest name to create a new profile or click to search for an existing profile.

   b. **Arrival Date**: Enter or select the arrival date.

   c. **Departure Date**: Enter or select the departure date.

   d. **Room Type**: Enter or select the room type (from block allocation).

   e. **Rate Code**: Enter or select the rate code.

   f. **Payment**: Click to enter payment details.

   g. **Deleting Rooming List**
      To delete the reservation entries on the rooming list screen prior to saving.

      i. Click **Delete**.

      ii. Click **Delete** to confirm.

6. Click **Save**.

Creating Shared Block Reservations via Rooming List

A shared reservation allows two or more reservations to occupy the same room; each reservation and linked guest can then have a separate billing folio.

To combine reservations into shares while entering a rooming list simply enter an identical numerical value in the **Shares** column for any of the reservations in the table you want to combine into a share reservation.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

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

3. Select the block in the search result, click **I Want To...** and then click **Rooming List**.

4. Enter the number of rows to add to the rooming list page and click **Add Rows**.

5. Enter the reservation details in each row:

    a. **Name**: Enter a guest name to create a new profile or click to search for an existing profile.

    b. **Arrival Date**: Enter or select the arrival date.

    c. **Departure Date**: Enter or select the departure date.

    d. **Shares**: Enter the line number of the first (primary) reservation in this field of the secondary reservations.

    e. **Room Type**: Enter or select the room type (from block allocation).

    f. **Rate Code**: Enter or select the rate code.

    g. **Payment**: Click to enter payment details.

6. Click **Save**.

7. On the **Shared Room Rate** prompt select a **Rate Share Type** to specify the rate share method:

    a.

    b. **Split**: Splits the rate evenly between all sharing reservations..

    c. **Entire**: Applies the rate in full to one sharing reservations.

    d. **Full**: Applies the rate in full to each sharing reservations.

8. Click **Save**.

Attributes Inherited from Template

When new reservations are made via the Block Rooming List screen, the following attributes in the template posting master reservation (or the reservation that is currently selected as the template) and the group profile are carried over to new reservations and new profiles created via rooming list:

Template (PM) Reservation	Template (PM) Reservation Details	Template (Group) Profile

•   Purpose of Stay
•   Reservation Type
•   Print Rate Status
•   Rate Code(s)
•   Specials
•   Room Features
•   Commission Flag Status
•   Tax Type
•   Market Code
•   Source Code
	• Linked Profiles
	    – Company
	    – Agent
	    – Source
	• Alerts
	• Routing Instructions
	• Payment Instructions
	    – No Post YN
	• Housekeeping
	    – Turn-down YN
	    – Room Instructions
	• Packages
	• Notes
	• Deposit Rules
		• Country Code

Related Topics

- Creating Blocks Reservations Using Rooming List Entry
- Changing Template
- Creating Additional Posting Master Reservation
- Applying Changes to Multiple Block Reservations

Changing Template for Rooming List

To change the template for rooming list:

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.

2. Search and select the block.

3. From your search results, click **I Want To...** and from **Go To** click **Rooming List**.

4. On the Rooming List screen, click **Change Template**.

5. On the Manage Reservations screen, the property is displayed by default, click **Search**. You can click **Modify Search Criteria** to modify the search options.

6. Select the template from the search results table and then click **Select**.

7. Click **I Want To...** to create House Posting Master, Reservation, Walk In Reservation and view Reservations.

Applying Changes to Multiple Block Reservations

You can apply changes made in one block reservation to other reservations in the block under certain circumstances. When a change to one reservation can be copied to other reservations, the Apply Changes screen guides you through the steps for applying the changes.

1. From the **OPERA Cloud** menu, click **Bookings** and then **Manage Blocks** and then search for the block.

2. On the block in your search results, click **I Want To...** and select **Manage Reservations**.

   This shows the reservations associated with the block.

3. Open the reservation you want to change by selecting the reservation's confirmation number.

4. Make changes to the reservation. In some cases, you might have to click **Edit** to make changes.

5. Click **Save**.

6. Click **Back to Manage Block Reservation**.

   If the change you made on the reservation can be applied to other reservations in the block, a pop-up screen appears.

7. Click **Yes** to show the**Apply Changes To** panel.

   This panel guides you through the copy process.

8. On the **Copy To** step, select a type of guest. Options include All Guests in the Group, Selected Guests, Only Guests with Same Arrival Date, and so on.

9. Click **Next**.

10. From the Reservations panel results, select the reservations.

Creating Room Keys

If you want to make keys without other processes, or if you want to modify a key's access, you can use the Property Interface Control screen to create the keys. You must have the **Property Interface Control** task. You can create a room key for reservations that have a room number assigned. For room key option definitions, refer to *OPERA Terminology*.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

2. Search for the block.

3. Click **I Want To . . . Create Room Key**.

4. In the **Property Interface Control** screen, search for a block and select the reservations, and then click **Create Key**.

Generating Key Packets for Blocks

The key packet functionality provides a sample template that can be customized. The template is provided in BI Publisher format and can be printed for Individual or Block reservations, or as a batch process. Once configured, the Key Packet labels can be printed from three different areas. The printer specified for the LIST & Reports print task is used for label output.

1. From **OPERA CLOUD** menu, select **Booking** > **Blocks** > **Manage Blocks** and then search for the block.

2. From your search results, click **I Want To...** and then **CreateKey Packets**.

3. In the Generate Key Packets window, select one or more reservations and click **Search**.

Group Rooms Control

The Group Rooms Control page provides a daily summary of rooms set aside for blocks, including availability, rate, pickup information, and the number of blocked and contracted rooms.

The summary section has Status and Block Inventory.

In the Status section, you can view the summary for all statuses that apply to blocks during the date range being viewed and will be listed here.

In the Block Inventory section, you can view the summary for:

• **Deduct Inventory**: Blocked rooms are deducted from inventory.

• **Non Deduct Inventory**: Blocked rooms not deducted from inventory.

• **Available Rooms**: Total current house availability.

• **Available Rooms with Non-Deduct**: Available rooms and not deducted from the inventory.

• **Pick Up** tells you the day by day total available for pickup.

• Viewing Group Rooms Control

• Accessing Blocks from Group Rooms Control

Viewing Group Rooms Control

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Group Rooms Control**.

2. Enter a property and date, along with any other relevant information, then click **Search**.

3. Review summary information and more details about each block in the search results.

4. Navigate to previous and future dates using the arrow buttons on the left and right sides of the horizontal date panel.

5. Customize the information that appears in search results using the **View Options** link. This option enables you to specify what information you would like to see in the summary section, detail level, and block summary sections of the screen. These settings are saved so that you do not need to customize your search results every time you log on to OPERA Cloud. Simply select or deselect the options you wish to view, and then click **Save**.

6. Click the **Block Code** link to open a new window to view detailed block information and make any changes to the block.

7. Click the **Account** link to open a new window to view the related account profile or to make any changes to the account. You can view the number of blocked rooms, the number of contracted rooms, and so on, on a day by day basis in the table below.

8. Click on the vertical ellipses to Create Block, Create Master Block, or Create Master Allocation. Refer to Creating a Block..

> **✎ Note:**
>
> RP - Rate Protect and NC - Non Compete indicators are displayed on applicable dates. `Premium`

- **Rate Protect** is used to indicate that no other groups should be booked using rates lower than those assigned to the block that is flagged as rate protect (available when Lowest Rate Guaranteed OPERA Control is active).

- **Non-compete** is used to indicate that no competing accounts (accounts with the designated NC industry code) should be booked for same dates as block flagged non-compete (available when Non Compete OPERA Control is active).

Accessing Blocks from Group Rooms Control

From the Group Rooms Control (GRC) screen, you can open a Block and access Block Details, the Room Grid, the Account, the Contact, and other information.

1. In the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Group Rooms Control**.

2. Enter your **Property Name**.

3. Enter a **Start Date**.

4. Click **Search**.

5. From the GRC screen, click a **Block Code** to open the block.

   a. The business card provides links to accounts, contacts, and so on.

   b. Block details appear below the business card.

   c. The Room & Rate Grid provides a link to the grid.

Modify/Update Block — Shift Block Date

Use**Shift Block Date** to move a business block and linked events to a new arrival/ state date. When a shift date is initiated, any Events associated with the booking will be updated. To ensure that the date change does not create availability conflicts, OPERA Cloud checks to ensure that rooms, function spaces and resources are available on the new date.

When the Event Waitlist OPERA Control is active and status change / shift dates, a processing screen opens with the option to waitlist or cancel the event. When Event Waitlist is not active, and status change / shift dates would cause an overbook situation (with another block); a processing screen is displayed with the appropriate message, and you are forced to cancel the current action.

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.

2. Search for a block. From search results, click the row level **I Want To . . .** and select **Modify/Update — Shift Block Date**.

3. Select a new start date for the business block and click **Save**.

Modify/Update Block — Cutoff Block

Use the Cutoff Block feature to manually cutoff all non-selected rooms in a block on or before the date of the booking (the date when the booking room block will be released back into general inventory if not finalized). You cannot undo a cutoff without manually adding to the rooms back into the room block.

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.

2. Search for a block. From search results, click the row level **I Want To . . .** and select **Modify/Update — Cutoff Block**.

3. You will get a confirmation message asking if you want to cut off the dates and all rooms in the block. Click **Yes**.

Modify/Update Block — Delete Block

Normally, you would delete a block only when you have inadvertently duplicated the booking. If any reservations or Posting Masters are attached to the block, you will not be able to delete the booking. The Delete action is inactive unless you have a role assigned with the delete user task granted. After deleting a room block, OPERA Cloud retains no record of it, which is a useful feature for data entry errors.

1. From the Application menu, select **Booking**, select **Blocks**, and then select **Manage Blocks**.

2. Search for a block. From search results, click the row level **I Want To . . .** and select **Modify/Update — Delete Block**.

3. When the confirmation message appears, click **Yes**.

Managing Block Alternate Dates

Prerequisites for Managing Block Alternate Dates

Alternate booking dates can be added to a business block when a customer has various date options suitable for the stay.

Alternate Dates only apply to blocks prior to a deduct inventory status and are deleted once the block is updated to a deduct inventory status.

If a customer decides one of the alternate dates is more suitable, the block dates can be easily updated through conversion of alternate dates to primary dates. The primary dates for a block are the dates displayed on Group Rooms Control and other availability screens.

> **Note:**
>
> The following behavior applies to alternate dates when the Master Sub Blocks OPERA Control is active.
>
> - The Alternate Dates action link is not available on the business block when creating regular master blocks and sub blocks, tour series master and sub blocks. When the Tour Series OPERA Control is active and the Master-sub Allocations OPERA Control is active.
>
> - When converting a block with alternate dates to a tour series, or when converting a block with alternate dates to a master allocation, the alternate dates are deleted and the Alternate Dates action link is disabled on Master and Sub blocks.

Adding Block Alternate Dates

1. From the **OPERA Cloud** menu, select **Bookings** , select **Blocks** and then **Manage Block**.

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

3. Select the block in the search result, click **I Want to...**, click **Alternate Dates** or open the Block and click **Alternate Dates**.

4. Click **New**.

5. Select an option:

   a. **Start Date**

      i. Enter a series of start dates

   b. **Date Range**

      i. **Arrival From**: Enter or select a **From Date**.

      ii. **Arrival To**: Enter or select a **To Date**.

      iii. **Arrive On**: Select the required days of the week.

6. Click **Save**.

Editing Block Alternate Dates

1. From the **OPERA Cloud** menu, select **Bookings** , select **Blocks** and then **Manage Block**.

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

3. Select the block in the search result, click **I Want to...**, click **Alternate Dates** or open the Block and click **Alternate Dates**.

4. Click **Vertical Ellipse**, select **Edit**.

5. Update details.

6. Click **Save**.

Deleting Block Alternate Dates

1. From the **OPERA Cloud** menu, select **Bookings** , select **Blocks** and then **Manage Block**.

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

3. Select the block in the search result, click **I Want to...**, click **Alternate Dates** or open the Block and click **Alternate Dates**.

4. Click **Vertical Ellipse**, select **Delete**.

5. Click **Delete** to confirm.

Converting Alternate Dates to Primary Dates

1. From the **OPERA Cloud** menu, select **Bookings** , select **Blocks** and then **Manage Block**.

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

3. Select the block in the search result, click **I Want to...**, click **Alternate Dates** or open the Block and click **Alternate Dates**.

4. Click **Vertical Ellipse**, select **Convert to Primary**.

5. Click **Convert to Primary** to confirm update.

• [Prerequisites for Managing Block Alternate Dates](#)

Prerequisites for Managing Block Alternate Dates

OPERA Controls

Group: Blocks

Function: Alternate Dates

Managing Attachments

[Prerequisites For Attachments](#)

You can attach files (less than 2MB) to Reservations, Blocks, Activities, or Profiles using the Attachments feature. Reservation and Block attachments are retained for the life of the reservation or block and purged after departure.

Adding an Attachment

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

> **Note:**
>
> **a.** To add an attachment to a block, select **Bookings** and then select **Blocks**.
>
> **b.** To add an attachment to a profile, select **Client Relations** and then select **Profiles**.
>
> **c.** To add attachment to an Activity, select **Client Relations** and then select **Activities**.

2. Search for and select a reservation, block, profile or activity.

3. Click **I Want To...** and then select the **Attachments** link located under Notifications. You might need to select **Show All** to see all options.

4. Click **New** to attach a new file.

5. Click **Browse** to select a file on your computer.

6. Enter a **Name** and a **Description** for the file and then click **Save**.

Downloading an Attachment

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**

2. Search for and select a reservation, block, profile or activity.

3. Click **I Want To...** and then select the **Attachments** link located under Notifications. You might need to select **Show All** to see all options.

4. On the Attachments screen, click the **vertical ellipsis** button.

5. Click **Download** and choose to either **Open** or **Save File**.

Deleting an Attachment

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**

2. Search for and select a reservation, block, or profile.

3. Click **I Want To...** and then select the **Attachments** link located under Notifications. You might need to select **Show All** to see all options.

4. On the Attachments screen, click the **vertical ellipsis** button.

5. Click **Delete** and confirm the deletion.

- Prerequisites for Attachments
- Prerequisites for Attachments
- Prerequisites for Attachments
- Prerequisites for Attachments

Related Topics

- Booking a Reservation
- Blocks

- Managing Profiles

Prerequisites for Attachments

OPERA Controls

Group: General

Function : File Attachments

OPERA Cloud Tasks

Group : Bookings

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

Managing Block Status

To change the status of a block, including canceling a block.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.

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

3. Select the block in the search result, click **I Want to..** then **Change Block Status** or click the **Block Status** link in Block Presentation and click **Change Block Status**.

4. Select an option:

   a. **Rooms**: Update the status for accommodation rooms allocated to the block.

   b. **Catering (Events)**: Update the status for Events linked to the Block.

5. **Status**: Select a status from the options available. The statuses available are based on the block status flow configured at your property. For more information, see Block Status.

6. Click **Save**.

Canceling a Block

Cancel blocks to return room inventory held in the block back to house availability. Cancellation can also be for an inquiry or a tentative block that is either lost or declined (refusal) .

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.

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

3. Select the block in the search result, click **I Want to..** then **Change Block Status** or click the **Block Status** link in Block Presentation and click **Change Block Status**.

4. Select an option:

     a. **Rooms**: Update the status for accommodation rooms allocated to the block.

     b. **Catering (Events)**: Update the status for Events linked to the Block.

5. **Status**: Select a status from the options available. The statuses available are based on the block status flow configured at your property. For more information, see Block Status.

6. Enter cancellation details:

     a. **Block Cancel / Lost Reason**: Select a cancellation reason from the list.

     b. **Destination**: Select a destination from list if the opportunity booked elsewhere.

     c. **Property**: Enter property name if the opportunity booked elsewhere.

     d. **Description**: Enter a description.

     e. **Cancel PM Resv**: Click to cancel any pseudo room reservations created for the block.

> **Note:**
>
> The cancellation number is recorded in the Changes Log.

     f. Click **Save**.

Managing Block Reservation Deposits and Cancellations

Use the Deposit and Cancellation feature to manage a guest's reservation advance deposits and reservation cancellation penalties. Reservation Deposit and Cancellation covers two separate but related features:

- Reservation Deposit deals with managing the advance deposit pre-payments that guests make prior to their stays.

- Reservation Cancellation covers the handling of cancellation charges or penalties, which might involve forfeiture of deposits already applied to the reservation.

On the Deposit Cancellation screen, the **Projected Catering Revenue** in the Reservation panel shows the events revenue on the books as calculated on the Block Overview Statistics panel. The **Projected Total Revenue** calculation includes events revenue on the books.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.

2. On **Block Overview** screen, scroll down to, **Show All**, **Rooms** and click **Deposit Cancellation** link.

3. In the Deposit Cancellation screen, select a Posting Master, if more than one Posting Master exists.

4. In the Deposit panel, click **New** to create a new deposit rule. Complete the following fields:

a. **Type**. Select a deposit type. If **Catering Events** or **Simple Events** is active in OPERA Controls, the following options are available for Type: **Rooms**, **Catering**, and **ALL** (selected by default).

b. **Deposit Rule**. Select a deposit rule. The Deposit Rule list of values (LOV) only shows rules with **Type of Charge** either empty or equal to the selected type. For example, if **Rooms** is selected for Type, the Deposit Rule LOV shows those rules that have Type of Charge either empty or equal to Rooms.

c. **Percentage**. Enter a deposit percentage. If a Deposit Rule is not selected, the percentage for the deposit calculates and displays the Deposit Amount based on the Type selection.

d. **Deposit Amount**. The Deposit Amount automatically populates based on the rule configuration/calculation once a **Rule** is selected.

e. **Due Date**. Select a date on which the deposit is due.

f. **Comments**. Enter any comments if needed.

5. Click **Save**.

6. To post an unallocated deposit, click the vertical ellipses and then click the **Post Unallocated Deposit** link.

a. In the Cashier Login window, select **Cashier ID** and enter your **Password**, and click **Login**.

b. From the drop down, select the **Method** for payment.

c. Select or deselect the **Change Payment Method attached to reservation** check box.

d. In the Payment Information panel, enter the **Amount** and **Comments**.

e. In the New Reservation Type panel, enter **Type** and **Posting Date** and then click **Post Payment**.

7. In the Cancellation panel, click **New** to create a new cancellation rule.

8. Enter **Cancel Amount** and **Cancel Date** and then click **Save**. You can also enter a Cancellation Rule, % Cancel, Room Nights, and % Due.

Managing Block Linked Profiles

The Linked Profiles panel displays all sales accounts and contacts linked to a block. The profiles are presented in a business card format showing the profile name, address, and communication details.

Profile names are displayed as links, allowing you to access Profile Presentation when clicked.

> **Note:**
>
> You can access the profile details only after saving all changes on the Linked Profiles panel.

Adding Sales Account and Contact Links to Block

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.

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

3. Select the block in the search result, click **I Want To...** then **Linked Profiles** or click the **Linked Profiles** link in Block Presentation.

4. Click **Add Account** to link a Company, Agent or Source profile to the block.

   a. On the Quick Profile Search screen, enter search criteria and click **Search**.

   b. Select the profile (sales account) in the result and click **Select Account Only**.

   c. If the sales account has a contact, select the contact and click **Select Account and Contact** to link both to the block.

5. Click **Add Contact** to link a contact to the block.

   a. On the Quick Profile Search screen, enter search criteria and click **Search**.

   b. Select the contact in the search result and click **Select Contact Only**.

   c. If the contact is linked to a sales account, select the contact and click **Select Account and Contact** to link both to the block.

   > **Note:**
   >
   > If you cannot find the Sales Account or Contact, you can create new profiles and attach them to the block.

6. Click **I Want To...** in the top right. For more information, seeManaging Profiles.

Selecting Print and Primary Profiles

1. Each profile type must have at least one profile with the **Primary** check box selected for the block.

2. You can select the **Print** check box for one account and one contact to nominate these profiles to print on customer stationery, such as the contract or the banquet event order.

Remove Accounts and Contact Links from Block

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.

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

3. Select the block in the search result, click **I Want To...** then **Linked Profiles** or click the **Linked Profiles** link in Block Presentation.

4. Select the **Sales Account** or **Contact**, click vertical ellipse, select **Remove**.

5. Click **Remove** to confirm.

Managing Block Access Exclusion

Use Block Access Exclusion screen to exclude the block from a particular Central Reservation Office (CRO). When a block access exclusion is configured for a business block, specific CROs will not be able to edit the block. For example, add a new

reservation or modify an existing reservation in the block; cancel a reservation in the block; or both.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.

2. Search and select the block.

3. On **Block Overview** screen, scroll down to, **Show All**, and click **Access Exclusion** link.

4. On the Access Exclusion window, click **New**.

5. Enter a Message and click to select Hubs. This message is global and will be displayed for all selected Hubs.

6. If you want to set further exclusions, select **Prevent Reservation Cancellation** and **Prevent Reservation Creation and Modification**.

Managing Block Restrictions

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.

2. On **Block Overview** screen, scroll down to, **Show All**, **Rooms** and click **Block Restrictions** link.

3. To locate restrictions, enter a property, date, and any other search criteria in the Search panel, and then click **Search**. View search results in the panel below.

4. Add a new restriction:
   a. Click **New** in the search results panel, and then add information in the New Restriction dialog.
   b. Click **Save** to save and close the dialog, or **Save and Continue** to save and add another new restriction.

5. Edit existing restrictions:
   a. Click the restriction in the calendar or list view.
   b. Click **More...**, and then **View** to open the Edit Restriction dialog
   c. Make changes and click **Save**.

6. Delete a restriction:
   a. Click the restriction in the calendar or list view.
   b. Click **Delete**, and confirm by clicking **Delete** again from the confirmation dialog.

7. Change the calendar view by clicking the icons to view a day, week, or month, or click the list button to view restrictions in a list.

8. Page through months, weeks, or days by selecting the previous and next arrows. Return to today's date by clicking **Today**.

9. View a log of all changes by selecting **Changes Log**, or **More...** and then **Changes Log** if you have a restriction already selected.

10. To clear all restrictions for a specified date, first search for the date in the Search panel, and then click **Clear All**. Confirm by clicking **Clear All** again in the confirmation dialog.

Managing Block Item Inventory

Prerequisites for Managing Block Inventory Items

Items or Inventory Items include any equipment, products, supplies, or services that can be rented or sold to a guest, or to a catering customer as part of a catering function or block add-on.

Adding Inventory Item to Block

1. From the **OPERA Cloud** menu, select **Bookings** , select **Blocks** , and select **Manage Block**.

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

3. Select **Block** in search result, click **I Want to...**, select **Items** or click the **Items** link in Block Presentation.

4. Click **New** and enter the following details:

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

    b. Items and their availability are listed in the Available Inventory Items section.

    c. To select an item click the (availability) number link for the item and start date applicable

    d. Enter the following details:

        i. **Quantity**: Enter or select the quantity of items required.

        ii. **Begin Date**: Enter the date for which the item should be linked to the reservation (defaults to arrival).

        iii. **End Date**: Enter the end date for the item (if left null OPERA Cloud assumes the departure date).

        iv. Click **Select Item**.

    e. The item is listed in the Selected Inventory Items panel.

        i. Click **Remove** to remove an item .

5. Click **Save**.

Editing Inventory Item on Block

1. From the **OPERA Cloud** menu, select **Bookings** , select **Blocks** , and select **Manage Block**.

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

3. Select **Block** in search result, click **I Want to...**, select **Items** or click the **Items** link in Block Presentation.

4. From the Item Inventory screen

5. Select the inventory item, click **Vertical Ellipse**, click **Edit**.

6. Update details.

7. Click **Save**.

Deleting Inventory Item from Block

1. From the **OPERA Cloud** menu, select **Bookings** , select **Blocks** , and select **Manage Block**.

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

3. Select **Block** in search result, click **I Want to...**, select **Items** or click the **Items** link in Block Presentation.

4. From the Item Inventory screen.

5. Select the inventory item, click **Vertical Ellipse**, click **Delete**.

6. Confirm by clicking **Delete**.

• Prerequisites for Managing Block Inventory Items

Prerequisites for Managing Block Inventory Items

OPERA Controls

Group: Reservations

Function: Item Inventory

Parameter:

• Item Inventory Pool

• Allow Inventory Items Outside Of Stay Days

• Sell Control Items

OPERA Cloud Tasks

Manage Blocks

• Rates/Packages/Items

• New/Edit Items

• Delete Items

Managing Block Wash Schedule

Prerequisites for Managing Block Wash Schedule

Block Wash Schedule makes it possible to reduce either a percentage or a fixed number of rooms from the Block on a preset schedule for any number of days or room types. Block wash is often used by hotels that do not routinely hold the same number of rooms out of inventory as are contracted, based on past experience, the type of business, or industry trends. The Block Wash Schedule allows you to determine when to reduce the number of rooms and by how much, either a percentage or a number of rooms, then automates the process for you prior to the cutoff date.

> **Note:**
>
> A Cutoff Date must be set in order to access Wash Schedule.

Applying Block Wash Template

To add a wash schedule using a wash template:

1. From the OPERA Cloud menu, select **Blocks**, and then select **Manage Block**.

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

3. Select the block in search result, click **I Want to .. Wash Schedule** or open the block and click **Wash Schedule** from the Block Presentation page.

4. In the Wash Schedule panel, click **Vertical Ellipse** and click **Apply Template**.

    a. **Standard Wash Schedule**. Select a wash template from list; a wash schedule will be generated for update.

    b. For each date listed; update

        i. **Wash Date**. Enter a wash date

        ii. **Room Type**. Select a room type from the list

        iii. **Wash By%**. Enter a wash %

        iv. **Wash by Rooms**. or enter a number of rooms to wash

    c. Click **Save**.

Adding Block Wash Schedule

1. From the OPERA Cloud menu, select **Blocks**, and then select **Manage Block**.

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

3. Select the block in search result, click **I Want to .. Wash Schedule** or open the block and click **Wash Schedule** from the Block Presentation page.

4. In the Wash Schedule window, click **New** to complete the following.

    a. **Wash Date**. Enter a wash date

    b. **Wash By%**. Select the wash a percentage of rooms

    c. **Wash by Rooms**. Select to wash a fixed number of rooms

    d. **%/Rooms**. Enter a wash value

    e. **Room Type**. Select a room type from the list.

5. Click **Save**.

Editing Block Wash Schedule

1. From the OPERA Cloud menu, select **Blocks**, and then select **Manage Block**.

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

3. Select the block in search result, click **I Want to .. Wash Schedule** or open the block and click **Wash Schedule** from the Block Presentation page.

4. Select the schedule , click the vertical ellipse and select **Edit**.

5. Update the wash schedule.

6. Click **Save**.

Deleting Block Wash Schedule

1. From the OPERA Cloud menu, select **Blocks**, and then select **Manage Block**.

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

3. Select the block in search result, click **I Want to .. Wash Schedule** or open the block and click **Wash Schedule** from the Block Presentation page.

4. Select the schedule , click the vertical ellipse and select **Delete**.

5. Click **Delete** to confirm.

• Prerequisites for Managing Block Wash Schedule

Prerequisites for Managing Block Wash Schedule

OPERA Controls

Group: Blocks

Functions: Wash Schedule

OPERA Cloud Tasks

Manage Blocks

Block Wash Schedule

• New/Edit Block Wash Schedule

• Delete Block Wash Schedule

Managing Block Sell Messages

Prerequisites for Block Sell Message

The sell messages can contain important selling features that the agent can read to the customer or motivational messages intended for the sales agent themselves. Sell messages can be configured in multiple languages. By default, sell messages appear in the language you select when you log in.

Adding Block Sell Message

1. From the OPERA Cloud menu, select **Blocks**, and select **Manage Block**.

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

3. Select the block in the search result, click **I Want to..** then **Sell Messages** or click the **Sell Messages** link in Block Presentation.

4. Click **New** and complete the following:

   a. **Language**: Select the Language in which you want the sell message to be displayed.

   b. **Sticky**: Click to make the sell message persistent.

c. **Sell Message**: Enter the Sell Message text in the language selected.

d. **Begin Date**: Enter a begin date to display the sell message.

e. **End Date**: End an end date to display the sell message.

5. Click **Save** or **Save and Continue** to add another sell message.

Editing Block Sell Message

1. From the OPERA Cloud menu, select **Blocks**, and select **Manage Block**.

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

3. Select the block in the search result, click **I Want to..** then **Sell Messages** or click the Sell Messages link in Block Presentation.

4. Select the **Sell Message**, click Vertical Ellipse and select **Edit**.

5. Update the details.

6. Click **Save**.

Deleting Block Sell Message

1. From the OPERA Cloud menu, select **Blocks**, and select **Manage Block**.

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

3. Select the block in the search result, click **I Want to..** then **Sell Messages** or click the Sell Messages link in Block Presentation.

4. Select the **Sell Message**, click Vertical Ellipse and select **Delete**.

5. Click **Delete** to confirm.

• Prerequisites for Block Sell Message

Prerequisites for Block Sell Message

OPERA Controls

Group: Reservation

Functions: Sell Messages

OPERA Cloud Tasks

Manage Blocks

Block Sell Messages

• New/Edit Block Traces

• Delete Block Sell Messages

Managing Blocks Traces

Traces are actionable instructions for a selected department for a specific date and time; once actioned, the trace is updated as resolved.

Prerequisites for Block Traces

Adding a Trace

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

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

3. Select the block in the search result, click **I Want To...**, **Traces** or click the **Traces** link in Block Presentation.

4. Click **New** and complete the following:

   a. **Department**. Select the department(s) for trace.

   b. **From Date**: Enter a From date.

   c. **To Date**: Enter a To date.

   d. **Time**: Enter time.

   e. **Trace text**: Enter the trace text.

   f. **Quick Insert**: Click to select from pre-configured trace text for the selected department. Configuring Trace Texts.

5. Click **Save**.

Updating a Trace

> **Note:**
>
> Only open traces are displayed by default, to view completed traces click **Vertical Ellipse**, **Show Completed**.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

2. Enter block criteria, click **Search**.

3. Select the block in the search result, click **I Want To...**, **Traces** or click the **Traces** link in Block Presentation.

4. Click **+** to expand the card and view trace details.

5. Select vertical ellipse and click **Edit**.

6. Update details.

7. Click **Save**.

Resolving / Completing Trace

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

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

3. Select the block in the search result, click **I Want To...**, **Traces** or click the **Traces** link in Block Presentation.

4. Select vertical ellipse, click **Complete**.

Deleting a Trace

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

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

3. Select the block in the search result, click **I Want To...**, **Traces** or click the **Traces** link in Block Presentation.

4. Select vertical ellipse, click **Delete**.

5. Click **Delete** to confirm.

- Prerequisites for Block Traces

Prerequisites for Block Traces

OPERA Controls

Group: Block

Functions: Traces

OPERA Cloud Tasks

Group : Block

Block Traces

- New/Edit Block Traces

Managing Block Notes

Adding Block Notes

1. From the OPERA Cloud menu, select **Bookings** , **Blocks** , and then **Manage Block**.

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

3. Select Block in search result, click **I Want to...**, **Notes** or click the **Notes** link in Block Presentation.

4. Click **New**.

   a. **Type**: Select a note type.

   b. **Internal**: Select this check box if the comment is to be treated as internal.

   > ✎ **Note:**
   >
   > Internal notes are not output on stationery (for example, Confirmation Letters) or on reports unless the report explicitly allows display of Internal Notes.

    c. **Title**: Enter a summary title for the note (is default based on note type but it can be updated).

    d. **Comment**: Enter or paste the note details; a maximum of 4000 characters are permitted.

5. Click **Save**.

Viewing and Updating Block Notes

1. From the OPERA Cloud menu, select **Bookings** , **Blocks** , and then **Manage Block**.

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

3. Select the Block in the search result, click **I Want to...**, **Notes** or click the **Notes** link in Block Presentation.

4. Select the note, click **±** to expand the card to read the note comments.

5. Select **Vertical Ellipse** and click **Edit**.

6. Update details.

7. Click **Save**.

Deleting Block Notes

1. From the OPERA Cloud menu, select **Bookings** , **Blocks** , and then **Manage Block**.

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

3. Select the Block in the search result, click **I Want to...**, **Notes** or click the **Notes** link in Block Presentation.

4. Select **Vertical Ellipse** and click **Delete**.

5. Click **Delete** to confirm.

Using Block Room and Rate Grid

Use the Room Grid screen to:

- Customize the rates and view the pickups, available rooms, and pickup percentage.

- Display the total number of rooms booked in the grid for a specific date for each room.

- Enter room blocks.

- Modify or create a reservation for this group.

- Modify the rate based on occupancy.

- Specify the date range, days of the week, number of rooms, room type, and occupancy.

- View forecast rooms and rates.

- Managing Block Room and Rate Grid

- Accessing the Block Room Rate Grid

- [Loading the Block Room Rate Grid](#)
- [Editing the Block Room Rate Grid](#)

Managing Block Room and Rate Grid

To manage Room & Rate grid:

1. From the **OPERA Cloud** menu, select **Bookings** and then select **Blocks** followed by **Manage Block**.

2. Search for and go to a block.

3. In Block Overview, click **Room & Rate Grid** link.

4. On the Room & Rate Grid screen, enter **Date**, **Range**, and select the **Block Grid** from the drop down list. Click **Search**.

5. Click **Manage** to manage the settings and click **View Options**.

6. In the **View Options** window, select which display items should be saved as the default for you to view and manage the Room & Rate Grid.

7. Click **Action** and then click **Load Room Grid**.

   a. Select **From** and **To** dates and **Days of the Week**.

   b. Select the **Room Types** from the drop down list.

   c. Select **Available** room options and move them to **Selected**.

8. Click **Values** and then select the check box to **Increase/Decrease Rooms**. Click **Save** or **Save and Continue**.

9. Click **Wash**. This allows you to manually set the wash block.

10. Click **Refresh Rates** to refresh the rates.

11. Click **Edit** to edit the Room & Rate Grid on a cell-by-cell basis.

Accessing the Block Room Rate Grid

You can access the Block Room and Rate Grid from the Manage Block screen.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and the select **Manage Block**.

2. Enter or confirm your **Property**, enter additional search criteria, and click **Search**.

3. From the Blocks listed in search results, click the **+ symbol** to expand the Block summary and select the **Room and Rate Grid**link. The Room & Rate Grid popup provides a search function for the following:

   a. **Date**. Enter the starting date for the grid display. This field is populated when the Grid opens under the following conditions:

      - If the block Start Date is the same as the current business date, or in the future, the block Start Date is populated in this field.

      - If the block has a Shoulder Start Date, the shoulder start date is populated in this field.

      - If the block Start Date is in the past, and the block End Date is in the future, the current date is populated in this field.

- If the block End Date is in the past, the block Start Date or Shoulder Start Date is populated in this field.

b. **Range**. Enter the number of nights to display in the grid. You may select 7 Days, 14 Days, 28 Days or 31 Days.

c. **Rooms, Rates, Availability**: The Grid lets you enter room blocks, customize rates, and view pickups, available rooms, and so on. The grid is organized by dates. Each date may include the following grid types:

- **Original Rooms**: the room block you created in the Original Block Grid. The Original grid is available for update until the business block is in an open-for-pickup status.

- **Current Rooms**: the number of rooms currently blocked. The figure includes both picked-up and non-picked-up rooms.

- **Pickup Rooms**: shows the number of rooms picked up per Room Type per day. If OPERA PMS is used, this grid is automatically populated from the reservations that are made against the Block.

- **Pickup Percent**: percentage of rooms picked up.

- **House Availability**: the number of rooms per type that are available and remaining to be booked on the house level.

- **Rates**: the rates for each occupancy (1 through 4, plus extra adult) for the rate code. If a rate change occurs for a specific night on the block, the change will appear on the Room Grid.

- **Released Rooms**: rooms no longer available for the Block.

4. Click the**Manage** link to open the Room & Rate Grid. The grid is refreshed so that the date populated in the field is the first date listed in the Date column in the Grid.

5. After the Room & Rate Grid opens, click **Edit** and then click **Expand All** to manually adjust rooms and rates.

a. Enter a number of rooms to block on a specific date and by room types (standard, deluxe, king, and so on).

b. Enter or edit rates by occupancy and room types.

6. Click **Save**.

Loading the Block Room Rate Grid

Use the Load Room Grid action to load the entire block of Room Types with number of rooms and (optionally) rates if rates are the same each night. Even if the rates are not the same, it is recommended that you use this functionality to load the grid and then edit each Date / Room Type as required. Both Core and Shoulder Dates can be loaded.

1. From the Block Room & Rate Grid, click the **Actions** link and select **Load Room Grid**.

2. Provide the following information:

a. **Date Range**. Core/Shoulder Begin/Shoulder End. Available when the Blocks > Shoulder Dates application parameter is set to Y. By default, the Core option button is selected and the block core dates are shown by the Day of the Week and From/Nights/To values.

b. **From**. Use the calendar field that defaults to the Start Date of the Block. This field can be changed to start any date within the date range covered by the Block. This allows you to change number of rooms and/or rates for a portion of the period covered by the Block rather than for the entire date range.

c. **To**. Use the calendar field that defaults to the End Date of the Block. This is a calculated field determined by on the From Date and block Nights field. You can change this date to any date within the date range covered by the Block.

d. **Grid Type**. Use the following options to select a grid type you want to create:

Available Rooms. This grid is active when the business block is in an open-for-pickup status and displays the number of rooms per type that are available and remaining to be picked up in this block.

Contract Rooms. Displays the number of rooms you want to record as Contracted for this group. This grid does not deduct from inventory, but is used in conjunction with the Sales Contract and can be manipulated without affecting any other grid.

Current Rooms. The current number of rooms blocked for the grid and only available, when the business block is in an Open-for-Pickup status.

e. **Day of the Week**. By default, all the check boxes for the days within the From/To date range are selected. You can select or deselect the check boxes to make changes to only a specific day or days of the week.

If you select the View Option to show the grid by Room Types, the Room Types become available for selection.

If you select the View Option to show the grid by Room Pools, become available for selection.

f. **Increase/Decrease Rooms**. Select the check box to enable adding or subtracting rooms as needs arise. When selected, the check box indicates that you want to add or subtract rooms from an existing grid.

To increase the number of room nights on the grid, select the check box and insert in Occupancy fields the number of rooms by which to increase the block.

To decrease the number of room nights on the grid, mark this check box and insert a negative number, a number preceded by a minus sign (-), in Occupancy fields.

To change the number outright, do not mark this check box and insert a positive number in the appropriate Occupancy field.

g. **Number of Room**. Enter the number of rooms to block. Enter a rate for each occupancy level: Occupancy 1, 2, 3, 4, Total. Specify the number of rooms per occupancy.

h. **Add Rate**. Enter the additional rate to charge for each additional occupant. NOTE: The rate fields will not display, if there is a rate code attached to the block.

i. **Cut Off Date**. Every block can have a specific cutoff date, a rolling cutoff date, a fixed number of days before every arrival date or no cutoff date at all. If you enter a cutoff date, the OPERA Cloud night audit program releases the not-yet-picked-up rooms from the block on the night of the cutoff date.

OPERA Cloud releases the rooms by reducing the number of allotted rooms until it equals the number of picked-up rooms, thereby leaving zero rooms remaining in the block. The original block does not change, so you can see the

number of rooms originally blocked even after the cutoff date. The picked-up grid does not change, and the actual blocked grid now equals the picked-up grid. Because the Rooms Available grid is only the difference between actual and picked-up, the rooms available are all zeros after the cutoff date. The rooms are returned to house availability and can be picked up by non- block guests. It is still possible, if desired, to increase the block after the cutoff date has passed.

j. **Cut Off Days**. Instead of fixing one date to release all rooms (if they have not been picked up), Cut Off Days sets that fixed number of days in advance of each night to release rooms that have not been picked up for that night only.

3. Click **Save** to save the values, or click **Save and Continue** to load more.

Editing the Block Room Rate Grid

The Block Room Rate Grid enables you to quickly block rooms per room type and add rates to the room grid for a range of dates using Load Room Grid.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Block**.

2. Select or confirm the **Property** name, enter other search criteria, and click **Search**.

3. From the Blocks listed in search results, click to expand the block summary and select the **Room & Rate Grid** link. The Room & Rate Grid shows you a summary of the rooms types and rates by dates.

4. Click **Manage** to open the full Room & Rate Grid. The Room Grid displays the business card on the top with the following details about the Block:

   a. **Blocks Name:** a link allows you to access the Manage Block screen.

   b. **Block ID:** a system generated numeric ID for the Block.

   c. **Block Code:** a system generated alphanumeric code for the Block.

   d. **Block Dates:** If the block has shoulder dates, the link View Shoulder Dates will appear next to the main block dates and will allow you to view the shoulder dates.

   e. **Account and Contact:** links allowing you to access the account or contact profile screen for viewing or updating Communication/Profile Details.

   f. **Contact details:** address, email, and phone, if available.

   g. **Block Status:** appears if: The OPERA Cloud Sales and Event Management Standard Cloud Service subscription is active, OPERA Controls Catering Events is active, and OPERA Controls Use Single Block Status for Rooms and Catering is active. Or, if the OPERA Cloud Sales and Event Management Standard Cloud Service subscription is active, and OPERA Controls Catering Events is not active. Or, the OPERA Cloud Sales and Event Management Standard Cloud Service subscription is not active.

   h. **Room Status and Catering Status:** they appear if the OPERA Cloud Sales and Event Management Standard Cloud Service subscription is active, OPERA Controls Catering Events is active, and OPERA Controls Use Single Block Status for Rooms and Catering is not active.

   i. **Block Owner:** a staff person who has responsibility for the Block.

    j.   **Room Owner:** an OPERA Cloud user who has responsibility for rooms.

    k.   **Catering Owner:** does not appear if the OPERA Cloud Sales and Event Management Standard Cloud Service subscription is not active.

    l.   **Property:** location of the Block reservation.

    The search criteria for the grid includes the following:

5. **Date:** Enter the starting date for the grid display. This field will populate when the Grid opens under the following conditions:

   a. If the block Start Date is the same as the current business date or in the future, the block Start Date will be populated in this field.

   b. If the block has a Shoulder Start Date, the shoulder start date will be populated in this field.

   c. If the block Start Date is in the past, and the block End Date is in the future, the current date will be populated in this field.

   d. If the block End Date is in the past, the block Start Date or Shoulder Start Date will be populated in this field.

   e. When opened, the Grid is refreshed so that the Date populated in the field is the first date listed in the Date column in the Grid.

6. **Range:** The number of nights to display in the grid. You may select 7 Days, 14 Days, 28 Days or 31 Days. The Grid lets you enter room blocks, customize rates, and view pickups, available rooms, and so on. The grid is arranged by dates, and each date may include the following grid types:

   a. **Original Rooms:** the room block you created in the Original Block Grid. The Original grid is available for update until the business block is in an open-for-pickup status.

   b. **Current Rooms:** the number of rooms currently blocked. The figure includes both picked-up and non-picked-up rooms.

   c. **Pickup Rooms:** shows the number of rooms picked up per Room Type per day. If OPERA PMS is being used, this grid is automatically populated from the reservations that are made against the Block.

   d. **Pickup Percent:** percentage of rooms picked up.

   e. **House Availability:** the number of rooms per type that are available and remaining to be booked on the house level.

   f. **Rates:** the rates for each occupancy (1 through 4, plus extra adult) for the rate code. If a rate change occurs for a specific night on the block, the change will appear on the Room Grid.

   g. **Released Rooms:** Rooms no longer available for the Block.

7. Click **Edit and Expand All** to manually adjust rooms and rates.

   a. Enter a number of rooms to block on a specific date and by room types (standard, deluxe, king, and so on).

   b. Enter or edit rates by occupancy and room types.

8. Click **Save.**

Events

Prerequisites for Events

The Events feature is designed to manage any kind of catering activity. Events can be as simple as a one-hour reception or more complex, such as a three-day business meeting with meals, breaks, and specific meeting room with setup and resource requirements. Any group function can be an event.

Events require many levels of organization including: booking a function space for the event, creating a food and beverage menu, and making sure all other resources needed for the event are available. All of these aspects of managing events are available when your property has an active OPERA Cloud Sales and Event Management Cloud Service subscription.

The Manage Events presentation screen enables you to search for events at your property. You can open Manage Events from the OPERA Cloud menu under Bookings by selecting Events. The screen provides the Advanced Search function where you can search by property, dates, and other key information related to an event, a sub event, the block associated with the event, and so on.

- Prerequisites for Events
- Creating Events
- Creating Events from Templates
- Managing Alternate Space Events
- Managing Events
- Editing Multiple Events
- Converting Events or Sub Events
- Copying Events to Other Dates
- Managing Event Notes
- Managing Events Revenue Summary
- Running Reports from Event Search
- Posting Charges for Events
- Viewing Event Production Changes
- Viewing the Events Changes Log
- Managing Catering Packages on Blocks
- Managing Attendees on Package Events
- About Event Resources
- Using the Function Diary

Prerequisites for Events

License/Subscription

OPERA Cloud Sales and Event Management Standard Cloud Service

Or

OPERA Cloud Sales and Event Management Premium Cloud Service

OPERA Controls

Group: Events

Function: Catering Event

OPERA Cloud Tasks

Bookings: Manage Events

• New/Edit Catering Events

Creating Events

You can create events and sub events from a block; certain fields inherit their details from values on the block. When the Single Block Status OPERA Control is active, the status of events is the same as the status of the block they are linked to.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Blocks**.

2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, locate the block, click the **I Want To . . .** action, and select **Event** from the Create column.

4. In the Event Details panel, select or confirm the property depending on whether you are working at the Hub level or Property level.

   a. **Event Type**: Select the Event Type, such as breakfast, reception, breakout session, or so on. If the Event Type you select has configured start and end times, the Start Time and End Time fields automatically populate.

      If the Event Forecast Maintenance is configured, the Forecasted Revenue amount for each Event Type automatically populates on the event. You can edit the Forecasted Revenue on the Event Revenue Summary Panel after creating the event.

   b. **Event Name**: The Event Name automatically populates from the Event Type. You can edit the name up to 60 characters.

   c. **Event Status**: Populates with the Catering Status on the Block. Select a new status as required. The event status determines whether the Function Space and any Event Resources are deducted from inventory.

   d. **Start Date**: Defaults to the Block Start Date. You can edit the date, but it must fall within the Block Dates or the Block Shoulder Dates if they exist. The Block and Shoulder dates are visible in the block Business Card or in the calendar icon. Type the date directly in the field or use the calendar icon to select the date.

   e. **End Date**: Defaults to the Block Start Date and is read-only. When the Start date is changed, the End date automatically updates.

   f. **Start and End Time**: Defaults if a value is configured for the selected Event Type, but can be edited.

      You can have an event that spans two days, for example, a reception from 9 p.m. to 1 a.m. If the end time is past midnight, the end date adjusts to the next

day automatically. Events cannot exceed a 24-hour period. If the end time entered exceeds 24 hours, a warning message appears.

g. **Expected Attendees**: This is an estimate of the number of guests expected to attend the event and is used for forecasting revenue. The number populates automatically from the attendees listed on the block, but can be edited.

h. **Guaranteed Attendees**: Enter the guaranteed number of attendees. This is the contracted minimum number of attendees that will attend the event and reflects as Guaranteed Revenue. If the Guaranteed check box on the block is selected, the Guaranteed Attendees field populates automatically.

i. **Actual Attendees**: After the event takes place, enter the number of attendees that actually attended. This value will be the billed amount of Attendees and determines the amount charged to the client. If the Catering Status on the block is set to Actual, the Actual Attendees field populates automatically.

j. **Space**: Select a space for the event. After selecting a space, the Rental Code field and Setup Style field become mandatory. Any default values configured for the space automatically populate the following fields: Rental Code, Setup Style, Setup Time, Tear Down Time, and Rental Amount. If you select a space that requires an alternate, an asterisk (*) is indicated and you are forced to select an alternate function space. Click the **Select Alternate Space** button.

   i. Click **Show Available Spaces** to list spaces not reserved for Events in deduct or actual status for the selected date/time.

   > **Note:**
   >
   > If other events are booked in the space, they appear in the Events Booked in Shareable Space popup. To book the space so no other events can occupy the room at the same time, select the **Book As Exclusive** check box.

   ii. Click **Show All Spaces** to list all spaces regardless of availability.

   After selecting a space, the Rental Code field and Setup Style field become mandatory. Any default values configured for the space automatically populate the following fields: Rental Code, Setup Style, Setup Time, Tear Down Time, and Rental Amount. If you select a space that requires an alternate, an asterisk appears and you are required to select an alternate function space. Click the **Select Alternate Space** button. Refer to: Managing Alternate Space Events

   > **Note:**
   >
   > When the Event Waitlist OPERA Control is active and you select a function space that is already booked by an event this is part of a different block, you will receive the following message: Function space is not Available. Do you want to Waitlist? Select **Yes** to add the event to the Wailist.

k. **Rental Code and Rental Amount**: Select from a list of available Rental Codes for the selected space. If you select Custom Rental Code, you must enter a custom Rental Amount. The Discount field then becomes disabled,

and you cannot discount the rate. If the Rental Code has a pre-configured amount attached to it, you cannot edit the Rental Amount field. However, the Discount field becomes enabled for discounting the rate.

l.   **Discount**: Enables you to enter a discount percentage if the Rental Code has a pre-configured amount attached. See Applying Discounts to Event Resources on Blocks.

m.   **Setup Style**: Select a style for the selected space. If the number of attendees on the event is outside of the Setup Style minimum and maximum capacity range, you are prompted to override the space capacities. This requires the override user task. If you do not have the user task, you can adjust the number of attendees or select a different setup style and/or space.

n.   **Setup Time and Tear Down Time**: Enter the time needed to set up and tear down the event space. The space setup/tear down time might default based on the Setup Style. The time is added to the start/end time of the event to determine the total amount of time the room is booked.

o.   **Display Doorcard**: Selected by default. If selected, the check box indicates the doorcard should be displayed on reports or sent to external AV systems such as door card display solutions.

p.   **Doorcard**: The field is populated automatically based on the value in the block Post As field. Changes to the Post As field on the block automatically update the event Doorcard field. If the Post As field on the block is populated, the Doorcard field defaults to the block doorcard. Changes to the Post As field on the block automatically update the event Doorcard field.

q.   **Loud Event**: Provides a warning to colleagues who might want to avoid booking their clients in the adjoining space. The Loud Events flag appears on the Function Diary.

r.   **Do Not Move**: Prevents anyone from changing the date, time, or space of the event. Requires the Set Do Not Move user task.

5.   After entering the event details, select from the following actions:

a.   **Save and Copy Event**: Saves your new event and copies (clones) the event as a new event. Refer to: Copying Events to Other Dates.

b.   **Save and Create Another Event**: Saves your new event and takes you into the creation process for the next event.

c.   **Save and Create Sub Event**: Saves your new event and takes you into the creation process for a sub event.

d.   **Save and Manage Event**: Saves your new event and takes you to the Event Presentation screen where you can continue to manage the event, for example, by adding notes or resources.

e.   **Save**: Saves your new event

Related Topics

- Managing Events

- Managing Event Notes

- About Event Resources

- Managing the Function Diary

Creating Events from Templates

Catering templates provide a combination of events and defaulted resources that you can use to quickly create events for a block. You can select pre-configured catering templates provisioned with events and potential resources. The events and their resources are priced separately, unlike a Catering Package where a total price per person is defined for the events and resources.

After booking the catering template on the block, regular event management capabilities are available for adding, deleting, moving, copying, and updating events.

Adding Template Events to Blocks

You can search for templates, save them to the block, and then add more events as needed.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Blocks**.

2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the block, click the block's **I Want To . . .** action, and select **Event From Templates** from the Create column.

4. From the Select Catering Templates, select a **template** and click **Save**. You can search for catering templates and specify the following options for the template you select:

    a. **Begin Date**. Select a begin date for the template. The date must fall within the block's Booking Dates as shown on the screen.

    b. **Set Template Status**. Select to set the template status to either the same as the catering status of the block or to the configured default catering status.

5. Manage Events opens displaying following:

    a. The template events and the ability to sort the order of events.

    b. The block name, ID number, and dates.

    c. The Expand All hyperlink enabling you to see hyperlinks attached to each event.

    d. Columns providing information on each event.

6. Click the page level **I Want To . . .** arrow and select **Event** from the Create column.

7. In Create Event, enter or select Event type, Event Name, Status, Start Date, Start Time/End Time, Expected Attendees, and other optional information.

8. Click one of the following button options:

    a. **Select Alternate Space**. If you select an event space that requires an alternate space (usually for outdoor events), you must select an alternate space. Refer to: Configuring Function Spaces

    b. **Save and Copy Event**. Saves the event to the template, opens the Copy Event screen, and lets you copy it to another block and date.

   c. **Save and Create Another Event**. Saves the event to the template and lets you create another event.

   d. **Save and Create Sub Event**. Saves the event to the template, opens the Sub Event panel on Create Event, and lets you create a sub event.

   e. **Save and Manage Event**. Saves the event to the template, opens the event, and lets you make changes to the event.

   f. **Save**. Saves the event to the template.

Editing Template Events

You can search for templates and save them to the block. **Edit**, **Delete**, and **Copy to Other Date(s)** buttons are available for multiple events as well. The Edit button is available only for Premium subscription enabled properties.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Blocks**.

2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the block, click the block's **I Want To . . .** action, and click **Manage Events**.

4. Select **Events** and select one of the following buttons:

   a. **Group Stationery**. Enables selecting a report and downloading sample data or report.

   b. **Reports**. Enables selecting a report and report group.

   c. **Copy to Other Date(s)**. Enables copying the event to a different block and dates.

   d. **Edit**. Enables editing the event.

   e. **Delete**. Enables deleting the event.

Editing Template Resources

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Blocks**.

2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the block, click the block's **I Want To . . .** action, and click **Manage Events**.

4. Click the page level **I Want To . . .** arrow and select **Event Resources**.

5. Select an **event** and select one of the following options:

   a. Select a **resource** and then click **Delete**, **Copy**, or **Move buttons**.

   b. Select a resource's **vertical ellipsis** and select **Edit**, **Add Note**, **Delete**, **Copy**, or **Move**.

   c. Select the **Menus drawer** or the **Items drawing** to add menus or items resources.

Related Topics

• Managing Events

-

Managing Alternate Space Events

`Premium`

You might want to configure outdoor function spaces to require an alternate space as a back-up space in the event of inclement weather. When creating an event in a function space that requires an alternate, you are forced to select one or more alternate function space(s) with the following exceptions:

- The event status is actual.
- The event type is excluded from requiring an alternate.
- The event is a sub event.

An alternate event is automatically created for each alternate space you select. Forecast revenue does not populate on the alternate event, however, if the alternate space has a room rental charge, OPERA Cloud copies the expected room rental revenue to the forecast revenue.

Selecting Alternate Spaces(s) for an Event

When the Alternate Spaces screen opens:

1. Enter search criteria and click **Apply Filter**.

   > ✎ **Note:**
   >
   > Select the Sort By list to change the display order of spaces.

2. Select one or more alternate spaces in the search results.

3. Click the **Select Alternate Space(s)** button. OPERA Cloud returns you to the Create Event or the Event Presentation screens.

Editing Alternate Events

OPERA Cloud creates an Alternate Event for every alternate space you add to an event. You can edit Alternate Events from the Alternate Event tab on the Event screen. The Alternate Event tab appears only when the event has an alternate event.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter search criteria, and click **Search**.

3. From search results, click the alternate event's **I Want To . . .** action and select **Event** from the Go To column.

4. Click **Edit** and make your changes.

5. Click **Save**.

Converting Alternate Events to Master Events

You can convert Alternate Events to Master Events. When converting the Alternate Event, OPERA Cloud deletes the Alternate Event and updates the Master Event with the Function Space, Rental code (not amount), Setup Style, and Setup/Teardown times of the Alternate Event. The original master event ID is retained.

If there are multiple Alternate Events:

• The last one to covert takes the place of the Master and any previous Alternate events that were converted will be regular standalone events.

• If there are resources attached to the master, the resources will remain on the master.

• If there are existing sub events, those will remain untouched.

If the Alternate Master becomes Actualized, the Alternate Events are automatically deleted. If you change the status to Actual, you are prompted that the alternates will be deleted and asked to confirm proceeding.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter search criteria, and click **Search**.

3. From search results, select the alternate event's **I Want To . . .** action and select **Convert to Master Event** from the Modify/Update column.

Managing Events

The Manage Events search function provides options for finding events by property, dates, event type, block, account or contact, and so on.

Search results provide columns for the Event ID, Event Name, start date and time, space reserved for the event, number of attendees, event status, and package code (for identifying events belonging to the packages). You can expand events to reveal key details and links to additional information such as Event Details, Event Notes, Revenue Summary, and so on. The Sort By function changes the order of rows and remembers your last selection. View options are Table and List.

> **✎ Note:**
>
> You can also access Events linked to a Block from the Block search screen by selecting the Manage Events details link. For more information, see Searching for Blocks: Advanced Search.

> **Note:**
>
> When the Event Waitlist OPERA Control is active and you select a function space that is already booked by an event this is part of a different block, you will receive the following message: "Function space is not available. Do you want to Waitlist? Select **Yes** to add the event to the Waitlist."

> **Note:**
>
> If you select a space that requires an alternate, an asterisk (*) is indicated, and you are forced to select an alternate function space. Click the Select Alternate Space button. Refer to: Managing Alternate Space Events.

Related Topic: Creating Events

Editing Events

You can edit event details from the Manage Events screen.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. Locate the event in search results and click **Event Details** or click the **Event ID** and scroll to the Event Details panel.

4. Click **Edit**.

5. Update the event details.

6. Click **Save**.

Related Topics: Editing Multiple Events

Cancelling Events

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. Locate the event in search result and click **Event Details** or click the **Event ID** and scroll to the Event Details panel.

4. Click **Edit**.

5. On the Status field, update the event status to cancelled (or lost or regret).

> **Note:**
>
> Event statuses available in the list of values depend on the block status flow configured for your property Block Status.

Click **Save**.

Deleting Events

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Enter or confirm the **Property** , enter any additional search criteria, and click **Search**.

3. Locate the event in the search result and click the **I Want To . . .** then **Delete Event**.

4. Click **Yes** to confirm.

Table 3-8   Event Main

Event Main	Links
Event Details	Event Details
Manage Resources	Manage Resources
Event Notes	Event Notes
Revenue Summary	Revenue Summary

Related Topics

• Copying Events to Other Dates

• Managing Event Notes

• About Event Resources

• Managing the Function Diary

• Converting Events to Sub Events

Editing Multiple Events

Premium

You can edit multiple events at the same time from the Multi Edit Events screen. When making multi edits, keep the following in mind:

• If the Keep Event Details On Type Change OPERA Control is active and no start time and end time are entered, the existing start time and end time of the events will not update with the Event Type change.

• If the Keep Event Details On Type Change OPERA Control is inactive and no start time and end time are entered, the start time and end time of the events will update with the configured defaults of the selected Event Type. If no defaults are configured, the existing start and end time will not be changed.

• Regardless of the Keep Event Details On Type Change OPERA Control, if Start and End Time are entered in this screen, the marked events will update with those times.

Editing Multiple Events

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Enter or confirm the **Property**, enter the **Block ID** or **Block Name** and any additional search criteria, and click **Search**.

> **Note:**
>
> You can also edit multiple events by clicking the OPERA Cloud menu, selecting Bookings, selecting Blocks, and then selecting Manage Blocks.

3. Select one or several **event(s)** and click **Edit**.

4. In the Multi Edit Events screen, make your changes. The changes will affect all events you selected.

5. Click **Save**.

> **Note:**
>
> OPERA Cloud checks function space availability for events with the new space details. If one of more of the events has an availability conflict, OPERA Cloud prompts you with the Event Overbooking screen to resolve the conflict.

> **Note:**
>
> All event changes are recorded in the event changes log. All event production changes are recorded in the event production change logs.

Deleting Multiple Events

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Enter or confirm the **Property**, enter the **Block ID** or **Block Name** and any additional search criteria, and click **Search**.

3. Select one or several **event(s)** and click **Delete**.

4. Click **Delete** to confirm.

Related Topic: Managing Events

Converting Events or Sub Events

You can convert an event to a sub event or convert a sub event to an event if the OPERA Controls for Sub Events is active at your property.

Converting an Event to a Sub Event

When converting an event (sometimes referred to as a regular or standalone event) to a sub event, you must associate the new sub event with a master event. The new sub event inherits the function space, setup, and rate from the master event.

1. From the OPERA Cloud menu, select **Bookings**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From Search results, click the regular event's **I Want To . . .** action and select **Convert To Sub Event** from the Modify/Update column.

4. From the Select a Master Event screen:

   a. Select the **event** for the converted sub event.

   b. Select the **Inherit Master Event Space** check box if you want the sub event to inherit the same function space as the master event.

   c. Click **Save** to return to the Manage Events screen.

5. Search Manage Events to refresh the master event and sub event indicators.

Converting a Sub Event to a Regular Event

When converting a sub event to a regular event, no master event is required. You must assign a function space to the event, define the setup, and specify other details as required for regular events.

1. From the OPERA Cloud menu, select **Bookings**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From Search results, click the sub event's **I Want To . . .** action and select **Convert to Regular Event** from the Modify/Update column. The sub event converts immediately to a regular event.

Copying Events to Other Dates

The copy function is designed to make it easy to set up events on other blocks. You can copy one or several events to dates within the same block or within a different block. While copying, you determine whether to include notes, resources, and other information in the copy.

> **Note:**
>
> When you copy an event to a space that is not available and the Events Waitlist OPERA Control is active, the processing screen displays a message indicating the event will be waitlisted.

1. In the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Blocks**.

2. Search and open a **Block**.

3. Click the row level **I Want To . . .** and select Go To **Manage Events**.

4. Select the check box of the event you want to copy.

5. Click **Copy to Other Dates**.

   The Copy Event screen appears showing copy options such as Event Notes, Other Resources, and so on. Some options are selected by default. Select or deselect any of the options. Selected options will copy to the target block.

6. From the Select Event(s) to Copy section, select one or more events. The events you selected in the previous screen will already be selected here. If you missed one, you can select **Show All Events** to show the rest of the block's events.

7. In the Select Dates(s) to Copy section, the Target Block defaults to Source Block, but can be changed. The Manage Block search dialog enables you to search and select a Target Block, including Shoulder Dates if they exist.

8. Select the **Copy to Date** check box(es) indicating when the event will occur on the target block. You can copy events to the block's shoulder dates.

9. Click **Copy Event**. If there are conflicts with items or with space availability, the Event Processing screen will appear.

10. If the events copy successfully, you are taken to the Manage Event screen for the Target Block, and a success message appears in green.

Managing Event Notes

You can add notes to events to communicate details and updates to other departments. The Event Notes feature is available from the row-level I Want To action on the Manage Event Search screen and from the I Want To action on the Event Presentation screen.

> **✎ Note:**
>
> You can also access Events linked to a Block from the Block search screen by selecting the **Manage Everts** details link. For more information, see Searching for Blocks: Advanced Search.

Adding Event Notes

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Manage Events**.

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

3. Select the Event in the search result, click**I Want To . . .** then click **Event Notes** or open the event and click **Event Notes** in Event Presentation.

4. Click **New** and enter the following details:

   a. **Type**: Select the note type from the list.

   b. **Internal**: Select check box to mark the note as internal; internal notes are excluded from output on client correspondence by default.

      c.   **Title**: Enter a title for the note.

      d.   **Sequence**: Enter a sequence for the note.

      e.   **Comment**: Enter the note details.

5. Click **Save** or click **Save and Create Another Note** to add another note.

Viewing and Updating Event Notes

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Manage Events**.

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

3. Select the Event in the search result, click**I Want To . . .** then click **Event Notes** or open the event and click **Event Notes** in Event Presentation.

4. Select the note, click **[+]** to expand the card and read the note comments.

5. To edit click the**Vertical Ellipsis**, and then click **Edit**.

6. Update note details.

7. Click **Save**.

Deleting Event Notes

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Manage Events**.

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

3. Select the Event in the search result, click**I Want To . . .** then click **Event Notes** or open the event and click **Event Notes** in Event Presentation.

4. Select the note, click the**Vertical Ellipsis**, and then click **Delete**.

5. Click **Delete** to confirm.

Managing Events Revenue Summary

Prerequisites for Managing Events Revenue Summary

The Event Revenue Summary panel provides the ability to view and manage revenue details for an event. It displays Forecast, Guaranteed, On the Books, and Billed Revenue totals and by revenue type.

Use Forecast Revenue. The Use Forecast Revenue check box is selected by default when the Use Forecast Revenue is set to On in OPERA Controls. As long as the check box is selected, OPERA Cloud uses the forecast revenue for the On the Books revenue calculation even when expected or guaranteed revenue exists for the event. When the check box is deselected, the On the Books revenue calculation is based on the expected or guaranteed revenue. If Use Forecast Revenue is set to Off in OPERA Controls, the check box does not appear, and OPERA Cloud uses the most recent revenue category for revenue calculations.

Exclude from Forecast. Select to exclude the revenue for the event from the forecast (for example events in the public restaurant). The following reports are affected by this check box:

- Daily Catering Forecast (REP_EV_FORECAST)

- Catering Summary Report (REP_CATERING_SUMMARY)

- Monthly Catering Forecast Report (REP_MONTH_FORECAST)

Revenue Actualization. You can edit this field when the status of the event is set to Actual and the Event Revenue Actualization control is set to Resource_Option or Event_Option. If the setting is set to Resource_Option, the billed revenue calculation is calculated and managed at the Resource level. The Event_option defaults to Actualization at the event level and enables you to manually override/update the amount.

Forecast. Forecast amounts are inherited from the Event Forecast Maintenance configuration screen. The revenue can be forecasted by per person or flat amount. Revenue types that are generally entered with flat forecast figures are miscellaneous items such as audio visual equipment or decorations.

Expected. This value is calculated based on the resources attached to the event. Resources have revenue types linked to their rates and depending on their configuration, the revenue types are updated in the table based on changes at the event or resource levels. For menu items that are priced per person, the column is calculated by the number of expected attendees multiplied times the per person price of the menu or menu item.

Guaranteed. For resources priced per person, the column is calculated using the number of guaranteed attendees multiplied times the per person price of the item.

Billed. Billed revenue is visible only when the event is in an Actual status and indicates the final amount the group was charged. If the actualization process is set to the Event level, the revenue is inherited from the Guaranteed Revenue. If the Guaranteed Revenue is not populated, it is inherited from the Expected Revenue. You can manually update the billed amount if there is a change in what the customer was actually charged. Since the billed revenue is editable, the ability to enter actuals at the resource level is disabled.

Total Cost. This is updated from the associated cost prices of the attached resources. The value is visible when the OPERA Controls Resource Cost is Active.

Total Margin. Entries in this column are calculated from the last entered revenue column minus the associated cost. The value is visible when the OPERA Controls Resource Cost is Active.

Margin. This is the percentage of revenue to cost calculated from the last used revenue column. The value is visible when the OPERA Controls Resource Cost is Active.

> **✎ Note:**
>
> If an event belongs to a package, revenue types appear twice in the table; once to indicate the regular revenue of the event type that is not included in the package and a second time to indicate the revenue of each type included in the package. Revenue coming from a package is indicated in the column next to the revenue type code.

Related Controls

- **Resource Cost**. When the Resource Cost parameter is set to On in OPERA Controls, it exposes cost fields for catering resources.

- **Event Revenue Actualization**. Determines whether catering revenue is tracked at the event or resource level.

- **Use Forecast Revenue**. The On the Books Revenue calculation uses the forecasted revenue until you deselect the Use Forecast Revenue check box.

> **Note:**
>
> You can access Events linked to a Block from the Block Search screen by selecting the Manage Events details link.

Editing Revenue Summary

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

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

3. From the search results, select the **event**, click the event's **I Want To . . .** action, and click **Revenue Summary**.

4. Click **Edit** to manage the following details:

   a. **Use Forecast Revenue**. Deselect the check box to use Guaranteed or Expected revenue to calculate On the Books Revenue.

   b. **Exclude from Forecast**. Select to exclude the revenue for this event from the forecast.

   c. **Revenue Actualization**. Select the desired option.

5. Editing Forecast and Billed Revenue:

   a. **Forecast Per Person**. Enter the desired amount. You can edit this for Revenue Types forecasted per person.

   b. **Forecast Total**. You can edit this for Revenue Types forecasted as a flat amount.

   c. **Billed**. Enter the desired amount.

   > **Note:**
   >
   > When Revenue Actualization happens at the event level, you cannot edit the Package Revenue fields when the event turns to Actual (ACT). You can modify only the revenue from items that were added to package events, but not included in the package price. Otherwise, to edit Packaged Revenue in this case, you must edit from the Package Pricing screen (available by selecting Pricing on the Manage Catering Packages screen).

6. Click **Save**.

Prerequisites for Managing Events Revenue Summary

OPERA Controls

Group: Events

Function: Event Resources

Parameters: Resource Cost; Use Forecast Revenue

Example 3-1

Running Reports from Event Search

You can run event reports three different ways from the Manage Event search screen.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and select **Manage Events**.

2. Select or confirm the **Property** name, enter any additional search criteria, and click **Search**.

3. From search results, use any of the following methods to run event reports:

   a. From the Block Business Card, click the **I Want To . . .** menu and select Go To Reports. The Run Reports screen opens showing Blocks and Groups in the Report Group field.

   b. From the row level Event, click the **I Want To . . .** menu and select Go To Reports. The Run Reports screen opens showing Events in the Report Group field.

4. You can also perform a Block ID search enabling you to run reports on multiple events. This method opens a new column in search results with check boxes allowing you to multi select events.

   a. On the search screen, enter the **Block ID** in your search criteria and click **Search**.

   b. From search results, select the **check box(es)** of the events you want in your report. You can click **Expand All** to view more details about all of the events listed in your search results.

   c. Click **Reports** at the bottom of the screen. The Run Reports screen opens showing Events in the Report Group field.

Posting Charges for Events

Prerequisites for Posting Charges for Events

Posting event charges allows you to invoice for the charges associated with the resources selected for the event. These event resources might include, function space rental, menu (food and beverage) charges, AV equipment, and entertainment.

From the Event Posting screen you can also access the Billing screen for the event (the Billing screen attached to the PM for the event) to post other charges that were not configured as event resources.

In addition to the invoice produced and a detailed pro-forma invoice report, the OPERA Cloud Sales and Event Management Standard Cloud Service subscription provides two different banquet folio styles showing all posted charges related to the event: Folio Style 21 (Banquet Folio by Revenue Type) and Folio Style 22 (Banquet Folio by Event). Refer to Folio Styles.

To post event charges using the Event Posting screen, the following conditions are required:

- The block must have a checked-in PM (posting master). To create a posting master, refer to Posting Master.

- The event status must be ACTUAL. This status enables the system to know the final number of attendees upon which event charges are based. You can make positive or negative postings based on changes in the number of event attendees or in the quantity of items.

- Appropriate transaction codes must exist for the event resources that are posted. Refer to Revenue Type Mapping.

- Your user account must be assigned a Cashier ID and your role must have the Manage Events, Manage Event Postings task.

- Prerequisites for Posting Charges for Events
- Managing Event Posting

Prerequisites for Posting Charges for Events

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

Or

OPERA CLOUD Sales and Event Premium Cloud Service

OPERA Controls

Group: Events

Function: Event Posting

Function: Event Resources

- Event Revenue Actualization

OPERA Cloud Tasks

Main Task: Bookings

Parent Task: Manage Events

- Manage Event Postings

Managing Event Posting

You can post event charges directly from the Event Posting screen when the OPERA Controls for Event Posting is active. The Event Posting screen displays events with dates and time, an indicator for revenue not posted or only partially posted, and a link to the Event.

The Event Posting screen includes a column for Resource Name. When revenue is posted at the Resource Level, the resource name appears in the Resource Name column. When revenue is posted at the Event Level, the event name appears in the Resource Name column since the revenue is posted by Revenue Type instead of by individual resources.

Posting Charges

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Event Posting**.

2. Select or confirm the **Property** name, enter optional search criteria, and click **Search**.

3. From search results, select an event with revenue to post. The charges assigned to the event appear in the Event Posting area of the screen.

   a. To verify or change the transaction code assigned to the charge, click the Transaction Code magnifier icon. If the Transaction Code by User Role function is active, you are restricted to the transactions codes available for selection.

4. Select the posting record(s) and click **Post**.

   > **Note:**
   >
   > The Post button becomes active only if the group has a valid checked-in posting master. If Cashier Sign In is required, you are prompted to enter your Cashier ID and PIN.

5. If you want to open the event posting master, view the PM account, and post additional charges to the posting master, click the **I Want To . . .** action and select **Billing**.

6. To print a Banquet Check, click the **I Want To . . .** action and generate the **Banquet Check**.

   a. When the default folio style opens, enter values in the mandatory fields and in any optional fields.

   b. Use the optional From Date and To Date fields to specify the time period within the block to appear in the Banquet Check.

7. Click **Process**.

Editing Posted Amounts

Posted event charges appear in the event's Revenue Summary panel. If you post charges incorrectly, you can open the event from the Event Posting screen, correct the

billed amount, and return to the Event Posting screen for posting the adjusted difference. To correct posting amounts after posting:

1. From the Event Posting screen, click the **event number** on the event tile.

2. When the event opens, scroll to the panel and click **Edit** and then click **Save**.

3. Click the **Back to Event Posting** hyperlink.

Viewing Event Production Changes

The Event Production Changes feature provides information on changes in event status and event revenue. You can search for Status Changes by date, prior status, or current status. For Revenue Changes, search by change date, event date, revenue type, or status.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

    > **Note:**
    >
    > You can also access events linked to a block from the Block Search screen by selecting the **Manage Events** details link. Refer to: Searching for Blocks

2. Select or confirm the **Property**, enter search criteria, and click **Search**.

3. From search results, click the event's **I Want To . . .** action and select **Event Production Changes** from the View column.

4. Select the **Status Changes** tab or the **Revenue Changes** tab.

5. Enter search criteria and click **Search to view the changes**.

Related Topics

• Viewing the Events Changes Log

Viewing the Events Changes Log

The Events Changes Log shows a specific event or the events of a specific booking or events in a certain date range.

To view the changes log for an Event.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

    > **Note:**
    >
    > You can also access events linked to a block from the Block search screen by selecting the Manage Events details link. Refer Searching for Blocks

2. Select or confirm the **Property**, enter search criteria, and click **Search**.

3. From search results, click the event's **I Want To . . .** action and select **Event Changes Log** from the View column.

4. In the Event Changes Log screen, enter search criteria and click **Search**.

5. From search results, click the **[+] icon** to expand any of the search results to view the details.

Related Topics

• Viewing Event Production Changes

Managing Catering Packages on Blocks

You can attach pre-configured Catering Templates or pre-configured Catering Packages to blocks and add, edit, copy, or delete the events provided in the templates or packages. Events and their resources are priced individually in Catering Templates. In Catering Packages, a total price per person is defined for the events and resources.

Adding Catering Templates to Blocks

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Blocks**.

2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, click the block's **I Want To . . .** action, and select **Event From Templates** from the Create column.

4. From the Template Status Options panel, select the **Begin Date** for the package template. The Begin Date must fall within the block dates.

5. Select a **Set Template Status** for the template. Options are:

   a. **Catering Status of Business Block INQ**. This option sets the template status to match the block status.

   b. **Default Catering Status INQ**. This option sets the template status to the default status of the template.

6. Select a template and click **Save**. The Manage Events screen opens, displaying the events associated with the template package.

7. From Manage Events, you can create additional events for the template package, edit the events already attached to the template package, or delete events from the template package.

Adding Catering Packages to Blocks

1. From the OPERA Cloud menu, select **Bookings**, select Blocks, and select **Manage Blocks**.

2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, click the block's **I Want To . . .** action, and select **Book Catering Packages** from the Create column.

4. From the Package Status Options panel, select the **Begin Date** and **End Date** for the package.

5. Select a Set Package Status for the package. Options are:

   a. **Catering Status of Business Block INQ**. This option sets the package status to match the block status.

   b. **Default Catering Status INQ**. This option sets the package status to **Inquiry**.

6. Select a **package** and click **Save**. The Manage Events screen opens, displaying the events associated with the package.

7. From Manage Events, you can create additional events for the package, edit the events already attached to the package, or delete events from the package.

Editing Catering Packages on Blocks

After adding packages to a block, you can return to the block and add more packages or edit, delete, and copy the existing packages.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.

2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, click the block's **I Want To . . .** action, and select **Manage Catering Packages**.

4. Click **New** to add another package to the block.

   a. In the Search panel, enter search criteria and click **Search**.

   b. From search results, select the **package** and click **Save**. If the Event Processing Screen appears, click **Continue** to add the package and save only the events that can be processed successfully.

5. From the Manage Catering Packages screen, you can make the following changes to each package:

   Update Package Description or Attendees.

   a. Select the **package** and select **Edit**.

   b. Make your changes and click **Save**.

   Update Revenue Details.

   a. Select the package, click the vertical ellipsis, and select Pricing.

   b. Update Price or Cost Split and click **Save**. To delete the package pricing, click the vertical ellipsis and select **Delete**.

   Delete Packages.

   a. Select the package and click the vertical ellipsis.

   b. Select **Delete**.

   Copy Packages.

   a. Select the **package**, click the vertical ellipsis, and select **Copy**.

   b. Select the **Target Block** and **Dates** for the copied package.

Editing Events on Catering Packages

1. From the OPERA Cloud menu, select **Bookings**, select Blocks, and select **Manage Blocks**.

2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, click the block's **I Want To . . .** action, and select **Manage Events**.

4. Select the event and perform any of the following:

   a. **Edit**. Click **Edit** and update the event details as needed in such fields as Expected Attendees, Guaranteed Attendees, Actual Attendees, Start/End Date, Start/End Time, and so on.

   b. **Copy to Other Date(s)**. Click **Copy**, select the **event**, select the **Target Block** and **Dates** for the copied package, and click **Copy Event**.

   c. **Delete**. Click **Delete** and confirm.

Related Topics

• [Managing Events]

Managing Attendees on Package Events

When editing a package menu on the Edit Menu screen, you can edit the Expected, Guaranteed, and Actual attendee fields if they were populated on the event when added to the block. If you add attendees, the additional attendees are calculated in the Menu Revenue separately from the original number of package attendees to show the difference they make in revenue.

Updates for total attendees also update menu resources. If the value (Attendees) of Menu Resources match prior to the update of attendees on the event, the menu resources are automatically updated. If the values were different prior to the changes, the menu resources do not update.

Adding Attendees

You can edit the number of attendees in the Expected, Guaranteed, and Actual attendee fields if they were populated when the packages was added to the block.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Block**.

2. Select or confirm the **Property**, enter additional search criteria, and click **Search**.

3. Select the **block**, click the block's **I Want To . . .** action, and select **Manage Resources**.

4. Select the **Event Resources** link on the event.

5. From the Event Resources screen, select the **event**, select the event resource's **vertical ellipsis**, and click **Edit** to edit the menu.

6. On the Edit Menu screen, adjust the following fields:

   a. **Expected**. If this field is populated, you can edit the number of expected attendees. Changing the value changes the Revenue amount.

   b. **Guaranteed**. If this field is populated, you can edit the number of guarantee attendees.

   c. **Actual**. If the event status is set to ACT and the field is populated, you can edit the number of actual attendees.

    d. **Discount %**. Changing the discount percentage changes the Revenue amount.

    e. **Consumption Base**. Selecting the Consumption Base check box changes the Menu Price column to a Forecast column.

7. In the table of menu items, you can edit certain the values and selections, such as Included, Consumption, Sales, Price, Expected, and so on. Changes to the menu items might affect revenue, for example, selecting the **Included** check box on a menu item excludes the menu item price from the Revenue total.

    a. Selecting a menu item in the table and clicking the item's vertical ellipsis enables you to edit or delete the menu item.

8. Click **Save**.

About Event Resources

Prerequisites for Event Resources

The Event Resources screen is "command central" for managing the resources (menus, decoration, audio visual equipment, etc) allocated to one or more events

The Event Resources screen displays events by date range. Selecting an event reveals the resources attached to it and displays summary information on the quantity, expected revenue, discounts, notes, and so on. The Items tab and Menus tab let you search for and add more resources to an event.

You can edit, delete, copy, move, or add notes to the resources. The Event Resources screen also provides a link to the **I Want To . . .** menu for quick access to **Create**, **View**, and **Go To** actions related to events.

- Prerequisites for Event Resources
- Managing Event Resources
- Copying/Moving Resources to Block Events
- Applying Discounts to Event Resources on Blocks
- Managing Resource Notes
- Editing Menu Resources on Block Events
- Managing Custom Menu Items
- Managing Custom Items
- Managing Multi-Choice Menus

Prerequisites for Event Resources

Licenses / Subscriptions

OPERA Cloud Service Sales and Event Management Standard Cloud Service

Or

OPERA Cloud Service Sales and Event Management Premium Cloud Service

OPERA Controls

Group: Events

Function: Event Resources

OPERA Cloud Tasks

Booking Admin: Resource Management

Managing Event Resources

Event Resources are items and menus you can add to events. They include audio/visual equipment, decorations, meals, beverages, and so on. Use the Event Resources screen to add, edit, or delete items and menu resources on events. You can access the Event Resources screen from Manage Events search results.

Consumption based menus are visually distinguished from regular menus on the Event Resources screen by the letter (C). Multi-choice menus are marked on the Events Resources screen and the Menus drawer by (M).

Adding Resources

1. From the OPERA Cloud menu, select **Bookings** , select **Events**, and then select **Manage Events**.

2. Enter or confirm the **Property**, enter any optional search criteria, and click **Search**.

3. From search results, click the event's row level **I Want To . . .** and select **Event Resources** from the Go To column.

> **Note:**
>
> An alternative way to open Event Resources from search results is to click the record's **Expand** icon and then click the **Event Resources** link. You can expand all records by clicking the Expand All link.

4. From the Event Resources screen, select an **Event** and then select either the **Items** drawer or the **Menus** drawer.

   a. Expand the Search bar for locating item or menu resources.

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

   c. From the list of Items or Menus, click **Expand All**.

   d. Select **Resources**. You can select multiple menu items.

   e. Click **Save** to save your selection and return to the list of Item or Menu resources. Or, click **Save and Add More** to continue adding items or menus to the event.

5. With the OPERA Cloud Sales and Event Management Premium Cloud Service, you can add Items Templates to an event using the Item Drawer.

   a. Select an **Event** and then select the **Items** drawer. Multi-Item templates are indicated by the 🛈 .

    b. Select the item template **check box**. You can select the template and save all of its items by clicking the **Save** button.

    c. Select **[+]** to expand the item template you selected. After expanding the Item Templates, all items are selected and you can edit the number of each item in the Quantity field.

    d. You can select individual items from the Item Template and add only those item to the Event by clicking the **Save** button.

Editing Resources

You can edit the number of Item or Menu resource selections added on events.

1. From the Event Resources screen, select the **Event**.

2. Select the **Item** or **Menu** you want to edit.

3. Click the **vertical ellipsis** and select **Edit**.

4. Make your changes on the Edit Item screen.

5. Click **Save**.

Deleting Resources

1. From the Event Resources screen, select the **Event**.

2. Select the **Item** or **Menu** you want to delete.

3. Click the **vertical ellipsis** and select **Delete**.

4. Click **Delete** to confirm.

Copying/Moving Resources to Block Events

You can copy or move item and menu resources, including the notes attached to them, to other events. Use **Copy** to copy resources from events on one block to events in other blocks. Use **Move** to move resources from events on a block to other events on the same block. You cannot copy or move space resources.

When the Item Inventory Warning parameter is set to Yes in OPERA Controls, a warning appears when you attempt to copy a critical item that has a low inventory count.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Block**.

2. Search for the block containing the event resources you want to copy (this block is referred to as the source block in the following steps).

3. From your search results, click the row-level **I Want To . . .** associated with the source block and select **Manage Events**.

4. Locate the event containing the resources you want to copy and click the row-level **I Want To . . .** associated with it. Select **Event Resources**.

    All events belonging to the block appear on the left side of the screen. Resources attached to events appear on the right side of the screen. Select any event to view the resources attached to it.

5. Select the **item** and **menu** check box(es) of resources you want to copy and click **Copy**. The Copy Resources to Other Events screen opens.

The resources you selected appear in the Resources panel. If you select a limited menu, a calendar icon appears. The calendar icon shows the menu's limited availability date(s). You can copy a limited menu only if the menu date falls within the target event dates.

If you select the Show All check box, all resources attached to the event appear, enabling you to select additional resources to copy.

6. In the Events panel, select the **Target Block**. Click the **magnifier** search icon to locate the target block for the copied resources.

   When you begin the copy process, the source block appears in the Target Block field as the default block. If moving resources to events in the same source block, you do not need to select a target block.

7. When the Manage Block screen opens, click **Modify Search Criteria**.

8. Enter search criteria in any of the optional fields and click **Search**.

9. Select the **Target Block** and click the **Select** button. The Copy Resources to Other Events screen reopens.

10. In the Events panel, click **Search** to locate events on the target block.

11. Select the **events** to receive the copied resources.

    Events created from a configured package are identified by a package icon. If you want to add the copied resources to both the event and the configured package, select the **Include Resources to the Package** check box.

12. Click **Copy Resources**.

Applying Discounts to Event Resources on Blocks

Premium

You can apply a discount to event resources (menus, menu items, items, and function spaces) on the block presentation screen.

Applying Discounts

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Block**.

2. Select or confirm the **Property**, enter additional search criteria, and select **Search**.

3. In search results, select the block's **Block ID**.

4. In Block Overview, click **Edit** and scroll to Catering Details.

5. Enter a **discount percentage** in the Resource Discount (%) field and click **Save**.

6. From the Apply Discount dialog, apply the discount to any of the following options:

   a. **All discountable**. Applies the discount to spaces and items (marked as discountable) with a rate code attached other than custom and the rate value is not zero. The discount also applies to menus and menu items where the rate value is not zero.

b. **All resources with same discount%**. Applies the discount to spaces and items with the same discount value, and have a rate code attached other than custom, and the rate value is not zero. The discount also applies to menus and menu items with the same discount value and where the rate value is not zero.

c. **All discountable item resources**. Applies the discount only to items that are configured as discountable, have a rate code attached other than custom, and the rate value is not zero. Menus and spaces are not updated with discount.

d. **Item resources with same discount%**. Applies the discount only to items that are configured as discountable, have the same discount entered, have a rate code attached other than custom, and the rate value is not zero. Menus and spaces are not updated with a discount.

e. **All discountable menu and menu item resources**. Applies the discount only to menus and menu items where the rate value is not zero. Items and spaces are not updated with a discount.

f. **Menu and menu item resources with same discount %**. Applies the discount only to menus and menu items that have the same discount value and where the rate value is not zero. Items and spaces are not updated with a discount.

g. **All discountable function spaces**. Applies the discount only to function spaces with a rate code attached other than custom and the rate value is not zero. Menus and items are not updated with a discount.

h. **Function space with same discount%**. Applies the discount only to function spaces that have the same discount entered, have a rate code attached other than custom, and the rate value is not zero. Menus and items are not updated with a discount.

i. **None**. No discount is applies to any resources.

7. Click **Apply**.

Managing Resource Notes

You can associate Resource Notes with individual resource items. Multiple notes can be added to an event resource.

Adding Resource Notes

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. In the search results, click the event's **I Want To . . .** action and select **Event Resources**.

4. On the Event Resources screen, select an **item**, **event space**, or **menu item** from the list of the event's resources.

5. Click the item or menu item **vertical ellipsis**, select **Add Note**, and enter the following details:

a. **Title**: Enter a title for the note.

      b. **Sequence**: Enter a number to determine the order in which the note should appear when listed.

      c. **Internal**: Select the check box to mark the note as internal. Internal notes can be excluded from output on client correspondence by default.

      d. **Comment**: Enter the note details.

6. Click **Save** or click **Save and Continue** to add another note.

Viewing and Updating Resource Notes

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event, click the **I Want To . . .** action, and select **Event Resources**.

4. Locate the **item**, **event space**, or **menu item** from the list of event resources and click the **note symbol**.

5. From the Resource Notes screen, select the **note**, click the **[+] symbol** to expand the card, and read the note comments.

6. To edit the note, click the note's **vertical ellipsis** and click **Edit**.

7. Make your changes and click **Save**.

Deleting Resource Notes

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event, click the **I Want To . . .** action, and select **Event Resources**.

4. Locate the **item**, **event space**, or **menu item** from the list of event resources and click the **note symbol**.

5. From the Resource Notes screen, locate the note, click the note's **vertical ellipsis**, and select **Delete**.

6. Click **Delete** to confirm.

Editing Menu Resources on Block Events

The Event Resources function provides the ability to edit Event items and Menu details.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Block**.

2. Enter or confirm a **Property** and click **Search**. The property field requires you to enter a property name only if you are logged into the Hub.

3. From your search results, click **I Want To . . .** and select **Go To Manage Events**.

4. On the Manage Events screen, click **I Want To . . .** and select **Go To Event Resources** to view the events associated with the block.

5. Click the **Action ellipsis** on a menu item and select **Edit**. The menu expands to show dishes or other components of the menu item.

6. Complete the mandatory fields and any others:

    a. **Course** — the number of food courses the item represents.

    b. **Order** — the position of the catering meal type in a List of Values (LOV).

    c. **Menu Item Name** — menu item name as you want it to appear on all documents and contracts.

    d. **Description** — A free-typing field for adding information about the menu item.

    e. **Restriction** — any limitations that apply to this menu item for information only.

    f. **Origin 1, 2, 3** — for creating additional explanations of beverage items, mostly for wines. Enter information such as origin, quality, or region for reference by team members.

    g. **Year** — mostly used for wines or any beverages where vintage is important.

    h. **Responsible Department** — the department(s) within the hotel's Food and Beverage structure that either provides or organizes this item or needs to know that this item is booked for a certain event.

    i. **Included check box** — indicates the menu item is usually included in the total price of a Standard Menu. If the check box is not checked, the menu it should be charged separately.

    j. **Beverage check box** — select to classify the menu item as a beverage.

    k. **Consumption check box** — select if the item is usually charged on an as-consumed basis.

    l. **Print check box** — select to print the item on external documents. Leave unchecked to print on internal documents only.

    m. **Container** — denotes the container type for serving beverage menu items.

    n. **Servings** — the number of servings in the container specified above.

    o. **Portion** — describes the portion type served for the menu item.

    p. **Sales Price** — selling price.

    q. **Cost** — specify the cost (pre-sales) figure for each menu item as provided by the Food & Beverage department. This facilitates the calculation of profit / loss margins on various screen displays and reports.

    r. **Revenue Type** — the revenue type that should receive the accumulated revenue from this item. Typically, this would be Food for food items and Beverage for beverage items.

    s. **Discount Percentage** — enter an allowable discount percentage.

7. Click **Save**.

Managing Custom Menu Items

Premium

You can manage (ad-hoc) custom menu items for events without having to first configure the menu item resource. Such custom menu items enable flexibility in providing customer service and are not available in configurations. You can report on custom menu items using the F&B Plan (rep_fbplan) report.

Adding Custom Menu Items

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.

4. On the Event Resources screen, add menus to an event:

    a. Click the **Menus drawer**.

    b. Click Expand All.

    c. Select a **menu**.

    d. Click **Save**.

5. Select the newly added menu's **vertical ellipsis** and select **Edit**

6. Click the **Menu Items** tab and then click **Add Custom Menu Item**.

7. When the Add Custom Menu Item screen opens, compete the following fields:

    a. **Course**. This is a mandatory field. Enter a Course order number for the appropriate menu item, which controls the display order of the menu item on the screen and in the Banquet Event Order.

    b. **Order**. This is a mandatory field. Enter the internal order of menu items within a course. This Course Order (in conjunction with the Course) controls the display order of the menu item on the screen and in the Banquet Event Order.

    c. **Menu Item Name 1-3**. Menu Item 1 is a mandatory field. You can use all three lines to describe this menu item. All three lines print in the Banquet Event Order.

    d. **Revenue Type**. This is a mandatory field. Select the revenue type that should receive the accumulated revenue from this item. Refer to your operational standards for any further explanations.

    e. **Responsible Department**. The appropriate department within the hotel's Food & Beverage structure that either provides or organizes this item or needs to know that this item has been booked for a certain function. It enables printing kitchen reports filtered or grouped by Responsible Department.

    f. **Consumption**. Indicates that the menu item will be charged based on the amount consumed. When selected, the quantity entered will not print on the Banquet Event Order, but the quantity multiplied times the sales price is used in forecasting.

    g. **Beverage**. Select the check box to classify the menu item as a beverage. If deselected, the menu item is classified as food. Menu items marked as Beverage print in the Beverage box on the Banquet Event Order.

    h. **Print**. Select the check box to print the menu item on external documents. If not checked, the menu items print only on internal documents.

    i.   **Sales Price**. Specifies the value of this menu item if it were to be sold separately (if not included in a menu).

    j.   **Discount**. Enter a percentage by which this item should be discounted.

    k.   **Container**. Select the type of contain in which the menu item is served.

    l.   **Servings**. The number of servings the menu item contains (typically one serving).

    m.   **Total Quantity**.

    n.   **Include in Menu**. Select to include the menu item in the total price of the standard menu to which it is attached.

8. Click **Add Custom Menu Item**. The Menu Item appears in the Menu Details – Edit panel of the Edit Menu screen.

9. Click **Save** to add the custom menu item to the menu.

Editing Custom Menu Items

Menu Items added to a menu do not appear on the Event Resource screen. You must select the **Menu** to which you added the menu item and perform the edit process to see the menu item.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.

4. On the Event Resources screen, select the **Event**, select the menu's **vertical ellipsis**, and click **Edit**.

5. Locate the custom menu item, click the menu item's **vertical ellipsis**, and select **Edit**.

6. Make your changes and click **Save**.

Deleting Custom Menu Items

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.

4. On the Event Resources screen, select the **Event**, select the menu's **vertical ellipsis**, and click **Edit**.

5. Locate the custom menu item, click the menu item's **vertical ellipsis**, and select **Delete**.

6. Click **Delete** again to confirm.

Copying Custom Menu Items

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.

4. On the Event Resources screen, select the **Event**, click the resources(s), and click **Copy**.

5. On the Copy Resources to Other Events screen, select the **event(s)** you want to copy the resource to.

6. Click the **Copy Resources** button.

Moving Custom Menu Items

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.

4. On the Event Resources screen, select the **Event**, select the resources(s), and click **Move**.

5. On the Move Resources to Other Events screen, select the **event(s)** you want to move the resource(s) to.

6. Click the **Move Resources** button.

Related Topics

- Managing Resource Notes

Managing Custom Items

Premium

You can manage (ad-hoc) custom menu items for events without having to first configure the menu item resource. You can report on custom menu items using the F&B Plan (rep_fbplan) report.

Adding Custom Items

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.

4. On the Event Resources screen, select an **event**, click the **Items drawer**, and click **Add Custom Item**.

5. Complete the following fields:

   a. **Name**. This is a mandatory field. Enter the menu item name.

   b. **Description**. Enter a description of the menu item.

   c. **Revenue Type**. This is a mandatory field. Select the revenue type that should receive the accumulated revenue from this menu item.

   d. **Item Class**. This is a mandatory field. Select from the list of options.

   e. **Departments**. Enter the Department responsible for providing the menu item, if needed.

   f. **Quantity of Items**. Select the number of the menu item added.

   g. **Price**. Specify the value of the menu item if it is sold separately (not included in a menu).

   h. **External Order**. Select the check box if the menu item is from an outside provider.

   i. **Print**. Select the check box to enable printing the menu item on external documents.

6. Click **Save**.

Editing Custom Items

You can edit custom items added to events. Custom Items are identified on the Event Resource screen by a check mark in the Custom column.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.

4. On the Event Resources screen, select the **event**, click the Item's **vertical ellipsis**, and click **Edit**.

5. Make your changes and click **Save**.

Deleting Custom Items

You can delete custom items added to events. Custom Items are identified on the Event Resource screen by a check mark in the Custom column.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.

4. On the Event Resources screen, select the item's **vertical ellipsis**, and click **Delete**.

5. Click **Delete** again to confirm.

Copying Custom Items

You can copy custom items added to events. Custom Items are identified on the Event Resource screen by a check mark in the Custom column.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.

4. On the Event Resources screen, select the item and click **Copy**.

5. On the Copy Resources to Other Events screen, select the **Item** from the Resources section, select the **Event(s)** you want to copy it to, and click **Copy Resources**.

Moving Custom Items

You can move custom items added to events. Custom Items are identified on the Event Resource screen by a check mark in the Custom column.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.

4. On the Event Resources screen, select the **Event**, select the resource's **vertical ellipsis**, and select **Move**.

5. On the Copy Resources to Other Events screen, select the **item** from the Resources section and then select the **event** you want to move it to.

6. Click the **Move Resources** button.

Related Topics

Related Topics

• [Managing Resource Notes](#)

Managing Multi-Choice Menus

Premium

The Multi-Choice Menu is a composed menu with choices of starters, main courses, desserts, and others sold at a single price. You can add, update, and delete a multi choice menu on an event, which allows you to choose optional courses either while booking the menu or later on update. This can help reduce the need to create a separate composed menu for each possible combination of menu items. You can report on multi-choice menus in the Food and Beverage Plan report.

Multi-choice menus are visually distinguished from regular menus on the Events Resources screen and the Menus drawer by (M).

When you add or change multi-choice menus, OPERA Cloud calculates the revenue automatically.

Adding Multi-Choice Menus

You can select optional menu items during the menu booking process. Courses are visually distinguished by (M) within the multi-choice menu.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.

4. Select the **event**, click the **Menus drawer**, and select one or more **multi-choice menu item(s)**.

   a. Multi-choice menus in the drawer are identified by the (M) prefix.

   b. Menu items configured as Mandatory are pre selected by a check mark in the drawer.

5. Click **Save** or click **Save and Add More**.

Editing Multi-Choice Menus

You can perform a range of editing functions on multi-choice menu items using the actions available in Event Resources.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter additional search criteria, and click **Search**.

3. From event search results, select the event's **I Want To . . .** action and select **Event Resources** and from the Go To column.

4. Select the **multi-choice menu** marked by (M), click the menu's **vertical ellipsis**, and select **Edit**.

5. On the Edit Menu screen, make your changes in the available fields or menu items.

> **✎ Note:**
>
> The Actual attendee field appears on the menu only if the event status is ACT. The Expected and Guaranteed attendee fields appear on the menu only if the fields contain values on the event.

6. From the list of menu items attached to the menu, you can change certain selections on each menu item course at the list level. To edit the entire menu item course:

   a. Click a menu item's **vertical ellipsis** and select **Edit**.

   b. Make your changes.

c. Click **Save** to return to the Edit Menu screen.

> **Note:**
>
> The courses are differentiated by course and order to make them easily distinguishable for Menu Item selection.

7. To convert a multi-choice menu item to a regular menu item:

   a. Select menu items.

   b. Click Convert to Regular.

   c. The Event Resources screen opens, and the multi-choice menu is converted to a regular menu along with selected menu items (the menu no longer displays the multi-choice (M) indicator).

8. Click **Save** to return to Event Resources.

Related topic: Editing Menu Resources on Block Events

Deleting Multi-Choice Menu Items

You can delete one or multiple menus from an event.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From event search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.

4. Select the **multi-choice menu** marked by (M), click the menu's **vertical ellipsis**, and select **Delete**.

5. Click **Delete** to confirm.

Using the Function Diary

Use the function diary to view the availability of event spaces and manage the events scheduled to occur in each space on a selected date/time. You can view the event spaces by the hour, day, week, or by multiple weeks. Loud events, events held in shareable spaces, events with sub-events, or events in alternate spaces are clearly indicated. The events shown on the diary are color coded according to the event status and appear only when the status is configured to show in the Function Diary. See Configuring Block Status.

For each function space the following icons indicate the properties of the space:

Events	
🎲	Combo Space
⬦	Combo Element
◀	Shareable Event Space
✳	Requires Alternate Space

A function space that is out of order or out of service for a period is indicated by ▦ in the chart for the respective dates.

For each event, the following icons indicate the properties of the event:

📢	Loud Event
🔒	Do Not Move Event
⧉	Alternate Event
⦤	Shared Event
▱	Sub Event
▭	Master Event
★	Exclusive
▤	Setup/Tear-down Time

Viewing the Function Diary

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Function Diary**.

2. Select the **Property**, **Start Date**, and **Number of Days** to view. Enter any other search criteria and click **Search**.

> **Note:**
>
> **Include Hidden**: Select to show function spaces configured not to appear in the Function Diary.

3. Use the date navigation to scroll forward or back through the dates if required.

4. Update **View** to change the number of days shown on the chart.

5. Update **Days of the Week** to show only selected days of the week on the chart.

6. Click **Save**.

Viewing Room Availability

To view a summary of property availability above the Function Diary click **Show Rooms**.

The panel displays a summary of deduct and non-deduct blocks and reservations and the **Maximum Available Rooms** per date.
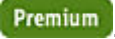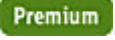
> **Note:**
>
> Select a multi-day view to display room availability.

Viewing Calendar Events

The Function Diary displays a color line above the date/day with special events set up from the Property Calendar.

Click **Day Details** to open the panel showing details about special events occurring on the date.

You can clearly identify the days with blocks indicated for rate protect and/or non-compete. A line appears above the weekdays to indicate if any bookings on that date are flagged as Rate Protect and/or Non Compete on the Business Block screen Details tab.

- **Rate Protect** Premium . This indicates that no other groups should be booked using rates lower than those assigned to the block that is flagged as rate protect.

- **Non Compete** Premium . This indicates that no competing accounts (accounts with the designated NC Industry code) should be booked at the same time as this block.

Viewing Function (Event) Space Information

To view the details of a function space, click the Function Space name on the far left side of the chart.

The details of the function space appear across four tabs:

- **Overview**: Displays details of the space, the setup styles, and capacities supported per style.

- **Image Gallery**: Displays images of the function space.

- **Rate Details**: Displays the function space pricing information.

- **Dimensions**: Displays the room dimensions in imperial and metric measurements.

Changing Event Label Display

By default, each event displays the Booking Name as the event label that appears in the chart.

Other choices include:

- **Booking Name**: Displays the business block name to which the event is linked.

- **Event Type**: Displays the type of event that it is.

- **Set Up Style**: Displays the style of setup to be used for the event.

- **Attendees**: Displays the number of attendees for the event.

- **Attendees and Setup Style**: Displays the number of attendees and the setup style for the event.

- **Event Name**: Displays the name of the event.

To change the event label display:

1. From the Function Diary, click **Modify Search Criteria** to open the **Search** panel.

2. Select an option from the Event Label list.

3. Click **Search**.

Viewing and Managing Event Information

To view the details of an event, the related block, and linked profiles, double click the event in the chart.

- The Event Information panel opens.

- Sub events are available in the sub-events tab.

- Use the actions available to manage the event. See Events.

4

Front Desk

Front Desk features some of the most commonly used operations in OPERA Cloud, such as managing guest arrivals, managing in-house guests, and managing guest departures. Some additional tasks you can complete from the Front Desk menu are room searches, room assignments, and quick check outs as well as opening folios, creating registration cards, setting wake up calls, and sending messages to guests.

- Arrivals and Check In
- In House
- Departures and Checkout
- Front Desk Workspace

Arrivals and Check In

Arrivals management involves overseeing guests arriving at the property, including walk ins, day use arrivals, and groups. You can pre register, advance check in or check in guests, queue, or modify reservations.

- Pre-Register Arrival Reservations
- Hold Rooms
- Managing Reservation Queue Status
- Managing eSignature Registration Cards
- External Guest Notifications
- Checking in Reservations

Pre-Register Arrival Reservations

You can offer your guests the ability to check in for their reservations by pre-registering. When a reservation is pre-registered, all of the guest's information to finish the registration process is collected, including authorizing the guest's credit card for the reservation. This makes it easy to check in the reservation when the guests arrive and the assigned room is available.

You can search for and manage pre-registered arrival reservations from Arrivals search by selecting the Pre-registered check box in advanced search.

Hold Rooms

Prerequisites for Hold Rooms

Rooms can be placed "on hold" for a set period (from 1 to 1440 minutes or 24 hours) or for an unlimited time, depending on the HOLD condition code configuration. While a room is on hold, it cannot be assigned by users other than the user who placed the

room on hold. When a room is placed on hold by another user, you must have the **Room Hold Override** user task to take it off hold.

When the hold period expires, the room is automatically taken off hold. The room is also automatically taken off hold if you check a guest into the room before the hold period expires. The HOLD conditions available for selection are determined by the user groups to which you belong.

An example of using this feature would be if you are assigning rooms to a group of four arriving reservations who want adjoining rooms. If your property has several agents simultaneously managing room assignments, it might be difficult or impossible to work fast enough to assign the desired four rooms to the reservations you are handling. You could place the four rooms into a HOLD condition for three minutes and then select those rooms for the reservations to which you are making room assignments. If you have not assigned the rooms within three minutes, they then become available to other agents.

> **✎ Note:**
>
> Placing a room on hold does not prevent it from being placed in Out of Order or Out of Service status.

- Prerequisites for Hold Rooms
- Placing a Room on Hold

Prerequisites for Hold Rooms

OPERA Controls

Group: Room Management

Functions: Hold Rooms, Room Conditions

OPERA Cloud Tasks

Inventory: Place Rooms on Hold

- Allows placing rooms on hold under HOLD1 reason
- Allows placing rooms on hold under HOLD2 reason
- Allows placing rooms on hold under HOLD3 reason
- Allows placing rooms on hold under HOLD4 reason

Inventory: Room Hold Override

Placing a Room on Hold

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Arrivals**.
2. Search for and select a reservation and then click **Check In**.
3. Select **I Want To…** and choose **Hold Rooms**.
4. Search for rooms by entering search criteria and clicking **Search**.

5. Select the rooms in the search result.

6. Click **Place on Hold**.

7. Complete the following:

    a. **Hold Reason**. Select a **HOLD** condition from the list. The number of minutes the hold restricts room assignment is shown to the right of the field. "Unlimited" appears if there is no time limit on the hold.

    b. **Remarks**. Enter any additional information, such as "<guest name> rooms are being held for…"

8. Click **Place on Hold** to finish.

Managing Reservation Queue Status

Prerequisites for Managing Reservation Queue Status.

The Queue Rooms feature is accessible when the application function **Rooms Management** > **Queue Rooms** application function is set to Active.

Queue Rooms enables you to view and manage Arrival rooms on queue. The number of rooms on queue and the current and average wait times appear. The Room Type section lists the number of rooms on queue per room type and shows a count of rooms in each room status.

At times, guests arrive before their assigned room or a room of their chosen room type is available for assignment. The resulting backlog of arrivals can cause confusion at the front desk and adversely impact guest service. The OPERA Cloud Queue reservations/queue rooms feature helps you manage room assignment ensure guests are checked into their rooms rapidly by coordinating front desk and housekeeping efforts.

Front Desk staff can add arrival reservations to the reservation queue if the guest's room is not ready for check in or if there are no available rooms of the room type sold in the reservation. Housekeeping room attendants can viewQueue Rooms on their mobile phone devices to determine to expedite the housekeeping task for these rooms.

When you attempt to check in reservations before the assigned room is ready for check in (for example, the assigned room is still occupied or all rooms of the desired room type are in dirty status) the Queue Reservations feature prompts you whether you want to continue with check-in or stop the check-in so that you can put the reservation on queue.

With a configured integration to an SMS service provider you can also send an SMS to room attendants to alert them of priority "rush" queue rooms and then send the guest an SMS once the housekeeping task is complete and the room is ready for check in.

Adding a Reservation to the Queue

At check in, you can place a reservation in the queue if the assigned room is not ready for occupancy. You can finish the check in once the room is vacant and the housekeeping status of room is clean or inspected.

1. From the OPERA Cloud menu, select **Front Desk**, select **Arrivals**.

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

3. Select the reservation from the search results and click **I Want To...** and then select **Place Reservation in Queue**.

4. A confirmation is displayed, click **OK** to close.

Viewing Wait Time and Changing Priority

1. From the OPERA Cloud menu, select **Front Desk**, select **Arrivals**.

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

3. Select the reservation from the search results and click **I Want To...** and then select **Queue**.

4. The current wait time on queue is displayed.

5. Click **Prioritize** to place this reservation in top number 1 priority.

Sending SMS to Guest

1. From the OPERA Cloud menu, select **Front Desk**, select **Arrivals.**.

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

3. Select the reservation from the search results and click **I Want To...** and then select **Queue**.

4. Click **Send Text to Guest** to send a short text message to the guests mobile phone to inform them that their room is now ready for check in.

5. Select or enter a mobile phone number.

6. Click **Send Text**.

> **Note:**
>
> This feature requires the **SMS OPERA** Control to be active.

Sending SMS to Housekeeping

1. From the OPERA Cloud menu, select **Front Desk**,select **Arrivals**.

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

3. Select the reservation from the search results and click **I Want To...** and then select **Queue**.

4. Click **Vertical Ellipse**, select **Send Text to Housekeeping** to send the room attendant a short text message informing them of a priority reservation on queue.

5. **Attendant Mobile**: Select an attendant from the list — the mobile phone number will populate to the field.

6. Click **Send Text**.

> **Note:**
>
> This feature requires the **SMS OPERA** Control to be active.

Removing a Reservation from the Queue

1. From the OPERA Cloud menu, select **Front Desk**, select **Arrivals**.

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

3. Select the reservation from the search results and click **I Want To...** and then select **Queue**.

4. Click **Vertical Ellipse**, select **Remove from Queue**.

Changing/Assigning Room for Room on Queue

1. From the OPERA Cloud menu, select **Front Desk**, select **Arrivals.**

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

3. Select the reservation from the search results and click **I Want To...**and then select **Queue**.

4. Click **Vertical Ellipse**, select **Change Room**.

5. Search and assign room; refer Assigning Rooms to a Reservation.

•   Prerequisites for Managing Reservation Queue Status

Related Topics

•   Queue Rooms

•   Housekeeping Board

•   Home Dashboard

Prerequisites for Managing Reservation Queue Status

OPERA Controls

Group: Rooms Management

Functions: Queue Rooms

OPERA Cloud Tasks

Reservation Management

•   Queue Reservations

•   Change Priority

•   Remove from Queue

•   Send Text to Guest

•   Send Text to Housekeeping

Managing eSignature Registration Cards

Prerequisites for eSignature Registration Cards

eSign Registration Cards are available for mobile check-in, allowing guests to initial and sign the digital registration card on a tablet. You can create multiple registration

cards for a reservation. The eSigned document(s) are saved with the reservation until purged.

> **Note:**
>
> With the multi-language function active, the registration card defaults to display a template based on the language selected in the guest profile.

Creating eSign Registration Cards

1. From the OPERA Cloud menu, select **Front Desk**, and select **Arrivals**.

2. Search for arrival reservations.

3. From search results, locate the reservation, click the row level **I Want To . . . menu**, and select **Create eSign Registration Card**.

4. Alternatively, when checking in reservations from within the check-in steps, click the **I Want To . . . menu** and select **Create eSign Registration Card**.

5. When the registration card appears on the tablet, ask the guest to initial and sign.

   a. The guest can tap the Initial and Signature areas and sign directly on the tablet.

   b. The guest can tap the pencil icons adjacent to their initials or signature to make an update.

6. Press **Save** to store the eSign registration card file with the reservation.

Viewing and Printing eSign Registration Cards

After a guest signs the registration card, a link becomes available on the reservation to view and print the eSigned registration document. Depending on the reservation status use the appropriate menu to search for the reservation.

1. From the OPERA Cloud menu, select **Front Desk**, and select **Inhouse**.

2. Search for the inhouse reservation.

> **Note:**
>
> For checked-out (history) reservations, use the Bookings, Manage Reservation menu to search for reservations.

3. From search results, select the reservation record or the reservation presentation page, click the **I Want To . . . menu** and select the **eSigned Registration Cards link** under the Reservation heading.

4. Click the row level **vertical ellipsis** and select either **Preview** or **Print**.

   a. Preview displays the eSigned registration document on screen.

   b. Print provides a print menu with options for printing the document.

- Prerequisites for eSignature Registration Cards

Prerequisites for eSignature Registration Cards

OPERA Controls

Group: Front Desk

Functions: eSign Registration Card

OPERA Cloud Tasks

Bookings: Reservation Management

- Create eSigned Registration Cards
- View eSigned Registration Cards

External Guest Notifications

With the External Notifications feature you can flag a guest or group reservation if the guest wants to opt in to receive external notifications related to their stay. For example, if a guest arrives earlier than check in time or when their room is not yet ready, they can opt-in to receive external notifications by phone and/or email, and can then enjoy the property's amenities, theme parks, or a meal, and be notified when their room is ready. When flagging a reservation for External Notifications you can choose an existing primary phone and/or email from the guest's profile or enter new values.

> **Note:**
>
> OPERA Cloud does not directly send external notifications to guests when this flag is set on a reservation. An external system must be configured to subscribe to business events that OPERA generates for these notifications.

You can flag reservations for External Notifications in the following screens:

- Manage Reservation – Arrival Date and ETR Ascending.
- Check In – Assign Room step.
- Reservation Advanced Search.
- Room Assignment Search.

External Notification flagging or modifying the flag on a reservation is recorded in the Changes Log.

- External Guest Notifications Conditions and Assumptions
- External Guest Notifications Impact
- Flagging a Reservation for External Guest Notifications

External Guest Notifications Conditions and Assumptions

The **External Notification Details** check box and **Phone/Email** fields are read-only if the reservation status is No Show, Checked Out, or Canceled.

External Guest Notifications Impact

The following data elements are within the Business Events Reservation module.

Opted For Communication

Business Event Element Details:

- Data Element: OPTED FOR COMM YN
- XML Tag Name: OPTED FOR COMM YN
- Description: A Y/N value based on the external communication flag on the reservation
- Data Type: C
- Business Event: New Reservation, Update Reservation, Advanced Check In, Reverse Advanced Check In

Communication Type

Business Event Element Details:

- Data Element: COMMUNICATION TYPE
- XML Tag Name: COMMUNICATION TYPE
- Description: Is always EXT_NOTIFICATIONS for this functionality
- Data Type: C
- Business Event: New Reservation, Update Reservation, Advanced Check In, Reverse Advanced Check In

Communication Role

Business Event Element Details:

- Data Element: COMMUNICATION ROLE
- XML Tag Name: COMMUNICATION ROLE
- Description: The type of communication (that is, Email or Phone)
- Data Type: C
- Business Event: New Reservation, Update Reservation, Advanced Check In, Reverse Advanced Check In

Communication

Business Event Element Details:

- Data Element: COMMUNICATION
- XML Tag Name: COMMUNICATION
- Description: The value entered for Phone 1, Phone 2, Email 1, or Email 2
- Data Type: C
- Business Event: New Reservation, Update Reservation, Advanced Check In, Reverse Advanced Check In

Flagging a Reservation for External Guest Notifications

You can flag external notifications for a reservation the following ways.

In the Reservation's Additional Details Prior to Arrival or After Check-in

1. In the reservation, go to the **Additional Details** panel, select **Edit**, and then check the **Receive External Notifications** check box.

2. In the **External Notification Details** section, enter the phone numbers and/or email addresses. If a primary phone or email exists on the guest's profile, it is populated in the field – you can keep or edit that value (if you change it here it does not remove it from the profile). You can also search for and bring in other phone numbers and/or email addresses existing on the guest's profile using the search icon.

3. (Optional) Check **Add to Profile** if you want to add the phone/email to the guest's profile; otherwise, this information only saves to this reservation.

By Selecting the Assign Room Link from the Reservation Search Results

1. From the **Arrivals** search results, select the reservation to opt in and then select the **Assign Room** link in the **Room** column.

2. In the **Room Details – Search** panel, select **Receive External Notifications**. If the reservation is already flagged to receive external notifications and you want to modify the information, select **Edit** in the **External Notification Details** screen.

3. In the **External Notification Details** section, enter the phone numbers and/or email addresses. If a primary phone or email exists on the guest's profile, it is populated in the field – you can keep or edit that value. You can also search for and bring in other phone numbers and/or email addresses existing on the guest's profile using the search icon.

4. (Optional) Check **Add to Profile** if you want to add the phone/email to the guest's profile; otherwise, this information only saves to this reservation.

In the Room Selection Panel During the Check In Process

You can flag External Notifications with or without assigning a room.

1. From the **Arrivals** search results, select the reservation to check in and click **Check In**.

2. In the **Room Selection** panel, select **Receive External Notifications**. If the reservation is already flagged to receive external notifications and you want to modify the information, select **Edit** in the **External Notification Details** screen.

3. In the **External Notification Details** section, enter the phone numbers and/or email addresses. If a primary phone or email exists on the guest's profile, it is populated in the field – you can keep or edit that value. You can also search for and bring in other phone numbers and/or email addresses existing on the guest's profile using the search icon.

4. (Optional) Check **Add to Profile** if you want to add the phone/email to the guest's profile; otherwise, this information only saves to this reservation.

Checking in Reservations

Checking in a reservation is a multi-step process based on the panel and sequence of steps selected for the **Custom Check In Steps** setting for your property. This setting determines the default step in the check-in process for your property. For more information, see OPERA Controls — Front Desk for more information. In addition, you can also access all reservation detail links such as routing, notes, attachments, or fixed charges.

Reservation check-in involves the following actions:

- Reviewing the reservation and profile details
- Reviewing the added packages and items
- Reviewing the guest's privacy preferences
- Adding or scanning a guest's identification details
- Assigning the room
- Confirming payment details
- Generating a registration card
- Completing the check-in

> **Note:**
>
> Identification scanning requires the OPP_IDS add-on service and integration with a third-party IDSCAN partner solution.

The check-in process described below is the same from any area of the application where check-in is initiated, such as the Front Desk - Arrivals menu option, the Arrivals dashboard tile, Quick Launch, Room Assignment, and so on.

Checking in the Reservation

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals** to open the **Arrivals Search**.

   > **Note:**
   >
   > You can also open **Arrival Search** from the Arrivals Tile on your Dashboard or use Quick Launch.

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

3. From the search results, select the reservation to check in.

4. Click the **Check In** button or click **I Want To . . .** and then select **Check In**.

   > **Note:**
   >
   > When OPERA Cloud is accessed on a tablet, the search defaults to the card view. Tap the reservation card to begin the check-in.

5. On the **Check In Reservation** screen:

a. The guest business card appears at the top of the page. Click the guest name link to open the profile presentation for further updates.

b. When the Reservation Upgrade OPERA Control is active you may see a notification regarding upgrade offers; click the notification to view the offers. For more information, see Managing Reservation Upgrade Offers.

c. Click **I Want To...** to view the various actions for this arrival reservation.

d. Click the **minus** button to collapse the business card and reservation overview panels and click the **plus** button to expand it.

e. In the **Reservation Overview** information panel:

i. Click the **room type** link to view details and images of the room type.

ii. Click the **rate code** link to view rate code information.

iii. Click the **rate amount** link to view rate Information details.

iv. Click the **Reservation detail** links to view and update reservation details. See the 'Reservation Detail Links' table below for more information.

f. In the **Package and Items** panel, review and add package items and/or inventory items as needed.

i. See Packages

ii. See Items

g. In the **Privacy** panel, review and update the guest's privacy options as needed:

i. Click **Edit** to update the privacy options.

ii. SeeManaging Profile Correspondence and Privacy Options

iii. Click **Save** when finished updating.

h. In the **Identification** panel, you can add details for multiple ID documents and save them to the guest profile.

i. See Managing Profile Identification and Personal Details for more information.

i. In the **Membership** panel, confirm or select the applicable membership(s) to link to the reservation.

i. See Managing Reservation Memberships

ii. Select entries in the Available Profile Memberships panel to move memberships into the (Reservation) Memberships panel using the down arrow and link them to the reservation. Click **Save**.

iii. Click **New** to add a new membership to the profile.

j. In the **Room Selection** panel, search for and assign a room to the reservation if one has not already been assigned.

i. See Assigning Rooms to a Reservation

ii. Enter search criteria, such as floor, feature, or smoking preferences, to filter room results and click **Search**.

iii. Click **Select Room** for the room to assign to the reservation.

- A list of suggested rooms shows up to ten available rooms of the highest cleaning status at your property.

    - The list of suggested rooms are links which provide you with the ability to click to select the room of choice.

    - After completing a reservation upgrade, the suggested room list shows any available rooms for the upgraded room type.

  iv. Click **Mark as Do Not Move Room** to set a do not move lock on the

    reservation; a padlock appears next to the room assigned .

  v. Click **Place Reservation on Queue** to place the reservation on queue if the room is not ready for check-in. See Queue Rooms for more information.

k. In the **Verify Payment** panel, confirm or update the method of payment for the reservation. You can enter details for each of the eight billing windows. For more information, see Managing Reservation Payment Instructions

6. Click **Registration Card** to generate a registration card.

> **Note:**
>
> You are prompted to generate a registration card when the **Generate Registration Cards at Check In**, **Front Desk** control is set to **Prompt** in OPERA Controls.

7. Click **I Want To...** and select **Create eSign Registration Card** to generate an electronic registration card on a tablet device for the guest to sign. See Managing eSignature Registration Cards for more information.

8. Click **Complete Check In** when finished.

> **Note:**
>
> You will be prompted to generate a registration card when the Generate Registration Cards at Check In Front Desk control is set to PROMPT.

Creating Room Keys

> **Note:**
>
> The Create Key option is only available when a Door Locking System (DLS) interface service is active and configured at your property.

1. Select **New Key** or **Duplicate Key**.

2. Enter the number of keys needed.

3. Enter or select **Key Options** to enable special access, such as Gym or Club Floor, on the key(s).

4. Select a **Valid Until Date** and **Time** for the key.

5. Select a key encoding device from the list. See Configuring a Workstation for more information.

6. Click **Create Key** when finished.

Issuing Prepaid Card

> ✏ **Note:**
>
> Issue prepaid card at check in occurs when the Stored Value System (SVS) Interface configuration is set to prompt for Prepaid Cards at Check In.

SeeIssue Prepaid Cards.

Table 4-1   Reservation Detail Links - Reservations and Billing

Reservations	Billing
Call History	Payment Instructions
Item Inventory	Deposit Cancellation
Packages	Fixed Charges
Stay Details	Routing Instructions
Transportation	
Confirmation Letters	
eSigned Registration Cards	
External References	
Linked Reservation	
Track It	
Shares	
Tickets	
Notifications	**Profile**
Alerts	Communication
Attachments	Future and Past Stays
Guest Messages	Linked Profiles
Housekeeping	Preferences
Notes	Accompanying Profiles
Service Requests	Membership
Traces	

- Advance Checking In Reservations

- Mass Check In (Check In Multiple Reservations)

- Checking In Multiple Reservations (Mass Check In)

Related Topics

- Managing eSignature Registration Cards

- Reversing (Cancelling) Check-In

- Placing the Room on Hold

- Registration Card Conditions and Assumptions

- Marking a Room as Do Not Move

Advance Checking In Reservations

You can flag a reservation for Advance Check In using the Check In process under these conditions:

- The reservation must be an Arrival (Due In) reservation for the current business date.

- The reservation must have a valid payment method.

- The reservation can be flagged for Advance Check In with or without a room assigned.

  – If the reservation has a room assigned, it must be a physical room. Pseudo room reservations cannot be flagged for Advance Check In.

  – If you want the Advance Checked In reservation to be Auto Checked In upon room status match, a room must be assigned to the reservation. A room can be assigned to the reservation prior to or modified after being flagged for Advance Check In.

- Walk In reservations, Pre Registered reservations, and reservations that are in Queue can be flagged for Advance Check In.

- Prerequisites: Advanced Check In

- Advance Check In (with ETR) a Single Reservation

- Advance Check In (with ETR) Multiple Reservations (Mass Advance Check In)

- Advance Check In (with ETR) and Auto Assign Rooms to Multiple Reservations (Mass Advance Check In)

- Auto Check In of Advance Checked In Reservations

- Modifying an Advance Checked In Reservation

- Advance Check In

- Advance Check In Conditions and Assumptions

- Advance Check In Impact

- Troubleshooting Advance Check In

Prerequisites: Advanced Check In

OPERA Controls

Group: Reservations

Function: Advance Check In

- **Expected Time of Return** ETR parameter (optional).

- **Auto Check In of Advance Checked In Reservations** parameter (optional).

- Room Status for **Auto Check In of Advance Checked In Reservations** setting (optional).

Advance Check In (with ETR) a Single Reservation

Use the Check In process to flag a reservation for Advance Check In.

1. From the Arrivals search, select the reservation to Advance Check In and then click **I Want To…** and click **Check In**.

2. (Optional) Room Selection – assign a room to the reservation.

   Note: You are not alerted if there is no room assigned, or if the room assigned is not in Clean or Inspected status.

3. Click the **Advance Check In** button.

4. (Optional) On the Expected Time of Return (ETR) screen, enter the estimated time of return and a comment. If none, then click **Cancel** to close the screen.

5. Select **Save** and then click **OK** in the Successful Advance Check In prompt.

   If your property uses registration cards, you are prompted whether to print. If a room is assigned to this reservation, you have the option to create the room keys.

After the reservation is Advance Checked In:

- The Reservation is marked **Advance Checked In**.

- The arrival date is changed to read-only and cannot be modified.

- The Expected Time of Arrival (ETA) for the reservation is updated with the Advance Checked In time.

- Any deposit on the reservation is posted on the folio.

- Charges that are incurred by the guest (such as through a point of sale system) post to the reservation folio. In-room charges (such as mini bar or PBX) are not allowed.

Advance Check In (with ETR) Multiple Reservations (Mass Advance Check In)

1. From the Arrivals search or from the Room Assignment screen, select two or more reservations to Advance Check In and then click **Mass Advance Check In**.

2. (Optional) Enter the expected time of return (ETR) and an ETR comment, and then click **Process**.

   Note: The ETR time and ETR comment apply to each of the selected reservations that you are now Advance Checking In.

3. In the **Mass Advance Check In Status** screen, review the status, and click **OK**.

   a. Select **Print** to print the status report.

   If any Advance Check Ins fail, the reason is listed; you can sort the status results by successful (default) or by failures first. If a room is assigned to any reservation, you have the option to create the room keys. If your property uses registration cards, you can select the card and preview/print, email.

After the reservations are Mass Advance Checked In:

- The Reservation Type on the reservation is marked **Advance Checked In**.

- The Expected Time of Arrival (ETA) for the reservation is updated with the Advance Checked In time.

- Any deposit on the reservation is posted on the folio.

- Charges that are incurred by the guest (such as through a point of sale system) post to the reservation folio. In-room charges (such as mini bar or PBX) are not allowed.

- All reservations that failed Mass Advance Check in:

    – Are still in Arrival (Due In) status but not flagged as Advance Checked in.

    – The Arrival time (ETA) remains unchanged.

    – The Expected Time of Return (ETR) remains unchanged.

    – Revise the reservation and then retry the Advance Check In process.

Advance Check In (with ETR) and Auto Assign Rooms to Multiple Reservations (Mass Advance Check In)

1. From the Room Assignment screen, select two or more reservations to Advance Check In and then click **Auto Assign and Advance Check In**.

2. In the Room Assignment panel, select room status and room criteria to match, and then click **Assign**.

    Note: Mass Advance Check In processes all selected reservations with or without a room assigned.

3. (Optional) In the **Mass Advance Check In Options** panel enter the expected time of return (ETR) and an ETR comment, and then click **Process**.

    Note: The ETR time and ETR comment apply to each of the selected reservations that you are now Advance Checking In.

4. In the **Mass Advance Check In Status** screen, review the status, and click **OK**.

    a. Select **Print** to print the status report.

    If any Advance Check Ins fail, the reason is listed. You can sort the status results by successful (default) or by failures first.

    If a room was auto assigned to any reservations, you have the option to create the room keys.

    If your property uses registration cards, you can select the card and preview/print, email.

Auto Check In of Advance Checked In Reservations

Advance Checked In Reservations can be automatically checked in under these conditions:

- The reservation is in Advance Checked In state.

- The reservation has a room assigned.

- The assigned room's occupancy status is Vacant.

- The reservation has a valid payment method.

- The Schedule Check Out / Auto Check In processor in Toolbox – Utilities – Processors must be running.

This automatically checks in Advance Checked In reservations when the assigned room's housekeeping status is updated to match a room housekeeping status defined in the Room Status for **Auto Check In of Advance Checked In Reservations** setting. For example, if the Room Status value is set to Clean, then Advance Checked In reservations that have rooms assigned with Dirty status are automatically checked in when the assigned room's status changes to Clean. The reservation's room status can be changed from Room Management, an external interface, or from assigning a room to the reservation.

Modifying an Advance Checked In Reservation

An Advance Checked In reservation can be modified under these conditions:

- When a reservation is Advance Checked In, the arrival date is changed to read-only and cannot be modified.

- You can assign, remove, or modify a room on an Advance Checked In reservation.

- It can be reversed unless financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

- It cannot be moved to another property.

- It cannot be canceled. First, you must reverse the advance checked in flag and then you can cancel the reservation.

- Reversing Advance Checked In Reservations

Reversing Advance Checked In Reservations

An Advance Checked In reservation can be reversed unless financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

1. To reverse an Advance Checked In reservation, search for the Advance Checked In reservation from the Advance Check In tile (Current), the Quick Launch (F2+V), or the Manage Reservation Search criteria.

2. Select the Advance Checked In reservation to reverse.

3. Select **I Want To… Reverse Advance Check In**.

   The Advance Checked In flag is removed and the reservation returns to Arrival status.

   Note: If an Expected Time of Return (ETR) and/or ETR Comment exists, it remains in the reservation after Advance Check In reversal.

Advance Check In

At times, when guests arrive to the property prior to a room being ready, you can flag a reservation as Advance Checked In for arrivals due in on the current business date. This enables guests to post charges to their reservation folio prior to check in, and helps the rooms management team prioritize room cleaning and assignment. Individual reservations (including Walk In reservations, Pre Registered reservations, and reservations that are in Queue) and group block reservations can be Advance Checked In.

An Advance Checked In reservation with an assigned room does not affect the room occupancy status and is not deducted from inventory until the reservation is checked in. Flagging a reservation as Advance Checked In (or reversing an Advance Checked In reservation) is recorded in the Changes Log.

Benefits to the Guest and to the Property

Advance Check In with the **Expected Time of Return** (ETR) parameter On provides the following benefits.

The guest can:

- Post charges to their reservation folio prior to checking in.
- Receive notifications when the room is ready.

The rooms management and front office teams can:

- Easily identify which reservations are flagged Advance Checked In.
- Prioritize and sort Advance Checked In reservations by expected time of return (ETR).
- Assign rooms to reservations based on expected time of return (ETR).
- Add ETR comments that link to the ETR time.
- Set Advance Checked In reservations to automatically check in based on room status.
- Check in multiple Advance Checked In reservations (Mass Advance Check In).

Advance Check In Process Flow

Advance Check In Conditions and Assumptions

For Reservations Prior to being Flagged as Advance Checked In

- The reservation must be an Arrival (Due In) reservation for the current business date.
- The reservation must have a valid payment method.
- The reservation can be flagged for Advance Check In with or without a room assigned:
  - If the reservation has a room assigned it must be a physical room. Pseudo room reservations cannot be flagged for Advance Check In.
  - If you want the Advance Checked In reservation to be Auto Checked In upon room status match, a room must be assigned to the reservation. A room can be assigned to the reservation prior to or modified after being flagged for Advance Check In.

- Walk In reservations, Pre Registered reservations, and reservations that are in Queue can be flagged for Advance Check In.

For Reservations that are Flagged as Advance Checked In

- The reservation is marked Advance Checked In.

- The Expected Time of Arrival (ETA) for the reservation is updated with the Advance Checked In time.

- The arrival date is changed to read only and cannot be modified.

- When Advance Checked In, deposits on the reservation are posted on the folio.

- Advance Checked In reservations cannot be reversed if financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

- Charges that are incurred by the guest (such as through a POS system) post to the reservation folio. In-room charges (such as mini bar or PBX) are not allowed.

- The Night Audit process cannot complete if any Advanced Checked In reservations have not been checked in.

- Advance Checked In reservations cannot be moved to another property.

- Advance Checked In reservations cannot be changed to No Show.

- Advance Checked In reservations cannot be canceled.

For Auto Check In of Advance Checked In Reservations

- The reservation must be in Advance Checked In state.

- The Advance Checked In reservation has a room assigned.

- The Advance Checked In reservation's assigned room's occupancy status is Vacant.

- When the assigned room's housekeeping status is updated to match a room housekeeping status defined in the Room Status for **Auto Check In of Advance Checked In Reservations** setting, the Advance Checked In reservation is automatically checked in to the property.

- The Schedule Check Out / Auto Check In processor in Toolbox – Utilities – Processors must be running.

For All Reservations that Failed Mass Advance Check In

- The reservation remains in arrival (Due In) status but is not flagged as Advance Checked in.

- The reservation's arrival time (ETA) remains unchanged.

- The reservation's Expected Time of Return (ETR) remains unchanged.

Advance Check In Impact

Activating the Advance Check In functionality with its related controls and tasks impacts the following features.

Searches and Sorting

Manage Reservations Advanced/Basic Search Screen

- Adds an **Advance Check In** option to the Reservation States filter criteria.

- When the OPERA Control **Expected Time of Return** is On for the property:

  – Adds **ETR From** and **ETR To** fields to the search criteria.

  – Adds the following sort by options to the search results view:

    * Arrival Date and ETR Ascending

    * Arrival Date and ETR Descending

  – Adds the following columns to the search results view:

    * ETR and ETR Comments

    * Advance Checked In

- Adds a predefined Advance Checked In search filter.

Manage Reservations Arrivals Search Screen

- Adds an **Advance Check In** option to the Reservation States filter criteria.

- Adds an **Exclude Advance Checked In** check box to narrow the arrivals search to arrivals that have not been flagged as Advance Checked In.

- When the OPERA Control **Expected Time of Return** is On for the property:

  – Adds **ETR From** and **ETR To** fields to the search criteria.

  – Adds the following sort by options to the search results view:

    * Arrival Date and ETR Ascending

    * Arrival Date and ETR Descending

  – Adds the following columns to the search results view:

    * ETR and ETR Comments

    * Advance Checked In

- Adds a **Reverse Advance Check In** option to the search result I Want To… actions.

- Adds an **Advance Checked In** predefined filter to the Search Type.

- Adds a **Mass Advance Check In** button to the search results when two or more reservations are selected for Advance Check In.

Quick Launch Advance Checked In Screen

- A predefined search for reservations that are flagged as Advance Checked In.

- Adds an **Advance Checked In Status** filter for results showing only Arrival or only Checked In status reservations or both. The Advance Checked In reservation status includes both Arrival and Checked In reservations.

- When the OPERA Control **Expected Time of Return** is On for the property, adds the following sort by options to the search results view:

  – Arrival Date and ETR ascending

  – Arrival Date and ETR descending

Refer to *Advance Checked In Screen* for more information.

Room Assignment Screen

- Adds an Advance Check In predefined search filter.

- Adds an Advance Checked In column to the search results view.

Using the following search and sort options, you can assign rooms to reservations based on the guest's expected time of return to the property. This assists in prioritizing to have rooms ready for the guest upon their return:

- When the OPERA Control **Expected Time of Return** is On for the property:

  - Adds ETR From and ETR To fields to the search criteria.

  - Adds the following sort by options to the search results view:

    * Arrival Date and ETR Ascending

    * Arrival Date and ETR Descending

  - Adds ETR and ETR Comments columns to the search results view.

Advance Check In Tile

A dashboard tile for Advance Check In reservations provides statistical information about Advance Check In individual and block reservations for the property's current business date. Refer to *Advance Check In Tile* for more information.

Room Dairy

The room dairy provides visual indication for those arrival reservations with an assigned room that have been Advance Checked In.

Business Events

A Business Event for Advance Check In includes the following Data Elements:

- Advance Check In

- ETR (expected time of return)

- ETR Comments

Night Audit, Routine Schedules, and Interface Control

Night Audit

- The Night Audit process does not complete if any Advance Checked In reservations have not been checked in to the property.

Toolbox – Utilities - Processors

- Adds an Auto Check In Processor that handles the Check In of Advance Checked In reservations based on the status of the room assigned to the reservation matching the status defined in the Room Status for **Auto Check In of Advance Checked In Reservations** settings.

Property Interface Control Screen

- Provides the option of creating keys for one or multiple reservations that are flagged as Advance Checked In.

Reports – Reservation Detail Report (res_detail)

- Adds the following report parameters:

  – Advance Checked In only

  – Include Advance Checked In

- Adds a report column indicator for Advance Checked In reservation.

Troubleshooting Advance Check In

Table 4-2 Troubleshooting Advance Check In Issues

Problem / Issue	Cause	Resolution
The Advance Check In button is not enabled.	To Advance Check In a reservation a valid method of payment is required.	Verify that the reservation has a valid payment method. You can modify the payment method during the Advance Check In process.
The Advance Check In button is not enabled.	The reservation is already Advance Checked In.	Verify that the reservation is not already Advanced Checked In. If a reservation is Advance Checked In, it is marked in the Reservation Type and in the Primary Details Reservation Status.
Received the error: Unable to Advance Check In reservation. Credit Card declined.	To Advance Check In a reservation a valid method of payment is required.	Verify that the reservation has a valid payment method. You can modify the payment method during the Advance Check In process.
I want to cancel an Advance Checked In reservation but the **I Want To... Cancel Reservation** link is missing.	Reservations that have been Advance Check In cannot be canceled.	Reverse the Advance Check In flag and then the reservation can be canceled. Refer to *Reversing Advance Checked In Reservations*.

Mass Check In (Check In Multiple Reservations)

Mass Check In provides one easy process to check in multiple reservations for arrivals due in on the property's current business date, and to (optionally) generate their room keys and registration cards.

Mass Check In functionality can be used for individuals or blocks within the property. If logged in to a hub, you can Mass Check In individual and/or block reservations one property at a time for each property you have access to, without having to log in and out of each one.

Mass Check In processes the selected reservations in the same order as displayed in the search results.

Mass Check In Process Flow – for Reservations with Room Numbers Assigned
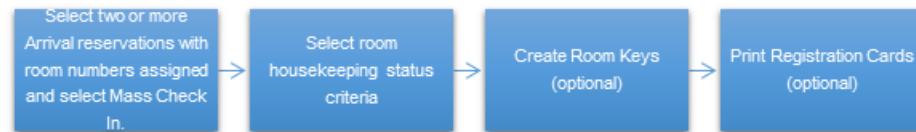
Select two or more Arrival reservations with room numbers assigned and select Mass Check In. → Select room housekeeping status criteria → Create Room Keys (optional) → Print Registration Cards (optional)

Mass Check In Process Flow – for Reservations without Room Numbers Assigned

Select two or more Arrival reservations without room numbers assigned and select Auto Assign and Check In. → In the Room Assignment panel, select the room criteria → In the Mass Check In Options panel, select room housekeeping status criteria → Create Room Keys (optional) Print Registration Cards (optional)
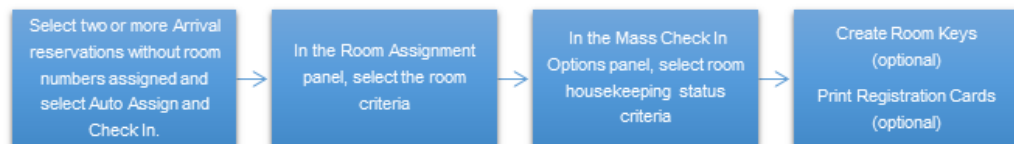
Use **Auto Assign and Check In** to mass check in reservations where none or some of the reservations have room numbers assigned. This process first auto assigns rooms to the reservations without room numbers assigned, and then continues with the mass check in process for those reservations.

- Prerequisites for Mass Check In
- Mass Check In Conditions and Assumptions
- Mass Check In Impact
- Troubleshooting Mass Check In

Prerequisites for Mass Check In

- Check In Reservations task
- Mass Check In Reservations task

Mass Check In Conditions and Assumptions

For Reservations to be Mass Checked In

- The reservations must be arrival (Due In) reservations for the current business date.
- The reservations must have a valid payment method.
- The reservations must have a room number assigned.
- The reservations assigned rooms' occupancy status is vacant.
- Linked reservations can be Mass Checked In.
- Walk In reservations, Pre Registered reservations, and reservations that are in queue can be Mass Checked In.

- Mass Check In can be used for individuals and/or blocks.

For Reservations that are Mass Checked In

- The reservation is checked in.

- The expected time of arrival (ETA) for the reservation is updated with the checked in time.

- The arrival date is changed to read-only and cannot be modified.

- When checked in, deposits on the reservation are posted on the folio.

- Checked In reservations cannot be reversed if financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

For Reservations that Fail Mass Check In

If a reservation fails mass check in, the system flags it for status notification for reasons such as:

- The reservation has no room assigned.

- The room assigned to a reservation is not vacant, or does not match the selected housekeeping status.

- The room assigned to a reservation is out of order.

- Reservation has no valid payment method.

- Reservation is for a PM (posting master) room type.

Mass Check In Impact

The Mass Check In functionality impacts the following features:

Searches and Sorting

- Manage Block Search — Adds an **I Want To…** action for **Check In Arrivals**. This action opens the arrivals search pre-filtered to the block code.

- Arrivals Search Screen — Mass Check In is available In the arrivals search when two or more reservations are selected.

Changes Log

You can view all mass checked in reservations from the Changes Log by selecting the following search filters:

- Activity Group = Reservation

- Activity Type = Check In

- Description = Mass Checked In

Troubleshooting Mass Check In

Table 4-3 Troubleshooting Mass Check In Issues

Problem/Issue	Cause	Resolution
I selected multiple reservations in the Room Assignment screen results but the **Mass Check In**, **Auto Assign**, and **Check In** buttons are missing.	For access to mass check in you need both the **Check In Reservations** task and its subtask **Mass Check In Reservations**. **Action** buttons in the Room Assignment show in both the Table and List views.	1. Verify that you have both the Bookings – **Check In Reservations** task and the Bookings – Check In Reservations – **Mass Check In Reservations** subtask assigned to your user. 2. Ensure that you are in either the Table or the List view in the Room Assignment screen.

Checking In Multiple Reservations (Mass Check In)

Prerequisites

- Check In Reservations task

- Mass Check In Reservations task

You can mass check in reservations from the following areas:

- Room Assignment screen

- Arrivals screen

- Manage Blocks screen

- Advance Check-in screen

Mass check in processes the selected reservations in the same order as displayed in the search results. You can mass check in reservations with or without room numbers assigned.

Table 4-4 Reservations to Mass Check In

Reservations to Mass Check In	Use this Procedure
None have rooms assigned	Auto Assign and Check In
Some have rooms assigned	Auto Assign and Check In
All have rooms assigned	Mass Check In

> **Note:**
>
> The Room Assignment screen default filter for rooms is Unassigned. Set the **Rooms** search filter as blank to show both the reservations with assigned room numbers and reservations without assigned room numbers in the results.

Conditions:

- The reservations must each be an arrival (Due In) reservation for the property's current business date.

- The reservations must have a valid payment method.

- The reservations can be mass checked in when a room is assigned. If at least one of the selected reservations to check in has no room assigned you can use the **Auto Assign and Check In** option to first assign the room to the reservations and then proceed with mass check in.

- Walk In reservations, Pre Registered reservations, Linked reservations, and reservations that are in queue can be mass checked in.

- Checking In Multiple Reservations (Mass Check In)

- Mass Checking In Reservations from the Arrivals Screen (Mass Check In)

- Reversing Mass Checked In Reservations

- Auto Assigning Rooms and Checking In Multiple Reservations (Auto Assign and Check In)

Checking In Multiple Reservations (Mass Check In)

Use the Room Assignment screen in table or list view to mass check in individual or block reservations.

> **Note:**
>
> You can use the Mass Check In process if some of the reservations do not have a room number assigned, however those reservations will not be checked in. In the Mass Check In Status panel a warning message notifies you of reservations that fail mass check in and the reasons why. You can later revise those reservations and retry the Mass Check In process, or you can use **Auto Assign and Check In** to have the system auto assign rooms and then mass check in those reservations in one process. Refer to the section *To Auto Assign Rooms and Check In Multiple Reservations (Auto Assign and Check In).*

1. From the Room Assignment screen, select the reservations to check in, and then click **Mass Check In**. To select all reservations, select the check box in the Select column header.

2. In the **Mass Check In Options** panel, select the room statuses to match, and then click **Process**.

3. In the Mass Check In Status screen, review the status, and click **OK**.

   a. Select **Print** to print the status report.

   b. If any fail the mass check in, the reason is listed. You can sort the status results by selecting **Failures First** to group the failed items first in the list.

4. (Optional) Create the room keys.

5. (Optional) If your property uses registration cards, you can select the card template, select to preview/print, email, or fax, and then click **Process**.

After the reservations are mass checked in:

- The reservation is checked in.

- The expected time of arrival (ETA) for the reservation is updated with the checked in time.

- The arrival date is changed to read-only and cannot be modified.

- When checked in, deposits on the reservation are posted on the folio.

- A checked in reservation can be reversed unless financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

Reservations that failed mass check in:

- Remain in arrival (Due In) status.

- Revise the reservation and then retry the Mass Check In process.

Mass Checking In Reservations from the Arrivals Screen (Mass Check In)

1. In the **Arrivals** screen search for and select the reservations to check in, and then click **Mass Check In**. To select all reservations, select the check box in the Select column header.

2. In the **Mass Check In Options** panel, select the room statuses to match, and then click **Process**.

3. In the **Mass Check In Status** screen, review the status, and click **OK**.

   a. Select **Print** to print the status report.

   b. If any fail the mass check in, the reason is listed. You can sort the status results by selecting **Failures First** to group the failed items first in the list.

4. (Optional) Create the room keys.

5. (Optional) If your property uses registration cards, you can select the card template, select to preview/print, email and then click **Process**.

After the reservations are mass checked in:

- The reservation is checked in.

- The expected time of arrival (ETA) for the reservation is updated with the checked in time.

- The arrival date is changed to read-only and cannot be modified.

- When checked in, deposits on the reservation are posted on the folio.

- Checked In reservations cannot be reversed if financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

Reservations that failed mass check in:

- Remain in arrival (Due In) status.

- Revise the reservation and then retry the Mass Check In process.

Reversing Mass Checked In Reservations

To reverse mass checked in reservations, you need to reverse check in the individual reservation. A checked in reservation can be reversed unless financial transactions exist on the folio. Reservations with deposits are eligible to be reversed. You can reverse check in a reservation from the reservation or from an In House search.

To Reverse a Checked In Reservation from the Reservation

1. Open the reservation to reverse check in.

2. Select **I Want To… Reverse Check In**.

3. In the Reverse Check In panel, select whether to keep the assigned room number (Maintain Room) or to remove it (Remove Room), update the room's housekeeping status (optional), and then select **Reverse Check In**.

4. The reservation returns to Arrival status.

To Reverse a Checked In Reservation from an In House Search

1. Search for the reservation from the Manage Reservation – In House search type.

2. Select the reservation to reverse check in.

3. Select **I Want To… Reverse Check In**.

4. In the Reverse Check In panel, select whether to keep the assigned room number (Maintain Room) or to remove it (Remove Room), update the room's housekeeping status (optional), and then select **Reverse Check In**.

5. The reservation returns to Arrival status.

Auto Assigning Rooms and Checking In Multiple Reservations (Auto Assign and Check In)

If you want to check in multiple individual or block reservations and some of the selected reservations are without room assignments, you can use the **Auto Assign and Check In** option to auto assign room numbers and then mass check in all selected reservations in one process.

1. From the Room Assignment screen, select the reservations to check in, and then click **Auto Assign and Check In**. If you want the search to show both the reservations with room numbers assigned and without room numbers assigned, first set the **Rooms** search filter as blank.

2. In the Room Assignment panel, select the room status and room criteria to match, and then click **Assign**.

3. In the Room Assignment Status screen, review the status, and then click **OK**. If any reservations fail room assignment, the reason is listed. You can revise the reservation and then retry the Mass Check In process.

4. In the **Mass Check In Options** panel, select the room statuses to match, and then click **Process**.

5. In the Mass Check In Status screen, review the status, and click **OK**.

    a. Select **Print** to print the status report.

    b. If any fail the mass check in, the reason is listed. You can sort the status results by selecting **Failures First** to group the failed items first in the list.

6. (Optional) Create the room keys.

7. (Optional) If your property uses registration cards, you can select the card template, select to preview/print, email, or fax, and then click **Process**.

After the reservations are mass checked in:

• The reservation is checked in.

- The expected time of arrival (ETA) for the reservation is updated with the checked in time.

- The arrival date is changed to read-only and cannot be modified.

- When checked in, deposits on the reservation are posted on the folio.

- Checked In reservations cannot be reversed if financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

Reservations that failed mass check in:

- Remain in arrival (Due In) status.

- Revise the reservation and then retry the Mass Check In process.

In House

The In House menu enables you to manage your in-house reservations, pseudo room type reservations (for example, group masters), and any house account reservations.

Some tasks you can complete from this menu includes searching for in-house reservations, reversing (cancelling) arrival reservations, and room moving house reservations.

You can also navigate to the Guest Profile, Reservation, Block, or Billing by using the **I Want To...** menu or by clicking the links for a reservation in the search results.

- Reversing (Cancelling) Check-In
- Room Move

Reversing (Cancelling) Check-In

You can reverse a checked-in (that is, in-house) reservation if the reservation was checked in today and has a zero balance (that is, no charges posted or deposit payments transferred on check-in).
After reversing the check-in, the reservation reverts to the Arrival (due in) status.

Reversing a Check-in

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.

2. Enter search criteria for the reservation and click Search.

3. Select a reservation in the search results.

4. Click **I Want to…** and then select **Reverse Check in**. The Reserve Check in prompt appears with the following Room Options:

    a. **Retain Room**. Select to keep the room assigned for the reservation.

    b. **Remove Room**. Select to remove the assigned room from the reservation.

    c. **Update Room Status**. Select a suitable room status from the list of available options.

5. Click **Reverse Check in**.

> **✎ Note:**
>
> If you select to cancel the check-in of a shared reservation, a list of all the sharing reservations and their reservation statuses appears. You have the option of reversing all checked-in sharers or just reversing the check-in for the currently selected sharer.

Room Move

The room move action is used to search for and select a new room (and possibly select a new room type) for an in-house reservation. The room move feature consists of the following functionality:

- **Availability** — When moving reservations to a new room, OPERA Cloud checks and updates the room type availability.

- **Housekeeping** — When moving reservations to a new room, OPERA Cloud checks the housekeeping status of the target room similar to the way room assignment is initially handled from the reservation screen.

- **Shares** — When moving a guest to another room that is occupied, you can set up a share. Similarly, when moving a reservation from a room that is being shared, you can opt to move all sharers or selected sharers.

OPERA Cloud offers a variety of ways to perform a reservation room move, such as:

- **Using Room Move** — Access this page by selecting the **I Want To... Room Move** option for an in-house reservation.

- **Using Room Diary** — Access this page by selecting the **Reservations** menu and then selecting **Room Diary**. You can drag and drop a reservation from one room to another room on the chart.

- Moving an In House Reservation

Moving an In House Reservation

Moving an In House Reservation

1. Select the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.

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

3. Select the reservation from the search results and click **I Want To...** and select **Move Room**.

4. On the Move Room screen, enter search criteria for the new (target) room and click **Search**.

> **✎ Note:**
>
> The reservation room type populates in the Room Type field.

5. Click **Select Room** for a suitable room listed in the search results.

6. Complete the following details:

   a. **Update the Room Type to Charge (RTC)**. If a different room type has been selected, select this option to update the Room Type to Charge to the new room type. If left deselected, the Room Type to Charge will retain the original room type, resulting in a complimentary upgrade.

   b. **Room Move Reason**. Select a reason for the room move from the list.

   c. **Description**. Optionally enter a description for the room move.

   d. **Update Room Status of Departing Room**. (The **Room Move Room Status** parameter in OPERA Controls determines the default room status.) If you have the **Override Room Move Status** task, you may select a different room status for the departing room. The following statuses can be selected: **Inspected**, **Clean**, **Pickup**, and **Dirty**.

7. Click **Assign Room**.

> ✎ **Note:**
>
> You might be prompted to override the housekeeping status or room inventory levels.

8. Click **Select Another Room** to return to the room search and select another room.

9. Click **Accept Room Selection** to override warnings and continue with the room selection.

Viewing the Room Move History

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

2. Select the reservation from the search results and click **I Want To...** and select **Move Room**.

3. On the Move Room screen, click the **vertical ellipsis** and select **Show Move History**.

Departures and Checkout

Departures include tasks that involve scheduling and managing checkouts for guests, such as auto checkouts, early checkouts, reinstating reservations, early departures, and so on. The Check Out option is used to settle the guest's account, record payment, print folios, and automatically adjust room inventory when the guest checks out of the room.

- Quick Check Out
- Checking Out Reservations
- Scheduling a Checkout
- Checking Out Reservations Early

Quick Check Out

Selecting Quick Check Out from Quick Search is a fast way to check out guests when the payment method is credit card, direct bill, or cash with a zero balance.

To ensure a successful Quick Check Out:

- Make sure the guest's credit card has sufficient authorization to cover the balance.

- Make sure Direct Bill accounts are not restricted and have not exceeded limits.

- Make sure cash guest folios have a zero balance.

You can include or exclude scheduled check outs, specific VIP Codes, and specific Special Codes from the search results.

- Using Quick Check-Out

Using Quick Check-Out

1. From the OPERA Cloud menu, select **Front Desk** , select **Front Desk Workspace**, and then select **Quick Check Out**.

2. Search for eligible reservations.

3. From your search results:

   a. Select one or more reservations and then click **Check Out** for a single reservation.

   b. Or click **Mass Check Out** for more than one reservation.

   c. Or click **Check Out Zero Balance Departures** to check out all zero balance reservations.

Checking Out Reservations

> ✎ **Note:**
>
> For day-use reservations accommodation charge and taxes will be auto-posted on first time entry to the billing screen.

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Departures**. You can also open Departure Search from the Expected Departures figure on the Departures Tile on your Dashboard.

2. Select a reservation from the search results and then click the **Check Out** button. Or click **I Want to** and select **Check out**.

3. Depending on the Cashier, check out Workflow Preference setting. For **Billing**:

   a. You can review and post additional charges or rebates using **Post Charge**:

   b. Click **Check Out** to settle window balances.

   c. For **Folio Settlement** :

- Enter payment details for each window defaults based on payment details in routing instructions.

- Click **Settle and Send Folio** to post payment and generate a folio.

- Repeat for balance in other Billing windows.

- When the balance is zero for all windows, click **Checkout Now**. To schedule a checkout, click **Schedule Checkout** For more information, see Scheduling a Checkout.

  d. To Checkout:

  - Click **I Want to**, click **Post Charges** to post charges to the reservation account.

  - Click **I Want to**, click **Go to Billing** to navigate to the Billing page.

  - Enter payment details for each window, it defaults based on payment details in routing instructions.

  - Click **Settle and Send Folio** to post payment and generate a folio or **Settle Folio** to just post the payment.

  - Repeat for balance in other Billing windows.

  e. When the balance is zero for all windows, click **Checkout Now**.

- Checking Out with an Open Folio

Checking Out with an Open Folio

Guests might want to check out but remain on the property or return to enjoy the restaurants and other amenities. In such cases, you can allow them to check out with an open folio, meaning they can check out with an outstanding balance and continue charging until making final settlement.

The property is responsible for monitoring reservations checked out with an open folio and for ensuring settlement.

Check outs with open folios will not halt End of Day processing even if they have an outstanding balance. Reservations with an open folio balance appear on the Guest Ledger.

To enable check out with an open folio, set the following application settings to Y:

- Cashiering > Open Folio

- Cashiering > Post Stay Charges

When the Open Folio function is active, you can determine the folio closing preferences when an open folio needs to be closed using the Open Folio Closing Preference application setting. Available values are:

- Sameday (immediately closes open folios)

- Unrestricted (allows you to keep open folios as long as you like)

- 1DAY

- 2DAYS

- 3DAYS

- 4DAYS

- 5DAYS

- 6DAYS

- 7DAYS

- 8DAYS

- 9DAYS

- 10DAYS

You can also use the Zero Balance Open Folio Close Days application setting to define a number of days to automatically close zero balance open folios during the night audit process.

Scheduling a Checkout

Prerequisites for Scheduling Checkout

Ensure that the guest folio balance is zero before you schedule a checkout.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Departures**. Or click the Departures Expected figure on the Departure tile on your dashboard.

2. Enter the room number or the name of the reservation for which you want to schedule a checkout and click **Search**.

3. Select the reservation in result and click **Checkout**.

4. If the folio has been settled, you have the option to schedule checkout for the reservation. Click **Schedule Check Out**. If the folio has not been settled and a balance exists, you cannot schedule checkout for the reservation.

5. Schedule the time for the checkout by entering the checkout date and time.

> ✎ **Note:**
>
> The Schedule Check Out option is only available for Departure reservations. A scheduled checkout does not complete if a charge is posted to the reservation and the charge is not settled.

6. To view reservations scheduled for checkout, from the OPERA Cloud menu, select **Front Desk**, **Front Desk Workspace** and then select **Scheduled Checkout Departures**.

- Prerequisites for Scheduling Checkout

Prerequisites for Scheduling Checkout

OPERA Controls

Group: Cashiering

Function: Scheduled Check Out

Checking Out Reservations Early

Use Check Out Early to check out reservations prior to their due departure date. The Check Out Early option appears only when the reservation departure date is later than your current business date. OPERA Cloud follows the Check Out Workflow Preference OPERA Control to process the early departure.

1. From the **OPERA Cloud** menu, select **Front Desk**, select **In House**.

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

3. Select the reservation in the results and click **I Want To...** and select **Check Out Early**.

Navigating to Billing Workflow

1. You will be prompted about the reservation departure change and the reservation status will change to **Due Out**.

2. You may also be prompted about an early departure penalty.

3. Click **Continue with Early Departure**.

4. From the Billing screen further manage the charges and settlement of the reservation account. See Manage Billing .

Navigating to Checkout Steps Workflow

1. You will be prompted about the reservation departure change and the reservation status will change to **Due Out**.

2. You may also be prompted about an early departure penalty.

3. Click **Continue with Early Departure**. You are presented with **Checkout and Folio Settlement** page

4. Click **Post Charge** to post any last minute charges. For more information, see Posting Charges to Guest Folios.

5. Enter payment details for each Billing window, the details default based on payment information.

6. Click **Settle and Send Folio** to post payment and generate a folio or **Settle Folio** to just post the payment.

7. Repeat for balance in other Billing windows.

8. Click **Checkout Now**.

9. To Schedule a checkout, click **Schedule Checkout**. For more information, see Scheduling a Checkout.

Front Desk Workspace

- Registration Card Conditions and Assumptions
- Running AI Room Assignment
- Wake Up Calls
- (Batch) Room Assignment

Registration Card Conditions and Assumptions

OPERA Controls

- A guest who is younger than the value set for the **Age Threshold to Print Registration Card** application setting is ineligible for individual registration card printing and the guest's name does not appear on the Registration Card screen.

- If the age of the primary guest on the reservation is below the age threshold, the registration card is printed for the guest regardless of the **Age Threshold to Print Registration Card** application setting value.

Registration Card Screen

- The Select Guests panel on the Registration Card screen shows all guests, both primary and accompanying, who are older than the value set for the **Age Threshold to Print Registration Card** application setting.

- The primary guest appears at the top of the list in the Select Guests panel.

- When the **View Identification Details** (Client Relations) task is granted, the **View Unmasked Information** link is available. You can click this link to view a guest's birthdate.

- Viewing the masked information on this screen is recorded in the Changes Log.

Registration Card Printing

- If a guest does not have the birthdate updated on the guest profile, the guest is considered as eligible for an individual registration card printing and the guest's name appears in the list on the Select Guests panel.

- By default, all the names on a reservation are selected for an individual registration card printing.

- A guest's age appears in the **Age** column and is unmasked for all users to view.

- If a language is not configured for a registration card template, the default language is applied.

- Registration cards printed from the Batch Registration Cards are printed in the default language for all guests.

- When a guest is not eligible for an individual registration card, the guest's name is added to the registration card of guests who are eligible for the individual registration card.

- Birthdate is printed as masked unless you have the **View Identification Details** (Client Relations) task granted.

- Printing a registration card with unmasked information is recorded in the Changes Log.

- Registration Card Screen

- Printing Registration Cards

Registration Card Screen

Path 1: Bookings – Reservations – Manage Reservation – Select a reservation – I Want To – Check In – Registration Card

Path 2: Bookings – Reservations – Manage Reservation – Select a reservation – I Want To – Registration Card – select Sample Registration Card

Guests appear on the Select Guest panel in the following order:

1. Primary guest.

2. Eligible accompanying guests. Accompanying guests appear in alphabetical order.

Select Guests Panel

- On the Registration Card screen, the **Select Guests** panel by default shows all guests (both primary and accompanying) who are older than the age set for the **Age Threshold to Print Registration Card** application setting.

- The primary guest's name appears at the top of the list in the Select Guests panel.

- A guest's age appears in the **Age** column and is unmasked for all users.

- If you have the **View Identification Details** (Client Relations) task granted, you can click the **View Unmasked Information** link to view a guest's birthdate.

- Each time you view the masked information for a guest, this action is logged in the Changes Log.

- Guests who are ineligible for an individual registration card are added to the registration cards of guests who are eligible.

Registration Card Printing

- All the names are selected by default for an individual registration card printing.

- The name of the primary guest appears on all registration cards printed for the reservation.

- If the birthdate is not updated on the profile, the guest is considered eligible for an individual registration card printing.

- Birthdate is printed as masked on the registration card unless you have the **View Identification Details** (Client Relations) task granted.

- A guest who is younger than the age set for the **Age Threshold to Print Registration Card** application setting is ineligible for individual registration card printing. The guest's name does not appear on the Registration Card screen.

- If the age of the primary guest on the reservation is below the age threshold set in the **Age Threshold to Print Registration Card** application setting, the registration card is still printed for the guest.

- If a guest is younger than the age set for the **Age Threshold to Print Registration Card** setting, the guest is added to the registration cards of all eligible guests from the reservation.

- Each time a user with the **View Identification Details** (Client Relations) task granted prints a registration card, it is recorded in the Changes Log. This record is created for the Profile activity group.

Printing Registration Cards

To enable registration card printing at your hotel, the following setup is required.

Activate OPERA Controls

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

2. In the **Front Desk** group, set the **Print Registration Cards for Accompanying Guests** parameter to **On**.

3. The **Age Threshold to Print Registration Card** setting must have a numeric value set to define the minimum age required for a guest to have an individual registration card printed.

Printing an Individual Registration Card

1. From the OPERA menu, go to **Bookings** and select **Reservations** and select **Manage Reservation**. Select the **Arrivals** predefined search and select a reservation from the search results.

2. Click **I Want To…** and click **Registration Card**.

3. In the **Select Guests** panel, select the guests you want to add to the registration card. If you have the **View Identification Details** task granted, you can select the **Show Masked Information** link to view masked fields, such as the birthdate.

4. Select a printing delivery option. The following options can be selected: **Preview/ Print**, **Email**.

5. Choose a template for the registration card. The system defaults the appropriate registration card template based on pre-defined rules. You can select an alternate registration card template to print.

6. Click **Process**. The system generates and prints the registration card for the selected guests.

Printing Batch Registration Cards

1. From the OPERA menu, go to **Bookings** and select **Reservations Workspace** and select **Registration Cards**.

2. Search for reservations by entering a **Property** and **Arrival Date** for your search. You can also select additional search criteria to refine your search results. Click **Search**. The system shows reservations matching all search criteria.

3. Select each reservation for which you want to print a registration card. You can also click **All Reservations** to print cards for all the reservations that appear in the search results.

4. In the Select Guest panel, select **Primary Guests and Accompanying Guests** or select **Primary Guests only**. Selecting **Primary Guests and Accompanying Guests** prints individual registration cards for both the primary guests and eligible accompanying guests for all selected reservations. Selecting **Primary Guests only** prints the registration cards for primary guests and only ineligible accompanying guests appear on the registration card of the primary guest.

5. Select a printing delivery option. The following options can be selected: **Preview/ Print**, **Email**.

6. Choose a template for the registration card. The system defaults to the appropriate registration card template based on pre-defined rules. You can select an alternate registration card template to print.

7. Click **Process**. The system generates and prints registration cards for the selected reservations in alphabetical order based on the primary guests. The registration cards for the accompanying guests are printed and grouped by reservation.

Running AI Room Assignment

Prerequisites for Running AI Room Assignment

AI Room Assignment is an artificial intelligence and data science based feature used for the batch assignment of rooms. The procedure primarily considers accessibility and smoking preferences along with other guest preferences. Guest preferences are intelligently removed when rooms matching all the guest preferences are not available. AI Room Assignment incorporates reservation importance by considering a ranking value for VIP , membership type/level and market group. The procedure also ensures balanced room rotation to reduce wear and tear of rooms and ensures maximize contiguous future availability of rooms by minimizing gaps with reservations assigned to each room.

With the Do Not Move Room OPERA Control active, preassigned reservations marked **Do Not Move** are excluded from the AI Room Assignment procedure.

With the Reservation Upgrade OPERA Control active, reservations that should be upgraded due to room type overbooking are identified; based on reservation importance, length of stay, and cost of upgrade among other criteria. You must select the reservation market groups that are eligible for AI complimentary room type upgrade; based on the upgrade room type hierarchies configured.

Running AI Room Assignment

1. From the **OPERA Cloud** menu, select **Front Desk** and then **Front Desk Workspace**.

2. Select **Room Assignment**, click **I Want To...**, click **AI Room Assignment**.

3. **Property**: Select or confirm the property.

4. Click **Run Now**.

> ✎ **Note:**
>
> A background process is initiated; you are not provided with any confirmation that this process has commenced.

Reservations will be assigned a room number, and indicated with **AI** after the room.

Reservations upgraded by AI are indicated with '**AI Upgrade**' after the room.

• Prerequisites for Running AI Room Assignment

Prerequisites for Running AI Room Assignment

OPERA Controls

Group: Reservations

Function: AI Room Assignment

OPERA Cloud Tasks

Group: Bookings

• AI Room Assignment

Wake Up Calls

You can set, view, and cancel wake up calls for individual reservations, for sharing guests within a room reservation, or for room reservations associated with business blocks. The reservation must be in-house (checked-in) status to set a wake up call.

The Wake-up Call feature can be used with or without a PBX interface.

Interaction Between OPERA Cloud and the PBX Interface

When OPERA Cloud is interfaced with a PBX the actual placing of wake up calls is handled by the PBX. OPERA Cloud communicates wake-up call instructions to the PBX via the interface in one of two ways depending on the capabilities of the PBX:

• When the wake-up call is set up, OPERA Cloud immediately sends the instructions to the PBX. The PBX stores the instructions and places the call at the requested time. OPERA Cloud changes the wake up call status from Pending to Completed as soon as the call order is sent to the PBX.

• OPERA Cloud sends the wake-up call instructions to the interface at the exact time the call is to be placed. The PBX then immediately places the call to the room. The wake-up call status is changed from Pending to Completed when the call order is sent to the PBX.

Prerequisites: Wake Up Calls

OPERA Controls

Group: Reservations

Function: Wake Up Calls

OPERA Cloud Tasks

• Wake Up Calls

• New/Edit Wake Up Calls

- Delete Wake Up Calls

Managing Guest Wake Up Calls

Adding Wake Up Call for Individual Room

1. From the OPERA Cloud menu, select **Front Desk**, select **Front Desk Workspace**, and select **Wake Up Call**.

2. Select **New** and complete the following:

   a. Enter or select the reservation room number(s) - you can search for and select multiple in house reservations by checking selection check box next to each reservation and clicking Select to close the page.

   b. Enter the **From Date**.

   c. Enter **Time**.

   d. Enter a **Follow Up Call Time** if needed.

   e. Enter any notes related to the call.

   f. Set the wake up call **Frequency** as**Once** or **Daily** (from From Date).

3. Click **Save**.

Adding Wake Up Call for Block Rooms

1. From the OPERA Cloud menu, select **Front Desk**, select **Front Desk Workspace**, and select **Wake Up Call**.

2. Select **New** and complete the following:

   a. Select the block code from list.

   b. Enter or select the reservation room number(s) 1. you can search for and select multiple in house reservations by checking selection check box next to each reservation and click **Select** to close the page.

   c. Enter the **From Date**.

   d. Enter **Time**.

   e. Enter a **Follow Up Call Time** if needed.

   f. Enter any notes related to the call.

   g. Set the wake up call **Frequency** as**Once** or **Daily** (from From Date).

3. Click **Save**.

Editing Wake Up Call

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and select **Wake Up Call**.

2. Enter search criteria.

3. Select the wake up call for room in search result.

4. From the **Vertical Ellipse**, click **Edit**.

5. Update wake-up call details.

6. Click **Save**.

Update Wake Up Call Status

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and select **Wake Up Call**.

2. Enter search criteria.

3. Select the wake up call for room in search result.

4. From the **Vertical Ellipse**, click one of the **Status** options.

   - **Pending** - Wake-up call has not yet been placed. Pending with a green background means that the date and time designated for the wake-up call has not yet arrived. Pending with a red background means that the date and time for the wake-up call has passed.

   - **Completed** - Wake-up call has been placed and answered.

   - **No Answer** - Wake-up call was placed but was not answered.

   - **Cancelled** - Cancel the wake-up call (if it has not yet been placed). When the wake-up call has a follow-up wake up call associated with it, canceling the main wake-up call will also cancel the follow-up wake-up call.

Generating Wake Up Call Report

1. Select the **Report** action link from the vertical ellipse on the Wake-up Calls panel to generate the Wake-up Calls Report.

2. Enter **Report Parameters**.

3. Select **Report Destination**.

4. Click **Process**.

(Batch) Room Assignment

Room Assignment is used to quickly and easily assign rooms to multiple reservations (for a specific arrival date) in a batch process. You can auto-assign rooms or you can step through a process to manually assign a suitable room to each reservation.

You can also select from a number of criteria when specifying the reservations to be assigned rooms. The default search is for reservations without rooms assigned, but you can modify the search as needed.

Auto Assign Rooms

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and then select **Room Assignment**.

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

> ✎ **Note:**
>
> By default, only unassigned reservations are included in the search.

3. Select reservations in the search results. To select all reservations, select the check box in the header row.

4. Click **Auto Assign**.

5. Select the **Room Status** and **Room Criteria** for the room to assign:

    a. **Inspected**. Select for rooms with an Inspected status.

    b. **Clean**. Select for rooms in a Clean status.

    c. **Pickup**. Select for rooms in a Pickup status.

    d. **Dirty**. Select for rooms in a Dirty status.

    e. **Out of Service**. Select for rooms in an Out of Service status.

    f. **Include Departure Rooms**. Select to include rooms in a due out status.

    g. **Use Associated Preferences**. Select to enforce the room feature preferences and smoking preference from the guest profile.

    h. **Floor**. Select floor(s) from the list. This populates with preferences from the guest profile.

    i. **Smoking**. Select rooms which are smoking or non-smoking. This populates with preferences from the guest profile.

    j. **Features**. Select rooms with specific features. This populates with preferences from the guest profile.

    k. **Start from Room**. Select a room from list to begin assigning the room.

6. Click **Assign**.

7. The Room Assignment Status page appears showing the room results. You can select from the following options:

    a. **Sort By**. Select a sort option for the display order of the results.

    b. **Print**. Click to generate a report of this information. A report appears in a new browser window for printing.

Manually Assign Rooms

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and then select **Room Assignment**.

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

> ✎ **Note:**
>
> By default, only unassigned reservations are included in the search.

3. Select reservations in the search results. To select all reservations, select the check box in the header row.

4. Click **Manual Assign**.

5. In the Room Search panel, enter the following search criteria:

    a. **Inspected**. Select to search rooms with an Inspected status.

    b. **Clean**. Select to search rooms in a Clean status.

    c. **Pickup**. Select to search rooms in a Pickup status.

    d. **Dirty**. Select to search rooms in a Dirty status.

    e. **Out of Service**. Select to search rooms in an Out of Service status.

    f. **Room**. Enter specific room number.

    g. **Room Type**. Enter or select room type(s). This defaults to the room type sold in the reservation.

    h. **Room Class**. Select one or more room classes.

    i. **Floor**. Select floor(s) from the list. This populates with preferences from the guest profile.

    j. **Features**. Select rooms with specific features. This populates with preferences from the guest profile.

    k. **Smoking**. Select rooms which are smoking or non-smoking. This populates with preferences from the guest profile.

    l. **Connecting Rooms**. Select to show only rooms that are connecting rooms.

    m. **Room Conditions**. (Appears when the **Rooms Management**, **Room Conditions** control is enabled in OPERA Controls.) Select to include rooms with a room condition assigned (includes those with a room condition flagged as "Do Not Display in Room Assignment"). See Room Conditions for more information.

    n. **Attendant in Room**. Select to restrict the search to only rooms with a housekeeping room attendant currently in the room based on an active housekeeping task.

    o. **Include Departure Rooms**. Select to include rooms in a due out status.

    p. **Departure Time**. (Enabled when **Include Departure Rooms** is selected.) Enter a specific departure time to limit the search to rooms due out after this time.

6. Click **Search**. If no results are found, you can modify your selection criteria.

7. In the search results, click **Assign Room** for the room to be assigned to the reservation.

Once a room is assigned to the reservation, the next reservation appears. Assign a room to the reservation by repeating the steps above to enter room search criteria and assign a room.

Overriding Room Selection (if prompted)

In the Room Search, you might be prompted to select another room if the room you assigned is unavailable.

1. Click **Select Another Room** (if prompted) to return to the search results and assign an alternate room.

2. Click **Accept Room Selection** to accept the warning and continue with the room assignment.

5

Inventory

Monitor and manage your rooms, inventory restrictions, and housekeeping services. You can mark rooms out of service or order, add or change the status of rooms, view or create daily housekeeping task sheets, check room availability, and so on.

- Restrictions
- Availability
- Room Management

Restrictions

Restrictions help you manage occupancy and revenue (RevPAR) by defining the conditions under which specific rates, room types, and/or room classes are available to sell for new reservations . For example, you could place a two-night minimum stay restriction on all rooms and rates during a weekend when demand is high, or you could set extended stay durations on certain room types and rates to ensure maximum revenue is achieved over periods of high demand.

Restrictions can be set at the house level, meaning that any restrictions placed are applicable to all rooms/room types or based on the channel, rate code, rate category, room type, or room class. You can combine restrictions to apply to more than one element; so for example, you are able to restrict reservations for a specific room type and rate code combination.

You can view existing restrictions by month, week, or day using the calendar view or in a list.

> **✏ Note:**
>
> The restriction types available at your property are determined by the Restriction Types OPERA Control setting.

Restriction Types

- **Open**: By default, all rate categories/rate codes and room classes/room types are open. You would only set an Open restriction in order to reverse or remove an existing Closed restriction. For example, a property has closed the Discount Rate Category for July 4¿6. Occupancy levels have dropped and now the property would like the Discount Rate Category to be available for sale. The property would set an Open restriction on Rate Category Discount in order to lift the closed restriction.

- **Closed**: Rate categories/rate codes or room classes/room types are unavailable for a certain date or range of dates and will not be offered at the time of reservation. Closed rates or rooms can only be booked if the user has special user rights to override the rate availability restriction.

- **Open for Arrival**: A reservation can be made for arrivals on the days defined for this rate category/rate code and room class/room type. By default all rates and rooms are open for arrival. The Open for Arrival restriction should be used to reverse or remove a Closed for Arrival restriction.

- **Closed for Arrival**: No reservation can be made for arrival on the selected date.

- **Open for Departure**: Reservations can be made for departure dates falling in this date range. By default, all rates and room are open for departure. The Open for Departure restriction should be used to reverse or remove a Closed for Departure restriction.

- **Closed for Departure**: No reservations can be made having a departure date falling on this date or in this date range.

- **Maximum Stay Through**: If any part of a new reservation touches the Maximum Stay Through restriction dates, it cannot exceed the maximum number of days on the stay restriction in order to be booked. For example, if a Maximum Stay Through restriction is set up on Saturday for 2 nights, a guest trying to book a reservation for Monday through Saturday would not be able to book a reservation, as it exceeds the maximum number of days on the Maximum Stay Through restriction. If a guest wanted to stay Friday and Saturday only, then he would be able to book the reservation. A guest trying to book a reservation for Saturday and Sunday would also be able to make a reservation.

- **Minimum Stay Through**: If any part of a new reservation touches the Minimum Stay Through restriction dates, it cannot include less than the minimum number of days on the stay restriction in order to be booked. For example, if a Minimum Stay Through restriction is set up on Saturday for 3 nights, a guest trying to book a reservation for Friday through Saturday would not be able to book a reservation, as it includes fewer than the minimum number of days on the Minimum Stay Through restriction. If a guest wanted to stay Friday, Saturday, and Sunday, then he would be able to book the reservation.

- **Maximum Length of Stay:** New reservations arriving on the date where a Minimum Length of Stay restriction is in place, must meet the minimum number of days on the Minimum Length of Stay restriction in order to be booked. For example, if you have a Minimum Length of Stay restriction on Saturday for 3 nights, a guest trying to book a new reservation for Saturday only, would not be able to book a reservation, as it does not satisfy the minimum length of stay restriction of 3 nights. If the new reservation were arriving on Saturday for 3 nights, then the reservation would be able to be booked. A guest trying to book a reservation for Friday and Saturday would also be able to book the reservation, as it does not arrive on Saturday and is not subject to the Minimum Length of Stay restriction.

- **Minimum Length of Stay**: New reservations arriving on the date where a Maximum Length of Stay restriction is in place, cannot exceed the maximum number of days on the Maximum Length of Stay restriction in order to be booked. For example, if you have a Maximum Length of Stay restriction on Saturday for 4 nights, a guest trying to book a new reservation for Saturday through Friday, would not be able to book a reservation, as it exceeds the maximum number of days on the maximum length of stay restriction. If the new reservation were arriving on Saturday for 3 nights, then the reservation would be able to be booked. A guest trying to book a reservation for Sunday through Friday would also be able to book the reservation, as it does not arrive on Saturday and is not subject to the Maximum Length of Stay restriction.

- **Minimum Advance Booking**: New reservations are subject to a minimum number of days booking window and cannot be booked to arrive on the date where a Minimum Advance Booking restriction is in place once the number of days before the arrival date falls below the number of days on the Minimum Advance Booking restriction. You must book for this arrival date 10 days in advance and no less. For example, if you have a Minimum Advance Booking restriction set on Saturday for 3 nights, a guest trying to book a new reservation for arrival Saturday on Friday would not be able to book the reservation, as the number of advance booking days does not satisfy the minimum number of advance days of 3 days on the Minimum Advance Booking restriction. A guest trying to book a reservation arriving Saturday on Tuesday would be able to book the reservation.

- **Maximum Advance Booking**: New reservations are subject to a maximum number of days booking window and cannot be booked to arrive on the date where a Maximum Advance Booking restriction is in place until the number of days before the arrival date falls below the number of days on the Maximum Advance Booking restriction. You must book for this arrival date no more than 120 days in advance. For example, if you have a Maximum Advance Booking restriction set on Friday for 4 nights, a guest trying to book a new reservation for arrival Friday on Sunday would not be able to book the reservation, as the number of advance booking days exceeds the maximum number of advance days of 4 days on the Maximum Advance Booking restriction. A guest trying to book a reservation arriving Saturday on Friday would be able to the reservation.

- **Length of Stay Not Available (LOSNA)**: This option is often used instead of Minimum Length of Stay when various lengths of stay are open or closed for arrivals on the currently selected date.

  When selected, seven LOS fields appear; each field represents a number of days, from 1 to 7+. (7+ indicates 7 or more nights.) Enter O (for Open) or C (for Closed) in each field to indicate whether the corresponding minimum length of stay is allowed. For example, if the following appears in the LOS fields: C C C O O O O, for reservations arriving on this date stays of 1, 2, and 3 nights are not allowed, but stays of 4, 5, 6, and 7 or more nights are allowed.

- Prerequisites for Restrictions
- Managing Restrictions

Prerequisites for Restrictions

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Inventory Management: Restrictions (function)

Inventory Management: Rate Category Restrictions (optional Parameter)

Inventory Management: Restriction Types (SETTING)

OPERA Cloud Tasks

Group : Inventory Management

Manage Restrictions

- New/Edit Restrictions
- Delete Restriction

Managing Restrictions

Viewing Restrictions

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Manage Restrictions**.

2. Confirm or enter a property, date, and other search criteria, click **Search**.

3. View search results in the panel below.

4. Select a view option to change the display of the result.

5. Use the date navigation **<** to move backward or forward through dates.

Adding Restrictions

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Manage Restrictions**.

2. Click **New** and complete the following:

   a. **Start Date**: The restriction start date. This date cannot be greater than 5 years from the current business date.

   b. **End Date**: The restriction end date. This date cannot be greater than 5 years from the current business date.

   c. **Restriction Days**: All check boxes are pre-selected by default. Click to remove the checkmark for days you do not want the restriction to be applied. For example, if a date range is for the entire month, but you do not want it to apply on Saturdays and Sundays, you would remove the check marks from the Saturday and Sunday check box.

   d. **Restriction Type**: Select the down arrow to choose the restriction type you want to apply. For more information, see Restrictions.

   e. **Inventory**:

      i. **House**: Select to indicate that the restriction applies at the house (property) level.

      ii. **Room Class**: Select the room classes from list to which this restriction applies. (Available when the Room Class OPERA Control is enabled).

      iii. **Room Types**: Select the room types from list to which this restriction applies.

   f. **Rate Category**: Select the rate category(s) from list to which this restriction applies. (Available when the Rate Category Restrictions OPERA Control is enabled).

   g. **Rate Code**: Select the rate code(s) from list to which this restriction applies.

   h. **Channel**: Select the channel(s) from list to which this restriction applies.

3. Click **Save** to save and close the dialog, or **Save and Continue** to save and add another new restriction.

Editing Restrictions

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Manage Restrictions**.

2. Confirm or enter a property, date, and other search criteria, click **Search**.

3. Click the restriction in the calendar or list view.

4. Click the vertical ellipsis button and then select **View** to open the Edit Restriction screen.

5. Make your changes.

6. Click **Save**.

Deleting Restrictions

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Manage Restrictions**.

2. Confirm or enter a property, date, and other search criteria, click **Search**.

3. Click the restriction in the calendar or list view.

4. Click the **vertical ellipsis** button and then select **Delete**.

5. Confirm by clicking **Delete** again on the confirmation message.

Clear All Restrictions for Selected Date

To clear all restrictions for a specific date

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Manage Restrictions**.

2. Confirm or enter a property, select the date, click **Search**.

3. Select the date in the calendar or list view.

4. Click **Vertical Ellipse** click **Clear All**.

5. Confirm by clicking **Clear All** again in the confirmation dialog.

View Restrictions Changes

View a log of all changes to rate restrictions

1. Click the **vertical ellipsis** and select **Changes Log**.

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

Related Topics

• Changes Log

Availability

Availability enables you to manage your room inventory by providing a detailed view of all available and sold rooms at your hotel. Some of the tasks you can perform include defining conditions for stay restrictions, setting room sell limits, and searching for and viewing room availability.

• Property Availability

Property Availability

Property Availability provides a comprehensive view of rooms available and sold at your property.

You can view availability and other details for the House and each Room Type.

> **✎ Note:**
>
> Selecting all view options for both HOUSE and ROOM TYPE will impact performance when loading this page.

Certain values that appear (for example, out of order) provide a hyperlink to access more detailed information when clicked.

The following details are available for Property Availability:

Table 5-1   Property Availability View Options

View Options	Description
Max Available Rooms	Maximum Rooms Available to sell (Physical Rooms - Rooms Sold - Out of Order – Deduct Rooms Sold + Sell Limit*****).
Available Rooms with Non-deduct	Minimum Rooms Available to sell (Physical Rooms - Rooms Sold - Out of Order + Sell Limit***** - Non-deduct Rooms Sold).
Deduct Rooms Sold	Number of Deduct Rooms Sold (actual number of Rooms Sold in Deduct status).
Non-deduct Rooms Sold	Number of Non-deduct rooms sold (actual number of Rooms Sold in Non-deduct status).
Canceled	Canceled Reservations (number of Arrival reservations canceled for that date).
Occupancy %	Forecast Occupied Rooms (Rooms Sold / (Physical Rooms - Out of Order + Sell Limit*****) x 100).
Occupancy with Non-deduct %	Forecast Occupied Rooms (Rooms Sold + Non–deduct Rooms Sold) / (Physical Rooms - Out Of Order + Sell Limit*****) x 100).
Availability %	Forecast Available Rooms ((Available Rooms / (Physical Rooms - Out Of Order + Sell Limit*****) x 100).
Availability with Non–deduct %	Forecast Available Rooms (Available Rooms - Non–deduct Rooms Sold) / (Physical Rooms - Out Of Order + Sell Limit*****) x 100).
Physical Rooms	Physical number of rooms configured for the property.
Out of Order Rooms	Number of rooms set to Out of Order status.
Out of Service Rooms	Number of rooms set to Out of Service status.
Restrictions	A flag indicates that one or more restrictions exist for this date.
Non-deduct Rooms Available (Blk)	Number of rooms available in non-deduct group blocks.

Table 5-1   (Cont.) Property Availability View Options

View Options	Description
Deduct Rooms Available (Blk)	Number of rooms available in deduct group blocks.
Non-Deduct Rooms Picked Up (Blk)	Number of rooms picked-up in non-deduct group blocks (reservation made).
Deduct Rooms Picked Up (Blk)	Number of rooms picked-up in deduct group blocks (reservation made).
Arrival Rooms	Number of Arrival rooms.
Departure Rooms	Number of Departure rooms.
Arrival Persons	Number of Arrival persons.
Departure Persons	Number of Departure persons.
Rooms Sold Persons	Number of persons.
Day Rooms	Number of Day Use Rooms.
Day Persons	Number of person in Day Use Rooms.
Non-Deduct Rooms Available (Blk)	Number of rooms available in non-deduct group blocks.
Deduct Rooms Available (Blk)	Number of rooms available in deduct group blocks.
Non-Deduct Rooms Picked Up (Blk)	Number of rooms picked-up in non-deduct group blocks (reservation made).
Deduct Rooms Picked Up (Blk)	Number of rooms picked-up in deduct group blocks (reservation made).
Arrival Rooms	Number of Arrival rooms.
Departure Rooms	Number of Departure rooms.
Arrival Persons	Number of Arrival persons.
Departure Persons	Number of Departure persons.
Rooms Sold Persons	<TBA> - functional
Day Rooms	Number of Day Use Rooms.
Day Persons	Number of persons in Day Use Rooms.
Sell Limit Rooms	Number of rooms with a set Sell Limit (number of rooms that increase (overbook, positive sell limit) or decrease (under book, negative sell limit*****) the allowable rooms available to sell).

* If the Sell Limit is negative, then subtract it in the equation. For example, if the Physical rooms is 155 and the Sell Limit is -8, then the calculation for Physical rooms + Sell Limit would be 155 - 8.

Viewing Property Availability

1. From the **OPERA Cloud** menu, select **Inventory** and then select **Property Availability**.

2. Select the **Property**, enter the date and other optional information, and then click **Search**. The results are separated into house availability and room type availability

3. Click **Days** list to change the number of day columns in the search results.

4. Click **View Options** to include or remove details to display.

   a. **House Options**

      i. **Default View**. Select the value that you want to display by default when launching Property Availability

      ii. Select the values that you want to display in the Room Type availability section. The Select / Deselect All check box is available to select all options. For more information, see Property Availability

   b. **Room Type Options**

      i. **Default View**. Select the value that you want to display by default (per room type) when launching Property Availability

      ii. Select the values that you want to display in the Room Type availability section. The Select / Deselect All check box is available to select all options.

   c. Refer c_availability_property_availability.htm

5. Click **Expand All** to expand all House and Room Type rows to view all details

6. Click a Date to launch the Manage Restrictions

7. Click an Available Rooms value to open Manage Sell Limits

8. From the Vertical Ellipse

   a. Click **Edit Available Rooms** to enable inline edit of Max Available Rooms value for House and Room types on the property availability page

      i. Click **Save**.

   b. Click **Edit Sell Limits** to enable inline edit of Sell Limit value on the property availability page

      i. Click **Save**.

   c. Click **Edit Sell Control** to enable inline edit of Sell Control value on the property availability page

      i. Click **Save**.

   d. Click **Edit Restrictions** to launch the Manage Restrictions

   e. Click **Block Details** to navigate to Group Rooms Control

Sell Limits

Sell Limits let you control room availability at your property. You can configure sell limits from the Property Availability screen in the Inventory section.

You can set sell limits using positive numbers, negative numbers, or zero.

A positive sell limit overbooks rooms. It sets the number of rooms to sell at more than the number of actual physical rooms. You might overbook rooms to compensate for expected cancellations and no-shows.

A negative sell limit underbooks rooms. It subtracts the number of rooms to sell from the number of actual physical rooms. You might underbook rooms to prevent the sale of certain room types or room classes.

A zero sell limit lets you insert a zero sell limit on individual dates within a range of days. For example, suppose you set sell limits of 15 for a three-week period. You could exclude the Saturdays and Sundays from the sell limits by entering zero on those days.

You can set sell limits:

- For any day or range of dates.
- By house or room class/room type, or both.
- By a number of rooms (flat).
- Prerequisites for Sell Limits
- Setting Sell Limits

Prerequisites for Sell Limits

OPERA Controls

Settings: Inventory Management

Functions: Sell Limits

Setting Sell Limits

Using Linked Numbers

On the Property Availability screen, you can change sell limits by selecting linked numbers in individual cells on the Sell Limit row.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Property Availability**, and then click **Search**. If the sell limit row is not visible on the screen, click **View Options** and select **Sell Limit**.

2. On the Property Availability screen, click a number by date from the Sell Limit row.

3. On the Set Sell Limit screen, select **House**, **Room Type**, or **Room Class**. If selecting Room Type or Room Class, a field appears for selecting specific room types or room classes.

4. Select a **Begin Date** and an **End Date**. If setting a range of days, select each day to include it in the new sell limit. Deselect checked days to exclude them from the new sell limits.

5. In the **Sell Limit** field, enter the number of rooms you want to limit.

6. Click **Save**.

Using Edit

Setting sell limits is one way to control the number of rooms available to sell. You can set limits on house inventory, individual room types, or room classes using Edit Sell Limits.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Property Availability**, and then click **Search**. If the sell limit row is not visible on the screen, click **View Options** and select **Sell Limit**.

2. Click the vertical ellipsis button. The following options are available: Edit Available Rooms, Edit Sell Limits, and Edit Sell Control Rooms. Editing sell limits impacts the numbers in the Available Rooms row and the Sell Control Rooms row.

3. Select **Edit Sell Limits**. Individual cells in the sell limit rows can now be edited by date in the house section and for individual room types.

4. Select a cell and type in a new number, and then click **Save**.

Room Management

Housekeeping enables you to schedule daily room cleaning, maintenance, and housekeeping staff activities. It provides information on room status, out of order/out of service rooms, and forecasting.

You can assign daily housekeeping duties, collect and view room status, view room forecasts based on reservations, view room floor plans and photographs or drawings of the property, resolve room occupancy discrepancies, and resolve room maintenance requests.

- Forecasting Housekeeping Services
- Viewing Room Discrepancies
- Housekeeping Board
- Viewing Floor Plans
- Managing Room Maintenance Requests
- Managing Out of Order Rooms
- Managing Out of Service Rooms
- Room Conditions
- Viewing Property Site Plan Images
- Task Sheets
- Attendant Console

Forecasting Housekeeping Services

Housekeeping Forecast helps you meet upcoming housekeeping service requirements for your property. The forecast gives you information about anticipated occupancy percentage, arrival rooms, stay overs, departure rooms, adults in-house, and children in-house. The information is based on reservation bookings for current and future dates.

- The Statistics panel within the Housekeeping Forecast displays a row for Turndown when Turndown OPERA Control is active.

- The number in the day columns shows the number of reservations that have Turndown check box selected in the **Housekeeping** panel of the Reservation.

- The number is a hyperlink for current business date only and which allows you to view all reservations which have requested for **Turndown** for current business date.

> **✎ Note:**
>
> House Keeping task supplies like, supply items hand towels, soap included in the forecast.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Forecast**.

2. Use the below search criteria for the forecast:

   Property: Enter or select a property.

   Task: Select one or more housekeeping tasks.

   Start Date: Enter a date. The date must be either the current business date or a future date. If you leave the field blank, the search defaults to the current date.

   Use Priority: Each task has a priority level assigned to it. Select the check box to display the task with the lowest priority for the room. If multiple tasks are selected and the **Use Priority** check box is selected, the task with the lowest priority is displayed.

3. Click **Search**.

The forecast indicates the level of business activity expected over the coming days. The table shows the number of Total Credits, Occupancy %, Arrival Rooms, Stayovers, Departures Rooms, Adults In-House, and Children In-House expected on each date. The statistics are drawn from reservations and therefore should represent reliable expectations.

Viewing Room Discrepancies

When there is a discrepancy between the Front Office and Housekeeping status of a room you can update the housekeeping status to record a discrepancy. For example, when a reservation is checked in and the front office status is occupied, but housekeeping finds the room vacant.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and select **Room Discrepancies**.

2. Enter search criteria and click Search.

   .

3. Rooms are listed in the search result

   .

Generate Report

1. To generate the **hk_discrepancy report**, click the Vertical Ellipse and click **Report**.

2. Enter report parameters as required

   .

3. Select a report destination and click **Process**.

• Updating Room Status from Room Discrepancies

Updating Room Status from Room Discrepancies

To update the room or housekeeping status of a discrepant room

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Room Discrepancies**.

2. Enter search criteria and click Search.

3. In the search result, select the required room(s) and click **Update Room Status** and update the following

    a. **Prioritize**. Prioritize the room when task sheets are generated

    b. **Room Status**. Select a room status

    c. **Housekeeping Status**. Select a housekeeping status - updating to match the Front Office status will remove the discrepancy

4. Click **Close**.

Housekeeping Board

Housekeeping Board gives you room information at a glance, which includes room numbers, room status, service requests, locations, and other information of importance to housekeeping services. With the Housekeeping Board functionality, you can search and update the status of a room or a range of rooms. You can find room status information by room number(s), Floor, Room Type, Room Class, and Reservation Status. You can also fine tune your search by selecting filters under Room Status, Front Office, or Turndown Status.

- Viewing Reservation Details from the Housekeeping Board
- Searching and Viewing Room Status Information from Housekeeping Board
- Room Statuses
- Guest Service Status

Viewing Reservation Details from the Housekeeping Board

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.

2. Select a property and any additional filters, then search to show applicable rooms and their associated housekeeping details.

    If a guest is arriving for a specific room or it is currently occupied, you can click the guest's name to open the reservation.

Searching and Viewing Room Status Information from Housekeeping Board

The Housekeeping Board shows room status information to assist housekeeping and operations in meeting guest expectations. The Housekeeping Board search functionality finds room status information by room number(s), Floor, Room Type, Room Class, and Reservation Status. You can fine tune your search by selecting

ORACLE®

filters under Room Status, Housekeeping Status, Front Office Status, Turndown Status, Guest Service Status, and various other filters listed below.

> **Note:**
>
> The following filters are available based on the configuration of your property.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.

2. Use the following search options to filter the room status information and then click **Search**:

   Property: Enter or search and select the property if you are logged into a multi property environment.

   From Room: Enter or select the room number to begin a range of rooms to search. If the From Room number is a component room, the **To Room** field will not be available. In addition, only the individual room numbers of the rooms that comprise the component room are displayed in the search results grid. For example, if room 1012 is a component room made up of rooms 101 and 102, when you enter 1012 in the From Room field, the search returns rooms 101 and 102. Enter only a **From Room** number to search for that room and all higher numbered rooms.

   To Room: Enter or select Select a room number to end a range of rooms to search. Selecting a To Room number results in the display of all room numbers in ascending order (from lowest to highest), ending with the selected room number. Rooms will appear in order but this is a character field, so the order will not necessarily be numerical. For Example: 1009 < 101, 1011 > 101.

   Room Class: Enter or select to search for a classification given to the room, such as Villa, Suite, Cabin, and so on. This gives you detailed availability information based on a specific room class, but does not include pseudo room classes in this list.

   Room Type: Enter or select to search for a room type as defined by the property, such as Standard, Double, King, and so on. .This list contains only the Room Types that belong to the selected Room Class.

   Floor: Enter or select to search for the required floor number. Floors typically represent rooms on various floors of a multi-story property, for example, rooms 2000 through 2020 on the second floor.

   Day Section: Enter or select to search for the required day section rooms.

   Evening Section: Enter or select to search for the required evening section rooms.

   Room Feature: Enter or select to search for the required room features.

   Room Assignment: Select Assigned or Unassigned rooms.

   Reservation Status: Enter or select to search for a reservation status. You can select one or more of the following:

   • Arrivals: Shows the reservations due to arrive today, but not yet checked in.

   • Stay Over: Shows the guests stayed the previous evening and that are continuing their stay for the present system day (date).

- Departure: Shows guests due to check out. If a room is due out, that room is an available room to use for the current business date.

- Departed: Shows the departures that have checked out for the day.

- Not Reserved: Shows the rooms that do not apply to any other reservation status other than Not Reserved.

Housekeeping Status: Select a room status to filter your search results. You can select one or more of the following:

- Inspected: Shows number of occupied/vacant rooms which have an Inspected housekeeping status.

- Clean: Shows number of occupied/vacant rooms which have a Clean housekeeping status.

- Pickup: Shows number of occupied/vacant rooms which have a Pick Up housekeeping status.

- Dirty: Shows number of occupied/vacant rooms which have a Dirty housekeeping status.

- Out of Order: Shows number of rooms which are out of order (these rooms are subtracted from availability).

- Out of Service: Shows number of rooms which are out of service (these rooms are counted in availability).

Turndown Status: Select a Turndown Status to filter your search results based on reservations showing turndown services. You can select one or more of the following:

- Required: Shows reservations that are flagged to receive Turndown service.

- Not Required: Shows reservations that do not require Turndown service; for example, the attendant goes to the room and the guest declines the service for that evening.

- Completed: Shows reservations for which Turndown service has been provided on the current date.

> **Note:**
>
> When reservations exist for Component Room room types, the values refer to the number of physical rooms that comprise the component rooms for each turndown status.

Front Office Status: Select Occupied, Vacant, or both to filter your search results based on the reservation occupancy status as recorded by the Front Office.

Service Status: Select the required Service Status for the room. You can select one of the following:

- Do Not Disturb

- Make Up Room

Room Parity: Select a check box to narrow the search results by either odd or even room numbers or all.

Room Statuses

Room Status refers to the current housekeeping cleaning status of the room. During a guest's stay, the status of the guest room changes several times. The following room statuses are available in OPERA Cloud. It is not necessary that every room status occurs for each guest room during every stay.

The Room Statuses include:

- Clean: Indicates the room is serviced and is available for a guest occupancy.

- Pickup: An additional status some hotels choose to use when the room requires no or minimum housekeeping service. This may happen when a guest only occupies a room for a few minutes and the room only needs refreshing. Available when the Pickup Rooms function is active.

- Dirty: Indicates the room is dirty and requires cleaning service.

- Inspected: An additional status some hotels choose to use as the last check by housekeeping supervisors before making a room available for guest occupancy. Available when the Inspected Rooms function is active.

- Out of Order: Indicates the room is not available for the front desk for assignments, and is removed from inventory availability.

- Out of Service: Indicates the room is blocked but could still be sold, and remains part of inventory availability.

Guest Service Status

The Guest Service Status shows the service statuses for all currently occupied rooms. A room can either have a Make Up Room status (MUP) or Do Not Disturb (DND) status.

Integrated systems, such as a PBX, have the ability to update room status MUP and DND.

Following are some details about the behavior of the guest service status:

- In instances where there is a guest room move, OPERA Cloud always clears the DND status and/or the MUP status.

- When a room has a MUP status, the status is removed during the End of Day process. The DND status is unaffected by the end of day process.

- Upon guest check out, the DND and MUP statuses are removed.

Viewing Floor Plans

Floor Plans provide a graphical layout of floors, rooms, and other physical features such as stairways, HVAC closets, elevators, and so on. Floor plans can use color coding for room status and provide room-specific information, including the property name, room number, front office status, room status, room type, and reservation status.

1. From the OPERA Cloud menu, select **Inventory**, and select **Room Management** and then select **Floor Plan**.

2. Enter information for a Property and Floor and then click **Search**.

3. Click **View Options** to select the Room Status, Front Office Status, and Reservation Status options you wish to view, and then click **OK**.

If a user clicks a room then **Room Details** is displayed.

1. Update the Room Status.

2. Update the Housekeeping Status to identify a discrepant room.

3. Select **Prioritize** to place the room at the top of the list for cleaning on the Task Sheet.

4. Click **Close**.

Managing Room Maintenance Requests

Prerequisites for Managing Maintenance Requests

Room Maintenance enables you manage and resolve maintenance requests such as changing a light bulb , repairing a faulty lock, service a faulty air conditioning unit and so on, for guest rooms.

You can assign maintenance requests to staff according to a staff member's skills and/or qualifications.

The management of maintenance tasks is also available on the OPERA Cloud Mobile web app.

Adding Maintenance Requests

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.

2. Click **New** and enter the following details:

    a. **Room**: Enter or select a room number(s) from the list.

    b. **Reason**: Select a reason (type) from the list.

    c. **Remarks**: Enter descriptive information regarding the maintenance request.

    d. **User**: Select a user to assign the task to a specific user.

        i. **Expected By.**: Enter or select a completion date.

3. Click **Save**.

Editing Maintenance Requests

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.

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

3. Select a maintenance request from the list and click **Edit**.

4. Update details.

> **Note:**
>
> To assign a request select a **User**.

5. Click **Save**.

Deleting Maintenance Requests

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.

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

3. Select a maintenance request from the list and click **Delete**.

4. Click **Delete** to confirm.

Resolving Maintenance Requests

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.

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

3. Select a maintenance request from the list and click **Resolved** check box (column).

Generating Maintenance Report

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.

2. Click **Vertical Ellipse**, select **Report**.

3. Update report parameters.

4. Select report destination.

5. Click **Process**.

- Prerequisites for Managing Maintenance Requests

Prerequisites for Managing Maintenance Requests

OPERA Controls

Group: Room Management

Function: Maintenance

OPERA Cloud Tasks

- Room Management Workspace

  – Room Maintenance

  – New/Edit Room Maintenance

  – Delete Room Maintenance

  – Resolve / Unresolved Room Maintenance

Managing Out of Order Rooms

Prerequisites for Out of Order

Out of order rooms are deducted from room inventory; reservation cannot be allocated to a room in OO status.

Adding Out of Order Rooms

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Out of Order** to place a room on Out of order .

2. Click **New**.

3. Enter the search criteria and click **Search**.

4. Select one or more rooms in the result.

5. Click **Set Out of Order**and complete the following:

    a. **From Date**: Select the desired dates to change the rooms' status.

    b. **Nights**: Add or remove number of nights for which the room needs to out of order.

    c. **Through Date**: The room will automatically be returned to inventory during end of day processing for the Through Date.

    d. **Return Status**: Return Status Select the status that the room(s) when returned to service.

6. Click **Set Out of Order**.

Editing Out of Order Rooms

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Out of Order** to place a room on Out of order .

2. Select or continue with the property.

3. From the result, select the out of order room.

4. Click the vertical ellipses and click **Edit**.

5. Update the details.

6. Click **Set Out of Order**.

Deleting Out of Order Rooms

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Out of Order** to place a room on Out of order .

2. Select or continue with the property.

3. From the result, select the out of order room.

4. Click the vertical ellipses and click **Delete**.

*   Prerequisites for Out of Order

Prerequisites for Out of Order

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Group: Room Management

Functions: Out of Order

OPERA Cloud Tasks

Group : Inventory

Room Management Workspace

- Out of Order

Managing Out of Service Rooms

Prerequisites for Out of Service

Out of Service rooms are not removed from inventory. The out-of- service rooms remain in the availability and can be sold if the need arises. It is possible to assign a reservation to a room in out of service room status.

Adding Out of Service Rooms

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Out of Service** to place a room on Out of order .
2. Click **New**.
3. Enter the search criteria and click **Search**.
4. Select one or more rooms in the result.
5. Click **Set Out of Service**and complete the following:

    a. **Reason**: Select a reason from the list. For more information, see Out of Order and Out of Service Reason Codes.

    b. **From Date**: Select the desired dates to change the rooms' status.

    c. **Nights**: Add or remove number of nights for which the room needs to out of service.

    d. **Through Date**: The room will automatically be returned to inventory during end of day processing for the Through Date

    e. **Return Status**: Select the status that the room(s) when returned to service.
6. Click **Set Out of Service**.

Editing Out of Service Rooms

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Out of Service** to place a room on Out of order .
2. Select or continue with the property.
3. From the result, select the out of order room.
4. Click the vertical ellipses and click **Edit**.
5. Update the details.
6. Click **Set Out of Service** .

Deleting Out of Order Rooms

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Out of Service** to place a room on Out of order .

2. Select or continue with the property.

3. From the result, select the out of order room.

4. Click the vertical ellipses and click **Delete**.

- Prerequisites for Out of Service

Prerequisites for Out of Service

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Group: Room Management

Function: Out of Service

OPERA Cloud Tasks

Group : Inventory

Room Management Workspace

- Out of Service

Room Conditions

Room Condition functionality allows you to assign room condition codes to rooms, for example, to designate rooms that are available for show, rooms that are set aside for special housekeeping attention, or rooms that are to be treated differently for any other reason. Rooms that have a room condition assigned may or may not be available by default within the Room Assignment screen depending on how you configure the room condition code.

Room condition codes can also be attached to rooms to identify them for special purposes or situations. For example, rooms might be set aside for an afternoon sales tour, or for the finishing touches on a room repair, or so housekeeping can perform a final inspection, and so on.

In a multi-property environment, room conditions are created on the template level and then copied to each property. To be consistent among all hotels in the environment, best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties. When the setting for hold rooms is on, the setting is on the template level, but times for the holds are set at the property level.

- Viewing Room Conditions
- Setting Room Conditions

Viewing Room Conditions

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Room Management** and then select **Room Conditions**.

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

    You can search by the following:

    *   **From/To Room**: Enter or select room numbers representing a range of room.

    *   **Room Condition** Enter or select a room condition code. The room condition code is often an abbreviation or a single word representing the reason for temporarily setting the room aside.

    *   **Reservation Status**: Enter or select a reservation status, such as Stay Over, Arrived, or Due Out.

    *   **Room Type**: Enter or select a Room Type, such as Double or Single. Room Types are identified by unique codes defined by the Property.

    *   **Room Class**: Enter or select a Room Class such as Suite, Ocean, Villa, or other as defined by the Property.

    *   **Occupied** and/or **Vacant**: Optionally select one of these filters. The Front Office applies Occupied and Vacant settings to rooms.

    *   **Room Assignment**: Select Assigned or Unassigned rooms.

3. From search results, select a room and click **Edit** to change the room condition.

Setting Room Conditions

Use Room Conditions to mark rooms for special uses like an afternoon sales tour or to complete a room repair. Marking the room does not prevent the front desk from selling it.

Also, if the Rooms Management > Hold Rooms application function is set to **Active**, you can place rooms on hold for a set period (from 1 to 1440 minutes) or for an unlimited time, depending on the HOLD condition code configuration.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Room Conditions**.

2. Search and select the room for which you want to add a room condition and then select **New** or **Edit**.

    The **New** button is available only if the room does not already have a room condition assigned.

3. On the **Set Room Conditions** window, select a condition and enter if there is any further information in **Remarks**, and then click **Save**.

Viewing Property Site Plan Images

The Site Plan is available to display images of the property, facilities, amenities or other subject matter such as diagrams that are useful to staff.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Site Plan**.

2. Select a Property and click.**Search**.

3. Click an image in the search result to view larger image.

Related Topics

- Image Management

Task Sheets

Prerequisites for Task Sheets

Task Sheets inform housekeeping room attendants about their daily work assignments. They provide a list of rooms assigned to attendants, any special instructions about specific rooms, and related reservations details.

When the Housekeeping Task Scheduling OPERA Control is active, tasks are assigned to each room according to the task schedule configured on the room type or the reservation.

Task sheets can auto-generate, or you can manually create them by assigning rooms to each task sheet and attendant as needed. With the Inspected OPERA Control active, you can generate separate task sheets for room inspections (rooms in clean status). With the Turndown OPERA Control active, you can generate separate task sheets for turndown service based on the evening sections and credits.

After creating the task sheet, you can generate and distribute task sheet reports to room attendants or supervisors. Task sheets are also available from the Task Companion on mobile devices. The Task Companion replaces the need for printed task sheet reports by providing real-time, interactive housekeeping task management and enables you to update room and housekeeping status, view and resolve reservation traces, and request assistance from other room attendants. See OPERA Cloud Mobile Application Overview.

You can track task sheet completion and attendant progress from the Attendant Console.

- Prerequisites for Task Sheets
- Generating Task Sheets
- Using the Task Sheet Companion

Prerequisites for Task Sheets

Licenses / Subscriptions

OPERA Cloud Sales and Event Services

OPERA Controls

Group: RMS Management

Functions:

- Task Sheet
- Housekeeping Task Scheduling (Optional)

- Turndown (Optional)

OPERA Cloud Tasks

- Inventory -Room Management Workspace
- Task Sheets
    - Delete Task Sheet
    - Lock / Unlock Task Sheet Lock / Unlock Task Sheet
    - Merge Task Sheet/Merge Task Sheet
    - Save Task Sheet Template/Save Task Sheet Template

Generating Task Sheets

Use the Generate Task Sheets functionality to generate task sheets for an individual attendant, a group of attendants, or all available attendants on a daily basis.

Auto-Generating Task Sheets

1. From the OPERA Cloud menu, select **Inventory**, select **Task Sheets**, then **Auto Generate Task Sheets**.

2. In the Resources panel, do the following:

    a. **Template Code**: Select a previously saved template to populate pre-selected values to the parameters.

        i. Click **Manage Templates** to edit or delete templates.

        ii. To edit, click vertical ellipse, click **Edit**, update template details, click **Save**.

        iii. To delete, click vertical ellipse, click **Delete**, click **Delete** to confirm.

    b. **Turndown**: Select the generate turndown task sheets.

    c. **Task**: Select the task(s) from the list to include in the task sheets.

    d. **Show All Scheduled Tasks**: This checkbox is available when at least 2 Tasks are selected. When unchecked, only the scheduled Task with the highest priority will be shown. When checked, all scheduled tasks that fall on the day will be shown.

    e. **Next Day**: Select to generate task sheets for the following day rooms/ reservations.

    f. **Attendants**: Select the attendants to assign to the task sheets.

    g. **Number of Attendants**: or enter the number of attendants.

    h. **Maximum Credits**: Enter the maximum number of credits to be assigned to any one attendant/task sheet. Credits will be divided evenly by the number of attendants entered in the Number of Attendants field, not to exceed this number per attendant per Task Sheet. Any remaining rooms/credits will flow down to an overflow task sheet.

    i. **Inhouse First**: Available when no Attendants are chosen and the Number of Attendants is 0.

j. **Task Instructions**: Task instructions default to any task instructions set up for the selected task(s). You may edit the instructions. Instructions are displayed on task sheet reports and in the task companion.

k. **Room Instructions**: Enter any default room instructions; Instructions are displayed on task sheet reports and in the task companion.

l. **Attendant Instructions**: Enter any default attendant instructions; to all attendants; Instructions are displayed on task sheet reports and in the task companion.

m. Click **Next**.

3. In the Room (Reservation) Criteria Panel, do the following:

a. **Room Status**: Select the statuses of the rooms to be included on the generated Task Sheets. If a room is scheduled for a task, the room status is verified against the selections made here; if a match is found, the room is included in the Task Sheet.

b. **Front Office Status**: Select the **Vacant** and/or **Occupied** check boxes. The Task Sheet will include only the rooms that match the FO statuses you select. (By default, both are selected.) No rooms will be printed if neither option is selected.

c. **Reservation Status**: Select the reservation statuses to be included in the Task Assignment sheet. The Task Sheet includes only rooms that match the reservation statuses you select. By default, none of the reservation statuses are selected reservation status is not considered and all rooms are included, regardless of reservation status.

d. **Room Assignment**: Select Assigned and/or unassigned to filter the rooms. The Task Sheet includes only the rooms that match your selection.

e. **Room Class**: Select room classes from list to limit room type selection to specific room classes (Available when the **ROOM CLASS OPERA** Control is active).

f. **Exclude VIP**: Select from the list to exclude selected **VIP** types from the task sheets (Available when the **VIP OPERA** Control is active).

g. **VIP Only**: Select this check box to include only rooms assigned to VIP guests with the corresponding reservation statuses selected. Vacant rooms will not be included if this option is selected. (Available when the **VIP OPERA** Control is active).

4. In the Breakout panel, do the following:

a. Select **Room Number**, **Floor**, Building, Building Group, Section, or Section Group to distribute rooms among attendants. If you select Section or Section Group, select the required AM or PM section option.

Floors and Sections are predefined groupings of rooms.

Section and Section Groups can be used as hard stops when Task Sheets are assigned, which means when creating Task Sheets with Section or Section Group selected, the rooms from different sections within one section group can be on the same task sheet, but not rooms from different section groups; the same holds for Building Group. When generating Task Assignment sheets by Section Group/Building Group, if no specific attendants are selected in the **Attendants** field, then the number of attendants entered in this field represents the number of Task Sheets to be generated per Section Group/ Building Group.

b.   **Separate By Rate Code**: Select rate codes to exclude from the main Task Assignment process. Rooms attached to reservations with the selected rate codes will be placed separately on Task Assignment sheets at the end of the regular assigned Task Assignment sheets.

c.   **Separate By Room**: Select room numbers to exclude from the main Task Assignment process. Rooms attached to reservations with the selected rooms will be placed separately on Task Assignment sheets at the end of the regular assigned Task Assignment sheets.

d.   **Stayovers First**: Select to process a Stayover/ Departure Task Assignment, which places stay overs and departures on separate Task Assignment sheets for each attendant. and select No Service Required to create an additional Task Sheet that contains all rooms that are not scheduled for service.

5.   Click **Generate Task Sheets** or **Save Template and Generate Task Sheets** to save the current parameter selection as a template and then generate the task sheets.

> **Note:**
>
> If the total number of rooms to be assigned cannot be divided equally among the available attendants, any "remainder" rooms are assigned to a separate Task Sheet to be manually managed. For example, if there are 153 rooms to be divided among 15 attendants, Task Sheets 1 through 15 would have 10 rooms each (150 rooms total) and a separate Task Sheet 11 would include the remaining 3 rooms.

> **Note:**
>
> When the Guest Service Status OPERA Control is active and the Additional Task Sheets OPERA Control is set to NSR and/or DND, additional task sheets will be generated during the auto generation process. Refer Guest Service Status.
>
> •   When NSR is selected, the No Service Required task sheet is generated.
>
> •   When DND is selected, the Do Not Disturb task sheet is generated.

Manually Creating Task Sheets

1.   From the OPERA Cloud menu, select **Inventory**, select **Task Sheets**, then **Create Manual Task Sheets**.

2.   At the New Task Sheet prompt complete the following:

a.   **Turndown**: Select to create turndown task sheets (Available when the Turndown OPERA Control is active).

b.   **Task(s)**: Select the task(s) from list to assign to the task sheet.

c.   **Room(s)**: Select the room(s) from list to assign to the task sheet. Selecting no rooms will create a 'blank' task sheet.

      d. **Credits**: Enter the number of credits to assign to the task sheet.

      e. **Room Instructions**: Enter any default room instructions; Instructions are displayed on task sheet reports and in the task companion.

3. Click **Create**.

4. Click **New** to create an additional task sheet and repeat steps.

Managing Task Sheets

1. From the OPERA Cloud menu, select Inventory, select Room Management, select **Task Sheets**, then **Manage Task Sheets**.

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

3. Select the task sheet card in either summary or detail tabs, click **Manage**.

> **✎ Note:**
>
> You can select another task sheet to manage by selecting the task sheet number from list.

4. Select **Edit**.

      a. **Attendant**: Select an attendant from the list to assign to the task sheet.

      b. **Task Sheet Instructions**: Update the task sheet instructions.

      c. Click **Save**.

5. Add Room(s) to task sheet.

      a. Click **Actions**, select **Add Room(s)**.

      b. **Rooms**: Select rooms from list.

      c. **Credits**: Enter the number of credits to assign.

      d. **Room Instructions**: Enter room instructions for the rooms selected.

      e. Click **Add**.

6. Delete Room(s) from task sheet.

      a. Select the room(s).

      b. Click **Actions**, select **Remove Room(s)** .

7. Reassign Rooms to another task Sheet.

      a. Select the room(s).

      b. Click **Actions**, select **Move Room(s) to Another >> task sheet number**.

8. Update Room Details.

      a. Select the room(s).

      b. Click **Actions**, select **Update Room Details**.

      c. **Credits**: Enter the number of credits to assign.

      d. **Room Instructions**: Enter room instructions for the rooms selected.

      e. Click **Update Room Details**.

9. Update Room and Housekeeping Status.

a. Select the room(s)

b. Click **Actions**, select **Update Room Status**.

c. **Status**: Select a room status.

d. **Housekeeping Status**: Select a housekeeping status; amending HK status will result in discrepant room; refer Viewing Room Discrepancies .

e. Click **Close**.

10. Lock Task Sheet.

a. Click **Actions**, select **Lock Task Sheet**

11. Merge Task Sheets.

a. Click Actions, select **Merge Task Sheet**, **Task sheet number**.

Generating Task Sheet Reports

1. From the OPERA Cloud menu, select **Inventory**, select **Room Management**, select **Task Sheets**, then **Manage Task Sheets**.

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

Click **Vertical Ellipse**, click **Report**.

a. Enter report parameters.

b. Report Style. Report format determines what information is included in the report. Select from among the following available styles:

- **Type 1** (Landscape Orientation): Room No., Room Status, FO Status, Reservation Status, Title, Guest Name, Tasks, Totals.

- **Type 2** (Landscape Orientation) (Displayed when Housekeeping Task Scheduling OPERA Control is active.): Room No., Room Status, FO Status, Reservation Status, Title, Guest Name, Tasks, Facility Codes with Counts, Totals.

- **Type 3** (Landscape Orientation): Room No., Room Type, FO Status, Reservation Status, Guest Name, Arrival Date, Departure Date, Tasks, Totals.

- **Type 4** (Landscape Orientation) (No Guest Name): Room No., Room Status, Section AM, Section PM, Reservation Status, Turndown, FO Status, VIP, Arrival Date, Arrival Time, Departure Date, Departure Tim, # of Adults, # of Children, Tasks, Totals.

- **Type 5**(Landscape Orientation) (Tasksheet 4 with Credits displayed): Room No., Room Status, Section AM, Section PM, Credits, Reservation Status, Turndown, FO Status VIP Arrival Date, Arrival Time, Departure, Departure Tim, # of Adults, # of Children, Tasks, Totals.

- **Type 6**(Landscape Orientation) (Tasksheet 5 with FO Status and Guest Name displayed, No Credits): Room No., Room Status, FO Status, Section AM, Section PM, Reservation Status, Turndown, Guest Name, Arrival Date, Arrival Time, Departure Date, Departure Time, VIP, # of Adults, # of Children, Tasks, Totals.

- **Type 7** (Landscape Orientation) (Tasksheet 6 with Credits displayed): Room No., Room Status, FO Status, Section AM, Section PM, Credits, Reservation Status, Turndown, Guest Name, Arrival Date, Arrival Time,

Departure Date, Departure Time, VIP, # of Adults, # of Children, Tasks, Totals.

- **Type 8**(Landscape Orientation) (Room Details with Specials & Customized Room Instructions): Room No., Room Type, Room Status, FO Status, Section AM, Section PM, Credits, Reservation Status, Nationality, Title, Guest Name, Arrival Date, Arrival Tim, Departure Date, Departure Time, VIP, # of Adults, # of Children Specials, Tasks/Room Instructions, Totals, Block Code.

- **Type 8 Large Font** (Landscape Orientation) (Room Details with Specialized & Customized Room Instructions - Large font): Room No., Room Type, Room Status, FO Status, Section AM, Section PM, Credits, Reservation Status, Nationality, Title, Guest Name, Arrival Date, Arrival Tim, Departure Date, Departure Time, VIP, # of Adults, # of Children, Specials, Tasks/Room Instructions, Totals, Block Code.

- **Type 9** (Landscape Orientation) (Room Details with Specialized & Customized Room Instructions without Guest Nationality): Room No., Room Type, Room Status, FO Status, Section AM, Section PM, Credits, Reservation Status, Next Reservation Arrival Time, Turndown, Title, Guest Name, Arrival Date, Arrival Tim, Departure Date, Departure Time, VIP, # of Adults, # of Children Specials, Tasks/Room Instructions, Totals, Block Code, Traces.

- **Type 9 Large Font**: (Landscape Orientation) (Room Details with Specialized & Customized Room Instructions without Guest Nationality - Large font): Room No., Room Type, Room Status, FO Status, Section AM, Section PM, Credits, Reservation Status, Next Reservation Arrival Time, Turndown, Title, Guest Name, Arrival Date, Arrival Tim, Departure Date, Departure Time, VIP, # of Adults, # of Children Specials, Tasks/Room Instructions, Totals, Block Code.

- **Type 10** (Landscape Orientation) (Simple task sheet): Room No., Room Status, FO Status, Totals.

- **Type 11**(Portrait Orientation) (Simple task sheet): Room No., Room Status, Credits, Reservation Status, Arrival Date, Departure Date, # of Adults, # of Children, Tasks/Room Instructions, Totals.

- **Type 12** (Landscape Orientation): Room No., Room Type, Room Status, FO Status, Adults, Children, Tasks, Cleaning Time, Credits, Reservation Status, Membership Level, Arrival Date, Arrival Time, Mobile Registered, Departure Date, Departure Time, Specials, Room Instructions, Room Check.

- **Summary** (Landscape Orientation) (Summary of housekeeping task sheets): Date, Task Sheet Number, Attendant, Total Rooms, Total Credits, Dirty Rooms, Pickup Rooms, Clean Rooms, Departure Rooms, # of Adults, # of Children, Totals.

c. **Destination**.: Select a report destination.

d. Click **Process**.

Using the Task Sheet Companion

Prerequisites for Using the Task Sheet Companion

The Task Companion replaces the need for printed task sheet reports by providing real-time, interactive housekeeping task management via tablet and enables you to update room and housekeeping status, view and resolve reservation traces and request assistance from other room attendants. If the Housekeeping Task Scheduling OPERA Control is active, select from the list of tasks; multiple tasks are combined into a single task list.

Using the Task Sheet Companion

1. From the **OPERA Cloud** menu, select **Inventory**, select **Task Sheets**, and then select **Manage Task Sheets**.

    > **Note:**
    >
    > You can also drill down from the Task Sheet dashboard tile

2. Search and select the required task, and then click **Search**.

3. Select the task and click **Manage**.

4. On the **Manage Task Sheet** screen, click **Actions**, and select **Go to Task Sheet Companion**.

5. All rooms assigned to the task sheet are listed in the **My Rooms** panel on the right; click the tab to open and close the panel.

    a. Rooms are sequenced according to the predefined task priority. See Task Companion Auto-Priority.

    b. The requested service time from the reservation is displayed along side each room.

6. Room and task instructions details are displayed in the top left panel.

    a. Room attendant, task and reservation-specific instructions are displayed in this panel.

    b. Housekeeping supply items are also listed.

    c. Click **Go on Break** to pause the task and indicate that you're on a break; this status is displayed in the Attendant Console.

7. Reservation details are displayed in the bottom left panel

    a. Click **Traces** to view and manage any traces for the reservation. See Adding Traces to Reservations .

    > **Note:**
    >
    > If there are multiple reservations applicable for the room (eg due out and due in), click **Load More Items** to display additional reservations in the panel.

8. To commence the task for the room click **Start**.

> **Note:**
>
> Depending on the Task Companion Timer OPERA Control, a time counter might increment or decrement during completion of the task.

   a. Update the room status when task is complete.

      i. **Room Status**: Click a new status to update the room status.

      ii. **Housekeeping Status**: Click to update the housekeeping status ; this option is used to report a skip or sleep discrepancy. See Viewing Room Discrepancies.

   b. Click **Finish** when the task is complete.

   c. Click **Next Room** then click **Start** to commence the next room.

   d. To skip a room click **Next Room**.

   e. Repeat for all rooms listed in the My Rooms panel.

9. To request assistance from another room attendant, click **Need Assistance** (Available when the **Task Companion Assistance OPERA Control** is active).

   a. Enter a message and click **Send General Assistance**.

   b. To send an emergency assistance request, click **Send Emergency**.

> **Note:**
>
> Users with the **Receive Task Companion General Assistance Notifications** task assigned to their role(s) will receive any General Assistance notifications. Users with the **Receive Task Companion Emergency Assistance Notifications** task assigned to their role(s) will receive any Emergency notifications.

- Prerequisites for Using the Task Sheet Companion
- Task Companion Auto-Priority

Related Topics

- Facility Schedule
- Task Companion (Housekeeping)

Prerequisites for Using the Task Sheet Companion

OPERA Controls

Group: Room Management

Function: Task Sheets

The following OPERA Controls are optional:

Group: Room Management

Function:

- Housekeeping Task Scheduling

- Maintenance

- Guest Service Status

- Inspected Status

- Pickup Status

Parameter

- Attendant Console

- Task Companion Assistance

Setting: Task Companion Timer Setting

Group: Reservations

Function: Reservation Traces

OPERA Cloud Tasks

Room Management Workspace

- Access All Task Assignments in Task Companion

    – Manage Room Status

    – Setting of a room to Dirty Status

    – Setting of a room to Clean Status

    – Setting of a room to Pickup Status

    – Setting of a room to Inspected Status

Task Companion Auto-Priority

Rooms displayed in the task companion are sequenced according to the follow priority, based on the active **OPERA Controls**.

1. Vacant + pickup + arrival + VIP + queue.

2. Vacant + dirty + arrival + VIP + queue.

3. Vacant + pickup + arrival + queue.

4. Vacant + dirty + arrival + queue.

5. Vacant + Pickup + room type on queue.

6. Vacant + Dirty + room type on queue.

7. Vacant + pickup + arrival + VIP + ETA (within next 60 minutes).

8. Vacant + Dirty + arrival + VIP + ETA (within next 60 minutes).

9. Vacant + pickup + arrival + ETA (within next 60 minutes).

10. Vacant + Dirty + arrival + ETA (within next 60 minutes).

11. Vacant + pickup + arrival + VIP.

12. Vacant + dirty + arrival + VIP.

13. Vacant + pickup + arrival.

14. Vacant + dirty + arrival.

15. Vacant + pickup.

16. Vacant + dirty.

17. Occupied + stay over + pickup + VIP.

18. Occupied + stay over + dirty + VIP.

19. Occupied + stay over + pickup.

20. Occupied + stay over + dirty.

21. Occupied + stay over + pickup + DND.

22. Occupied + stay over + dirty + DND.

23. Occupied + due out + pickup.

24. Occupied + due out + dirty.

Attendant Console

The Attendants Console enables you to evaluate the time it takes to clean a room, completion percentage of tasks, total and completed number of credits, and relative location of a housekeeping attendant. The information is gathered from the Task Sheet Companion, which attendants use to keep track of their task sheets and room cleaning statuses.

Viewing Room Information from the Attendants Console

To view room information through Attendant Console, do the following:

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Attendant Console**.

2. Search and select the **Property** if you are logged at Hub level, select the required **Task**, and then click **Search**.

6
Financials

Financials enables you to manage the daily financial transactions at your property. This includes functions such as cashiering, batch deposits, generating cashier reports, folio histories, authorizing credit cards, researching receipts, currency calculations, and so on.

- Accounts Receivables
- Cashiering and Finance
- Commissions
- Internal Charge Number
- End of Day Procedures

Accounts Receivables

Prerequisites for Accounts Receivables

OPERA Cloud's Accounts Receivables feature enables you to create accounts and manage Direct Billing for company, travel agent, group, source, and guest profiles so that charges can be accumulated and billed for payments on an agreed-upon schedule. It also provides the tools for creating Accounts Receivables Accounts, tracking account activity across multiple properties, preparing reminder and statement letters, and managing invoices and payments.

The Accounts Receivable feature is available when the Cashiering > Accounts Receivables application function is set to Active.

- Managing Accounts Receivables Accounts
- Managing Accounts Receivables Fixed Charges
- Managing Accounts Receivables Notes
- Managing Accounts Receivable Traces
- Managing AR Account Invoices and Payments
- Accounts Receivable Aging
- Viewing AR Accounts Changes Log
- Viewing Accounts Receivables Year View
- Accounts Receivables Reminders and Reminder Cycles
- Creating and Generating Accounts Receivable Statements
- Accounts Receivables Statement Numbering
- Direct Bill Transfer
- Accounts Receivables Batch Postings
- Accounts Receivable Transaction Research

- Accounts Receivables Credit Card Transfer

Managing Accounts Receivables Accounts

Creating Accounts Receivables Accounts

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.

2. Click **I Want To . . .** and select **Create Account**.

3. Search for and select the Profile. If none exists, click **I Want To . . .** and select a profile type to create and then select the newly created profile.

4. On the **Account Setup** screen, do the following:

   - **Primary Account**: Select to make this the primary Accounts Receivables account for this profile. A profile can have multiple Accounts Receivables accounts at the same property, however, only one of those accounts can be designated as the primary account for that property. The primary account is used as the default, for example, when the profile has multiple accounts and an account is listed on a screen or appears in a report.

   - **Permanent Account**: Select the Permanent Account check box if this account is to be a permanent Accounts Receivables account. As long as this check box is selected, the account cannot be deleted.

   - **Month End Calculation**: Select the check box to have OPERA calculate the Payment Due Date by beginning with the last day of the month for the Bill Generation Date and add the number specified in the Payment Due Days field to determine the Payment Due Date that appears on the folio.

   - **Include In Batch Statements**: Select to include the account when running batch statements. You might not want to include certain accounts such as internal accounts or credit card accounts in batch statements.

   - **Property**: Enter or select the required property.

   - **Account Type**: Select an Account Type. Account Types help you to categorize your accounts receivables accounts for searching and reporting. Account types are also used to determine the statement format to be used when printing statements for each account and the reminder cycle for that account.

   - **Account Number**: Enter an Account Number according to the format specified in the Account Picture OPERA Control - link: c_opera_controls_accounts_receivables.htm.

   - **Credit Limit**: Specify the maximum amount of credit available to this account, or the amount of the letter of credit provided by the account holder. You can change this amount if necessary. If you attempt to settle to direct bill and the transaction would exceed the credit limit for the account, a warning message prompts you to indicate whether you wish to proceed with the action.

   - **Contact**: Enter the name of the AR account contact. If you enter a contact here, the contact is used for AR purposes only (for example, for statements and reminder letters).

   - **Payment Due Days**: Enter a number between 0-999 that indicates the number of days until the payment is due for the AR account. Note: When you

create an AR Account for a Profile that already has the Payment Due Days configured, the number automatically populates in this field. But if you create an AR Account for a Profile that does not have the Payment Due Days already configured, the number entered here does not get copied back to the Profile.

- **Address**, **Phone**, **Email**: By default, these fields are populated with the primary address from the profile associated with this account. Change this information if AR information is to be directed to a different address. If you enter an AR address, the address is used for AR purposes only such as for statements and reminder letters, and the address recorded in the profile cannot be changed. The same also applies if an address is updated for the Profile, the AR Address cannot be updated.

Editing Accounts Receivables Accounts

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.

2. Search for and select the account that you want to edit. Click **I Want To...** option, which is located on the grid next to the account, click **Account Setup**.

   a. **Restricted**: Select restricted to prevent additional invoices created in Accounts Receivable, or additional invoices to be Direct Billed to the account from the Front Desk.

   b. **Restricted Reason**: Select a reason from the list.

3. To edit information about the **Account Setup**, click **Edit** in the Account Setup panel.

4. Edit the required information and then click **Save**.

Deleting Accounts Receivables Accounts

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.

2. Search for and select the required account that you want to delete. Click **I Want To...** option, which is located on the grid, next to the account, select **Delete Account**.

AR accounts cannot be deleted in the following scenarios:

- You cannot delete an AR account if it is a non-zero balance. To delete all no-balance accounts of a specific account type, or all no-balance accounts having account numbers in a specific range, use the AR Account Search screen search criteria to filter the accounts.

- You cannot delete an AR account if the account is a Permanent Account. If you need to delete a permanent account, you must first un-select the Permanent Account check box on the Account Setup screen.

- You cannot delete an AR account if there are window routing instructions on the reservation that routes charges to that account for the current business date or for a future date. This restriction applies even if there are no charges posted to that AR account.

- Prerequisites for Accounts Receivables

Prerequisites for Accounts Receivables

OPERA Controls

Group: Cashiering

Functions: Accounts Receivables

OPERA Cloud Tasks

Financials: Manage Accounts Receivables

Managing Accounts Receivables Fixed Charges

Prerequisites for Accounts Receivables Fixed Charges

The Accounts Receivable (AR) Fixed Charges feature enables you to schedule periodically re-occurring charges to be posted to AR accounts automatically during the End of Day process.

It also provides a convenient way to automatically post a one-time fixed charge on a specific date in the future.

OPERA Cloud creates a new invoice (with new invoice number) each time the fixed charge is posted to the AR account.

Adding Fixed Charges

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.

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

3. Click **I Want To...** and then select **Fixed Charges** for the AR account in search results.

> **Note:**
>
> Click **Show All** to view all detail links.

4. Click **New** and enter the following details:

   a. **Frequency**. Select the frequency with which the fixed charge should be posted.

      • **Once**. Post the charge one time. When this option is selected, the **End Date** field becomes unavailable.

      • **Daily**. Post the charge every day.

      • **Weekly**. Post the charge once a week. When this option is selected, the **Day to Execute** field appears. Select the down arrow to choose the day of the week (1 = Sunday, 2 = Monday, 3 = Tuesday, and so on) to have the fixed charge posted.

- **Monthly**. Post the charge once a month. When this option is selected, the **Day to Execute** field becomes available. Select any number from 1 to 31 or **END**. Numbers 1 through 31 trigger a posting on that date each month. If the date does not fall in that month (for example, some months have fewer than 31 days), no posting occurs for the month. Selecting **END** always posts the fixed charge on the last day of the month.

- **Quarterly**. Post the charge once a quarter. When this option is selected, the **Day to Execute** field becomes available. Fixed charges are posted every quarter, that is, every three months. Select the down arrow to choose the date during the last month in the quarter to have the fixed charge posted. For example, if you select 15, the fixed charges are posted on the 15th of March, the 15th of June, the 15th of September, and the 15th of December. To post the charge on the last day of the quarter, regardless of the date, select **END**.

- **Yearly**. Post the charge once a year. When this option is selected, the **Date to Execute** field becomes available. Fixed charges always post every year on the month and day you select. The year portion of the date is ignored.

b. **Begin Date /End Date**. Select the **Begin Date** and **End Date** to determine the period when the fixed charge can be posted to the AR Account.

c. **Transaction Code**. Enter or select the charge from the list.

d. **Quantity**. Enter the number of units to be charged.

e. **Amount (Price)**. Enter the unit price of the charge.

> **Note:**
>
> Fixed charges are always posted in the local/base currency for the property. The posted amount will be the price x quantity.

f. **Supplement**. Use this field for supplemental information about the charge For example, for a fixed parking charge you may want to enter a parking ticket number or parking space number.

5. Click **Save or Save and Continue** to add another fixed charge.

Editing Fixed Charges

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.

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

3. Click **I Want To...** and then select **Fixed Charges** for the AR account in search results.

4. Click the row level vertical ellipsis for the fixed charge and select **Edit**.

5. Make the desired changes.

6. Click **Save**.

Deleting Fixed Charges

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.

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

3. Click **I Want To...** and then select **Fixed Charges** for the AR account in search results.

4. Click the row level vertical ellipsis for the fixed charge and select **Delete**.

5. Click **Delete** to confirm.

- Prerequisites for Accounts Receivables Fixed Charges

Prerequisites for Accounts Receivables Fixed Charges

OPERA Controls

Group: Accounts Receivables

Function: Fixed Charges

OPERA Cloud Tasks

Group : Reservation Management

Fixed Charges

- New/Edit Fixed Charges

- Delete Fixed Charges

Managing Accounts Receivables Notes

The Accounts Receivables Notes allows you to keep a record of internal information for an account. For example, you can save information about an account's billing preferences, actions taken on an invoice, or special instructions on how to handle an account or invoice.

You could also use it to record notes during telephone conversations, to record past history of issues, or just to log general information regarding the account.

With the AR Account Presentation page the notifications link will indicate the number of notes on the AR Account; click the notification link to read the notes.

Adding Notes

1. From the OPERA Cloud menu, select **Financials**, select **Accounts Receivable**, and then select **Manage Accounts Receivable**.

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

3. Select the AR Account in the search result, click **I Want To...**, **Notes**, or click the **Notes** link in Accounts Receivable Account Presentation.

4. Click **New** and complete the following:

a. **Type**: Select a note type.

b. **Internal**: Select this check box if the comment is to be treated as internal. Internal notes are not output on stationery (e.g., AR Statements) or on reports (unless the report explicitly allows display of Internal Notes).

c. **Title**: Enter a summary title for the note (will default based on note type but can be updated).

d. **Comment**: Enter or paste the note details; a maximum of 4000 (western) characters is permitted.

5. Click **Save** or click **Save and Continue** to add another note.

Viewing and Updating Notes

1. From the OPERA Cloud menu, select **Financials**, select **Accounts Receivable**, and then select **Manage Accounts Receivable**.

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

3. Select the AR Account in the search result, click **I Want To...**, **Notes**, or click the **Notes** link in Accounts Receivable Account Presentation.

4. Select the note , click **+** to expand the card to read the note comments.

5. Select **Vertical Ellipse** and click **Edit**.

6. Update details.

7. Click **Save**.

Deleting Notes

1. From the OPERA Cloud menu, select **Financials**, select **Accounts Receivable**, and then select **Manage Accounts Receivable**.

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

3. Select the AR Account in the search result, click **I Want To...**, **Notes**, or click the **Notes** link in Accounts Receivable Account Presentation.

4. Select **Vertical Ellipse** and click **Delete**.

5. Click **Delete** to confirm.

Managing Accounts Receivable Traces

Prerequisites for Accounts Receivable Traces

Accounts Receivable traces are actionable instructions or reminders for follow-up on a specific date. Once actioned the trace is updated as resolved.
You can use Traces to set reminders regarding payment collection or other to-do's related to an AR account.

Adding Traces

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**.

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

3. Select the AR Account in the search result, click **I Want To...**, **Traces** or click the **Traces** link in AR Account Presentation.

4. Click **New** and complete the following:

   a. **Date**: Enter the date for the trace.

   b. **Trace text**: Enter the trace text / details.

5. Click **Save**.

Editing Traces

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**.

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

3. Select the AR Account in the search result, click **I Want To...**, **Traces** or click the **Traces** link in AR Account Presentation.

4. Click **+** to expand the card and view trace details

5. Click **Vertical Ellipse** and select **Edit**.

6. Update details.

7. Click **Save**.

Completing (Resolve) Traces

To mark a trace as completed, once it has been actioned:

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**.

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

3. Select the reservation in the search result, click **I Want To...**, **Traces** or click the **Traces** link in AR Account Presentation.

4. Click **Vertical Ellipse** and select **Resolve**.

Deleting Traces

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**.

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

3. Select the reservation in the search result, click **I Want To...**, **Traces** or click the **Traces** link in AR Account Presentation.

4. Click **Vertical Ellipse** and select **Delete**.

5. Click **Delete** to confirm.

• Prerequisites for Accounts Receivable Traces

Prerequisites for Accounts Receivable Traces

OPERA Controls

Group: Accounts Receivables

Functions: Traces

OPERA Cloud Tasks

Financials: Manage Accounts Receivables

Traces

- New/Edit Traces
- Delete Traces

Managing AR Account Invoices and Payments

The Manage Account Invoices screen provides a central location for maintaining AR account invoices and payments. Use the following steps to access the screen:

1. From the OPERA Cloud menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.

2. Search for the account.

3. In search results, locate the account and click the **Balance** amount due.

> **Note:**
>
> Alternatively, you can click the **expand icon** and then click **Invoices**, or click the row level **I Want To . . .** menu and select **Invoices**.

4. If required, enter your cashier sign in and click **Login**.

Managing the Accounts Receivables Screen

The Manage Account Invoices screen displays a table of account invoices and payments. The Account Name and Account Number appear above the invoice table along with summary information on Balance, Invoices, Payments, and Total Selected. The summary information updates in real-time depending on the rows you select.

- **Balance.** Displays the total amount due for all invoices in this account.
- **Invoices.** Displays the amount of all selected invoices.
- **Payments.** Displays the sum of selected payments.
- **Total Selected.** Displays the total of all open amounts for selected invoices, minus selected payment.
- **Search results.** Table lists the invoices and payments.
- **Check boxes**. Enables selecting one or more invoices/payments for making payments, creating statements, transferring invoices, and so on.

Searching for Invoices or Payments

The following optional search criteria is available for invoices and payments.

- **Account Number.**: Enter the AR Account Number.

- **Custom Number**: Enter the full custom number or partial custom number. (Available when Custom Numbers in AR Manage Account Invoices OPERA Control is active).

- **Folio No**: The full folio number or the first part of the folio number.

- **Invoice No**: The full invoice number or the first part of the invoice number.

- **Statement No**: Available when the Statement Numbering AR control is enabled. Enter the system assigned statement number associated with the invoice.

- **From Date** Enter or select a date for the invoice.

- **To Date.**: Enter or select a date for the invoice.

- **Open Balance Only**: Select to display only open balance invoices (those having a non-zero balance); uncheck to include zero balance invoices and payments.

- **Payments Only**: Select to display only payments posted to the AR account.

- **Finalized Invoices**: Available when the Invoice Finalize Date AR control is enabled. Select to include finalized invoices in search; uncheck to exclude finalized invoices.

- **Non-Printed**: Select the checkbox to display Invoices that have not been included as line items on successfully generated statements.

- **Un Billed**: Available when the Statement Numbering AR control is enabled. Select the check box to display only the invoices that do not have a statement number associated with them.

Adding a New Invoice

On the Manage Account Invoices screen, click **New** and enter invoice information and charge information:

Invoice Information:

- **Name**: Search and select a profile for the Invoice.

> **Note:**
>
> The **Name** field defaults to the profile for the AR Account.

- **Market Code**: Enter or select a market code for the invoice charges.

- **Source Code**: Enter or select a source code for the invoice charges.

- **Room Class**: Select a room class from the list.

- **Supplement**: Enter text if applicable.

- **Reference**: Enter a number if applicable.

Charge Information:

- **Transaction Code**: Enter or select the charge from the list.

- **Price**: Enter the amount.

- **Generated Charges**: Click to view list of generates charges (e.g. taxes) for the charge.

- **Quantity**: Enter the quantity.

- **Supplement**: Use this field for supplemental information about the charge.

- **Reference**: Use this field for reference information for the charge.

- **Check Number**: Enter a number if applicable.

- **Arrangement Code**: Enter or select a folio arrange code (this field is enabled when **Arrangement Cashier Control** is active).

- **Add New Row**:

  – Click to create a new row to post additional charge(s).

  – Click to delete a row.

  – Click to post charge

- **Total Postings, Total Taxes and Total Charges**: Values update automatically for each charge added or deleted on the new invoice.

- Managing AR Invoice Payments

- Applying Unallocated Payments

- Viewing Payment History

- Compressing Invoices

- Viewing and Managing Invoice Details

Managing AR Invoice Payments

Use the Manage Account Invoices screen to apply payments to accounts receivables invoices. To apply payments to an invoice or multiple invoices, select the invoice(s) and click the Make Payment button on the Pay Invoices screen.
The Apply Payment button is available only when the invoice has an open balance.

Applying Payments to Invoices

1. From the OPERA Cloud menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.

2. Search for the account.

3. From search results, locate and click the amount in the **Balance** column to open the account.

> ✎ **Note:**
>
> As an alternative, you can click the expand icon and then click the Invoices link on the account.

4. On the Manage Account Invoices screen, select one or more **Invoices** and click **Apply Payment** to open the Pay Invoices dialog.

5. Complete the following required fields and options:

   a. **Property**: Select or confirm the property.

   b. **Account**: Select or confirm the AR Account (defaults to the current AR Account).

c. **Invoice Selection**: Select the desired option

• **Selected Invoices**: This option is automatically selected if you have selected one or more invoices to apply the payment to prior to selecting the Make Payment button. The payment is divided equally among the invoices you select. When you select more than one invoice for payment, the total outstanding for all selected invoices appears in the Amount field.

– If the amount is changed to less than the total of all selected invoices, the payment is applied to the greatest outstanding balance.

– If there is any part of the payment remaining after the greatest outstanding balance is paid, it is applied to the next largest outstanding balance, and so on.

– If the payment is larger than the total outstanding balance on the selected invoices, the remainder is applied to the account as an unallocated payment.

d. **Unallocated**: Selecting this option applies the payment to the AR account, but the payment is not allocated to any invoice. To apply unallocated payments to invoices at a later stage, refer to Applying Unallocated Payments. For more information, see Applying Unallocated Payments.

e. **Oldest**: This options applies the payment to the outstanding invoice with the earliest date. If the amount of the payment is greater than the outstanding amount of the oldest invoice, the remainder of the payment is applied to the next oldest invoice that has an outstanding balance, and so on, until the payment is completely allocated. Any remaining payment amount is credited to the account as an unallocated payment.

f. **Selective(ly)**: This option lets you see a list of invoices with open balance so that you can select invoices to apply payment to, along with the portion of the payment total.

g. **Method**: Select a payment method such as a credit card and so on. An additional screen opens for you to complete the payment details.

h. **Amount**: Enter the payment amount.

i. **Supplement**: Enter a comment relevant to the payment you are entering.

j. **Reference**: Enter any reference information relevant to the payment.

To post multiple payments to the AR account, you can add an additional payment panel, click **vertical ellipse** and click **Add Payment** to display an additional payment panel. To remove the payment panel click the **vertical ellipse** and click **Remove**.

6. Click **Post Payments**.

Applying Unallocated Payments

If the AR account has unallocated payments, you can apply those payments to selected invoices. Unallocated payments appear with a minus sign (-) in the **Amount** and **Open** columns on the Manage Account Invoices screen.

Applying unallocated payments to a specific invoice

You can apply one or more unallocated payments to an invoice.

1. From the OPERA Cloud menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.

2. Search for the account.

3. From search results, locate and click the amount in the **Balance** column to open the account.

> **Note:**
>
> As an alternative, you can click the expand icon and then click the Invoices link on the account.

4. On the Manage Account Invoices screen:

   a. Select the unallocated payment(s).

   b. Select the invoice to apply the payment(s) to.

   > **Note:**
   >
   > The summary bar totals will update accordingly.

   c. Click the **Apply Payment** button; the payment or payments are immediately applied to the selected invoice, and the updated invoice balance appears in the Open column. NOTE: If the payment total is greater than the outstanding balance of the invoice, an unallocated payment will remain in the AR account.

Selectively applying an unallocated payment to more than one invoice

When an unallocated payment needs to be applied and apportioned to multiple invoices, do the following:

1. Select the unallocated payment.

2. Select the invoices.

> **Note:**
>
> The summary bar totals will update accordingly.

3. Click the **Apply Payment Selectively** button.

4. The selected invoices appear in a list. Enter the (partial) payment amount to apply to each invoice listed. The **Total Specified** indicates the total applied to the invoices listed.

> **Note:**
>
> Any remaining amount will remain as an unallocated payment in the AR account

5. Click **Apply Payment** to apply payments to the respective invoices.

*   [Unapplying Payments](#)

Unapplying Payments

To unapply payments made to an invoice, highlight the invoice to which the payments were applied and select the Unapply action button.

1. In the OPERA Cloud menu, select **Accounts Receivables**, and select **Manage Accounts Receivables**.

2. Search for Accounts Receivables.

3. From search results, locate and click the **amount** in the Balance column to open the account.

4. On the Manage Account Invoices screen, select the **Payments Only** check box and click **Search**.

5. Select the **payment** record.

6. Click the **Unapply Payment** button.

7. A popup displays the payment details:

    a. **Date**. The posting date of the payment.

    b. **Invoice**. The number of the invoice to which the payment was applied, if applicable.

    c. **Code**. The transaction code for the payment method.

    d. **Description**. The description of the payment method transaction code.

    e. **Original Amount**. The full amount of the payment.

    f. **Applied Amount**. The amount of the payment applied to the current invoice. (The payment might have been split between invoices with only part of it applied to the current invoice.)

    g. **Reference**. Reference information for this payment. The credit card number appears here if a credit card was used for the payment.

8. On the popup, select the **payment** and click **Unapply Selected Payment(s)**.

Reversing Payments

To reverse or undo a payment that was posted to the account, select the payment and click the Reverse Payment action button. A reverse payment transaction is posted to the account using the payment transaction code of the original payment selected.

Viewing Payment History

The Pay History feature allows you to view details of all payments made to an invoice. To access the payment history, select an invoice that contains an amount in the Paid column; the Pay History button appears.

1. In the OPERA Cloud menu, select **Accounts Receivables**, and select **Manage Accounts Receivables**.

2. Search for Accounts Receivables.

3. From search results, locate and click the **amount** in the Balance column to open the account.

> **Note:**
>
> When the Manage Account Invoices screen opens, you can use the fields or check boxes to narrow your search for invoices. For example, to search for payments made starting on a particular date, use the calendar tool or enter the date in the From Date field. The first payment made on that date will scroll to the top of the search results grid.

4. Select an **invoice** with an amount in the Paid column.

5. Click the **Pay History** button to view payment history.

6. The following columns provide payment history. The information shown in certain fields differs depending on whether you selected an invoice or a payment.

   a. **Date**. The posting date of the payment.

   b. **Invoice**. The number of the invoice to which the payment was applied, if applicable.

   c. **Code**. The transaction code for the payment method.

   d. **Description**. The description of the payment method transaction code.

   e. **Original Amount**. The full amount of the payment.

   f. **Applied Amount**. The amount of the payment applied to the current invoice. (The payment might have been split between invoices with only part of it applied to the current invoice.)

   g. **Reference**. Reference information for this payment. The credit card number appears here if a credit card was used for the payment.

7. Click **Close** when finished viewing payment history.

Compressing Invoices

Use the Compress feature to combine two or more invoices into one new invoice.

- After you compress invoices, you cannot add new postings or adjust transactions on the invoice.

- You cannot compress invoices that include postings for the current business date.

- You cannot compress invoices that have been paid either partially or in full.

- The Payment button is not available for the detail invoices of a compressed invoice. You can apply a payment only to the top-level master invoice.

When you combine two or more invoices into a single invoice, the combined entry is assigned a new invoice number on the Manage Account Invoices page. The new parent invoice reflects the total amount of the compressed invoices and displays an icon to identify the record as compressed.

A plus sign (+) appears to the left of the parent invoice; click the plus sign (+) to expand and view the original invoices, now marked by an icon, that are now compressed. The plus sign (+) changes to a minus sign (-). Click the minus sign (-) to collapse the display of individual invoices to view only the compressed invoice.

Compressing Invoices

To compress two or more invoices, mark the invoices you want to combine and select the Compress button. The Compress Invoices screen appears, showing the account name and total amount of the compressed invoices. Enter Supplement or Reference text if applicable.

1. From the OPERA Cloud menu, select **Financials**, select **Account Receivables**, and then select **Manage Accounts Receivables**.

2. Select or confirm the **Property**, select or enter any other search criteria, and click **Search**.

3. From the search results, click the amount in the **Balance** column of the account you want to open.

4. On the Manage Account Invoices screen, select the **invoice check boxes** of two or more invoices you want to compress and click **Compress Invoices**.

5. Enter **Supplement** and/or **Reference** information and click **Compress Invoices**.

Uncompressing Invoices

The Uncompress feature enables you to separate a compressed invoice into its original invoices.

1. From the OPERA Cloud menu, select **Financials**, select **Account Receivables**, and then select **Manage Accounts Receivables**.

2. Select or confirm the **Property**, select or enter any other search criteria, and click **Search**.

3. From the search results, click the amount in the **Balance** column of the account you want to open.

4. Locate and select the compressed **Parent Invoice**.

5. Click **Uncompress Invoices**.

Viewing and Managing Invoice Details

Prerequisites for Viewing and Managing Invoice Details

Manage Invoice Details enables you to view and print transaction postings associated with an invoice. It provides details such as the transaction date, transaction code, code description, transaction amount, and so on.

1. From the OPERA Cloud menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.

2. Search for the account.

3. In search results, locate and open the account by clicking the **Balance** amount due.

> **✎ Note:**
>
> As an alternative, you can click the **expand icon** and then click the **Invoices link** on the account.

4. If a login screen appears, enter your cashier **sign-in** and click **Login**.

5. On the Invoices popup, click **Manage**.

6. From the Manage Account Invoices screen, select an **invoice** and click **Manage Invoice Details**.

7. Use Search to locate additional postings. Enter any of the following search criteria:

   a. **Date From/Date To**. Displays the postings for a range of dates.

   b. **Transaction Code**. Select to search for transaction codes to display postings.

   c. **Transaction Code Subgroup**. Select to search for transaction code subgroups to display postings.

   d. **Check Number**. Enter the check number to search for postings associated with that check.

   e. **Cashier**. Select to search for postings made by cashier ID.

   f. **Supplement**. Enter text to search for postings having that text in the Supplement field.

   g. **Reference**. Enter text to search for postings having that text in the Reference field.

Generating a Folio

1. From the Manage Invoice Details screen, click **View Folio** to open the Report Destination dialog. Select any of the following:

   a. **Folio Style**. Select a folio style.

   b. **View In Currency**. Select a currency.

   c. **Folio Text**. Enter folio text to output when generated.

   d. **Report Destination**. Select Preview or other print/electronic options.

Adding New Postings to an Invoice

Posting additional charges to AR invoices is possible when the Accounts Receivables, No Modify Invoice and the Cashiering, Folio No Reprint AR controls are Off.

1. On the Manage Invoice Details screen, select the **vertical ellipsis**, and select **Post Charges**.

2. If required, enter your cashier **sign-in** and click **Login**.

3. Complete the following:

   a. **Transaction Code**. Enter or select the charge from the list.

   b. **Price**. Enter the amount.

c. **Quantity**. Enter the quantity.

d. **Supplement**. Use this field for supplemental information about the charge.

e. **Reference**. Use this field for reference information for the charge.

f. **Check Number**. Enter a number if applicable.

g. **Arrangement Code**. Enter or select a folio arrange code (this field is enabled when Arrangement cashier control is active).

4. Click **Post Charges**.

Editing Postings

1. On the Manage Invoice Details screen, select a **transaction**, select the **vertical ellipsis**, and select **Edit Posting**.

2. If required, enter your cashier **sign-in** and click **Login**.

3. Update or add text in the Supplement field.

4. Update or add text in the Reference field.

5. Enter a **check number**.

6. Click **Save Transaction**.

Posting Adjustments

After posting transactions, you can make the following changes using the Post Adjustments feature:

• Adjust postings made on or before the current business date.

• Make a flat-amount or a percentage change to invoice transactions based on transaction codes/routing codes and date range.

Adjustments to AR invoices are possible when OPERA Controls are off for Accounts Receivables, No Modify Invoice, and Folio No Reprint. The AR Invoice Adjustment Period AR control determines the period after the invoice date that an invoice can be adjusted. The Adjust action on the Invoice Details screen is unavailable if there are no charges on the invoice remaining open to adjustment.

1. On the Manage Invoice Details screen, select a **transaction**, select the **vertical ellipsis**, and select **Post Adjustments**.

2. If required, enter your cashier **sign-in** and click **Login**.

3. Make the following adjustments:

   a. **Amount/Percentage**. Select the Amount option button to adjust all selected transactions by the same fixed amount. Select the Percentage option button to adjust all selected transactions by the same fixed percentage

   b. **Amount**. Enter the amount or percentage to adjust.

   c. **Reason**. Select an adjustment reason from the list.

   d. **Reason Text**. Update or enter reason text as needed.

4. Click **Process Adjustments**.

• Prerequisites for Viewing and Managing Invoice Details

• Transferring Invoice Charges

• Finalizing Invoices

Prerequisites for Viewing and Managing Invoice Details

OPERA Controls

Account Receivables: AR Postings Transfer

No Modify Invoice

Cashiering: Folio No Reprint

Transferring Invoice Charges

Prerequisites for Transferring Invoice Charges

You can transfer charges from a selected invoice in an AR account to another AR account. The source AR account balance is decreased by the amount equal to the postings that are transferred to the target AR account. The charges appear on the target invoice associated with the same transaction codes as on the source invoice. Transfers offer the following options:

• Transfer individual charges from an invoice in one AR account to a new invoice in a different AR account.

• Transfer individual charges from an invoice in one AR account to an existing invoice in a different AR account.

• Transfer charges from an invoice in one AR account to a new invoice in a new AR account.

Consider the following conditions when transferring individual charges:

• You cannot transfer charges from an invoice if that invoice was previously transferred from one AR account to another AR account.

• Transferred postings are flagged on the source invoice so you cannot edit these transactions.

• The Transfer Charges feature is available only for invoices associated with reservations that are checked out.

• If an automatic statement number was assigned to an invoice (available when the Accounts Receivable > Statement Numbers parameter is active), you cannot transfer the charges on that invoice. You must first unlink the statement number from the invoice.

• You cannot transfer payments.

Transferring Charges

1. On the Manage Invoice Details screen, select the **charges** you want to transfer.

2. Click the **vertical ellipsis** and select **Transfer Charges**.

3. On the Transfer Charges screen, select a **Transfer Scope**.

   To transfer to a different invoice in the current account:

   a. Select to **transfer the charges** to a different invoice in the current AR account.

    b. Search and select the **invoice** from the list and click **Select Invoice**.

To transfer to a different invoice in a different account:

    a. Select to **transfer the charges** to a different AR account and invoice.

    b. Enter the **account number** or search for the AR Account.

    c. Enter or search the **invoice number** to receive the transferred charges.

4. Click **Transfer Posting**s.

- Prerequisites for Transferring Invoice Charges
- Transferring Invoices or Payments to a Different AR Account

Prerequisites for Transferring Invoice Charges

OPERA Controls

Group: Account Receivables

Parameters:

- Charges Transfer
- No Modify Invoice

Group: Cashiering

Parameter: Folio No Reprint

Transferring Invoices or Payments to a Different AR Account

Use the AR Transfer feature to transfer invoices or payments from one AR account to another AR account.
The following rules control transfers of invoices and payments:

- You cannot transfer an invoice after applying a payment; you must first unapply the payment to enable transferring the invoice.
- You cannot transfer a payment after applying it; you must first unapply the payment to enable transferring the invoice.
- You cannot transfer a finalized invoice.
- You cannot transfer an invoice that is associated with a Credit Card account.

Transferring Invoices or Payments

1. From the OPERA Cloud menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.

2. Select or confirm the **Property**, enter additional search criteria, and click **Search**.

3. From search results, locate the account and click the **amount due** in the Balance column to open the Manage Account Invoices screen.

4. Select the **invoice(s)** or **payment(s)** and click **Transfer**.

5. From the Transfer screen, enter the **Account Number**:

    a. Search and select or enter the **destination AR Account Number**.

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

      c. Select the **AR Account** in search results and click **Select**.

6. Enter the Supplement information:

      a. Enter a comment pertaining to this transfer.

      b. The information appears in the Supplement field of the transaction on the Manage Invoice screen for the originating, or source, account.

7. 6. Click **Transfer**.

> **✎ Note:**
>
> The invoice transfer appears in the source account when you search (with the Open Balances Only check box deselected) for all invoices to include zero balance invoices.

Finalizing Invoices

Prerequisites for Finalizing Invoices.

The Finalize Invoice feature allows you to lock invoices so that you cannot make new postings to the invoice, edit transaction reference or supplemental information, or make adjustments to charges posted in the invoice.

However, you can post payments to an invoice after it is finalized.

You can use the Finalize Invoice feature to indicate the invoice has been reviewed and is ready to submit to the client. The finalized invoice then becomes the start date for aging the invoice.

To Finalize the Invoice

1. From the **Manage Accounts Receivables** screen, search for the account.
2. From search results, locate the account and click the **amount due** in the Balance column to open the Manage Account Invoices screen.
3. If required, enter your **password** and click **Login**.
4. Select the invoice(s) and click **Finalize**.
5. A Finalized indicator is added to the Invoice number.

To Unfinalize the Invoice

1. From the **Manage Accounts Receivables** screen, search for the account.
2. From search results, locate the account and click the **amount due** in the Balance column to open the Manage Account Invoices screen.
3. If required, enter your **password** and click **Login**.
4. Select the invoice(s) and click **Unfinalize**.
5. The Finalized indicator is removed from the Invoice number

• Prerequisites for Finalizing Invoices

Prerequisites for Finalizing Invoices

OPERA Controls

Group: Accounts Receivables

Parameter: Invoice Finalize Date

Accounts Receivable Aging

Accounts Receivables Aging provides a visual reference of account balances by Aging periods (buckets). The account balance consists of unpaid or partly paid invoices. They can also contain unallocated credits. These represent payments or credits not yet applied to an outstanding invoice.

Aging information appears in graph and table formats:

- The graph generates a color-coded view of net balances owed in each property.
- The table breaks down the balances owed by aging period (Bucket).

  You can expand each aging period for further details by property. You can also view property balances in graph form.

The Aging screen presents balances within their aging period (bucket):

- **Aging Detail View**. The graph shows unallocated credits as negative amounts. Balances owed appear as positive amounts. The table shows unallocated credits as a negative amount in the credit column. It also shows open balances and unapplied credits.

- **Aging Summary View.** The graph and table show net balances owed. These are calculated by merging unallocated payments or credits with balances within their aging period. If unallocated credit / payment amounts exceed the open balance for that aging period, the unallocated amount shows as a negative on the graph and in the table.

- **Profile Aging View.** The graph and table show net balances owed for one or more selected accounts. If unallocated credit / payment amounts exceed the open balance for the period, the unallocated amount shows as a negative on the graph and in the table.

When logged into a Hub, you can view accounts in more than one property.

Viewing AR Aging

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.

2. Search for an Accounts Receivable account.

3. Select the account by clicking the account number and then click **Aging**.

   a. The Aging pane shows a summary view of net open and unapplied credits owned by bucket.

   b. The Profile Aging pane shows total net balances owed by bucket.

- Viewing Accounts Receivables Future and Past Stays

Viewing Accounts Receivables Future and Past Stays

Future and Past Stays gives you information about the account profile's future or past reservations that help determine patterns and preferences, such as room or rate types, duration of stays (arrival / departure dates), previous reservation status (such as No-Shows, Cancellations), and if there are any other profiles associated with the reservation (such as Company or Travel Agent).

To view the Future and Past Stays, do the following:

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.

2. Search and select an Account whose Future and Past Stays you want to view.

3. On the Manage Accounts Receivable screen, click the plus icon to expand to show all. details indicator to view the details of the Account if any.

   Alternatively, select the **Account Number** link and then in the **Account Overview** section, and select **Future And Past Stays**. If **Future and Past Stays** does not appear, click **Show All**.

4. Select the **Future And Past Stays**. The number in the bracket indicates the number of reservations this account's profile has made at the property. If you are logged at a HUB (multiple property group), the count indicates for all properties. If there are more than 25, the count displays 25+.

5. On the Future And Past Stays screen, in the Future Reservations and Past Stay Reservations panels, select the plus icon next to the property name to expand the display to show associated profiles on that reservation (Company, Travel Agent, Group, Source or Contact).

6. Click the **Confirmation** number link to open the reservation. (From the reservation, you can use I Want to..., Go to Folio History, or Go to Billing.)

7. Click the **Room Type** link to open the details of the reservation's room type. The room information opens in "View Only" mode.

8. Select the Rate link to open the reservation rate information.

Viewing AR Accounts Changes Log

The Accounts Receivables (AR) Changes Log displays account activity by Date, Time, Action Type, Description, and other details. The log provides the following types of AR account information:

- Transfers from Front Office to AR (Transfer of Invoice).
- Postings made to existing account invoices (New Posting for Invoice).
- New invoices added to the account (Invoice Posting).
- Payments and reverse payments posted to the account (Post and Reverse Post).
- Compressed invoices (Compression of Invoice).
- Finalized Invoices (Invoices that have been finalized).
- Old Balances posted to the account (Old Balance).

1. From the Opera Cloud menu, select **Financials**, select **Accounts Receivable**, and then select **Manage Accounts Receivables**.

2. Select or confirm the **Property**, enter additional search criteria, and click **Search**.

3. From Search results, click the row level **I Want To . . . menu** and select **Changes Log**.

Generating a Changes Log Report

1. From the Opera Cloud menu, select **Financials**, select **Accounts Receivable**, and then select **Manage Accounts Receivables**.

2. Select or confirm the **Property**, enter additional search criteria, and click **Search**.

3. From Search results, click the row level **I Want To . . . menu** and select **Changes Log**.

4. Click the page level **vertical ellipsis** and select **Report**.

5. Select a **Report Destination** and click **Process**.

Viewing Accounts Receivables Year View

Use the Year View screen to view accounts receivables by month for the previous 12 months. You can view the information in graph or tablet format and in expanded or contracted size.
The bar chart graph shows net debits and unallocated credits. A trend line shows an account balance pattern over 12 months. The graph provides a legend for the color coded data. Select **Debit**, **Credit**, or **Balance** on the legend to isolate information on the graph.

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.

2. Search for an Account Receivables account.

3. Select the account.

4. On the **Manage Accounts Receivables** screen, in the Accounts Overview section, under **Accounts**, click **Year View**.

   By default the data appears in a graph format, to see the data in table format, click the vertical ellipse icon, and select **Table**.

   • Graph - displays a bar graph of the net debits, unallocated credits, and a running balance trend line.

   • Table - displays monthly line items in Period, Debit, Credit, and Balance columns.

Accounts Receivables Reminders and Reminder Cycles

The Accounts Receivables Reminders are letters that can be e-mailed, print/previewed to Account Receivables account holders to advise them of payment due, request payment due, or to provide their current account balance.

Reminder letters can be generated for a single account or multiple accounts based on cycle or age. For example, a different reminder letter can be generated for outstanding balances of 30 days, 60 days, and 90 days. These custom reminder cycles let you

determine the reminder letters that have to be generated for accounts with an outstanding balance for a given number of days.

- Sending Accounts Receivable Reminders
- Accounts Receivable Statements and Reminders

Sending Accounts Receivable Reminders

Use Accounts Receivables Reminders to generate reminder letters for a single account or multiple accounts using the Batch Reminders functionality. The system generates reminders based on the balance Cycle days or Aging period.

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**, and then search for accounts.

2. On the search results screen, select an account, then click **I Want To...**

3. Select **Show All** and expand by clicking the **+** sign, If any Reminder exist for the selected account, the link will display in bold letters by default.

4. Click **Reminders**, located in the Account Overview panel under Notifications, and search by property or account number. If you are logged into a HUB level, search can be performed for more than one property.

5. Select one or more reminders and then click **Process Reminders**.

6. Select one or more reminders to change destinations to print, email or preview.

7. Select **Process**.

Accounts Receivable Statements and Reminders

Accounts Receivables Statements are documents that itemize all invoices, payments, and credits created during a specific time period. They are used for reminding account holders of their account status.

- Statements generate automatically and are available to process on demand.

- You can email, print or preview statements.

- You can generate statements for a single account or for multiple accounts by using the Batch Statement functionality.

Creating and Generating Accounts Receivable Statements

Accounts Receivables Statements itemize invoices, payments, and credits created during a specific date range. You can generate statements for a single account or multiple accounts. You can preview them before mailing, emailing them to account holders. To process accounts in multiple properties, you must be logged into a HUB.

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.

2. Click on the account number to go to Manage Account Receivables screen

3. Click **I Want To...** and select **Account**.

4. Click **Invoices**, **Manage**.

5. On the **Manage Account Invoice** screen, click **+** to expand the view to see all invoices.

6. Select invoice(s) from the search table and click vertical ellipses. Click **More**, **Create a Statement**.

7. Click **Process Statements** located in the Account Overview panel under Notifications.

8. Select the options to include in the statement. You can do the following:

   a. Print zero balance, print invoices, and/or include previously printed statements.

   b. Select **Balance Forward From** dates and **Last Posted From/Last Posted To** dates.

   c. Select an option from the **Order By** drop-down list.

9. Select the number of copies to process.

10. Click **Process Statements**.

Accounts Receivables Statement Numbering

Prerequisites for AR Statement Numbers

When the Statement Numbers parameter (Accounts Receivable - Statement Numbers [Statement_Numbering]) is ON, all printed statements are assigned a unique statement number, and invoices printed on the statement are identified as printed. Note that after a statement has been processed and numbered, that statement and its invoices can no longer be reprocessed.

The property must use a statement report that is based on the sample_statement_numbering report when implementing the Accounts Receivable statement numbering feature. Additionally, all Accounts Receivable account types must have this statement report configured on the account type configuration in Profile Management for statement numbering for that account type.

• Prerequisites for AR Statement Numbers

Prerequisites for AR Statement Numbers

OPERA Controls

Group: Accounts Receivables

Parameters: Statement Numbers

Example 6-1

Direct Bill Transfer

Prerequisites for Direct Bill Transfer

Direct Billing is a process in which guest charges are transferred to an Accounts Receivables account for payment. Typically, when a guest uses direct billing, an invoice is sent directly to the guest's company or other sponsoring organization.

Direct bill transfer enables authorized guests to send all or part of their bill to an AR account where charges are accumulated. The property then periodically invoices the person or organization responsible for payment of the AR account. The direct bill check out option is often used by guests whose company has special arrangements with the property, or whose business requires frequent stays at the property.

For a guest to use direct bill as a payment method at check out or settlement, the profile attached to the guest reservation (individual, company, travel agent, source or group) must have a valid AR account number.

If only part of the guest's expenses should be handled by direct bill, you may want to move those transactions to a separate Billing screen window using the Routing Instructions, and you may then process payment for this window using the direct bill payment method.

- Prerequisites for Direct Bill Transfer
- Managing Direct Bill Transfers

Prerequisites for Direct Bill Transfer

OPERA Cloud Tasks

Main Tasks: Financials

Parent Task: Accounts Receivables Workspace

- Direct Bill Transfer

Managing Direct Bill Transfers

Prerequisites for Direct Bill Transfer

When using the Direct Bill payment method to settle a front office folio, the charges on the folio are processed during End of Day, creating an invoice that needs to be transferred into the applicable AR account.

When the Accounts Receivables, Automatic Transfer of Direct Bill Folios OPERA Controls is enabled, the invoice transfer occurs automatically. If not enabled, the invoice transfer must be performed manually, giving you an opportunity to review and validate the invoices prior to transfer into their AR Accounts.

When the **Date for Aging** OPERA Controls is set to ART (AR Transfer Date), invoices do not commence aging until they are transferred to their AR accounts.

> **Note:**
>
> Invoices listed in the Direct Bill Transfer area are reported as accruals on the Trial Balance.

The Direct Bill Transfer screen provides the following information:

1. **Selection check box.** Select an invoice check box, to perform the functions that become active on the screen.

2. **Account Name.** The name of the AR account to which the invoice will be transferred.

3. **Account Number.** The AR Account number to which the invoice will be transferred

4. **Name.** The profile linked to the Front Office folio/reservation.

5. **Date.** The date when the payment was made to direct bill.

6. **Folio No.** The folio number assigned to the guest's bill.

7. **Invoice No.** The invoice number assigned to the invoice.

8. **Amount.** The total amount of the direct bill payment. This is also the amount of the invoice.

Viewing a Folio

To view and print a copy of the invoice:

1. From the OPERA Cloud menu, select **Financials**, select **Accounts Receivables**, and select **Direct Bill Transfer**.

2. Select or confirm the **Property**, select or enter any other search criteria, and click **Search**.

3. In search results, select the invoice you want to view or print and then click **View Folio**.

Linking an Invoice to a Different AR Account

From the OPERA Cloud menu, select **Financials**, select **Accounts Receivables**, and select **Direct Bill Transfer**.

1. Select or confirm the **Property**, select or enter any other search criteria, and click **Search**. The Account Name and the Account No. fields on the Transfer Invoices to AR screen show the destination AR account for the invoice.

2. Click the invoice and click **Select Account**. The Transfer Edit screen appears, listing all the available AR Accounts.

3. Search for the specific account using the search criteria to filter search results.

4. Select the account and click **OK**.

5. When the message asks: Are you sure? Select **Yes** to transfer the invoice to the selected AR account.

> **✐ Note:**
>
> The transferred invoices are immediately removed from the list.

6. Select **No** if you do not want to transfer this invoice to a different account at this time.

Viewing and Managing Invoice Details

To view and manage the invoice charges prior to transferring to the AR account:

1. From the OPERA Cloud menu, select **Financials**, select **Accounts Receivables**, and select **Direct Bill Transfer**.

2. Select or confirm the **Property**, select or enter any other search criteria, and click **Search**.

3. In search results, select the invoice you want to view and click Manage Invoice Details.

Transferring Invoices to AR

To transfer Front Office invoices through to their AR accounts:

1. From the OPERA Cloud menu, select **Financials**, select **Accounts Receivables**, and select **Direct Bill Transfer**.

2. Select or confirm the **Property**, then select or enter any other search criteria, and click **Search**.

3. In the search result, select the invoices you want to transfer to AR and click **Transfer Selected Invoice(s)**.

> **Note:**
>
> The transferred invoices are immediately removed from the list

Accounts Receivables Batch Postings

Accounts Receivable Batch posting allows you to post a one-time charge simultaneously to multiple individually selected AR Accounts. For example, you can use AR batch postings to charge each reservation in a group for baggage handling or a nominal fee for an internet connection. This feature is only available when the application functions Accounts Receivables - Accounts Receivables and Accounts Receivables - Fixed Charges, and Cashiering - Batch Posting are active.

Posting Batch Charges

To post charges to multiple AR accounts at a time, do the following:

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, select **Post Batch Charges**.

2. Search the accounts for which you want to post batch charges. Select one or multiple accounts and then click **Post Charges**.

3. On the **Posting Details** window, enter the following information:

   a. **Transaction Code**: Search and select the transaction code for the charge.

   b. **Price**: Enter the amount of the charge.

   c. **Supplement**: Enter supplementary text regarding this batch posting. The information entered here is displayed in the Reference field on the guest Billing screen. An entry is required in this field when posting negative amounts.

   d. **Reference**: Enter a reference comment in this field.

4. Click **Post**.

Accounts Receivable Transaction Research

The AR Transaction Research feature helps you find invoices and payments when you do not know all the details of the transaction. To access Transaction Research from the OPERA Cloud menu, select **Financials**, select **Accounts Receivables**, and then select **Transaction Research**.

Use search to find specific invoices and payments based on the following search criteria: Property, Account Number, Account Name, Name, Folio Number, Invoice Number, Statement Number, From or To Date, or Amount From or To.

From search results, you are presented with a number of different actions depending on the record you select, for example:

- **Pay History**: Displays a history of payments for the selected account.

- **Manage Invoice Details**: View and manage invoice details from the Manage Invoice Details screen. For more information, see Viewing and Managing Invoice Details.

- **View Folio**: Generate a folio for the selected invoice. For more information, see Managing Folio Histories.

- **Edit Invoice**: View the invoice details or edit supplement and reference information for the invoice.

- **Transfer**: Transfer the full or partial invoice amount from one account to another account. For more information, see Transferring Invoices or Payments to a Different AR Account.

- **Manage Account**: Access AR Account details related to an invoice or payment. For more information, see Managing AR Account Invoices and Payments.

- **Manage Invoice**: Launch Manage Invoices with the selected invoice number selected in the search criteria. For more information, see Managing AR Account Invoices and Payments.

- **Finalize Invoice**: Mark the invoice as finalized; you cannot make new postings to the invoice, edit transaction reference or supplemental information, or make adjustments to charges.

- **Apply Payments**: Apply payments to selected invoice. For more information, see Managing AR Account Invoices and Payments.

Accounts Receivables Credit Card Transfer

The Credit Cards Transfer feature allows you to transfer credit card transactions posted to future reservations (deposit ledger), in-house reservation folios (guest ledger), or AR accounts (city ledger) to AR debtor accounts set up for the respective credit card merchants while awaiting payment from the merchant.

At the time of transfer to the merchants' AR account, the individual credit card transactions you select are compressed into a single invoice. From within Accounts Receivables, you can then reconcile outstanding invoice amounts and process remittance payments from the credit card merchants.

If the Consolidate Credit Card AR OPERA Control is enabled, all credit card payments are automatically compressed and transferred to their respective AR Accounts during the End of Day processing.

If the Consolidate Credit Card AR OPERA Control is not enabled, and the credit card payments have not been manually transferred into AR, OPERA Cloud automatically

compresses and transfers the credit card transactions that are older than 60 days during its End of Day processing.

> **Note:**
>
> Transactions are available for transfer to AR immediately when a payment is posted using a credit card payment transaction code that has an AR account associated with it.

To use the AR Credit Cards feature, each credit card payment transaction code must be associated with an AR account.

1. Create an AR Account for the credit card merchant Managing Accounts Receivables Accounts. Select a suitable AR Account Type to separate these AR accounts from companies, agents, or other categorizations Configuring Accounts Receivable Account Types.

2. Link the AR Account in Transaction Code Configuration for the credit card payment transaction code Adding Transaction Codes. Note that only one AR account can exist for the AR Credit Card profile for the property.

• Managing AR Credit Card Transfer

Managing AR Credit Card Transfer

When the Consolidate Credit Cards OPERA Control is enabled, credit cards are automatically compressed and transferred by the End of Day Procedure. You cannot access this feature (from a separate session) while End of Day processing is running.

AR Credit Card Search Results

Running a search for credit card transactions provides the following information:

• **Check box**. Enables you to select a transaction.

• **Date**. The date the posting was created.

• **Name**. The name on the transaction.

• **Folio No**. The number assigned to the folio. This field is blank if the posting was made manually (no bill was generated) to a Billing screen window associated with an AR account.

• **Fiscal Bill No**. The fiscal bill number on the folio is available when the Fiscal Folio Printing OPERA Control is enabled.

• **Amount**. The amount of the transaction.

• **Credit Card / Reference**. The credit card number used in payment for this transaction. This is the same information as appears in the Reference field on the Billing screen.

• **Expiry Date / Supplement**. The expiration date for the credit card used in payment for this transaction. This is the same information as appears in the Supplement field on the Billing screen.

• **Total Selected**. As you select transactions, the total value of the selected transactions is displayed.

Transferring Credit Card Transactions to AR

1. From the Application menu, select **Finance**, select **Accounts Receivable**, and then select **Credit Card Transfer**.

2. If a login screen appears, enter your **cashier sign-in** and click **Login**.

   a. Select or confirm the **Property**.

   b. Select a **Credit Card** payment transaction code (that is linked to an AR account) from the list.

   c. Enter optional **From Date** or **To Date** of transactions you want to locate and click **Search**.

3. To select All Payments, click the page level **vertical ellipsis** and select **Select All**.

4. To select one or more transactions click the **selection column** for the transaction.

5. Click **Transfer Credit Card(s)**.

> ✎ **Note:**
>
> Select a transaction to display the Invoice Supplement field where you can enter supplement text.

After the selected credit cards are compressed to an invoice and transferred to the AR account, the AR Credit List report auto-generates, detailing all credit card transactions compressed and transferred.

The selected transactions are removed from the AR Credit Cards screen as they have been compressed and transferred to their respective AR accounts.

After transfer, the consolidated credit card transactions for the debtor/merchant appear as an invoice in the Managing AR Invoice Payments page for the respective AR account.

The Viewing and Managing Invoice Details screen shows the individual credit card transactions included in the invoice.

To manually generate the AR Credit List Report

1. Click the page level **vertical ellipsis** and select **Report**.

Cashiering and Finance

Financials enables you to manage the daily financial transactions at your property. This includes functions such as cashiering, batch deposits, generating cashier reports, folio histories, authorizing credit cards, researching receipts, currency calculations, and so on.

• Cashiering

• Using Credit Limit Overage

• Transferring Credit Card Payments with Surcharges

• Selecting Folio Styles for Viewing, Printing

- Managing Folio Histories

- Manage Billing

- Generating Batch Folios

- Posting Batch Charges

- Processing Batch Deposits

- Credit Card Settlement

- Managing Prepaid (Gift) Cards

- Calculating Currency Exchanges

- Charging Purchases Using Post It

- Managing Receipt History

- Open Cashiers

- Closing Cashiers

- Generating Cashier Reports

Cashiering

Cashiering provides access to cashier reports, folio histories, posting journals, receipt histories, currency calculations, credit card settlements, and so on. Cashiering also enables you to perform the Close Cashier procedure and the Apply Batch Posting procedure.

You might need a cashier ID and password to access cashiering. The cashier ID tracks each posting made to a guest or Accounts Receivables account.

Close Cashier

Cashier Closure lets you review transactions, amounts, closing balances, and other information before closing out a cashier shift. You have the option to print out cashier closure reports when closing the cashier.

If your cashier is set up to handle transactions at more than one property during a shift, transaction summaries and details from those properties are listed.

The Cashier Closure presents the following information:

- **Transactions**. The financial activities that cashiers perform, including sales, payments, currency exchanges, and refunds.

- **Opening Balance**. The amount of cash or checks in the cash drawer when the cashier shift started.

- **Received**. Total amount of money (in cash or checks) received in the drawer during the shift.

- **Paid Out**. Total amount of money paid out from the drawer during the shift.

- **Expected Shift Drop**. The amount of money (cash or checks) that should be available in the cash drawer for a shift drop. The Expected Shift Drop is based on amounts received minus amounts paid out.

- **Actual Shift Drop**. (When **Blind Cashier Drop** is **On**, the **Enter Shift Drop Amounts** parameter must be active for this field to be editable.) The amount of

money (cash or checks) available for a shift drop after counting out the drawer. The Actual Shift Drop can differ from the Expected Shift Drop.

- **Over/Short Warnings**. A message that appears below the Actual Shift Drop notifying you of the amount by which total Actual Checks and Actual Cash differ from the Expected Shift Drop.

- **Shift Drop Location**. (The **Shift Drop Location and Bag Numbers** parameter must be active for this field to be available.) Select a single **Shift Drop Location** from the list of values. If the Cashier ID being closed is attached to more than one user with access to more than one property, then chain-level Shift Drop Location values are available for selection. Conversely, if the Cashier ID being closed is attached to a single user with access to one property, then only values for that property are available.

> **Note:**
>
> Shift Drop Location values are configured under the **Administration** menu by selecting **Financial**, **Cashiering Management**, and **Shift Drop Locations**.

- **Cash Bag Number**. (The **Shift Drop Location and Bag Numbers** parameter must be active for this field to be available.) This is the bag where the Cash payments are deposited. Enter a bag number (up to 15 alphanumeric characters long) for the shift drop. This field is optional and available for Cash payments only.

- **Others Bag Number**. (The **Shift Drop Location and Bag Numbers** parameter must be active for this field to be available.) This is the bag where the Other payments are deposited. Enter a bag number (up to 15 alphanumeric characters long) for the shift drop. This field is optional and available for Other payments only.

Cashier Reports Screen

The following OPERA Cashiering Controls impact the Cashier Reports screen:

- **ENTER SHIFT DROP AMOUNTS** — When set to **Off**, the Cash and Check actual shift drop fields are hidden on the Cashier Reports screen to prevent a user from entering amounts. The individual cashier reports (Cashier.rep, check.rep, exchange.rep, and Cashierartransfer.rep) and the final summary cashier closure reports (cashier_rep.rep) do not print during the closure process.

- **SHIFT DROP LOCATION AND BAG NUMBERS** — When set to **On**, you can enter the Bag number and Drop Location for Cash and Other payment types in the summary section of the Cashier Reports screen.

Printing Cashier Reports

In Cashier Reports, the following tasks in Role Manager affect your ability to print reports:

- **Cashier Reports** task — If you have this task, the Print Closure Reports button appears and you can click this button to print the reports. If a property has Enter Amount = N and you do not have the Cashier Reports task granted, the Print Closure Reports button is hidden.

- **Reprint Cashier Reports** task — If you have this task, you can reprint cashier reports from past cashier shift closures. When you reprint these reports, it includes

the summary reports and the property level cashier reports. The reports always include the Shift Drop Location for all Cashier Closure reports regardless of the **ENTER SHIFT DROP AMOUNTS** setting.

Using Credit Limit Overage

You can set a credit limit for a particular credit card payment method, and different credit limits can be set for each credit card type. If any folio window with a credit card payment method meets or exceeds the limit set for the card type, the reservation is included in the Credit Limit Overage process and payment is automatically processed for the entire balance of the folio window. For example, you set up your Visa credit card payment method to have a credit limit of 400.00 USD. Each time a Visa payment method on a folio window reaches a balance of 400.00 USD or higher, the reservation is included in the Credit Limit Overage Process and payment is automatically processed for the entire balance.

If payment processing for a folio window fails, the reservation is flagged as No Post and no further charges can be posted to the reservation. This occurs even if payment is successfully processed for the balances in the other folio windows.

- Credit Card Limit Overage Processing Prerequisites
- Credit Card Limit Overage Processing
- Setting Up Automatic Processing of Credit Card Limit Overages
- Credit Limit Overages Screen
- Credit Limit Overages Conditions/Assumptions

Credit Card Limit Overage Processing Prerequisites

For the automatic processing of credit card limit overages, the following conditions are required:

- The **Credit Limit Overage Payments** parameter must be set to **On**.
- The **Credit Limit Overage Payments Interval Time** setting must have an interval defined for it.
- The **Credit Limit Overage Payment Methods** setting must have one or more credit card payment methods selected.

> **✎ Note:**
>
> If the **Default Credit Limit Overage Payments Auto Pay** parameter is set to **On**, new reservations are included in the Credit Limit Overages process. If the **Credit Limit Overage Payment Failure No Post Flag** is set to **On**, the reservation is flagged as **No Post** when it fails to apply a payment to a folio window. If the **Exclude No Post Reservations For Credit Limit Overage Payments** parameter is set to **On**, reservations flagged as **No Post** are excluded from the automatic payment processing.

- **Credit Limit Auto Pay** must be selected in the Payment Instructions panel of the reservation.

- A credit card payment method must exist in the Payment Instructions panel of the reservation.

- The credit card payment method must be in a folio window with a non-credit balance.

- A credit limit must be set for the credit card payment method.

- The balance in the folio window must be equal to or higher than the credit limit of the credit card payment method.

- The Credit Card Limit Overage process must attempt to charge the total balance amount in the folio window.

Credit Card Limit Overage Processing

A guest's charges can sometimes exceed the credit card payment type limits set by your property. However, if you want to keep an open credit line for a reservation, you can enable the automatic processing of credit card payments that are over the credit card limit as defined by your property. With this feature enabled, payments are automatically processed in folio windows where the balance is equal to or higher than the limit set for the credit card payment method.

If the **Credit Limit Overage Payment Failure No Post Flag** parameter is **On** and automatic payment processing fails, the reservation is flagged as No Post and charging privileges are automatically revoked on the reservation. Automatically revoking charging privileges on a reservation reduces the guest's financial liability.

Within the payment instructions for a reservation, you can opt to include or exclude the reservation from automatic credit limit overages processing. When a reservation is included in the overage process, you can manually initiate the payment process for selected reservations with credit cards over the limit as well as view reservations that failed automatic processing.

Automatic Credit Limit Overages Process Flow
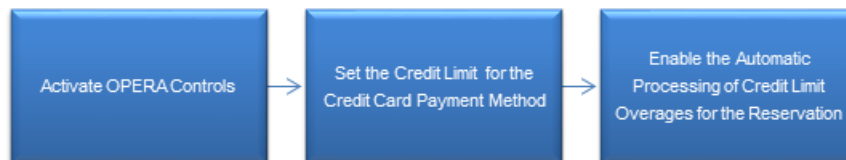
Credit Card Limit Overages Process – Successful

If the Credit Card Limit Overage process successfully charges the credit card, the following occurs:

- The payment is posted and the folio window balance becomes zero.

- The new credit card limit for the folio window becomes the same as the credit limit amount configured for the payment method. For example, if 400 dollars is the hotel credit limit for a Visa payment method, the automatic payment processing does not occur again until this limit is reached.

Credit Card Limit Overages Process – Failed

If the Credit Card Limit Overage process fails to charge the credit card, the following occurs:

- The folio window balance remains the same and no payment is posted.

- If the **Credit Limit Overage Payment Failure No Post Flag** parameter is **On**, the **No Post** check box is automatically selected when a credit limit overage payment fails in a reservation.

Setting Up Automatic Processing of Credit Card Limit Overages

To enable the automatic payment processing for credit limit overages at your property, the following setups are required.

Activate OPERA Controls

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

2. In the **Credit Card** group, set the **Credit Limit Overage Payments** parameter to **On**.

3. Set the following parameters and settings:

- **Credit Limit Overage Payments Interval Time** setting: Enter a value for the time interval.

- **Credit Limit Overage Payment Methods** setting: Select one or more payment methods.

- **Default Credit Limit Overage Payments Auto Pay** parameter: Set to **On**.

- **Credit Limit Overage Payment Failure No Post Flag** parameter: Set to **On**.

Set the Credit Limit for the Credit Card Payment Method

For the reservation to be included in the Credit Limit Overage process, a credit limit must be set for the credit card payment method.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and select **Payment Methods**.

2. Select the credit card payment method for which you want to set a limit, click the vertical ellipsis, and click **Edit**.

3. In the **Credit Limit** field, enter a value for the dollar amount. This is the amount that triggers the automatic processing of the payment when the folio balance is at or over this limit.

4. Click **Save**.

Enable the Automatic Processing of Credit Limit Overages

In the Reservation Payment Instructions panel, you must select **Credit Limit Auto Pay** to include the reservation in automatic payment processing when the reservation charges go over the credit limit for the payment method.

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**. Search for and open the reservation.

2. Click the **Payment Instructions** link in the Billing section under Reservation Overview.

3. Select **Credit Limit Auto Pay**.

4. Select a credit card payment method for the reservation.

Credit Limit Overages Screen

Path: Applications – Financials – Cashiering – Credit Limit Overages

If a reservation's charges are equal to or over the credit limit set by the property, you can search for this reservation from the Credit Limit Overages screen and manually initiate the Credit Limit Payment process by selecting the **Make Payment** button.

Credit card limit overage can be applied to the following reservation types:

- In House reservations.

- Advance Checked In reservations (when the Advance Check In function is active at the property).

- Arrival (Due In) reservations (when Pre Stay Charges is active at the property).

- Departed (Checked Out) reservations (when Post Stay Charges is active at the property).

Search Area

The Credit Limit Overages screen features a search area with the following search filters:

- **Property** (required) – Filter by property code. If you are logged in at the property level, this field defaults to that property. If you are logged in at the hub level, the drop-down list contains all properties within the hub that have the **Credit Limit Overage** parameter set to **On**.

- **Card Type** – Filter by the credit card types configured at the property.

- **Name** – Filter by guest's last name..

- **Room** – Filter by room number.

Search Results

After you enter search criteria and click **Search**, the Credit Limit Overages screen returns reservations matching the search criteria with a folio window balance equal to or higher than the credit limit set for the credit card payment method of that folio window.

The results include In House reservations as well as the following:

- Arrival reservations, if the Pre Stay Charges function is active at the property.

- Checked Out reservations, if the Post Stay Charges function is active at the property.

- Advance Checked In reservations, if the Advance Check In function is active at the property.

Making a Payment

You can manually initiate the Credit Limit Overage process whenever you need to make payments for reservations. After you select one or more reservations, the **Make**

Payment button appears. Selecting this button begins the Credit Limit Overage process for the selected reservations.

If you choose to initiate the Credit Limit Overage process and the **Automatic Credit Limit Overages** parameter is **On**, the next Automatic Credit Limit Overage process begins based on the interval in minutes set for the **Automatic Credit Limit Overage Interval** setting. For example, if a 30 minute interval is defined for this setting and you initiate the process at 9:00 am, the system checks at 9:30 am to determine if the process is complete. If the process is not complete, the next check occurs at 10:00 am. However, if the process finishes at 9:45 am, the next check still occurs at 10:00 am, and the next Automatic Credit Limit Overage process automatically begins at this time.

If the Automatic Credit Limit Overages process is already running in the background and you choose to manually initiate a new instance of the process, OPERA presents a warning message indicating the process is currently in progress.

Credit Limit Overages Status

Once you click the **Make Payment** button, the Credit Limit Overages Status screen appears.

The Credit Limit Overage Status screen presents this information in view-only mode for the reservations selected for processing. This information includes Name, Room, Credit Card, Type, Payment Amount, and Status.

The Status for each record is updated based on the credit card processing and shows failures and successes. Closing the status screen while credit cards are being processed does not stop the process.

The order of the results follows the order of the search results. You can change the order of the results based on the status by selecting **Failures First** in the **Sort By** field.

The results can be printed by selecting the **Print** button.

Credit Limit Overages Conditions/Assumptions

OPERA Controls

- A credit card interface is configured at the property.
- The **Credit Card Online Settlements** parameter is set to **On** because it is required for EMV / Chip and PIN functionality as the connected terminal and processor are responsible for handling the credit card data.

Transferring Credit Card Payments with Surcharges

Credit card surcharges add an amount to credit card charges to cover the costs associated with accepting credit card charges. Properties can enable credit card surcharges by setting the Cashiering > Credit Card Transaction Surcharge application parameter to Y.

You can transfer deposits and purchases made by credit cards with surcharges to other reservations. When doing so, the transfer moves only the cost of the deposit or purchase, not the surcharge. The surcharge amount posts to the guest ledger using

the transaction code defined by the Cashiering > Default Surcharge Transaction Code application setting.

Example

A guest makes a $1000.00 reservation deposit using a credit card with a 10% surcharge applicable.

The deposit payment is recorded as $1100.00. The $100.00 credit card surcharge posts to the Guest Ledger. Afterwards, the available deposit amount on the reservation shows as $1000.00.

Selecting Folio Styles for Viewing, Printing

OPERA Cloud offers numerous cashiering folio styles you can select when viewing or printing a guest folio. Folio styles control the display and organization of information on the folio.

Initially, the Folio Print screen or the Report Destination screen displays your property's default folio style. You can change the default to a different folio style. The style you select will apply only to the guest whose folio you want to view or print. After you close the guest's Billing screen, the folio style returns to the property default.

You set the property default folio style from the Cashiering > Setting> Folio Style application setting. You can exclude selected folio styles from appearing on cashiering screens using the Cashiering > Exclude Folio Styles application setting.

For Accounts Receivable folios, the property default is set in Accounts Receivable > Default AR Folio Style.

- Selecting Folio Styles When Printing
- Printing Folios for Banquet Charges
- Detailed Folio (Date) (1)
- Transaction Code Summary Per Day (Code) (2)
- Transaction Code Summary Per Stay (Code) (3)
- Arrangement Summary Per Day (Date) (4)
- Arrangement Summary Per Stay (Date) (5)
- One Line Per Day (Date) (6)
- Daily Summary for Groups (Date) (7)
- Person Summary for Groups (Date) (8)
- Detailed Folio (Room) (9)
- Summary by Stay and Check Number. (Date) (10)
- Resort Hotel Folio (Date) (11)
- Daily Plan (Date) (12)
- Arrangement Summary (Date) (13)
- Summary by Check Number (Date) (14)
- Group Folio Subtotal (Date) (15)

Selecting Folio Styles When Printing

You can select a folio style that best suits your purposes when viewing or printing a folio from the reservation billing screen.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search and open a reservation.

3. Click **I Want To . . .** and then click **Billing**.

4. Click **Information Folio**.

5. If changing the style, click the currently displayed folio style. From the list of style options, select a style and then click **Select Folio Style**.

6. Select a Print Destination and then click **Process**.

Printing Folios for Banquet Charges

When the function for Banquet Posting is active, the two folio styles become available for detailing banquet charges and can be used as a banquet check. Folio Style 21 groups the event related charges by Revenue Type while Folio Style 22 groups the charges by Event. The folio can be run for a specific set of date and can include PMS postings like guest room charges.

1. From the OPERA Cloud menu, select **Front Desk** and click **In House**.

2. Search for reservations.

3. From search results, select a reservation, click the row-level **I Want To . . .** menu, and select Go To **Billing**.

4. On the Window containing the charges you want to print, click **Information Folio**.

5. When the Folio Print dialog appears, click the **Folio Style** field and select one of the following:

   a. Select 21 – Banquet Folio by Revenue Types.

      b. Select 22- Banquet Event (Time).

6. Click **Select Folio Style**.

7. When the Folio Print dialogue opens, select the date ranges, page breaks, report destination, and other printing options.

8. Click **Process**.

Detailed Folio (Date) (1)

This folio style is the Default style. It is one of the most commonly used folio styles.

- Displays two lines per transaction code.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the information for the transaction code from which they were generated.

Sort Order: Date, transaction code.

Display Order:

- Line 1 - Date, transaction code, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

Transaction Code Summary Per Day (Code) (2)

This folio style combines all postings with the same transaction code and the same date into one entry. When there are postings to a specific transaction code on a given day, an entry appears for that date and transaction code.

- Does not print reference and supplement information.
- Combines Generates according to date and transaction code, not necessarily following the transactions from which they were generated.
- Sorts Folio entries by date starting with the first day of the stay.

Sort Order: Transaction date, internal transaction number.

Display Order: Date, transaction code, transaction description, charges or credits.

Transaction Code Summary Per Stay (Code) (3)

This folio style is similar to the Transaction Code Summary per Day, except it summarizes on one line all postings with the same transaction code during the stay.

- The date reflects the date of the most posting to the transaction code.
- Does not print Reference and Supplement information.
- Combines Generates according to date and transaction code, not necessarily following the transactions from which they were generated.
- Sorts Folio entries by date, starting with the first day of the stay.

Sort Order: Date, transaction code.

Display Order: Date, transaction code, transaction description, combined charge or credit.

Arrangement Summary Per Day (Date) (4)

This folio style offers the ability to arbitrarily group postings according to the guest's requirements by using arrangement codes.

- Summarizes all postings with the same arrangement code and same date on one line.

- Prints summarized arrangement codes for each day first, followed by transaction codes (that are not part of an arrangement) for that day.

- Prints any posting not included in an arrangement code individually by transaction code.

- Does not print Reference and Supplement information.

- Displays Generates not in an arrangement code according to transaction code.

Sort Order: Date, internal transaction number, transaction code.

Display Order:

- With Arrangement - Date, highest numbered transaction code for the arrangement, arrangement code description, total charges or credits.

- Without Arrangement - Date, transaction code, transaction description, charge or credit.

Arrangement Summary Per Stay (Date) (5)

This folio style is equivalent to the Arrangement Summary per Day, except it summarizes on one line all postings having the same arrangement code during the entire stay.

- Prints summarized arrangement codes first regardless of the date the charge occurred.

- When there are postings to an arrangement code during the stay, the earliest date of a posting to that arrangement code determines the date under which that arrangement code summary prints.

- Following the arrangement code summaries, any posting not included in an arrangement code prints individually by date and transaction code, starting with the first day of the stay.

- Does not Reference and Supplement information.

- Displays Generates not in an arrangement code according to transaction code, not necessarily following the transaction from which they were generated.

Sort Order: Check number, internal transaction number.

Display Order:

- With Arrangement - Date, highest numbered transaction code for the arrangement, arrangement code description, total charges or credits.

- Without Arrangement - Date, transaction code, transaction description, charge or credit.

One Line Per Day (Date) (6)

This folio style combines all postings (except payments) for each day starting with the first day, and prints them on a single line. The descriptive text is the day of the week spelled out (e.g., MONDAY, TUESDAY, etc.) followed by the total number of postings for that day.

- Includes Generates in the total for the day.
- Following the daily summary of postings, it lists payments individually along with related Supplement and Reference information.

Sort Order: Date

Display Order: Date, day of the week (number of postings for the day), charges or

Daily Summary for Groups (Date) (7)

This folio style is equivalent to the Transaction Code Summary per Day.

- Groups postings only when the transaction code, transaction date, and price are identical.
- Prints all postings with this transaction code, transaction date, and price on one line.
- Does not print Reference and Supplement information if there are multiple postings with the same transaction code, transaction date and price.
- Prints the Reference and Supplement information immediately following the transaction description if there is only one posting to a transaction code.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date

Display Order: Date, transaction code, transaction description, charges or credits. (If there are multiple postings per transaction code, the transaction description will be followed by the number of postings and unit price.)

Person Summary for Groups (Date) (8)

This folio style summarizes on one line all transactions transferred for each guest/room in the group.

- Does not show transaction code detail.
- Does not print Reference and Supplement information.
- Includes Generates in the total for the room.

Sort Order: Guest room number.

Display Order: Date, guest room number, guest name, charges or credits.

Detailed Folio (Room) (9)

This folio style sorts all transactions for the group by room number, then by date within the room number.

- Prints all charges for a room, then prints the next room.

- Prints Supplements for each transaction.

- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Room number, transaction date, internal transaction number

Display Order:

- Line 1 - Date, guest name, charges or credits.

- Line 2 - Supplement (as available).

Summary by Stay and Check Number. (Date) (10)

This folio style displays all the room and tax + package postings as 1 line on the folio for the entire stay even if there is a rate change during the stay. The date and description for this is taken from the 1st posted rate code either via night audit or manually via post rate code option. All the other charges follow after this line and appear as one line in the order of date they were posted and grouped by the check number if associated similar to folio style 14. If the check number is not associated with the transactions then they are displayed separately as individual postings.

Resort Hotel Folio (Date) (11)

This folio style is especially useful for properties where some guests stay for long periods and rate changes apply. The property folio style clearly indicates any rate changes.

- Lists Room charges first followed by a chronological listing of all other charges.

- Summarizes Room Charge lines by daily rate.

- Lists the highest daily rate first followed by other daily rates from highest to lowest.

- Shows the number of postings and the unit price when there is more than one room at the same daily rate.

Sort Order: Room number, transaction date, internal transaction number.

Display Order:

- Room Charges - Date, room charge description, combined charges or credits for that daily rate (number of room charge postings x unit price) .

Non-Room Charges: Line 1 - Date, transaction code, transaction description, charges or credits.

Daily Plan (Date) (12)

This folio style is available when the Cashiering > Daily Plans application parameter is set to Y. With this folio style, charges for transaction codes associated with the LODGING group and the OTHERS group are consolidated by day. For example, if the room charge is $100 per night and the breakfast charge is $20 per person, the following entries might appear on the guest's folio when the folio is printed in the Daily Plan folio style:

01/07/18	Room and Breakfast	$120
01/08/18	Room and Breakfast	$120

Arrangement Summary (Date) (13)

This folio style is similar to the Arrangement Summary per Day style, except that all arrangement code summaries are printed first in chronological order by date.

- Summarizes all postings with the same arrangement code and same date on one line.

- Prints all other transactions in order by date following the arrangement code summaries.

- Prints any posting not included in an arrangement code individually by transaction code.

- Does not print Reference and Supplement information.

- Displays Generates not in an arrangement code according to transaction code, not necessarily following the transaction from which they were generated.

- Sorts Folio entries by date starting with the first day of the stay.

Sort Order: Date, internal transaction number.

Display Order:

- With Arrangement - Date, arrangement code, arrangement code description, total charges or credits.

- Without Arrangement - Date, transaction code, transaction description, charge or credit.

Summary by Check Number (Date) (14)

This folio style is useful if the property is working with a point-of-sale interface. The folio:

- Summarizes all postings to the same check number on one line.

- Prints Generates immediately following the transaction code from which they were generated.

- If the transaction codes used are also configured for an arrangement code, then the arrangement code text of the transaction code with the lowest Transaction ID will be taken.

- Lowest Transaction ID means the first posting made for that check number.

- If the transaction codes used are not configured for an arrangement code, then the description of the transaction code with the lowest transaction ID will be taken.

Sort Order: Date, internal transaction number.

Display Order with Check Number:

- Line 1- Date, internal transaction number (the lowest internal transaction number is shown on the folio), transaction description. (When splitting postings, new transactions are created which then would have a higher internal transaction number.)
- Line 2 - Reference and supplement (as available).

Display Order without Check Number:

- Line 1 - Date, transaction code, transaction description.
- Line 2 - Reference and supplement (as available).

Group Folio Subtotal (Date) (15)

This folio style lists together all postings routed to the room by date. The folio:

- Groups transactions by date, room number, and then by transaction code.
- Adds a daily subtotal line at the end of each day's transaction list.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date, guest room number, internal transaction number.

Display Order:

- Line 1 - Date, guest name, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

Group Folio Subtotal Per Guest (Date) (16)

This folio style lists together all postings transferred to the folio by room. Within a room, transactions are grouped together by date and by transaction code.

- Lists transactions having the same transaction code individually (not summarized).
- Adds a room subtotal line at the end of each room's transaction list.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date, internal transaction number.

Display Order:

- Line 1 - Date, guest name, transaction description, charges or credits
- Line 2 - Reference and supplement (as available)

Group Folio Subtotal per Trn Code (Date) (17)

This folio style combines all postings with the same transaction code and the same date into one entry.

- When there are postings to a specific transaction code on a given day, an entry appears for that date and transaction code.

- Adds a daily subtotal line at the end of each day.

- Prints References and Supplements for each transaction.

- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date, transaction code.

Display Order:

- Line 1 - Date, transaction description, charges or credits.

- Line 2 - Reference and supplement (as available).

Group Summary Folio (Room) (18)

This folio style lists all postings transferred together to the folio by room in numerical order.

- Lists Folio groupings assigned in System Configuration across the page.

- Lists information for each room on one line.

- Lists a group subtotal at the bottom of the page.

- Does not print Reference and Supplement information.

- Includes Generates in the totals according to the bucket configuration.

Sort Order: Room number, date, internal transaction number.

Display Order: Date, room number, guest name, buckets 1- 10, payments, total.

Group Folio Subtotal Per Room (Date) (19)

This folio style lists together all postings transferred to the folio by room. The display of postings for each room is headed by a line showing the guest's name and room number. The folio:

- Groups transactions by date and then by transaction code within a room.

- List transactions individually and not summarized by transaction code.

- Prints References and Supplements for each transaction.

- Prints Generates immediately following the transaction code from which they were generated.

- Adds a Guest Total line at the end of the transactions for each room.

Sort Order: Room number, date, internal transaction number.

Display Order:

- Line 1 - Date, guest name, transaction description, charges or credits.

- Line 2 - Reference and supplement (as available).

Group Summary Folio (Alpha) (20)

This folio style lists together all postings transferred to the folio by guest name in alphabetical order. Folio groupings assigned in System Configuration are listed across the page. Information for each room is listed on one line. A group subtotal is listed at the bottom of the page.

- Does not print Reference and Supplement information will print.

- Includes Generates in the totals according to the bucket configuration.

Sort Order: Guest name (alphabetical).

Display Order: Date, room number, guest name, buckets 1- 10, payments, total.

Banquet Folio by Revenue Types (21)

This folio style displays the group/type of revenue with the details about the revenue group it belongs to. Available when the Events > Event Posting application function is set to Y and a country has not been specified in the Country Mode field for the property in the Property Controls.

- Within each grouping, the Taxes and Service Charges are displayed and if catering packages are part of the check, the package is displayed as a separate group before any of the other groups.

- Based on the selection criteria for the report, PMS Postings can also be displayed in a separate section and will be displayed by transaction code for the appropriate date. Plus, select the Printing Method for the report and how to display the Revenue Summary.

Sort Order: Revenue Group.

Display Order: Quantity, Description, Unit Price, Total.

Banquet Event (Time) (22)

This folio style displays the revenue by event by displaying each individual item that has been posted to the event. Available when the Events > Event Posting application function is set to Y and a country has not been specified in the Country Mode field for the property in the Property Controls. This report uses the same report criteria options as Folio Style 21 and can include PMS Postings, select the Printing Method, and how the Revenue Summary is to be displayed.

Sort Order: Time of the Event (Earliest to Latest).

Display Order: Event, Item, Quantity, Currency, Unit Price, Total.

Daily Plan (Room) (23)

With this folio style, charges for transaction codes associated with the LODGING group and the OTHERS group (set up via **Administration> Financial > Cashiering Management> Daily Plan Codes)**are consolidated by room/guest. Available when the **Cashiering > Daily Plans**application parameter is set to **Y**.

Examples:

A reservation for Mr. Smith checks in with a daily rate of EUR 100 (no packages attached) for 2 nights. He has breakfast at EUR 10 each per day. The Daily Plan Folio (Room) will appear as follows:

01/07/18	Room and Breakfast 110 Mr. Smith	$110
01/08/18	Room and Breakfast 110 Mr. Smith	$110

Reservations for Mr. Smith and Mr. Thompson are checked in with a daily rate of EUR 100 each (no packages attached) for 2 nights. Both guests have breakfast at EUR 10 each per day. At checkout, Mr. Smith agrees to pay for Mr. Thompson's charges as well as his own. Lodging and breakfast charges are transferred from Mr. Thompson's reservation to Mr. Smith's reservation. The Daily Plan Folio (Room) will appear as follows:

01/07/18	Room and Breakfast 110 Mr. Smith	$110
01/07/18	Room and Breakfast 220 Mr. Thompson	$110
01/08/18	Room and Breakfast 110 Mr. Smith	$110
01/08/18	Room and Breakfast 220 Mr. Thompson	$110

Detailed Folio (Package) (24)

This folio style displays the split of packages included in a rate code or added to the reservation. Also, the VAT % for each transaction can be displayed using the VAT Percentage merge code.

- The folio will display 1 line item for the total amount of each package wrapper transaction and then separate line items for all the components of the package wrapper that are either included in the rate or Add to Rate Combined line packages.

- Add to Rate Separate line packages will continue to display as separate line items on this folio style as well.

Examples (Include details where the VAT merge code has been added to the customized folio)

A Bed & Breakfast rate code for 120 EURO has an included Breakfast rate of 20 EURO with an 8% inclusive tax on the room charge and a 25% inclusive tax on the breakfast food. This would produce a folio like the following:

Date	Text	Charges EURO	Credits EURO
09/09/18	Bed & Breakfast	120.00	
	Room Charge	100.00 (8%)	
	Breakfast	20.00 (25%)	
	Total	120.00	0.00

If the above example included exclusive generates on the package components, they would be printed as separate line items as in this example.

A Bed & Breakfast rate code for 120 EURO has an included Breakfast rate of 20 EURO with an 8% exclusive tax of the room charge and a 25% exclusive tax on the breakfast food. Also, an extra bed posting with an exclusive tax of 10% is posted to the reservation. This example would produce the following folio:

Date	Text	Charges EURO	Credits EURO
09/09/18	Bed & Breakfast	Breakfast	
09/09/18	Room Charge	100.00 (8%)	
09/09/18	Breakfast	20.00 (25%)	
09/09/18	Room Exclusive Tax	8.00	
	F&B Exclusive Tax	5.00	
	Extra Bed	60.00 (10%)	
	Extra Bed Exclusive Tax	6.00	
	Total	199.00	0.00

If a Supplement or Reference is added to the wrapper transaction code, then it will be displayed after the line item for the wrapper posting on the folio.

Group Folio (Package) (25)

Note: Available only when the Country Mode is not set Latin America, Hungary, Germany, or France and the **Cashiering > Package Arrangement Code**application parameter is set to **N**.

When using this folio style to generate a folio, all the package/wrapper transactions are first grouped by the Transaction Date, then by the Rate Code, and then by the Rate Amount.

The folio displays 1 line item that shows the Quantity multiplied by the Rate Amount for each Rate Code that has distinct Rate Amount. The package components, i.e., Room and Package charges, are also shown in the same manner (Quantity multiplied by Amount). But this is applicable only for Included in Rate and Combined Line Packages. Add to Rate Separate Line packages do not post wrapper, therefore they display as separate line items.

Charges that are not part of the package wrapper posting follow the grouped wrapper charges for each date and reference/supplement shows only for these charges.

Examples:

The following examples display how folio 25 will display based on the following Block Reservation for the first night (02/01/13):

- Arrival: 02/01/2018

- Departure: 02/03/2018

- Rooms: 30 (10 assigned to each Rate Code below)

- Rate Codes: B (100.00) / B (120.00) / B (150.00)

Inclusive Package/Exclusive Tax

Taxes: 10% on Rooms / 25% on Breakfast food.

Date	Text	Charges	Credits
02/01/18	B&B (10*100.00) 1,000.00 Transient Room Revenue (10*90.00) Food & Beverage (10*10.00) Tax (10*9.00) F&B Tax (10*2.50)	( ) 900.000 (10%) 100.00 (25%) 90.00 ( ) 25.00 ( )	
02/01/18	B&B2 (10*120.00) 1,200.00 Transient Room Revenue (10*110.00) Food & Beverage (10*10.00) Tax (10*11.00) F&B Tax (10*2.50)	( ) 1,100.00 (10%) 100.00 (25%) 110.00 ( ) 25.00 ( )	
02/01/18	B&B3 (10*150.00) 1,500.00 Transient Room Revenue (10*140.00) Food & Beverage (10*10.00) Tax (10*14.00) F&B Tax (10*2.50)	( ) 1,400.00 (10%) 100.00 (25%) 140.00 ( ) 25.00 ( )	
02/01/18	Miscellaneous Charges (Routings, and so on) displayed here on down		

Inclusive Package/Inclusive Tax

Taxes: 8% on Rooms / 25% on Breakfast food

Date	Text	Charges	Credits
02/01/18	B&B (10*100.00) 1,000.00 Transient Room Revenue (10*90.00) Food & Beverage (10*10.00)	( ) 900.000 (10%) 100.00 (25%)	

Date	Text	Charges	Credits
02/01/18	B&B2 (10*120.00) 1,200.00 Transient Room Revenue (10*100.00) Food & Beverage (10*10.00)	( ) 1,000.000 (10%) 100.00 (25%)	
02/01/18	B&B3 (10*150.00) 1,500.00 Transient Room Revenue (10*130.00) Food & Beverage (10*10.00)	( ) 1,300.00 (10%) 100.00 (25%)	
02/01/18	Miscellaneous Charges (Routings and so on) displayed here on down		

Detailed Folio (Name) (26)

This folio style sorts all transactions for the group by guest's last name, then by transaction date.

- Prints all charges for one guest, then prints the next guest's charges.
- Prints Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Guest Last Name, Transaction date, internal transaction number.

Managing Folio Histories

A copy of each folio is generated when a reservation balance is settled, when an Accounts Receivable invoice is created, when a deposit folio is created, if deposit folios are active with the Advanced Deposit Handling OPERA Control or when a passer-by folio is generated is stored in OPERA Cloud folio history. From the Folio History screen, folios can be generated in any of the available folio styles.

1. From the **OPERA Cloud** menu, select **Financials**, **Cashiering** and then select **Folio History**.

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

3. To generate the folio:

    a. Locate the folio in the result and click the **Vertical Ellipse**, select **Quick Print Folio**.

    b. On the Report Destination page.

       i. **Folio Style**: The default folio style is displayed; click to select a different folio style. For more information, see Selecting Folio Styles for Viewing, Printing.

       ii. **View in Currency**: Click to select a different currency to generate the folio.

       iii. **Folio Text**: Click to add custom folio text.

        iv. **Report Destination**:

           i. **Preview**: Select to preview in PDF.

           ii. **Email to Print**: Select to print to selected printer.

           iii. **Email**: Select to delivery via email as PDF attachment. Select or enter an email address.

           iv. **Download**: Click to download folio in a variety of formats; select the format.

    c. Click **Process**.

4. To generate a Credit Bill:

    a. Locate the folio in the result and click the **Vertical Ellipse**, select **Generate Credit Bill**.

    b. For more information, See Credit Bills On Folios

• Credit Bills On Folios

Credit Bills On Folios

A credit bill applies a credit against charges on a folio. You can associate a credit bill with a folio if the folio was generated prior to the current business date. However, an exception is allowed for deposits. You can generate a deposit folio when the Cashiering > Advanced Deposit Handling application setting is defined.

Using the Same Day Credit Bills application setting, you can define when a Credit Bill for the folios can be issued. There are three configuration options:

• **All:** You can create a credit bill on all folios on the same date the folios are generated.

• **Deposit:** You can create a credit bill on deposit folios on the same date the folios are generated.

• **Never:** You cannot create a credit bill on folios on the same date they are generated.

Follow these guidelines when associating a credit bill with a folio:

• You can apply a credit bill to a folio for only a certain number of days after the folio creation date. You configure the maximum number of days using the Maximum Credit Days application setting under the Cashiering Group in OPERA Controls.

• You can prepare a credit bill for up to the remaining amount on the original folio. For example, if you have a folio for $100.00 and you have already issued a credit bill for $20.00, then you can only issue a credit bill for $80.00 for that folio.

• You cannot associate a credit bill with another credit bill.

• You cannot apply a credit bill to a voided bill.

• You cannot apply a credit bill for which all or part of payment was direct bill.

• Generating a Credit Bill

Generating a Credit Bill

To generate a credit bill, you must activate the Credit Bill functionality under the Cashiering group.

1. From the OPERA Cloud menu, select **Financials**, then **Cashiering**, and then **Folio History**.

2. Search and select a folio.

3. Click the vertical ellipsis button associated with the folio you selected and then select **Generate Credit Bill**.

4. On the Credit Bill screen:

   a. Select **Individual Transactions** to select an individual transaction to apply the credit against.

   b. Select **All Transactions** to apply the credit against all previously posted transactions.

5. When adding charges in the Post Charges panel, click the vertical ellipsis button and select **Add Charge**.

   a. Enter the transaction code of the charge and enter the price as a negative value. The quantity will set to 1 by default.

   b. Enter additional information such as the Supplement, Reference, or a Check Number. The Supplement field is mandatory for all negative posts.

6. When adding payments in the Post Payments panel, click the vertical ellipsis button and select **Add Payment**.

   a. Enter the payment method and the amount of the payment. You must add a minus sign to the payment amount, for example, –13.20. Cash or Check Payment types are not allowed for negative amounts.

   b. When making a payment for All Transactions, the payment amount is pre-filled in the Amount field.

7. Enter any value in the Reference field for the negative payment. This field is mandatory for all negative payments

8. The Supplement field is available but not mandatory.

9. Click **Settle Credit Bill** or click **Settle and Print Credit Bill** if a printout is needed.

10. On the next screen, select a terminal to process the payment.

Manage Billing

Billing enables you to post and adjust guest charges, move charges, post payments, generate folios, print and share folios, and perform many other tasks related to guest billing. You can also view the charges posted to the guest's folio.

The guest folio provides eight billing windows (numbered 1 – 8). Each window holds charges, payments, or adjustments based on the guest or property requirements. For example, a guest might want room rate charges stored in Window 1, room service and restaurant charges in Window 2, business center charges in Window 3, and so on. You can also set up different payment methods for each window and move payment methods from one window to another.

When you only have charges on a single billing window, the billing window opens in single window view. This is indicated by the single window view button being disabled.

If there are charges on two billing windows, it opens in panel view where two billing windows appear side by side. If there are charges on more than two windows, the billing windows open in panel view with the billing window drawer open to show the other windows. You can toggle between single and panel views by clicking the appropriate view button on the billing window.

You can do the following when managing a guest's billing:

- Post charges to the guest account by transaction code, price, and quantity. You can post charges in any of eight separate Windows.

-

- Accept and post guest payments by credit card, cash, or check to any of the eight Windows.

- Reverse a payment by creating a new transaction in the same amount. This option appears after you select a payment transaction.

- Edit postings or transfer entire folios or partial postings to other folios or guest rooms.

- Adjust transaction by amounts or percentages. You can provide reason codes and descriptions for the adjustments.

- Split a single transaction into two transactions based on an amount or a percentage. Split amounts appear in separate rows on the Manage Billing screen.

- Print, email or preview a folio by Window or currency.

- Search for all transactions made by the guest or enter search criteria to find only specific transactions.

- Move postings from one Window to another Window.

- View notifications. The notification window opens up by default with a red notification icon showing the number of notes waiting to be read.

- Expand the guest's business card to view profile information and more.

- Advance or Interim Billing
- Generating a Folio for a Specific Window
- Generating a ProForma Invoice
- Postings, Adjustments, and Payments
- Transferring Transactions
- Viewing a POS Check Image for a Charge
- Posting Credit Card Rebates
- Routing Limits
- Service Recovery Adjustments
- Posting Service Recovery Allowance Adjustments
- Cashier Login
- Pre Stay and Post Stay Charging
- Viewing the Billing Summary
- Finding and Researching Guest Transactions
- Researching Transactions

- Void Folios

Advance or Interim Billing

You can generate interim bills or advance bills using the Generate a Folio function.

An **Interim Folio** shows you the guest's outstanding charges up to the present. You can post charges and accept payments. You can review credit card authorizations and history. You also can view routing instructions and move payment methods.

An **Advance Bill** allows you to apply fixed charges to the guest's bill in advance. This includes room and tax or service charges.

For example, a guest with a Sunday check out requests an Advance Bill on Saturday morning. The Advance Bill would include Saturday night's fixed charges for room and tax.

On an Advance Bill, you can apply charges for the current night, several nights, or the entire stay.

- Generating a Folio for an Interim Bill
- Generating a Folio for an Advance Bill

Generating a Folio for an Interim Bill

An Interim Folio shows a guest's outstanding charges up to the present. You can process payments, post charges, and perform other actions on a guest's Interim Folio without first checking out the guest.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and open a reservation.

3. Click **I Want To . . .** and then click **Billing**.

4. Click **I Want To . . .** and then click **Interim Folio**.

Generating a Folio for an Advance Bill

An Advance Bill enables you to apply anticipated fixed charges such as room and tax or service charges in advance. You can apply charges for the current night, for several nights, or for the entire length of the stay. A guest who is planning to leave early in the morning might request an Advance Bill the night before.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and open a reservation.

3. Click **I Want To . . .** and then click **Billing**.

4. Click **I Want To . . .** and then click **Advance Bill**.

5. Select either **Tonight**, **Nights to Charge** (enter a number of nights), or **Entire Stay** and click **Apply Advance Charges** to settle the folio and generate the Advance Bill.

Generating a Folio for a Specific Window

The Generate a Folio for a Window option provides printing options for individual windows on a guest's billing account.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and open a reservation.

3. Click **I Want To . . .** and then click **Billing**.

4. Click **I Want To . . .** and then click **Generate a Folio for a Window**.

5. On the Generate a Folio screen, select a Window (1 - 8).

6. Select preview, print, email or download. Click **Process**.

Generating a ProForma Invoice

A ProForma generates an invoice with current charges and any anticipated charges, such as fixed charges and accommodation charges that are incurred by the reservation until the scheduled departure date.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and open a reservation.

3. Click **I Want To . . .** and then click **Billing**.

4. Click **I Want To . . .** and then click **Proforma Invoice**.

5. Select print, email, or preview the folio.

Postings, Adjustments, and Payments

The Financials and Cashiering tools enable you to post charges to guest folios, post rate codes to guest folios, apply batch postings to reservations, make adjustments to guest accounts, apply payments to guest accounts, and move payments from one folio window to another. These are just a few of the many tasks you can complete.

- Moving a Payment Method from One Folio Window to Another
- Applying Payments to Guest Folios
- Making an Adjustment to a Guest Account
- Moving Posted Transactions from One Folio Window to Another
- Posting Charges to Guest Folios
- Posting a Rate Code to a Guest Bill
- Redeem Prepaid (Gift) Cards

Moving a Payment Method from One Folio Window to Another

You can set up multiple payment methods using different folio windows on a reservation. For example, you might set up one folio window for corporate credit card use and another folio window for a personal credit card.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and select the reservation.

3. Click **I Want To . . .** and then select **Payment Instructions**.

4. On the Payment Instructions screen, click the vertical ellipsis button and select **Move Payment Method** and select the source window (if multiple payment methods exist) and choose a destination window. This moves the payment method from the source to the destination window.

5. Click **Save**.

Applying Payments to Guest Folios

Use the Post Payment option to apply credit card, cash, check payments, and other forms of payments to the guest folio. You can apply payments to any of eight different billing windows.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

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

3. Click **I Want To . . .** and then click **Billing**

> **Note:**
>
> When the Service Type OPERA Control is active the total for Goods and Services must be settled separately for each billing window.

4. Click the **Vertical Ellipsis** and select **Post Payment**.

5. Enter or select information for the **Method** field. Payment method options are **credit card**, **cash**, and **check**. A payment method icon appears for each billing window to indicate the window's payment type.

6. If a credit card is selected, provide a card number in the **Card Number** field and an expiration date in the **Expiration** field.

7. Enter the amount of the payment in the **Amount** field.

8. Complete the following optional fields as needed to ensure payment receipt: **Card Holder**, **Reference**, and **Supplement**.

9. Click **Apply Payment** to complete the transaction and enable printing, emailing, or previewing the receipt.

Making an Adjustment to a Guest Account

The Make Adjustments option in Billing enables you to adjust transactions by a fixed amount or a percentage of the cost.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and open the reservation.

3. Click **I Want To . . .** and then click **Billing**.

4. On the Billing screen, click **I Want To . . .** and click **Post Adjustment**.

5. In the Selected Transactions panel, click the vertical ellipsis button and select **Search Transactions**.

6. Enter your search criteria and click **Search**.

7. Select a transaction to adjust and click the down arrow to move it into the selected section of the screen. Click **Select**.

8. In the Adjustment panel, select **Amount** and enter an amount or select **Percentage** and enter a percentage for the adjustment.

9. Select a **Reason** for the adjustment and enter a text description of the adjustment.

10. Click **Process Adjustment**.

Moving Posted Transactions from One Folio Window to Another

The Move Charges option lets you move charges from one folio window to another. For example, a guest might want to move charges to keep business expenses separate from personal expenses.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and open a reservation.

3. Click **I Want To . . .** and then click **Billing**.

4. On the Billing screen, click **Move Charges** and then select the **Windows** option or verify this option is selected.

5. Click the window from which you want to move a transaction. From the table listing transactions for the window, click the transaction you want to move and drag and drop it to another window.

The transaction moves into the new window. The balance in both windows updates to reflect the change.

Posting Charges to Guest Folios

Use the Post Charge option within Billing to post charges to the guest's folio. You can apply new charges to any of eight different billing windows. A payment method icon appears for each billing window to indicate the window's payment type.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and open a reservation.

3. Click **I Want To . . .** and then click **Billing**.

4. Click **I Want To . . .** and then click **Post Charge**.

5. Select a Window for the posting (1–8).

ORACLE®

6-60

6. Enter or select the **Code**, **Price**, and **Quantity** (these fields are required).

7. Click **Apply Charge**.

Posting a Rate Code to a Guest Bill

The Post Rate Code option on the Make a Posting screen allows you to manually add room and tax charges on a guest's bill by selecting from a list of preset rate codes.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and open a reservation

3. Click **I Want To . . .** and then click **Billing**.

4. Click **I Want To . . .** and then click **Post Rate Code**.

5. Select a **Window** (1–8).

6. Enter or select information in the **Rate Code**, **Amount**, and **Quantity** fields.

7. Select **Post Packages** if posting packages.

8. Click **Post Rate Code**.

Redeem Prepaid (Gift) Cards

1. From the OPERA Cloud menu, select**Front Desk**, then select **In house (or Departures)**.

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

3. Select the reservation and click **I Want To . . .** then **Billing** (or click the **Balance** link for the reservation).

4. Click **Post Redemption**.

   a. Select the billing window to post redemption.

   b. Select a card from the list.

      i. Click **Get Balance** to request card balance from vendor.

      ii. **Amount to Redeem**. Enter the amount to redeem on the prepaid card and post as payment towards settlement; amount cannot be greater than card balance.

      iii. Click **Redeem**.

   c. Click **Add Row** to add a card to the reservation.

      i. **Name**. Enter name on card.

      ii. **Card Number**. Enter the card number.

      iii. **PIN**. Enter card PIN (if required).

      iv. Click **Get Balance** to request card balance from vendor.

      v. **Amount to Redeem** Enter the amount to redeem on the prepaid card and post as payment towards settlement; amount cannot be greater than card balance.

      vi. Click **Redeem**.

Payment(s) will be posted the selected billing window.

Transferring Transactions

Transferring a guest's financial transactions to different folio windows or even to other guests at your hotel can be completed through the Financials menu.

- Transferring Guest Folio Postings
- Transferring Transactions Using Drag and Drop
- Transferring Generates with Main

Transferring Guest Folio Postings

Use Transfer Posting to transfer entire or partial postings to different windows within a guest's folio or to another guest staying at the property.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.

2. Search for and open the reservation.

3. Click **I Want To . . .** and then click **Billing**.

4. Click the vertical ellipsis button and select **Transfer Posting**.

5. Under Select a Transfer Scope, select either **Entire Folio** or **Partial/Selected Postings**.

   a. If you select **Entire Folio**, select either **To a Room** or **From Room(s)**. Enter the room number and the guest's name.

   b. If you select **Partial/Selected Postings**, select **To a Folio Window** and choose the window, or select either **To a Room** or **From Room(s)**. If you select the room options, enter the room number and the guest's name.

6. Under Select a Transfer Direction, select one of three options:

   a. **To a Folio Window** — select to transfer transactions between folio windows of the current reservation.

   b. **To a Room** — select to transfer transactions from the current reservation to a different reservation . This option is only available to users who are granted the **Manual Transfer of Transactions Between Reservations** task under the Financials group.

   c. **From Room(s)** — select to transfer transactions from a different reservation to the current reservation. This option is only available to users who are granted the **Manual Transfer of Transactions Between Reservations** task under the Financials group.

7. Under Split Options, select one of three options: **Do not split**, **Amount**, **Percentage**, or **Quantity**. Enter an amount or percentage if you selected either Amount or Percentage.

8. In the Selected Transactions panel, click the vertical ellipsis button and select **Search Transactions**.

9. Enter your search criteria and click **Search**.

10. Select a transaction to transfer and click the down arrow to move it into the selected section of the screen. Click **Select**.

11. Click **Transfer**.

Transferring Transactions Using Drag and Drop

A quick way to transfer a guest's charges between folio windows is to use drag and drop functionality. This method does not let you split charges when transferring. You can also drag and drop a transaction from the current reservation to a different reservation.

1. From the Billing screen, click **Move Charges** and then select either the **Windows** option or select the **Other Reservations** option.

    a. **Windows** — select this option to transfer the transaction to another window within the current reservation.

    b. **Other Reservations** — select this option to transfer the transaction from the current reservation to a different reservation. This option is only available to users who are granted the **Manual Transfer of Transactions Between Reservations** task under the Financials group.

2. If you select the **Windows** option, click the window from which you want to move a transaction. From the table listing transactions for the window, click the transaction you want to move and drag and drop it to another window. The transaction moves into the new window. The balance in both windows updates to reflect the change.

3. If you select the **Other Reservations** option, click the **Add a reservation** link to search for and add a different reservation to the Move Charges panel. Click the transaction you want to move and drag and drop it to the reservation in the Move Charges panel. The balance on both reservations updates to reflect the change.

Transferring Generates with Main

You can transfer a main transaction with generates to another reservation or billing window. The generates attached to the transaction code will transfer with the transaction code when Administration > Enterprise > OPERA Controls > Cashiering Group> Automatically Transfer Generates with Main is set to On.

1. From the OPERA Cloud menu, select **Front Desk** and then select **In House**.

2. Search and select a reservation.

3. Click **I Want To . . .** and then select **Go To Billing** or click on the balance link to open the Billing screen.

4. If applicable, select the window holding the transaction you want to transfer. Details of the transaction(s) held in that window will appear.

5. Select the transaction, click the vertical ellipsis, and select **Transfer Posting**.

6. On the Transfer Posting screen, indicate your preferences by selecting check boxes under the following headings:

Transfer Scope. Transfer the entire folio or only the selected postings.

Transfer Direction. Transfer the transaction to a folio, to a room, or from room(s). Complete the fields that appear based on your selection.

Split Options. Transfer the entire amount, an amount you specify, a percentage you specify, or a quantity you specify.

7. Click **Transfer**.

Viewing a POS Check Image for a Charge

A Point of Sale (POS) partner can post a guest check image using the OPERA XML posting specification. After posting the check, the image will be available for viewing and printing from OPERA Cloud billing. POS charges appear in a folio window with a check number in the supplement field. You also can include the POS check image when generating folios. Supported folio styles are: (1) Detail folio (date), (9) Detail Folio (room), (10) Summary by stay and check Number (Date), (14) Summary by check number (date) and (26) Detail folio (name).

POS check images are retained for 730 days and purged with the daily purge routine.

To view, print, or email the check image:

1. From the OPERA Cloud menu, select **Front Desk**, and select **In House** or any checked-in or departure reservation.

2. Search for reservations.

3. From the search results, click the row-level **I Want To . . . menu** and select **Go To Billing** (or click the **link** for the Balance amount).

4. Click the **information icon** in the reference column for a POS posting to view the check image.

5. To email or print the POS check, click **Print**. The following options appear:

- Select **Email** to send the image as an email attachment. If the email address is not configured, click **New Email** and enter an address. The new email address will save in the guest's profile.

- Select **Preview to Print** to generate a PDF of the check image for printing.

Example 6-2   Generating a Folio

To generate a folio that includes the POS check image:

1. Select **Information Folio**.

2. Select a **folio style**: (1) Detail folio (date), (9) Detail Folio (room), (10) Summary by stay and check Number (Date), (14) Summary by check number (date) and (26) Detail folio (name).

3. Select the **Destination**.

a. Select **Email** to send a PDF of the folio as an email attachment. If the email address is not configured, click **New Email** and enter an address. The new email address will save in the guest's profile.

b. Select **Preview to Print** to generate a PDF of the folio

c. Select **download** for a PDF version of the folio.

Managing Folio Histories

Posting Credit Card Rebates

You can apply a rebate (refund) by credit card to charges on the reservation billing screen. OPERA Cloud will perform a verification to confirm that the rebate amount on that credit card does not exceed the previously charged amount to the credit card. This function requires setting the Cashiering > Credit Card Rebate Validation parameter to On.

1. From the OPERA Cloud menu, select **Front Desk** and then select **In-House**.

2. Search and open the reservation with a credit card payment type.

3. Click **I Want To . . .** and then select **Go To Billing**.

4. Click **Post Payment** and then select a Window to apply the rebate.

5. From the Method field drop-down, select a credit card type and enter the card number and expiration date.

6. Enter the amount of the rebate as a negative number, for example, -120.00.

   After entering the negative number, click outside of the field. The Override Debit Activity to Process Rebate dialog appears.

7. If you want to override the validation against the original amount, select the check box. If the rebate amount is greater than the original charge, OPERA Cloud will prompt, Debit Activity for Credit Card Rebate is Insufficient.

8. Enter any value in the Reference field.

9. Click **Apply Payment**.

Routing Limits

Setting a routing limit enables you to impose a limit on the total value of transactions that can be routed to a folio window. For example, a guest's company might only agree to pay a certain amount or percentage of the bill or only pay certain expenses for their employee. This agreed amount or percentage of the guest's bill can be routed to a specific folio window so that payment is made by the company's credit card and the remaining balance paid by the guest.

Routing limits are defined on the routing instructions as either an amount or a percentage of the guest folio. With percentage, you can route a percentage of the transactions associated with the routing instruction. For example, if 10 is defined for the routing instruction percentage, 10% of each transaction would be routed. Generates such as taxes and service charges are also split by the designated percentage.

With an amount limit, you can specify a maximum amount for the routing instruction. For example, if you set a limit of 200 on a window routing instruction for transaction code 1001, the first 200 charged by the guest to transaction code 1001 would be routed per the instruction to window 2 of the Billing screen. Any overage would automatically be split off and transferred to window 1. If the routing instruction was set up for room routing, the first 200 would go to window 1 of the target room and any overage would automatically be split off and transferred to window 1 on the originating guest's Billing screen.

The following rules govern the behavior of routing limits:

- When the routing instruction is set up for multiple routing codes (or multiple transaction codes or a mix of transaction codes plus routing codes), the routing

limit applies to the sum of charges against all transaction codes included in the routing instruction.

- When routing a charge for an inclusive transaction code, the value is routed. This includes the generates (taxes and service charges).

- When routing a charge for an exclusive transaction code, the value of any generates is not routed.

- If the limit is changed after a transaction has been routed, a folio refresh shows an increase or decrease in the routed amount, if appropriate.

- When transferring postings to a target room, the routing limit for the routing instruction is observed. Only an amount up to the routing limit can be transferred to the target folio.

- When moving postings between folio windows, the routing limit for the target window is observed. Only an amount up to the routing limit can be moved to the target window.

- Routing limits and splitting behavior are observed by End of Day and Point of Sale (POS) postings.

- Routing limits can be set up for selected dates of a multi-night stay.

- Routing limits for multi-night stays are based on the business date when the revenue is realized. A pro forma folio or advance bill for a multi-night stay with routing applied separately to each date of the stay reflects routed charges and routing limits by business date. For example, assume a 4-night reservation has a rate code of 100 per night. Routing instructions are configured such that each night's room charge is routed to a separate window with a 50 limit for each routing instruction. When an advance bill for the entire stay is generated, routing limits are applied by date.

Service Recovery Adjustments

A Service Recovery Adjustment enables you to associate a department, reason code, and clarifying text with an adjustment. You can also gain a guest signature acknowledging the adjustment. The Service Recovery Adjustment provides the ability to post and track Service Recovery Adjustments versus other non-service recovery related adjustments. This feature requires the Service Recovery Adjustment parameter under the Cashiering group to be set to ON.

Posting Service Recovery Allowance Adjustments

You can post service recovery allowance adjustments to transactions on a guest's bill when service issues warrant a discount, refund, and so on.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and open a reservation.

3. Click **I Want To . . .** and then click **Billing**.

4. On the Billing screen, select a transaction and click the vertical ellipsis and then select **Post Service Recovery Adjustment**.

5. In the Selected Transactions panel, click the vertical ellipsis button and select **Search Transactions**.

6. Enter your search criteria and click **Search**.

7. Select a transaction to adjust and click the down arrow to move it into the selected section of the screen. Click **Select**.

8. On the Adjustment panel:

   a. Select **Amount** or **Percentage** and enter either an adjustment amount or a percentage of the original posted amount.

   b. In the **Department** field, select the department responsible for the adjustment.

   c. In the **Reason** field, select a reason code associated with the selected department.

   d. Enter additional information about the adjustment into the **Reason Text** field.

9. Click **Process Adjustment**.

Cashier Login

Cashier Login is a security feature designed to prevent unauthorized users from accessing cashiering functions. You can configure cashier IDs in Configure Cashier and assign cashier IDs and privileges to users in Managing Users.

When the Force Cashier Login is active in OPERA Controls you need to enter your cashier logon details to access cashiering functions such as:

- Reservation Deposits

- Reservations Check Out

- Reservation Billing

- Accounts Receivable Invoices

- Block Post Unallocated Deposits

- Posting Journal

- Post It

> **Note:**
>
> A PIN is required for authentication instead of your sign-on password.

Pre Stay and Post Stay Charging

The Pre Stay Charging and Post Stay Charging features control whether the property allows charges to be made to a reservation before check in or after check out. These features operate according to rules established in the Cashiering group under OPERA Controls.

After activating pre stay charging in OPERA Controls, you can:

- Allow pre stay charging for a set number of days prior to guest arrival.

- Specify eligible payment methods for pre stay charging.

- Restrict pre stay charging privileges to certain reservation types.

- Allow charging only if the reservation is on queue waiting to be checked in.

- Make pre stay charging a default option on guest Payment Instructions.

After activating post stay charging in OPERA Controls, you can:

- Make post stay charging a default option on guest Payment Instructions. This enables posting charges after checkout regardless of the payment type associated with the reservation.

- Restrict post stay charging privileges to certain reservation types.

- Activate the open folio functionality.

- Specify when an open folio needs to be closed (options are Sameday, Unrestricted, or a defined number of days).

- Define payment types that you can associate with a reservation to enable post stay charging.

- Set the number of days before automatically closing an open folio with a zero balance.

Pre Stay Charging Example

Paul Jensen makes a reservation for next Monday with pre stay charging allowed and a payment method and reservation type covered by the pre stay rules. He later calls to request tickets to a concert he wants to attend Monday evening. The property can reserve the tickets and post the cost of the tickets to his reservation.

Post Stay Charging Example

Pat Anderson has post stay charging enabled on her reservation and AMEX credit card information associated with her profile. The property allows folios to remain open only on the day of checkout. When she checks out on May 6, she uses the AMEX credit card for settlement. Later the same day, she goes to the lobby bar for lunch. The meal can be automatically posted to her folio by the POS interface. Anderson is still in town the next day, May 7, so she stops at the hotel for lunch again. This time, the meal cannot be automatically posted by the POS interface because your property's post-stay charges rules limit an open folio to SAMEDAY.

Viewing the Billing Summary

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for and open a reservation, click **I Want To . . .** and then click **Billing**.

3. In Manage Billing, click **I Want To . . .** and then click **Billing Summary**.

Finding and Researching Guest Transactions

You can use the Search Transactions feature to locate and research transactions posted to the guest folio.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, select **Manage Reservation**.

2. Search and select a reservation.

3. Click **I Want To . . . . Go to Billing**, click **Actions**, and then select **Search Transactions**.

4. Select the **Non-Billed Transactions** check box, select the desired transactions, and then click **More...**.

   Generate Information Folio: Generates an information folio for a bill review of all or selective charges posted to a guest folio or group master reservation.

Researching Transactions

You can research guest transactions from the Manage Reservation screen.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Search for a reservation.

3. Click **I Want To...** and click **Billing**.

4. Click **Actions** and then click **Search Transactions**.

Void Folios

The Void Folio feature is available when the Void Folio application parameter is turned on. This feature allows you to void already issued guest folios. You can void a folio only on the same business date the guest checks out.

Use the following guidelines when voiding a folio:

• A folio that contains a Bucket Redemption transaction code cannot be voided.

• A bill can be voided only on the same business date as it was created.

• A bill can be voided only if it has not been moved to AR transfer.

• Once the guest checks out, voiding the bill will reinstate the guest.

• Void bill removes the bill number from financial postings.

• Voided bills will show a status of **Void** and with zero amounts in the Folio_Tax table.

• Voiding a Folio

Voiding a Folio

You must have the Void Folio application parameter turned on to void a folio.

1. From the OPERA Cloud menu, select **Bookings**.

2. Select **Reservations** and then select **Manage Reservation**.

3. Search and open a reservation an in-house reservation that already has a folio generated or a checked-out reservation with the current business date.

4. Click **I Want To . . .** and select **Go To Billing**.

5. Click **I Want To . . .** and select **Void Folio** under the Modify/Update tab.

6. Select a folio from the displayed list and click the vertical ellipsis icon.

7. Click **Void Folio**.

Generating Batch Folios

You can generate folios for multiple reservations without having to access billing for each reservation. When the multi-language **OPERA Control** is active folios are generated in the language selected in the linked (guest) profile.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Batch Folios**

2. In the Folio Options panel select the following:

    a. **Property**: Select or confirm the property

    b. **Batch Folio Option**: Select the folio option required.

        i. **Guests Departing Tomorrow**: Select to generate folios for reservations departing tomorrow.

        ii. **Guest Checked Out Today**: Select to generate folios for reservation departed today.

        iii. **All Guests**: Select to generate folios for all in-house reservations.

        iv. **Guests Departing Today**: Select to generate folios for all reservations departing today.

        v. **Guest Checked Out Yesterday**: Select the generate folios for reservations departed yesterday.

        vi. **Periodic Folios**: Useful for long-term reservations, this option allows you to print information folios weekly, monthly, or for user-defined periods of time.

            • Select whether you want to print weekly, monthly, or other periodic folios.

                – **Weekly Folio**: Prints folios for in house guests whose last periodic folio was printed 7 or more days ago, or who have never had a periodic folio printed.

                – **Monthly Folio**: Prints folios for in house guests whose last periodic folio was printed 28 or more days ago, or who have never had a periodic folio printed.

                – **Folio for**: You specify a period of days to be covered. A folio will be printed for guests whose last periodic folio was printed the specified number of days (or more) ago, or who have never had a periodic folio printed.

        vii. **Auto-folio Settlement**: For more information, see Auto Folio Settlement.

    c. Click **Next**.

3. In the Reservation Selection panel search and select the reservations

   a. Enter any search criteria to refine the reservation search, click **Search**.

   b. From your search results, select the reservations to include in the batch folio process; click the selection column header to select all reservations listed in result.

   c. **Sort By**: Select a sort option from the list.

   d. Click **Select**.

4. In the Billing Options panel specify the following:

   a. Folio Scope

      i. **Information Bill**: Generates an information folio with current charges.

      ii. **Advance Bill**: Generates a folio with expected room and fixed charges.

   b. Billing Windows

      i. **All Windows**: Folios for all Billing Windows in the reservations.

      ii. **Only Guest Windows**: Select to generate folios only for Billing windows linked to the guest profile (exclude Billing Windows linked to Company or Agent).

   c. Payment Methods

      i. **All Payment Methods**: Select this option to generate folios for reservations with any payment method

      ii. **Credit Cards**: Select this option to generate folios for reservations using a credit card payment method

      iii. **Simulate Zero Balance**: Select to generate a folio with a credit shown based on the method of payment for a particular billing window. This allows you to provide folios to the guest, with a payment line, showing a zero balance due, without posting an actual payment or checking out the reservation.

5. On the Batch Report Destination page:

   a. Make changes to the folio destinations if needed. You can either change the destination for each folio individually or change it for all folios. Confirm your selections before generating the batch folios.

   b. Click **Process** to print, email or preview the batch report.

- Auto Folio Settlement
- Generating Auto Folio Settlement Folios
- Auto Folio Settlement Process
- Auto Folio Settlement Impact
- Auto Folio Settlement Conditions/Assumptions
- Prerequisites for Auto Folio Settlement
- Troubleshooting Auto Folio Settlement

Auto Folio Settlement

Using Auto Folio Settlement, hotel staff can:

- Set folios to settle automatically rather than manually processing them one at a time.
- Schedule automatic folio settlements to only process for certain payment types, window numbers, and reservation types.
- Process automatic folio settlements as a part of the night audit process, after all charges have been posted to guest folios.

Generating Auto Folio Settlement Folios

The Auto Folio Settlement option prints all folios of auto settlement guests having the specified auto folio settlement type associated with their profiles.
The Batch Folios screen includes three steps: Folio Options, Reservation Selection, and Billing Options. When an auto folio settlement is processed, this is followed by the Auto Folio Settlement Summary screen.

Folio Options

The **Folio Settlement Type** field includes a multi-selection tool to specify the types of settlements to process. The **Use Days on Reservation** check box is selected by default. This check box specifies that the system should use the check-out date on each reservation when processing the settlement. Deselect this check box to use a specific date or number of days to process automatic folio settlements.

After clicking **Next**, the system returns a list of reservations meeting the selected conditions.

Reservation Selection

In the **Search** section of this panel, you can search for profiles, travel agents, companies, and groups associated with the reservation, room numbers, rate codes, and so on. You can include and exclude VIP levels and Specials in your search. The **Departures Only** check box allows you to limit your search to only departing reservations. To limit your search results to only checked-out reservations with an open folio balance, select **Checked Out** for the Reservation Status and select the **Open Balance** option. Clicking **Search** updates the search results with applicable reservations.

After selecting one, several, or all reservations and clicking **Next**, the process continues to the Billing Options panel.

Billing Options

In this panel, you have several options for how to process an automatic folio settlement:

- **Payment Types**: Only payment methods that are enabled in OPERA Controls are available for selection.
- **Minimum Window Balance**: When an amount is provided in this field, a billing window must have a balance greater than this amount to be included in the auto settlement process. If the balance is less than this amount, the window is skipped. If left blank, all windows are included.
- **Include Credit Balance**: Select this check box if billing windows with credit balances are to be included in the settlement. If the check box is not selected, these billing windows are skipped from processing altogether.

- **Print Folio**: Select this check box to print all folios that are being settled as a part of the automatic process.

- **Billing Windows**: Select the desired Billing Windows that are to be considered for Auto Folio Settlement. By default, only window 1 is selected. A payment method icon appears for each billing window to indicate the window's payment type.

- **Auto Folio Settlement Types**: This filter refers to the Folio Settlement Type value from Payee Profiles connected to the billing window, not the reservation itself. You can select all, none, or specific Folio Settlement Type values to process eligible reservations.

After making selections for billing options, you can select **Folio Style** to choose from a list of predefined folio styles, and **Generate Batch Folios** to process the settlement and proceed to Auto Folio Settlement Summary screen.

Auto Folio Settlement Summary Screen

This screen shows a table including all selected reservations and the processing status of each billing window. Selecting the plus sign to expand a row in the table shows more information for each billing window included in the settlement process. A red X icon indicates that a billing window was not processed successfully. A green check icon indicates that billing windows were successfully settled for the reservation. Each billing window record shows the window number, the balance of the window after settlement process and any errors or reasons that the billing window was not settled.

There are three options for viewing records:

- **Default**: shows all reservations and all billing window records for each reservation.

- **Failed**: shows all reservations with at least one failed billing window. When expanded, only the billing window records with an error are displayed.

- **Success**: shows all reservations with successfully processed billing windows.

This screen also provides a **Print** button to generate a report, which includes all results showing on the screen at the time of report generation. This report can be generated only from this screen, and includes columns for Name, Room, Arrival, Departure, Window, Posted Amount, and text from the Status field.

The **OK** button completes the settlement process and closes the Auto Folio Settlement Summary page.

Generating Auto Folio Settlement Folios

1. From the OPERA Cloud menu, select **Financials**, select **Cashiering**, and then select **Batch Folios**.

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

3. From the Select a Batch Folios Option section, select **Auto Folio Settlement**.

4. Select one or more **Folio Settlement Types**.

5. Select the **Use Days on Reservation** check box or enter the **Date Since Last Auto Settled**.

6. Click **Next**.

7. On the Reservation Selection panel, select reservations matching your Folio Options and click **Select**. You can use search to refine your search results.

8. On the Billing Options panel, select **Settlement Options**. You can also select the **Billing Windows to Settle or Transfer Settled Windows to Window 8**.

9. Click **Folio Style** to select the display style of the folio or click **Generate Batch Folios** to print.

Auto Folio Settlement Process

From the Batch Folios screen, you can select folios to automatically settle and initiate the automatic folio settlement process under these conditions:

- Reservations must be eligible for automatic settlement.

- Payment type must be eligible for automatic settlement. Cash and check payment types are not able to be automatically settled, and other settings in OPERA Controls can restrict other payment types.

- The window selection you choose to settle must include a posted amount for settlement. Folios with a zero balance are not eligible to be automatically settled.

- Your user account must have access to the Batch Folio feature.

- Running the Batch Folio Process for Automatic Folio Settlement

Running the Batch Folio Process for Automatic Folio Settlement

1. From the **Navigation Bar**, select **Financials**, select **Cashiering**, and then select **Batch Folios**.

2. In the Folio Options section, select **Auto Folio Settlement**.

   a. Select a **Folio Settlement Type**. The options in the multi-selection field are configured for your property and enable you to settle folios for specific types of reservations.

   b. Select the check box to **Use Days on Reservation** or deselect the check box to specify the date or number of days since the last automatic settlement took place.

   c. Click **Next**.

3. In the Reservation Selection section, apply search filters to narrow your reservation search results and select one or more reservations for auto folio settlement.

   a. Open the **Search** panel to view search filters. To limit your search results to only checked out reservations with an open folio balance, select **Checked Out** for the Reservation Status and select the **Open Balance** option. Click **Search**.

   > **Note:**
   >
   > For a reservation to appear in the search results using the Checked Out and Open Balance search filters, the reservation must already be checked out and it must have a pending balance. Also, the Payment Instructions on the reservation must have **Post-Stay Charging** and **Auto Settle** options selected.

b. Select one or more reservations to automatically settle. You can select the check box in the table header to select all reservations. When you have chosen all reservations to settle, click **Select**.

4. In the Billing Options section, select the **Payment Methods** to automatically settle, and then select options:

a. Enter a **Minimum Window Balance** to restrict the balance for which this process automatically settles. For example, if you want to settle all folios with a balance of $1000 or more, enter $1000 in this field.

b. Select the check boxes to **Include Credit Balance** and **Print Folio**. Note that if you are automatically settling a large number of folios, you might not want to print each one.

5. Click the appropriate numbered boxes to select **Windows to Settle**, and optionally select any folio windows for which you want to transfer charges to window 8.

6. If needed, click **Folio Style** to apply a style to the selected folios, and then select a folio style from the list of available styles.

7. Click **Generate Batch Folios** to proceed.

8. Review the **Auto Folio Settlement Summary**, and click **Print** to print a report or **OK** to complete the automatic folio settlement process.

Auto Folio Settlement Impact

Activating the Auto Folio Settlement functionality with its related controls and tasks impacts the following features.

Reservations:

• Booking Reservations — Adds an **Auto Settle Only** check box to the Reservation Selection screen. This can be selected by default, depending on settings in OPERA Controls.

• Managing Reservations — Adds an **Auto Settle** check box in the Payment Instructions screen.

Financials — Batch Folios:

• Adds an **Auto Folio Settlement** check box to the Folio Options screen, enabling you to select a batch folios option for folios set for automatic settlement by type, days on reservation, date since last automatic settlement, or days since last automatic settlement.

• Adds a payment method on the Billing Options screen multi-selection field, options include credit balance and to print folio, windows to settle selector, and windows to transfer to window 8 selector.

• Adds an **Auto Folio Settlement Summary** page that confirms all reservations selected for automatic settlement and shows a status for each. A red x indicates that no folio windows were found to process.

Night Audit — Night Audit Process:

• The process can include **Auto Folio Settlement** as an option.

Reports — Auto Settlement Transaction Report (auto_settlement):

• Adds a new financial group report that prints a status summary of the automatic settlement process.

Auto Folio Settlement Conditions/Assumptions

- For folio settlement to automatically take place, there must be selected folios available for settlement.

- Reservations that are set to automatically settle must have an outstanding balance, and all selected billing windows must include the selected payment type to be considered for auto settlement.

- Any folios that are set to automatically settle must have a payment type that is configured in OPERA Controls. Cash and check payment types are not eligible for automatic settlement.

Prerequisites for Auto Folio Settlement

OPERA Controls

Group: Cashiering

Function: Auto Settlement Rules (Auto Folio Settlement)

User Tasks

Generate Batch Folios

Troubleshooting Auto Folio Settlement

Table 6-1   Troubleshooting Auto Folio Settlement

Problem / Issue	Cause	Resolution
Folios are not automatically settled for a certain type of payment.	Payment type is not specified in OPERA Controls for Payment Methods.	Update OPERA Controls to include payment type to automatically settle.
Folios are not automatically settled at all during automated end of day process.	OPERA Control for **Auto Settlement Rules** is set to Off.	Set OPERA Control for **Auto Settlement Rules** to On.
'No folio windows were found to process' message on Auto Folio Settlement Summary page.	Payment types, window selection, or another search setting did not find eligible folios to settle.	Make different selections on the search screen to locate folios eligible for automatic settlement, such as a different payment type, window, or another search setting.

Posting Batch Charges

Batch Charges enables you to simultaneously post a single charge to multiple rooms or to individual rooms in a group. You can also post a single charge to all rooms associated with one travel agent or to all checked-in guests. Examples of batch posting includes charging each member in a group for baggage handling or charging a number of individual guests for a sightseeing excursion.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Batch Charges**.

2. On the Batch Charges screen, search for reservations.

   a. **Reservation Status**: Select one or more reservation status. No Show and Cancelled status is displayed when the 'No Show and Cancellation Postings' OPERA Control is active.

   b. **Include Pseudo Rooms**: Include pseudo room type reservations in the search

   c. **Include No Post**: Post charge to reservations flagged No Post (cash only)

   d. **Advanced Checkin**: Search for arrival reservations that are flagged as Advance Checked In (available when Advance Check In control is active).

3. Click **Search**.

4. Select one or more reservations in the search results.

5. Click **Post Charge**.

6. On the Posting Details screen:

   a. **Code**: Enter or select the transaction code.

   b. **Price**: Enter a price for the charge.

   c. **Quantity**: Enter a quantity.

   d. **Supplement**: Enter any supplemental information for charge.

   e. **Reference**: Enter a reference number for the charge.

   > ✎ **Note:**
   >
   > The amount posted will be Price x Quantity.

   f. Click **Post Charge**.

   A Batch Charge Status screen displays the result.

   g. Click **Report** to generate a report.

Processing Batch Deposits

Note: Batch Deposit is applicable to properties with payment integration. Processing requires that the reservations have the following: a credit card payment method configured for EFT (electronic funds transfer); a deposit amount owed; a status of Reserved or Due In.
You can process multiple reservation deposits at the same time. The process submits each credit card in the batch and charges the card after receiving approval.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then click **Batch Deposits**.

2. Search by property for reservations with deposits due. Use additional search fields to narrow your search.

3. Sort your search results and select one or more reservations showing deposits due for processing.

4. Click **Process Selected** to initiate processing of credit card charges.

   a. A receipt is automatically generated in the background and stored in Receipt History (Financial > Cashiering > Receipt History).

   b. The User Activity Log on reservations will update with an entry for the deposit processed.

5. After the batch authorization is completed, you are prompted to generate the Batch Deposit Posting report.

Credit Card Settlement

Credit Card Settlement allows you to view and modify credit card transactions prior to final processing. The Credit Card Settlements screen provides a list of credit card transactions. The screen provides information on the charge amount, charge date, guest name, room number, folio number, window number, credit card number, expiration date, and approval code.

Amounts on hold and Amounts to be settled appear at the bottom of the screen. The system calculates these amounts in real-time based on the transactions you select:

- The Total Amount to be Settled represents the total amount of one or more credit card payment transactions selected for settlement.

- The Total Amount on Hold represents the total amount of all credit card payment transactions not selected for settlement.

After reviewing transactions, the system sends the charges electronically to a third-party credit card processing company for batch settlement processing. Credit Card Settlement usually runs once a day as part of the end-of-day routine. You can also run this option at any time, for example, at the end of a shift.

- Settling Credit Card Transactions

Settling Credit Card Transactions

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Credit Card Settlements**.

2. Enter a property and additional search criteria if needed and click **Search** to view credit card transactions.

3. Select transactions to review and modify.

4. Select **Settle Credit Cards** to begin processing.

Managing Prepaid (Gift) Cards

Prerequisites for Managing Prepaid (Gift) Cards

Pre-paid Cards allow you to view and manage the details of a stored value / gift card.

You can view the card transactions, reload (top-up) the card, and transfer or cash out the card balance.

Card details, including card balance, appear in the left-side panel; card transaction details are in the right-side panel.

Use this option to issue cards non-resident guests by creating or searching for a profile.

Issuing Prepaid Card

1. From the OPERA Cloud menu, select **Financial**, select **Cashiering** and select **Pre-Paid Cards**.

2. Click **Issue Card** and complete the following
   a. **Interface**. Select the Stored Value System from the list.
   b. **Card Number**. Enter the gift card number.
   c. **Amount**. Enter the issue amount.
   d. **Passerby tab**
      i. **Name**. Enter name to search for guest profile.
         i. Click **I Want to . . .** to create new profile.
      ii. **Method**. Select a payment method from the list.
      iii. **Card Number**. Enter credit card number.
      iv. **Expiration**. Enter credit card expiry date.
      v. **Card Holder**. Enter card holder name.
   e. Additional Information tab
      i. **Reference**. Enter reference number.
      ii. **Supplement**. Enter supplement text.
   f. Click **Issue Card**.

Activating Prepaid Card

> **Note:**
>
> This option is vendor specific and cards are activated one time

1. From the OPERA Cloud menu, select **Financial**, select **Cashiering** and select **Pre-Paid Cards**.

2. Select the interface , enter the Card Number and PIN (if required) and click **Search**.

3. Click **Activate Card**.
   a. **Amount**. Enter the issue amount.
   b. **Passerby tab**
      i. **Name**. Enter name to search for guest profile.
         i. Click **I Want to . . .** to create new profile.
      ii. **Method**. Select a payment method from the list.

        iii. **Card Number**. Enter credit card number.

        iv. **Expiration**. Enter credit card expiry date.

        v. **Card Holder**. Enter card holder name.

    c. Additional Information tab

        i. **Reference**. Enter reference number.

        ii. **Supplement**. Enter supplement text.

    d. Click **Activate Card**.

Reloading (Top-up) Prepaid Card

1. From the OPERA Cloud menu, select **Financial**, select **Cashiering** and select **Pre-Paid Cards**.

2. Select the interface, enter the Card Number and PIN (if required), and click **Search**.

3. Click **Reload Card**.

    a. **Amount**. Enter the reload amount.

    b. **Passer-by tab**

        i. **Name**. Enter name to search for guest profile.

            i. Click **I Want to . . .** to create new profile.

        ii. **Method**. Select a payment method from the list.

        iii. **Card Number**. Enter credit card number.

        iv. **Expiration**. Enter credit card expiry date.

        v. **Card Holder**. Enter card holder name.

    c. Additional Information tab

        i. **Reference**. Enter reference number.

        ii. **Supplement**. Enter supplement text.

    d. Click **Reload Card**.

Cancelling Prepaid Transaction

> **✎ Note:**
>
> The Cancel Transaction action is only available for records of types **Issue** and **Reload** posted on the current business date.

1. From the OPERA Cloud menu, select **Financial**, select **Cashiering**, and select **Pre-Paid Cards**.

2. Select the interface, enter the Card Number and PIN (if required), and click **Search**.

3. Select the **OPERA Transactions** tab.

4. Select a transaction, click the vertical ellipsis, and click **Cancel Transaction**.

    a. **Name**. Enter name to search for guest profile.

        i. Click **I Want to . . .** to create new profile.

    b. **Method**. Select a payment method from the list.

    c. **Card Number**. Enter credit card number.

    d. **Expiration**. Enter credit card expiry date.

    e. **Card Holder**. Enter card holder name.

5. Additional Information tab

    a. **Reference**. Enter reference number.

    b. **Supplement**. Enter supplement text.

6. Click **Cancel Transaction**.

> **Note:**
>
> When you access Cancel Transaction from a reservation, you are presented with additional options:
>
> - **Post Amount to Room**. Select the post the refund amount to the folio.
> - **Make Payment**. Select the process refund amount as payment, for example, credit card.

Cash Out Prepaid Card

> **Note:**
>
> A negative payment amount defaults up to the maximum amount the vendor permits for the selected prepaid card.

1. From the OPERA Cloud menu, select **Financial**, select **Cashiering** and select **Pre-Paid Cards**.

2. Select the interface, enter the Card Number and PIN (if required), and click **Search**.

3. Select the **OPERA Transactions** tab.

4. Click **Cash Out**.

    a. **Name**. Enter name to search for guest profile.

        i. Click **I Want to . . .** to create new profile.

    b. **Method**. Select a payment method from the list.

    c. **Card Number**. Enter credit card number.

    d. **Expiration**. Enter credit card expiry date.

    e. **Card Holder**. Enter card holder name.

5. Additional Information tab

    a. **Reference**. Enter reference number.

    b.   **Supplement**. Enter supplement text.

6. Click **Cash Out**.

Viewing Prepaid Transaction Details

> ✎ **Note:**
>
> 'View Transaction Details' action is only available when the 'Prepaid Cards Transaction' SVS IFC setting is **Vendor Transaction** or **OPERA and Vendor Transaction**.

1. From the OPERA Cloud menu, select **Financial**, select **Cashiering** and select **Pre-Paid Cards**.

2. Select the interface , enter the Card Number and PIN (if required) and click **Search**.

3. Select the **OPERA Transactions** tab.

4. Select a transaction, click the vertical ellipsis, and click **View Transaction Details**.

• Prerequisites for Managing Prepaid (Gift) Cards

Related Topics

• Redeem Prepaid (Gift) Cards

• Managing Reservation Prepaid (Gift) Cards

Prerequisites for Managing Prepaid (Gift) Cards

OPERA Cloud Tasks

Financials

• Cashiering Workspace

   – Prepaid Cards

      * Manage Prepaid Cards

Calculating Currency Exchanges

The Currency Calculator lets you calculate exchange amounts between different currencies based on established exchange rates.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and select **Currency Calculator**.

2. Click either **Buy** or **Sell**.

3. Select an exchange type.

   Exchange types include cash, check, posting, and so on. Each exchange type can have a different exchange rate.

4. Select a **From Currency** to convert from and select a **To Currency**.

5. Enter an amount for the From Currency. The currency exchange information automatically populates on the screen.

• Creating Currency Exchange Rates

Creating Currency Exchange Rates

Currency exchange rates can vary depending on the type of transaction being conducted, such as settlement, or posting restaurant charges, or cashing traveler's checks. In addition, exchange rates for buying foreign currency (the usual foreign currency exchange transaction) can also differ from exchange rates for selling foreign currency. Exchange rates are time and date sensitive; they are set up to become effective on a certain date/time and remain in-effect until they are superseded by a rate with a newer effective date. Finally, exchange rates can include a percentage of commission that the property charges for handling the exchange.
Follow these steps to create a currency exchange rate:

1. From the Application menu, select **Financials**, select **Cashiering**, and then select **Currency Calculator**.

2. Click the **I Want To . . . menu** and select **Manage Exchange Rates**.

3. Click **New**.

   Click the **vertical ellipsis** next to the New button to view past exchange rates or future exchange rates.

4. Select one or more check boxes indicating the exchange covered by the new exchange rate. Exchange type options are:

   a. **Cash** – for performing cash currency exchanges.

   b. **Check** – for performing foreign currency traveler's check exchange.

   c. **Settlement** – for posting a settlement (payment) in foreign currency.

   d. **Posting** – for posting charges in a foreign currency. You can use this for accommodation and package item charges from rate code and package elements configured in another currency.

   e. **Commission** – used when performing commission payments.

   f. **Certificate** – for printing an e-certificate voucher (OCIS e-certificates).

   g. **Membership** – used to calculate membership points in a different currency other than the property's local currency.

5. Enter or confirm the **Property**.

6. Select the **Currency**. The exchange rate will apply to the currency you select.

7. Enter the **Begin Date** of the exchange rate (the effective date and time for the current exchange rate).

8. Enter a **Begin Time** of the exchange rate.

9. Enter the **Buy Rate / From Buy Rate**.

   a. **Buy Rate**: When buying foreign currency, one unit of the local currency equals this many units of the foreign currency.

   b. **From Buy Rate**: When buying foreign currency, one unit of the foreign currency equals this many units of the local currency.

10. Enter the **Buy Commission**. This is the commission percentage the property charges for accepting foreign currency.

11. Enter the **Net Buy Rate**. This view-only field shows the effective exchange rate (Net Buy Rate = Buy Rate + [Buy Rate x Buy Commission] / 100).

12. The following section applies when the Sell Currency parameter is active:

    a. Enter the **Sell Rate / From Sell Rate**. Enter either the Sell Rate or the From Sell Rate. OPERA Cloud will calculate the complementary exchange rate and display both exchange transactions in the Exchange Info area.

        • **Sell Rate**. When selling foreign currency, one unit of the local currency equals this many units of the foreign currency.

        • **From Sell Rate**. When selling foreign currency, one unit of the foreign currency equals this many units of the local currency.

    b. Enter the **Sell Commission**. If a commission is charged for this kind of currency exchange, enter the percentage of the Sell Rate charged as a commission.

    c. Enter the **Sell Commission**. If a commission is charged for this kind of currency exchange, enter the percentage of the Sell Rate charged as a commission.

    d. Enter the **Net Sell Rate**. This view-only field shows the effective exchange rate (Net Sell Rate = Sell Rate - [Sell Rate x Sell Commission] / 100).

13. Click **Save**.

    See related help topic: Calculating Currency Exchanges

Charging Purchases Using Post It

Post it provides a way to charge for the consumption of items such as mini-bar item, day spa treatments, gift shop items, and so on with features similar to a point of sale. The items have a price defined and are posted to a cart. The balance of the cart is then settled to a room reservation or by cash or credit card.

Posting Charges using Post it

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Post It**.

2. Select an article or a transaction code for posting. Alternatively, if the item has a UPC number, you can enter value in the UPC field using a UPC scanner or by manually typing it.

> **Note:**
>
> The selected item and its price (and associated taxes) appear in the cart.

3. Select **[x]** next to an article in the cart to remove the item.

4. Repeat the steps to post additional items to the cart.

5. To settle the cart, click **Pay**.

a. If settling the cart balance to a room reservation, click the **Charge to Room** check box.

> 📝 **Note:**
>
> User role must be granted **Charge to Room (Settlement)** task to settle balance to a room reservation account.

    i. Enter a room number or guest name and click **Search**.

    ii. To include Open Folio reservations click the **Open Folio** check box.

    iii. Select the required reservation from search results.

b. If settling to a credit card, select the payment method, and enter card number, expiration date, and card holder name (swipe or tap card if payment integration is active at property).

c. You can also search and select a profile and enter reference text to generate a personalized folio.

6. Click **Complete Sale** to post the settlement.

7. To post negative items, first select the **Activate Minus Posting** button and then select the article(s) being adjusted. The button then changes to **Deactivate Minus Posting** to enable the posting of articles.

> 📝 **Note:**
>
> Your user role must be granted **Post a Negative Post It Article** task.

Posting Charges using Fast Post

Fast posting is used to rapidly post the same charge to multiple room reservation accounts. This feature is useful for manually posting point of sale (POS) charges to room accounts when integration with the POS system is unavailable. Other uses are for posting laundry or mini bar (summary totals).

1. Select **Fast Post** check box.

2. **Code.** Enter or select the charge transaction code to be posted.

3. **Room / Name**. Enter or select the room reservation the charge is to be posted to.

4. **Amount**. Enter the amount of the charge.

5. Click **Post**.

The **Code** field will retain the selected charge code - repeat entry of Name/Room and Amount to a post new charge.

Related Topics

- Configuring Articles
- Charge It

Managing Receipt History

OPERA Cloud stores a copy of receipts for foreign currency exchange, deposit payment, deposit refund, guest ledger payment and paid out transactions. Use **Receipt History** to regenerate a copy of the receipt.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and select **Receipt History**.

2. Enter a property and any additional search criteria and click **Search** .

3. Locate the receipt in the search result, click the **Vertical Ellipsis** and select **Send to**.

4. Select a destination option:

   a. **Preview**: Select to preview in PDF.

   b. **Email to Print**: Select to print to selected printer.

   c. **Email**: Select to delivery via email as PDF attachment. Select or enter an email address.

5. Click **Process**.

Open Cashiers

Viewing Open Cashiers

Open Cashiers provides status information about currently open cashier sessions. The information includes the following:

1. From the **OPERA Cloud** menu, select **Financials**, **Cashiering** and then **Open Cashiers**.

   a. **Cashier Number**. An ID number assigned to the cashier during setup.

   b. **Cashier Name**. Name assigned to the Cashier ID during Cashier setup.

   c. **Maximum Daily Use**. Number of times a cashier can close and re-open in one business day. This value is set during Cashier setup.

   d. **Times Opened**. The number of times the Cashier opened since the last End of Day processing.

   e. **Opened Time**. Most recent time the Cashier opened since the last End of Day processing.

   f. **Last Closed Time**. Most recent time the Cashier closed since the last End of Day processing. This field is blank if the Cashier has not closed since the last End of Day processing.

Closing Cashiers

Close Cashier enables you to view and audit charges posted during your shift, the closing balances for charges, confirm your shift drop amounts, print your daily reports, and close your shift.

> **Note:**
>
> When you close your cashier, you are not logged out of **OPERA Cloud**. You may continue to use other features, however to perform cashiering activities, you will be prompted to re-open your cashier. The number of times your cashier can be opened and closed during a single business day is set for your cashier ID in **Cashier configuration**.

> **Note:**
>
> When the **Blind Cash Drop Cashiering** control is enabled all transactions (charges) are displayed except for Cash and Check transactions.

Closing Your Cashier

1. From the Application menu, select **Financials**, select **Cashiering**, select **Cashier Closure**.

2. When the Force Cashier Login cashier control in enabled, the Cashier Login screen appears, prompting you to confirm your cashier ID and enter your user password to continue.
   Property Selection

3. In multi-property operations you may have posted charges and payments to reservation accounts or AR accounts in various properties.

4. The property selection panel allows you to select each property in order to reconcile transactions and enter shift drop details for the property; click a property in the list to refresh the details for the selected property.

Review Transaction Details

The transaction panel displays a summary list of all charges and payments which have been posted is presented for audit purposes.

Click the transaction code link to view a **Detailed Posting Journal** for the selected transaction code.

> **Note:**
>
> Link is not enabled when **All Properties** checkbox is selected.

Posting Journal

1. Enter search criteria.

> **Note:**
>
> The cashier ID field defaults with your cashier ID.

2. Click **Search**.

3. The transactions matching the criteria are listed.

4. Click the transaction code link for a posting to view and edit the posting details.

Shift Drop

The Shift Drop panel allows you to reconcile cash, checks, credit card and other payments posted in local currency during your shift. Behavior in this panel is dependent on the **Blind Shift Drop** cashier control.

When the **Blind Shift Drop** cashier control is not enabled :

- **Opening Balance Including Float Cash.** Displays the amount of cash in your cash drawer when you opened your cashier. Opening Balance Cash reflects any starting amount of cash and any "float" over or under amount of cash from the last time you closed your cashier. **Cashier Configuration** defines the Starting Amount, if any, and whether Float Over/Short is considered.

> **Note:**
>
> When more cash is paid out than is received, this is known as negative banking. Whether or not the **Float Over/Short** check box is selected when configuring the cashier (see **Cashier Configuration** for details) determines if a negative amount is displayed when the cashier logs back in. For example, a cashier logs in and pays out 200 and takes in 0. This means that the Expected Shift Drop is -200. If the **Float Over/Short** check box is selected for the cashier, the next time the cashier logs back in he has an Opening Balance Including Float Cash of -200. (If the cashier has a starting amount configured, the Opening Balance Including Float Cash would equal the starting amount plus the previous Expected Shift Drop.) If the **Float Over/Short** check box is not selected, then the Opening Balance Including Float Cash will display 0 because no float amount is carried over from the previous shift drop.

- **Opening Balance Check**: Displays the amount of checks in your cash drawer when you opened your cashier. Opening Balance Check reflects any "float" over or under amount in checks from the last time you closed your cashier. **Cashier Configuration** determines whether Float Over/Short is considered.

- **Cash Received**: Total amount of cash received in your drawer this shift, based on the record of cash payment transactions you posted.

- **Cash Paid Out**: Total amount of cash paid out from your drawer this shift, based on the record of paid out transactions you posted.

- **Cash Received**: Total amount of monies to be dropped to the General Cashier. This is the result of the calculation of Cash - Paid Out. You may change the figure shown in the **Cash Actual Shift Drop** field if this is incorrect. This is the amount of local currency cash you are dropping to the General Cashier.

- **Check (Cheque) Received**: Total amount of checks accepted into your drawer this shift, based on the record of check (cheque) payment transactions you posted. You may change the figure shown in the **Check Actual Shift Drop** field if this is incorrect. This is the amount of local currency checks you are dropping to the General Cashier.

- **Expected Shift Drop**: The sum of Total Cash Drop + Checks Received. The amount of cash and checks you are dropping to the General Cashier. When the **Positive Cashier Drop** cashier control is enabled the amount must be a positive value.

- **Credit Card Expected Shift Drop**: Total amount of all credit card settlements based on the record of transactions you posted.

- **Other Payments Expected Shift Drop**: Total amount of all other payment based on the record of transactions you posted. Examples of other payments include Direct Bank Transfer, TA Commission, C/Card Commission.

- **Cash Actual Shift Drop**: Enter the total amount of physical cash you have to drop (bank). When selecting another property the amount that is entered in this field will be saved before switching to another property . When the **Negative Cash Shift Drop** cashier control is enabled this amount can be a negative value.

- **Check Actual Shift Drop**: Enter the total amount of checks you have to drop (bank). When selecting another property the amount that is entered in this field will be saved before switching to another property.

> **Note:**
>
> An alert message appears notifying you of the amount by which the total of **Actual Checks** and **Actual Cash** varies from **Expected Shift Drop**.

Foreign Currency

Displayed when the Foreign Currency Handling cashier control is enabled . Foreign currencies are not included in the reconciliation performed in the Shift Drop section of the Cashier Closure screen. The Foreign Currency section lets you account for the amounts of foreign cash received during this shift, based on the record of transactions that you posted. These could be payments received in foreign currency or as a result of foreign currency exchanges posted. Information is provided individually for each currency, as applicable.

- **Currency**: Currency code for the type of currency to be reconciled. This field is populated from transactions recorded throughout the day by your cashier ID.

- **Opening**: Amount of this currency in your cash drawer when it was opened.

- **From Today**: Amount of this currency taken in today.

- **Shift Drop**: Enter the amount of this currency you are dropping to the General Cashier. Enter the amount in the foreign currency, not the amount converted into your local currency. For example, if you have 20,000 Japanese yen, enter 20000 and not the equivalent amount in your local currency. This is the expected shift drop.

- **Difference**: Any difference between the amount of cash in this currency taken in today and the amount you are dropping to the **General Cashier** (**From Today** - **Shift Drop**).

Foreign Check

Displayed when the **Foreign Currency Handling** cashier control is enabled . Foreign checks (usually, traveler's checks) are not included in the reconciliation performed for the Shift Drop section of the Cashier Closure screen. The Foreign Currency section lets you account for the amounts of foreign checks received during this shift, based on the record of transactions that you handled. Information is provided individually for each currency, as applicable.

- **Currency**: Currency code for the type of checks to be reconciled. This field is populated from transactions recorded throughout the day by your Cashier ID.

- **Opening**: Amount of checks in this currency in your cash drawer when it was opened.

- **From Today**: Amount of checks in this currency taken in today.

- **Shift Drop**: Enter the amount of checks in this currency you are dropping to the General Cashier. Enter the amount in the foreign currency, not the amount converted into your local currency. For example, if you have a check for 20,000 Japanese yen, enter 20000 and not the equivalent amount in your local currency. This is the expected shift drop.

- **Difference**: Any difference between the amount of checks in this currency taken in today and the amount you are dropping to the General Cashier (From Today - Shift Drop).

When the **Blind Cashier Drop** cashier control is enabled, the following is displayed:

- **Credit Card Expected Shift Drop**: Total amount of all credit card settlements based on the record of transactions you posted.

- **Other Payments Expected Shift Drop**:. Total amount of all other payment based on the record of transactions you posted. Examples of other payments include Direct Bank Transfer, TA Commission, C/Card Commission.

When the **Enter Shift Drop Amounts** cashier control is enabled, the following is displayed:

- **Cash Actual Shift Drop**: Enter the total amount of physical cash you have to drop (bank). When selecting another property the amount that is entered in this field will be saved before switching to another property.

- **Check Actual Shift Drop**: Enter the total amount of checks you have to drop (bank). When selecting another property the amount that is entered in this field will be saved before switching to another property.

Closing Cashier and Generating Reports

Once all transactions have been reconciled and you have entered Shift Drop totals for local currency payments and foreign currencies payment for each property you are ready to close your cashier.

1. In multi-property operations select the **All Properties** checkbox to enable to **Close Cashier** button.

2. **Shift Drop Location and Bag Number**: When the **Shift Drop Location and Bag Numbers** cashier control is enabled you're required to select a shift drop location and enter a bag number - these details are included on Cashier Shift Bag Report Financial report, refer Financials Reports.

- **Shift Drop Location**: Select a location from .
- **Cash Bag Number**: Enter a bag number value.
- **Others Bag Number**: Enter a bag number value .

3. Click **Close Cashier** to close your cashier.

4. When prompted click **Close Cashier** to confirm and continue. You will see an Information notification confirming that your cashier has been closed.

5. Next you will be prompted to generate the Cashier Closure reports.

6. Click **Process** to generate the reports.

- **Cash Report**: This report lists all cash transactions with your cashier ID, including cash received in payment (credit), cash paid out in check exchange (debit), cash paid out in currency exchange (debit).

- **Check Report**: This report lists all checks received with your Cashier ID, including checks received in payment and checks received for check exchange Foreign Currency Report - this report lists all foreign currency received with your Cashier ID, including foreign monies received in the form of cash and traveler's checks for currency exchange, and foreign monies received in the form of cash and checks in payment (Applicable hen the Foreign Currency Handling cashier control is enabled).

- **Credit Cards Report**: This report lists all credit card transactions posted by your Cashier ID.

- **AR Settlements Report**: This report lists all settlements sent to AR with your Cashier ID.

- **Miscellaneous Payments Report**: The Miscellaneous Payments Report lists all payment transactions handled by your Cashier ID for which the transaction code is designated as Other Payments.

- **Deposit Transfers Report**: Deposit transfers are transactions that represent deposits transferred at check in. Whilst these transactions belong to the Other Payments transaction type, they are listed separately from the payment transactions included in the Miscellaneous Payments Report.

- **Cashier Closure Report** : The Cashier Closure Report is a summary of the cashiering activity for your Cashier ID during the shift just ending. The report has these main sections:

  – The report provides the amounts (in local and foreign currency) and number of postings for each of the following:

    * Cash Received.

    * Checks Received.

    * Total Cash and Checks Received.

  – Cash Drop Amount, Check Drop Amount, and Total Drop Amount.

  – Difference between Cash Drop Amount and Cash Received, Check Drop Amount and Checks Received, and Total Drop Amount and Total Cash and Checks Received.

  – Credit Card transactions by type and Total Value of Credit Card transactions.

  – Accounts Receivable transactions Total Value.

- Other Payments (excluding deposit transfers) by type and Total Value of Other Payments.
- Deposit Transfers.

Generating Cashier Reports

You can view transactions and generate Cashier Reports containing details for the transactions posted on your cashier number from the last time your cashier was opened.

You can also use this option to regenerated the reports produced from closing a cashier.

The following reports are available

- **Cash Report**: This report lists all cash transactions with your cashier ID, including cash received in payment (credit), cash paid out in check exchange (debit), cash paid out in currency exchange (debit)

- **Check Report**: This report lists all checks posted with your Cashier ID, including checks received in payment and checks received for travelers check exchange.

- **Foreign Currency Report**: This report lists all foreign currency posted with your Cashier ID, including foreign monies received in the form of cash and travelers checks for currency exchange, and foreign monies received in the form of cash and checks in payment (available when Foreign Currency Handling OPERA Control is active).

- **Credit Card Report**: This report lists all credit card transactions posted by your Cashier ID.

- **AR Settlement Report**: This report lists all settlements posted to AR Direct Bill by your Cashier ID.

- **Miscellaneous Payment Report**: . This report lists all payment transactions posted by your Cashier ID for which the transaction code is configured as **Other** payment.

- **Deposit Transfer Report**: This report lists deposits transferred at check in transactions handled internally by your Cashier ID

> **✎ Note:**
>
> Whilst these transactions are configured as Other Payments transaction type, they are listed separately from the transactions listed on the Miscellaneous Payments Report.

Generating Current (Open) Cashier Reports

1. From the OPERA Cloud menu, select **Financials**, select **Cashiering** then **Cashier Reports**.

2. Enter your user/cashier PIN.

3. Select the **Current** tab and enter the following details:

    a. **Property**: Enter or select the property.

    b. **Report Type**: Select a report type from the list.

    c. Click **Search** to view the transactions.

    d. Click **Print** to generate the report.

        i. Select a report destination and click **Process**.

    e. Click **Print Closure Reports** to generate all reports.

        i. Select a report destination and click **Process**

Reprint Past (Closed) Cashier Reports (All Cashiers)

1. From the OPERA Cloud menu, select **Financials**, select **Cashiering** then **Cashier Reports**.

2. Enter your user/cashier PIN.

3. Select the **Reprint** tab and enter the following details:

    a. **Property**: Enter or select the property.

    b. **CashierID**: Enter or select a cashier number.

    c. **Closure Date**: Enter or select the closure date

    d. **Closure Number**: Select a closure number from the list.

    e. **Report Type**: Select a report type from the list.

    f. Click **Search** to view the transactions.

    g. Click **Reprint** to generate the report.

        i. Select a report destination and click **Process**.

    h. Click **Reprint Closure Reports** to generate all reports.

        i. Select a report destination and click **Process**.

Commissions

Prerequisite for Commissions

The Commissions feature enables you to process commission payments for travel agents and other sources of reservations at your hotel.

- Detaching Reservations from Travel Agents or Sources
- Attaching Travel Agents / Sources to Reservations
- Placing Commission Processing on Hold
- Transferring Zero Commissions to History
- Processing Commission Payments

Detaching Reservations from Travel Agents or Sources

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.

2. Select a **Property**and click **Search**. .

3. In the search table, select a Bank Account and click the vertical ellipses and then click **Go to Commissions**.

4. A message appears informing you that Commission Records successfully processed. Click **OK**.

5. On the Manage Commissions screen, locate the attached reservation and click the vertical ellipsis next to it and then select **Detach Reservation**.

6. Click **Detach Reservation** on the Confirmation screen.

Attaching Travel Agents / Sources to Reservations

Use the Manage Commissions screen to attach a Travel Agent/Source to a reservation. You can also detach a reservation from a Travel Agent/Source.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.

2. In the search table, select a Bank Account and click the vertical ellipses and then click **Go to Commissions**.

3. A message appears informing you that Commission Records successfully processed. Click **OK**.

4. On the Manage Commissions screen, click the vertical ellipsis next to the travel agent/source and select **Attach Existing Reservation**.

5. Click **Attach Existing Reservation** on the Confirmation screen.

Placing Commission Processing on Hold

You can place unpaid commission records on hold for Travel Agents or Sources. You can also release a hold.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Travel Agent/Source**.

2. Enter a **Property** and for **View By**, select **View All**, **Source**, or **Travel Agent**.

3. Enter a **Name** and click **Search**.

4. Click **I Want To...** next to the travel agent/source and select **Commission**.

5. A message appears informing you that Commission Records successfully processed. Click **OK**.

6. On the Manage Commissions screen, click the vertical ellipsis button next to the travel agent/source and select **Hold**.

7. Select a **Hold Reason** from the drop-down list and enter a description for the hold and then click **OK**.

Transferring Zero Commissions to History

The Manage Commissions function processes commission payments to travel agents and other sources of reservations. You can also use it to process reservations that do not qualify for a commission. The system sends such zero commission reservations to commission history and marks them as paid. This prevents issuing a check or EFT payment to the travel agent/source.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Travel Agent/Source**.

2. Search for a Travel Agent or Source.

3. Select the **Actions** drop-down list associated with a Travel Agent or Source and then select **Go to Commissions**.

4. A message appears telling you that Commission Records successfully processed. Select **OK**.

5. From the Manage Commissions screen, select an Agent or Reservation.

6. Select the **Actions** drop-down list, and then select **Process Zero**.

7. When the Process Zero Confirmation message appears, select **Process Zero**.

Processing Commission Payments

Use Manage Commissions to process commissions owed on reservations.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.

2. Enter or select a **Property** and other search criteria, such as a **Bank Name** or **Account Number**. Click **Search**.

3. Click the vertical ellipsis associated with an account and then select **Go to Commissions**. A message appears telling you that Commission Records successfully processed. Click **OK**.

4. On the **Manage Commissions** screen, click **I Want To . . .** and then select **Process Payment**.

5. Enter **From** and **To** dates for the departure.

6. Click **Process**.

Internal Charge Number

Prerequisites for Internal Charge Numbers

Internal Charge Number functionality provides guests with a unique, internal charge number for their reservation that enables them to charge directly to their hotel folio. This is a convenience that enables the guest to use one method of payment throughout the property and any other associated locations during their stay. The Internal Charge Number can be used before the reservation is checked in and after checking out. The unique charge numbers are generated automatically. Hotel staff can view guest postings for research and audit purposes. Guests can use the assigned charge card number for purchases made at the hotel, as well as other integrated locations throughout the resort or theme park.

Internal Charge Number functionality provides the following benefits.

The guest can:

- Use one charge card for purchases at the property and related locations such as theme parks, spa facilities, and restaurants.

- Receive one bill for all related purchases in one folio at the hotel.

Hotel staff can:

- Configure charge card numbers in a variety of ways, including adding prefixes and suffixes to the number using property information, guest identification numbers, and so on.

- Ensure that all new reservations are automatically provided with an internal charge card number at the time a confirmation number is generated.

- Search for postings by charge card number in the Posting Journal when the third-party system is configured to provide this information.

- Reviewing Postings to the Internal Charge Number in the Posting Journal

- Accessing an Internal Charge Number from the Changes Log

- Internal Charge Number Setup

- Troubleshooting Internal Charge Numbers

- Internal Charge Number Impact

- Internal Charge Number Conditions/Assumptions

- Prerequisites for Internal Charge Numbers

Reviewing Postings to the Internal Charge Number in the Posting Journal

1. From the Navigation Bar, select **Financials**, select **Cashiering**, and then select **Posting Journal**.

2. Enter search criteria, such as Room Number, Cashier ID, and including the internal charge number in the **Reference** field. Note that this is dependent on the third-party system providing this data in the posting message.

3. Click **Search**.

4. Click the **Code** link to review posting details.

Accessing an Internal Charge Number from the Changes Log

1. From the Navigation Bar, select **Miscellaneous**, and then select **Changes Log**.

2. Select a **Property**, select **Reservation** in the **Activity Group** field, select the **Activity Type NEW**, select or confirm the **Activity Date From** and **Activity Date To** fields, and then click **Search**.

3. Double-click a row in the search results to review information. You can identify the internal charge number in the **Description** field: **CHARGE NUMBER -> 10000000**, for example.

4. Click the **X** icon to close the Changes Log.

Internal Charge Number Setup

1. To enable internal charge numbers in OPERA Controls, from the Administration menu, select **Enterprise**, and then select **OPERA Controls**.

2. Select **Reservations** from the Groups menu.

3. Ensure the **Create Internal Charge Number** setting is enabled.

ORACLE

6-96

4. Modify **Charge Number Pattern** settings:

   a. Add a **Charge Number Pattern Prefix** if the internal charge numbers should begin with a specific alpha or numeric code. For example, enter DL in this field if you want all internal charge numbers to begin with the letters DL.

   b. Add a **Charge Number Pattern** to define the pattern to be used to generate internal charge numbers. For example, press **Ctrl** and click to select PROPERTY and NAME ID from the multi-selection pane, and then click **Save**. This defines the number creation pattern to use and the guest's name ID when creating new internal charge numbers. Leave this field blank to use the Oracle Sequence Number.

   c. Add a **Charge Number Pattern Suffix** if the internal charge numbers should end with a specific alpha or numeric code. For example, enter ORL in this field if you want all internal charge numbers to end with the letters ORL.

   d. Enter a value in the **Charge Number Maximum Size** field to specify a maximum number of characters to be used in internal charge numbers. The minimum value is five and maximum is 60 characters.

Troubleshooting Internal Charge Numbers

Table 6-2   Troubleshooting Internal Charge Numbers

Problem / Issue	Cause	Resolution
Internal Charge Numbers are not generated when reservations are created or imported into the system.	OPERA Control for **Create Internal Charge Number** is set to **Off**.	Set the OPERA Control for **Create Internal Charge Number** to **On**.
Internal Charge Number is not found when used with a posting from a third-party system.	Reservation is not active for posting.	Verify why the reservation is not active for posting. For example, the status might not be correct, or the Pre and Post Stay rules are not valid.

Internal Charge Number Impact

Activating the Create Internal Charge Number parameter with its related controls impacts the following features:

Reservations

- When a confirmation number is generated (that is, when a reservation is created in the property management system or received from a third-party system), a charge number is generated and associated with the reservation.

Changes Log

- There is a field (**CHARGE NUMBER**) in the changes log, which is available when viewing logs for reservations with a charge number associated.

Folio Windows

- Postings can be made from third-party systems to guest folios when purchases are made using an internal charge number at the third-party's POS terminals.

Posting Journal

- Postings from third-party systems are included in search results in the **Posting Journal Reference** field. This assumes that the third-party system delivers the appropriate information in the posting message and it is saved in the **Reference** field.

Internal Charge Number Conditions/Assumptions

- When the **Create Internal Charge Number** parameter is set to **On**, all new reservations that are assigned a confirmation number have an internal charge number created.

- Assuming the Pre Stay Charges function is active in the property, internal charge numbers can be used for posting before the reservation is checked in.

- Advanced Checked In status is considered an active status and internal charge number functions for Advanced Checked In reservations.

- OPERA posts charges to folio window 1, including the internal charge number and any additional data provided by the third-party POS system in the **Reference** field of the posting. This is dependent on the POS system passing this data in specific elements in the posting message.

- If credit limit checking is configured for a third-party system, the credit is validated before a posting is allowed. If there is not enough available credit, the posting fails.

- If the NoPost check is configured for a third-party system and the reservation has the NoPost flag active, the posting fails.

- Assuming the Post Stay Charges function is active in the property, charge numbers can be used after the reservation has been checked out, up until the next day following the departure date of the reservation.

- OPERA accepts any charge number posting from the third-party system and posts it to the folio of the reservation that is mapped to that charge card number, as long as the reservation is valid with the posting rules configured.

- An external system must handle Hotel Charge ID replacement or deactivation.

- Searches for internal charge number are only available from the Posting Journal, not from the reservation search, and is dependent on this information being provided by third-party systems.

- Only the internal charge number is created by the OPERA system. If a physical card is generated and provided to the guest, this is created in an external system that interfaces with OPERA to fetch the internal charge number of the reservation. Depending on the external system, each guest can have an individual charge number or physical card that is mapped back to the reservation's internal charge number.

Prerequisites for Internal Charge Numbers

- For an internal charge number to be generated for a reservation, the **Create Internal Charge Number** parameter must be set to **On**.

- Reservations must be active (that is, the status must be Advanced Checked In or Checked In) to be located in the system when a third-party inquiry is made, or otherwise fit any Pre and Post Stay Charging rules. A room number does not need to be assigned for a reservation to be considered active.

- If postings are made outside of the OPERA system, any third-party point of sale systems such as restaurants, gift shops, and theme parks must be integrated and configured to work with the OPERA system.

End of Day Procedures

End of Day closes and balances each day's business activities. It reconciles guest folios and processes credit card transactions. It also posts fixed charges and provides a cumulative balance of accounts receivables.

The routine consists of a series of procedures. During a procedure, the system may generate a message to resolve issues. For example, it might notify you to complete arrivals not checked in or arrivals not yet checked out.

The End of Day routine updates the business date forward and prints final reports.

Table 6-3   End of Day Procedures

Procedures	Description
Country and State Check	Checks for country and state codes to complete a guest's address.
Arrivals not Checked In	Verifies that guests who are expected to arrive have either checked in or changed their reservation status or arrival date. If not resolved, End of Day may list the reservation status as No Show.
Arrivals with Deposit Balance Check	When activated, an additional check for Arrivals with Deposit Balance is added to the Night Audit process prior to the Arrival not yet Checked in, the Night Audit will stop if there are any such Arrivals identified and cannot be continued unless all these Reservations are checked in or their Deposit Balance is zero.
Departures not Checked Out	Verifies that guests expected to check out have checked out or have extended their stay. You must resolve each guest's Due Out status. You can either extend or check out the guest.
Open Folios	An Open Folio is a guest account that is allowed to remain open after checkout. It allows the guest to check out with an outstanding balance and to continue charging until final settlement is made.
Cashier Closure	Closes any open cashiers other than the End of Day routine cashier.
Weather or Notes	Enter weather related information or other factors that impact the business day; for example, weather delaying airline flights.

Table 6-3   (Cont.) End of Day Procedures

Procedures	Description
Update the Business Date	Moves the business date forward one day. Arrivals, check outs, charges, and other activities occurring afterwards assume the new date.
	The business date can be updated when:
	• All the anticipated departures are checked out, extended, or otherwise resolved.
	• All cashiers are closed.
	When the above two tasks have been accomplished, the system displays a waiting time before updating the business date. You may change this setting as needed. The default waiting time is 0.5 minutes. The system then broadcasts a warning to all users that the business date is about to be updated, and then updates the business date forward.
Pseudo Rooms not Checked In	This step runs before the business date is advanced and checks in any pseudo room type reservation in ARRIVAL (DUE IN) status for the current business date.
Pseudo Room Arrivals Next Day	This step runs after the business date is advanced to the next day and checks in any pseudo room type reservations in ARRIVAL status.
Posting Room and Tax	Checks each in-house guest (and any guaranteed reservations with a No Show status) and posts the day's room and tax charges.
	During the Post RT, Packages, Fixed Charges procedure the system automatically posts the charges for Room and Tax, Fixed charges, Packages, and Package Profit/Loss to all in house guests.
	The Postings status page displays specific information about each posting, such as how many times each posting has been run (iterations), the starting and stopping time, and the posting's status.
	The Post Room and Tax function checks each in-house guest and any guaranteed reservations with a No Show status, and posts the day's room and tax charges, package charges, and any affiliated fixed charges to the guest's folio.
	• Room and Tax - Posts room night's charges and applicable taxes.
	• Other Fixed Charges - Specific charges attached to a reservation that post according to specific reservation or posting rules.
	• Package Charges - Depending on how the property has set up packages, the system will post related package charges, for example, breakfast).
	• Package Profit/Loss - An internal accounting of whether or not the property sustains a profit/loss on packages.
	No matter how many times a day this procedure is run, OPERA Cloud does not allow duplicate charges. The End of Day Routine system tracks the folios that have been charged and the folios that are new. There is no system downtime during the End of Day Routine. As discrepancies are found, the system prompts to make any necessary changes. Once all data is verified, the system will post the room and associated fixed charges.

Table 6-3   (Cont.) End of Day Procedures

Procedures	Description
Audit	Balances each transaction code and verifies the sum of all transaction codes used throughout the business day.
Run Additional Procedures	Runs additional procedures that are defined and scheduled in the End of Day Setup function.
Auto Folio Settlement	Auto Folio Settlement enables you to automatically process payments for reservations. This reduces the labor cost of manually processing payments and facilitates a seamless settlement process for guests and hotel staff.
Print Final Reports	Generates the reports and prepares them for printing, emailing, or faxing.

Use End of Day search to retrieve properties for end of day processing. You can search for a single property or several properties within a chain. If running End of Day for several properties, Search results appear beneath the date and time on the Manage End of Day screen.

You can create or activate extra End of Day procedures and reports using End of Day Setup.

• Running End of Day

• Income Audit

• Update the Business Date

• Post Room and Tax

• Mandatory and Optional End of Day Sequence Procedures

• Running End of Day Additional Procedures

• End of Day and Reservation Statistics

• Finalizing End of Day

• Print Final Reports

Running End of Day

The End of Day process is specific to each property and run separately, however you can run End of Day for one or more properties concurrently via separate browser tabs (sessions).

> **✎ Note:**
>
> If your browser supports a duplicate tab option you can duplicate your current OPERA Cloud EOD session to manage and run End of Day for different properties.

Prior to commencing End of Day you can manage the various procedures Mandatory and Optional End of Day Sequence Procedures and reports to be run for the current date.

1. From the **OPERA Cloud** menu, select **Financials**, select **End of Day**, and then select **Manage End of Day**.

2. **Property**: Search and select a property from the list, click **Search**.

> **✎ Note:**
>
> From a Hub location you can select multiple properties and view status for all selected properties.

3. A tile is displayed for each property, indicating the number of Arrivals and Departure due plus an open cashiers requiring closure; click the values to drill down and manage the details.

   a. Arrival due reservations will be updated to no-show status when the AUTO NO SHOW ARRIVALS End of Day control is enabled.

   b. Open cashiers will be auto-closed when the AUTO CLOSE CASHIERS End of Day control is enabled.

4. To modify the End of Day procedures or reports to run for a property, click **Manage**, then click **Setup**.

   a. Mandatory procedures are indicated with a lock icon; these cannot be altered.

   b. Procedures are displayed in a tab and Reports in a second tab, select the tab required.

   c. Click Vertical Ellipse, **Show Inactive** to display inactive procedures.

   d. To active a procedure

      i. Select an inactive procedure (red background), click **Vertical Ellipse**, select **Activate**.

   e. To deactivate a procedure or report.

      i. Select an active procedure or report (white or grey background), click **Vertical Ellipse**, select **Inactivate**.

   f. Click **Back**.

5. To commence the End of Day for the property, click **Start**.

Related Topics

- page 6-105

Income Audit

You can use the Income Audit option by setting the Administration - OPERA Controls - End of Day - Income Audit to Active. Manage Income Audit lets you adjust revenues after the End of Day routine finishes. You can access and adjust transactions from previous business dates for guests still in-house. Afterwards, you can run final reports and close the business date. After a guest checks out, you can no longer adjust charges.

For example, an auditor can start the audit at 2:01 am on Saturday, post room and tax for Friday, roll the business date so any new charges will be posted to Saturday and then run the interim reports. On Monday, the income auditor can view the reports and make any necessary changes to the revenues, paid outs, etc. for guests. The final reports will then be run on Monday that will include any adjustments the End of Day Sequence or income auditor has made to Friday's income.

- You can audit up to five days left open by the End of Day routine (maximum of five days).

- You can audit only the transactions associated with a specific date.

- After an Income Audit, the system locks revenues to ensure reporting accuracy.

- After closing a day, you cannot adjust Income Audit for that date.

- You must close days in chronological order starting with the oldest.

- Running Income Audit

- Print Interim Reports

Running Income Audit

You can run Income Audit after the End of Day routine finishes by selecting **Continue.** If running Income Audit at a later time, do the following:

1. From the **OPERA Cloud** menu, select **Financials**, select **End of Day**, and then select **Manage Income Audit**.

2. On the **Manage Income Audit**, click **Manage** on a property tile ready for income audit.

3. Click **Setup** to change procedures or reports or select **Start**.

4. If prompted, select a default printer before the report runs.

5. Review or adjust Reservations or Post It charges.

6. After the report status appears, select **Back** to close the business date.

Print Interim Reports

The OPERA Controls End of Day - Audit must be set to Active for OPERA Cloud to print Interim Reports. OPERA Cloud generates the selected interim reports and prepares them for the Income Auditor as established in End of Day Routine Setup. Use these Interim Reports with the Income Audit feature to make corrections, adjustments, and postings to guest folios as necessary.

If your property does not use the Income Audit feature, the auditor can now close the business date and print final reports.

If the property uses the Income Audit feature, the Interim reports are then run after the procedures. These reports are referenced when the income auditor makes adjustments and new charges.

It is suggested that the interim reports include the Preliminary Manager's Report, Preliminary Trial Balance, and Preliminary Journal by Transaction Code.

Update the Business Date

The business date can be advanced when:

- All expected departures are settled and checked out or their departure date extended or otherwise resolved from due out status.

- All open cashiers are closed.

> **✏ Note:**
>
> With the Auto Close Cashiers Opera Control is active. Open cashiers are automatically closed during End of Day

When the above two tasks have been accomplished, OPERA Cloud displays a notification to users, advising a duration before the business date advances.

The browser tab where you are running **End of Day** remains active to complete the process. In any other browser tabs and additional browser sessions (including incognito) a message that the business date is being advanced (updated) is displayed and once completed a confirmation message appears. Selecting **OK** refreshes OPERA Cloud with the new business date.

All other user sessions will receive a message that the business date will be advanced (updated) and once complete their sessions will automatically log out.

Post Room and Tax

During the Post RT, Packages, Fixed Charges procedure the system automatically posts the charges for Room and Tax, Fixed charges, Packages, and Package Profit/ Loss to all in house guests.

The Postings status page displays specific information about each posting, such as how many times each posting has been run (iterations), the starting and stopping time, and the posting's status.

The Post Room and Tax function checks each in-house guest and any guaranteed reservations with a No Show status, and posts the day's room and tax charges, package charges, and any affiliated fixed charges to the guest's folio.

The Post Room & Tax end of day procedure references the Advanced Discount Reasons (ADR) and the Advanced Discount Reasons calculation rules to calculate the discount amount to be applied to each reservation based on the advanced discount reason set in the reservation discount reason field. The amount to be posted considers all Non-Advanced Discount Reason Reservations to calculate the amount of ADR to be posted to guest reservations.

The Room Rate Posting posts the percent of ADR on all guest reservations with an Advance Discount Reason attached. The amount of the posting depends on the configuration of the Advance Discount Reason and the previous night's occupancy.

- Room and Tax - Posts room night's charges and applicable taxes.

- Other Fixed Charges - Specific charges attached to a reservation that post according to specific reservation or posting rules.

- Package Charges - Depending on how the property has set up packages, the system will post related package charges, for example, breakfast).

- Package Profit/Loss - An internal accounting of whether or not the property sustains a profit/loss on packages.

No matter how many times a day this procedure is run, OPERA Cloud does not allow duplicate charges. The End of Day Routine system tracks the folios that have been charged and the folios that are new. There is no system downtime during the End of Day Routine. As discrepancies are found, the system prompts to make any necessary changes. Once all data is verified, the system will post the room and associated fixed charges.

Mandatory and Optional End of Day Sequence Procedures

The End of Day Routine consists of a series of steps. Of the steps there is the sequence that processes procedures and reports during the End of Day Routine. You can print an unlimited number of reports. Furthermore, you can determine which procedures or reports are to be executed on which days. After you have selected the End of Day Sequence option, OPERA displays the current End of Day Mandatory Procedures that run at the property during the End of Day Routine. All procedures are displayed, but only the Optional Procedures are editable. End of Day Interim Procedures and Reports is enabled when Income Audit controls is Active.

The following Mandatory or Optional procedures are run during the End of Day sequence based on the configuration of your property. (End of Day - Income Audit)

List Name	Procedure Name	Mandatory/ Optional	Description
Reservation No Shows	reservation.no_show	Mandatory	Processes no-shows. Reclassifies all reservations from Due Ins to No Shows when the reservation's expected day of arrival has passed. For example, if the business date has rolled from April 4 to April 5, 2018, all April 4 Due Ins will be reclassified as No Shows.

List Name	Procedure Name	Mandatory/ Optional	Description
Synchronizing Front Office Statuses	Synchronizing Front Office Statuses	Mandatory	Synchronizes (matches) the number of persons and room status (occupied/vacant) in the room table with the number of persons and room status from the reservations table. The reservations table is the controlling table.
Updating Room Statuses	hkpkg.update_room_status_proc	Mandatory	The night audit procedure hkpgk.update_room_status_proc will update all No Show rooms to the room status selected here. If no status is selected, then the room status of the no show assigned rooms will not be changed. If a reservation with an assigned room number cancels on the expected day of arrival, the reservation too shall adhere to this set room status.
Creating Guest ledger	refresh_fin_summary.refresh_resv_summary	Mandatory	Updates each guest's reservation balance.
Generate Reservation Statistics	update_statistics.update_statistics_main	Mandatory	Updates each guest's stay statistics, such as, number of rooms, number of guests, room revenue, and promotion code.
Populating Trial Balance	refresh_fin_summary.populate_trial_balance	Mandatory	Populates a summary table of the day's transactions for each transaction code for the Trial Balance report.
Populate Folio Tax Summary	refresh_fin_summary.populate_folio_tax	Mandatory	TBD

List Name	Procedure Name	Mandatory/Optional	Description
Generating Reservation Statistics	update_statistics.update_statistics_main	Mandatory	Updates each guest's stay statistics, such as, number of rooms, number of guests, room revenue, and promotion code.
Calculating Historical Information	pms_prform00.update_profile_resv_statistics	Mandatory	Update profile statistics.
Purge	Purge	Mandatory	This procedure searches and automatically deletes resolved maintenance requests which are greater than 60 day.
Membership Trans & Points	Membership_P.Create_daily_membership_tran	Mandatory	Creates daily membership transactions and calculate points (only when the OPP MEM Membership license code is Active).
Generate Data-Export	Generate_Export_NA_Data	Optional	Export data. The procedure is not visible if the OPP EXP Export Files add-on license is Inactive. When an Export File has a status of EXPORT PENDING, it means that the file generation process was not completed or not even started. COMPLETED is displayed if the data export was created without any errors. If EXPORT PENDING is displayed, then the user typically goes back into the night audit, and the process to generate the export files is restarted before going to the next step.
Populate Audit Box	Refresh_Fin_Summary.Populate_audit_box	Optional	Populates Audit box

List Name	Procedure Name	Mandatory/ Optional	Description
Back Office Export	bof_package.export_bof_data	Optional	Back Office export when using Back Office.
Cancel Waitlist Reservations	delete_waitlist	Optional	Cancels all waitlist reservations for the previous business date.
Purge Resolved Room Maintenance Requests	hk_maint.purge_room_maintenance	Optional	This procedure searches and automatically deletes resolved maintenance requests that are greater than 60 days.
Populate the temporary store table for Processing Commissions	insert_resv_commissions	Optional	Searches for reservations with travel agent commissions attached, and places all commissionable reservations into a temporary table, and calculates commissions.
Process Awards Timeout Messages	pms2crs_interactive_events.process_awds_timeout_messages	Optional	Processes awards timeout messages.
Allotment Cutoff	pms_grgrid.night_allotment_cutoff	Optional	Searches for all allotments whose cutoff date matches the previous business date. If an allotment's cutoff date matches the previous business date all unreserved rooms will be released back to general inventory.
Delete Messages	pr_b_del_msg_on_chkout	Optional	Deletes traces and messages for checked out guests.
Execute Rate Strategies	rate_strategy_pkg.set_rate_strategy	Optional	If rates strategies have been established, then this procedure will execute those rate strategies.

List Name	Procedure Name	Mandatory/ Optional	Description
A/R Aging	update_invpurgedtl_bucket	Optional	If the property is running the OPERA AR function, then run this procedure to update the property's accounts receivable (A/R) amounts and related A/R aging information.
Authorization Credit Card	Night_Audit_Authorization	Optional	At check in, a property usually seeks credit card authorization for a certain dollar amount (estimate of the amount of charges to be settled upon check out) for each reservation. If stay charges approach the property's initial estimate, this procedure will attempt to authorize a higher credit limit. If the authorization is not given (for whatever reason) an exception report can be produced allowing the property to contact the guest the next day to rectify the situation.
Past Arrival Waitlisted Reservations become turnaways	Turnaway_waitlist	Optional	Cancels all waitlist reservations for the previous business date.

List Name	Procedure Name	Mandatory/ Optional	Description
Credit Card Offline Settlements Processed	cc_offline_settlements	Optional	Similar to the night audit credit card authorization procedure, 3 attempts will be made and if these attempts are not successful, the procedure will show as FAILED and the night audit will continue as normal. But if less than 3 failures are received, then the procedure will show as COMPLETED and will continue as normal.
Assign Tax Registration No to In House Reservations	eod_misc.assign_tax_reg_no	Mandatory	Enabled when the Generate Tax Registration Number OPERA Control is active. A registration number is assigned to each Arrival reservation and appears in the Registration Number field in Reservation Stay Details panel. The registration number is sequentially assigned to arrivals.

Running End of Day Additional Procedures

Run Additional Procedures to help with corrections, adjustments, and postings to guest folios as necessary.

1. From the **OPERA Cloud** menu, select **Financials**, select **Manage Income Audit**.

2. On the **Manage Income Audit** screen, click **Manage**.

3. On the Income Audit screen, from the **Steps** menu, select **Run Additional Procedures**.

4. In the End of Day Setup panel, click Final Procedure tab, select a procedure and click the vertical ellipses to set it to **Active** or **Inactive**.

   The Procedures section is view only and it displays information about each procedure, such as the Iteration Number, the Start and End time, and the procedure's Status (running, completed). Errors are displayed above the status grid. The iteration only changes numbers if there was an error in the previous

iteration. If a previous night's procedures have not been completed, OPERA Cloud does not allow the next End of Day Sequence to run.

End of Day and Reservation Statistics

Reservation statistics tables are created during the end of day process for the current business date.

Transactions within the Financial Transactions table are recorded and stored with the market code, source code and room class of the originating reservation. If a transaction is routed or transferred to another reservation (irrespective of the transactions posting date) with a different room class, market segment or source code, the entries in the financial transaction table are not be updated with the above data for the target reservation. Financial journals and reports print from the financial transaction table and are therefore referenced to the financial information and filtration based on the originating reservation.

Reservation statistic tables that are created during the end of day process (for the current business date and a have revenue association) summarize and calculate revenues by the room class, market segment and source code of the reservation they are linked/associated to for the specific transaction at the time the business date is rolled. It is not intended be a direct reflection of the components such as market/ source etc. of the actual posting for reasons such as transfer, routing, room moves, and so on.

An exception to the revenue statistic calculation in the end of day process as described above are those transactions which are routed or transferred to a PM (pseudo) account. Those revenues for statistical reporting are recorded under the room class, market segment and source code of the reservation from which they were last routed/transfer on the business date of the posting.

Finalizing End of Day

The last step in the EOD procedure is Finalizing the End of day. A pop-up message is displayed to the end users that need to be accepted . It closes the business date.

End Of Day Reports

1. From the **OPERA Cloud** menu, select **Financials**, select **End of Day**, and then select **End of Day Reports**.

2. On the End of Day screen, search for the **Property** and select a **Date**.

3. Select the check boxes for **Status Filed**, **Sent**, or **Not Processed** and click **Search**.

4. From the search table, select a report and click the **Action** vertical ellipses and click **Preview**, to preview the report.

5. Click the vertical ellipses in the Search panel and click **Regenerate and Send to** or **Send to** link.

6. On the Batch Reports screen, select a **Report Destination** and click **Process**.

7. Click **Skip Report** to skip processing or click **Stop Batch**.

After process completion, the **Status** shows Complete and Message **Finished Successfully**.

Print Final Reports

OPERA Cloud generates the selected final reports and prepares them for printing on the default End of Day Sequence printer based on the configuration of your property. The Night Auditor compares the data conveyed in different folios against points of sales outlets daily reports, the housekeeping room status report, and so on. This cross- referencing function is a vital procedure in the internal control.

> **Note:**
>
> If the end of day sequence gets hung up on a report, when the end of day sequence is re-started it will begin with the reports that have not finished printing. For example, when running the final reports, the user gets hung up on report 15 out of 24. When the final reports are started again, it will start with the 15th report and finish running them.

End of Day Sequence Mandatory and Additional Reports are considered your final reports of the day because the information contained in these reports cannot be changed (once the date has changed, any postings, etc. will be reflected on the new day). The reports processed in the Balancing Reports phase are not considered final because that information can change (the date has not yet been changed and therefore postings, etc. will effect today's information).

7

Miscellaneous

The Miscellaneous menu enables you to create or search for a variety of information and perform a variety of functions using features such as the Changes Log (search and create reports on logged activities by property, activity group, activity type, and date range), Service Requests (create service requests by assigning priorities, dates, and times), and Telephone Book (create phone numbers and categories for properties, restaurants, and transportation).

- Changes Log
- Managing Log It
- Managing Service Requests
- Property Brochure
- Track It
- Exports
- Telephone Operator
- Managing Telephone Book Categories and Entries

Changes Log

The Changes Log records the history of actions (activity type) performed in the system. For example, it can show you reservation check-ins, deleted profiles, End of Day activities, block activities, service requests, and so on.

The Changes Log reveals the user who performed the actions, the date, the time, the activity type, and a description. You can view the Changes Log while working with a profile or a reservation. You can also select the Changes Log from the OPERA Cloud Miscellaneous menu.

- Viewing Changes Log Details

Viewing Changes Log Details

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Changes Log**.

2. Complete the following search fields:

   a. Enter a **Property** name.

   b. Select dates in the **Activity Date From** and **Activity Date To** fields.

   c. Select an **Activity Group** from the drop-down list.

   d. Select an **Activity Type** from the drop-down list. Options vary based on the Activity Group you select.

3. Click **Search**.

4. Print your search results:

    a. Click the **vertical ellipsis** and select **Report**.

    b. Select a **Report Destination** and then click **Process**.

Managing Log It

Prerequisites for Logging It

Log It available for tracking and communicating information to other users. Each log book entry is linked to a department so that other users in the same department can filter and read relevant Log It entries. Log It is useful for handing over information, tasks or other activities to users on the next shift. You can also create Log It entry for a future date and use this feature to remind staff in a specific department to complete certain tasks.

Adding Log It Entry

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Log It**.

2. Click **New** and enter the following details:

    a. **Department**: Select the down arrow to choose the department associated with the log book entry. Once the entry is saved, this field cannot be edited. The department name appears to the right of the field.

    b. **Log Date**: Enter the date to which this entry applies. Current date is the default date. The date cannot be earlier than today's date.

    c. **Log Time**: Enter the time to which this entry applies.

    d. **Details**: Enter the text of the log book entry.

3. Click **Save**.

Viewing/Editing Log It Entry

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Log It**.

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

3. In the search results, select the entity, click the **Vertical Ellipsis** and select **Edit**.

4. Update entry.

5. Click **Save** .

> **Note:**
>
> Past date entries cannot be edited, a **View** action link is available instead of Edit.

Deleting Log It Entry

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Log It**.

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

3. In the search results, select the entity, click the **Vertical Ellipsis** and select **Delete**.

4. Click **Delete** to confirm.

Generating Log It Report

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Log It**.

2. Click the **Vertical Ellipse** and select **Report** to generate a report of the log book entries that are currently displayed in the Log Book screen grid.

• Prerequisites for Logging It

Prerequisites for Logging It

OPERA Controls

Group: General

Function: Log It

OPERA Cloud Tasks

• Log It Task
• New/Edit Log It
• Delete Log It

Managing Service Requests

Prerequisites for Managing Service Requests

Service Requests are used for incident, complaint or general request tracking and can be associated with a guest profile, reservation or room.

Each service request opened must be resolved and then followed-up at a later date to be completed and closed.

You can create service request directly from a reservation or profile or generically via Miscellaneous.

You can report on the current service requests via the Service Requests Report and Service Request Comparison reports - For more information, see Miscellaneous Reports.

Adding Service Request

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Service Requests**.

2. Click **New** complete the following:.

   a. **Service Type**: Select from the options.

   b. **Reservation**: Select to create a service request for a reservation.

      i. **Confirmation**: Search and select a reservation.

    c. **Profile**: Select to create a service request for a profile.

        i. **Name**: Search and select a profile.

    d. **Room**: Select to create a service request a room.

        i. **Room**: Search and select a room number.

    e. **Code**: Select a service request code from the list.

    f. **Priority**: Select a priority for the request from the list.

    g. **Date Opened**: Defaults to the current calendar date.

    h. **Time**: Defaults to the current time.

    i. **Remarks**: Enter any remarks / notes for the request or incident/complaint.

3. Click **Save**.

Editing Service Request

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Service Requests**.

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

3. Select the reservation in the search result, click **I Want To...**, select **Service Requests** or click the **Service Requests** link in Reservation Presentation.

4. Select the card for the request, click Vertical Ellipse and click **Edit**.

5. Update request.

6. Click **Save**.

Deleting Service Request

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Service Requests**.

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

3. Select the reservation in the search result, click **I Want To...**, select **Service Requests** or click the **Service Requests** link in Reservation Presentation.

4. Select the card for the request, click **Vertical Ellipse** and click **Delete**.

5. Click **Delete** to confirm.

Completing (Resolve) Service Request

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Service Requests**.

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

3. Select the reservation in the search result, click **I Want To...**, select **Service Requests** or click the **Service Requests** link in Reservation Presentation.

4. Select the card for the request, click **Vertical Ellipse** and click **Complete**.

5. The Complete Service Request page is displayed. Enter the following details:

    a. **Contact Method**: Select a contact method.

    b. **Contacted By**: Enter your name or who contacted the guest to complete the request.

    c. **Action Taken**: Enter details of the action taken.

    d. **Date Completed**: Defaults to the current calendar date; you can update.

   e. **Time Completed**: Defaults to the current time; you can update.

6. Click **Save**.

Following up (Closing) Service Request

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Service Requests**.

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

3. Select the reservation in the search result, click **I Want To...**, select **Service Requests** or click the **Service Requests** link in Reservation Presentation.

4. Select the card for the request, click **Vertical Ellipse** and click **Followup**.

5. The Close Service Request page is displayed. Enter the following details:

   a. **Closed By**: Enter your name or who contacted the guest to close the request.

   b. **Action Taken**: Enter details of the action taken.

   c. **Date Completed**: Defaults to the current calendar date; you can update.

   d. **Time Completed**: Defaults to the current time; you can update.

6. Click **Save**.

- [Prerequisites for Managing Service Requests](#)

Prerequisites for Managing Service Requests

OPERA Controls

Group: Front Desk

Function: Service Requests

OPERA Cloud Tasks

Miscellaneous Workspace

- Service Requests
- New/Edit Service Requests
- Delete Service Requests

Property Brochure

The Property Brochure is a resource that central sales, reservations, and on-property staff can use to obtain detailed information about services, facilities, accommodation at your property, and details on transportation options and local attractions in surrounding areas of your property. The Property Brochure can include high-quality photographs of your property accommodations and facilities and information on popular local attractions, dining and retail, local airports, transportation services, and other facilities.

Your property's primary details and contact information appear in the business card format at the top of the Property Brochure screen. The remaining information is presented in the following three panels:

- **Property Details**. Tabs for Directions, Airports, and Transportation.
- **Features**. Tabs for Amenities, Dining & Retail, Local Attractions, Event Spaces, Images, and Calendar.
- **Miscellaneous**. Tabs for Alternate Properties, General Notes, and Additional Details.

Viewing the Property Brochure

You can open the Property Brochure from the Look to Book (LTB) Sales screen or in full-size mode from the Miscellaneous, Property Brochure menu. You can also add the Property Brochure menu option to your Quick Links in F2 Quick Launch.

When the OPERA Cloud multi-property or Reservation Systems subscription is active and you are initialized to a Hub location, you can select and view the details for any property associated with the Hub; select the Property Code from the Property list.

If filtering is available within a panel, use it to hide or unhide information.

1. Select **Filter Results** and select or enter the information you want to appear in the tab.
2. Click **Apply Filters**.
3. After applying filtering, click **Reset** to remove the filters.

The Property Calendar is available from the Features panel of the Property Brochure.

Track It

Prerequisites: Track It

Track It manages storage and delivery of guest luggage, parcels, vehicles (valet), and lost items.

Track It tickets are optionally linked to a reservation if related to an arrival, in-house, or departure reservation.

Track It requests can also be managed on a smartphone using the OPERA Cloud mobile web application.

- Prerequisites for Track It
- Managing Track It Requests

Prerequisites for Track It

OPERA Controls

Group: General

The **Function**: Track It.

Managing Track It Requests

Adding a Track It Request

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Track It**, and then select **New**.

2. Select **Parcel**, **Valet, Baggage**, or **Lost** category.

3. Select or enter a **property name**.

4. Enter a **ticket / reference number**, and select an **Action** and **Type**.

5. Add a **Description**, **Quantity**, (current) **Location**, **Action date**, and optionally assign the request to a staff member by selecting a **user** from the list.

> **Note:**
>
> Track It on mobile devices shows the 'My Requests' by default. This is a listing of requests assigned to the user.

6. To associate the Track It request with a reservation:
   - Select **Attach Reservation** and search for the reservation.
   - Select the reservation in the search result and then click **Select Reservation**.

7. Click **Save**.

Searching for and Editing Requests

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Track It**.

2. Enter search criteria and then click **Search**.
   - To search Requests assigned to you, select **Assigned** .

> **Note:**
>
> By default, only Open status requests are included in the search.

3. To edit a request, click the vertical ellipsis and select **Edit**.

4. To assign a request to a staff member, select **User** from the list.

5. To associate the Track It request with a reservation:
   - Select **Attach Reservation** and search for the reservation.
   - Select the reservation in the search result and then click **Select Reservation**.

6. To view the history of a request, select **View History** from the vertical ellipsis. The request history appears in a screen.

Deleting a Request

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Track It**.

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

   - To search Requests assigned to you, select **Assigned**.

   > **Note:**
   >
   > By default, only Open status requests are included in the search.

3. To Delete a request, select the **Track It** item in the result, click the vertical ellipsis and select **Delete**, and then confirm your deletion.

Searching for and Closing (Resolving) Requests

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Track It**.

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

   - To search Requests assigned to you, select **Assigned**.

   > **Note:**
   >
   > By default, only Open status requests are included in the search.

3. To edit a request, click the vertical ellipsis and select **Edit**.

   - Once you action and complete the Track It request, select an appropriate **Action** from the list to close the request (for example, select 'DONE' or 'DELIVERED').

Exports

The exports feature provides the ability to create and export data files, such as back office data, to third-party interfaces and receiving systems.

- Data Exports
- Export Files
- Membership Exports
- Back Office Exports
- Generic XML Back Office Export
- Creating or Editing a General Export File
- Exporting a General or Back Office Data File
- Creating a Component Export File
- Viewing Export Details
- Managing Scheduled Exports
- SFTP Delivery Method Configuration
- Create Export From Template
- General Export Template Catalogue

Data Exports

OPERA Cloud provides the ability to export data to a third-party receiving system or interface using the General export feature or the Back Office export feature. For example, you may want to export revenue data to an accounting system.

To export data, you would create a General export file or a Back Office File (BOF) from one of the provided templates. There are different templates based on the receiving system or interface to which the file would be exported. Once the file is exported, the receiving system or interface translates the data based on the mapping configured for the export.

If you already have an export file that was created in OPERA Property Management System release 5.5.2 or earlier, you can only export a file and cannot edit it. You would need to create a new export file to have the ability to make changes.

Export Files

The Exports feature is used to collect information from different tables or views in OPERA and export that data to an ASCII text file or to an XML file, which can be sent to a third-party system for processing. For example, to calculate award points for your loyalty program, you might use the Membership export to gather data for your members and then export this data to a fulfillment house. The fulfillment house would then process the data and calculate the membership award points.

The below export types exist in OPERA. With the exception of Country, each export type requires an active license.

- **General** Use this type for all general or generic exports provided by OPERA system inserted data (SID). You can export from the existing generic templates or create a customized export.

- **Back Office** Use this type for accounts payable, daily report, fixed assets, payroll, general ledger, and financial statement exports.

- **Membership** Use this type for membership statements you need to export and send to a fulfillment house.

- **Country** Use this type for country-specific legal exports.

Export File Workflow

The export file process typically consists of the following steps:

1. To begin, you might be prompted to input parameters to control the execution of the export generation. For example, the parameter screen can prompt for the start and end dates for the date range to be covered by the export. Not all exports use a parameter screen.

2. When export generation is started, a pre-processor (Pre-Export Procedure) runs. This only occurs if a pre-processor is defined for the export. This procedure is specific to the export and populates views and sets variables and filters. Each export makes use of views that are supplied as standard with OPERA. Views are collections of data that are pulled from the many hundreds of OPERA database tables specifically for use in creating exports and reports.

3. The export generation process pulls data from the views, applies parameters and filters (if defined in the export setup), and calculates formulas, as appropriate. Exported data is stored in tables and can be viewed through the View Exports option. The ASCII export file is actually generated when the **Export Data** option is selected from the Exports screen. The export file is then stored in the export directory where it can be picked up by other applications for further processing. For example, it can be picked up by a back office application.

4. When the export is automatically generated during End of Day processing, the data and export file are generated with no user intervention required.

5. A post-processor (Post Export Procedure), if one is used for the export, runs to perform clean-up after the export data is generated. This could include activities such as truncating temp tables and resetting variables that were set by a parameter form.

Export File Generation

You have three options for creating and generating export files:

- **Automatic Generation of Export Files** You can select a procedure (GENERATE EXPORT NA DATA) in End of Day (Night Audit) processing for creating export files. Only files selected for End of Day processing in the export setup are run automatically.

- **Manual Generation of Exports Files** You can manually create export files as needed. For example, if files fail to automatically export during the End of Day routine procedure, you might need to manually export them.

Exports Screen

The Exports screen is used to collect information from different views/tables and export the data to an ASCII text or XML file. The screen shows all the generic exports provided by OPERA SID data. From this screen, you can generate and view export data files, and also alter export file configurations.

Credit Card Information Handling

In all OPERA tables, credit card numbers and expiration dates are stored as encrypted. Based on the Reservations Credit Card Information View user permission, you can view the credit card information on OPERA Screens. Regardless of the Credit Card Information View permission, you cannot modify export data containing credit card information. The credit card information on export files output is not masked. If the Credit Card Information View permission is not granted, credit card numbers and expiry dates in the export data are fully masked with Xs when displayed on screen where export data can be seen. If you have the Credit Card Information View permission granted, you can view the number in the export data but not modify it.

- Export File Delivery Configuration
- Export File Details
- Export Data Definitions
- Creating and Associating Export Mapping Types and Codes

Export File Delivery Configuration

With delivery configuration, you select the delivery methods and enter the delivery destinations for export files. Each export has its own delivery configuration and unique delivery destination or end point.

Use the Delivery Configuration screen to complete the configuration process. To access the Delivery Configuration screen, from the OPERA Cloud menu, select **Miscellaneous**, select **Exports**, and then select an export type, such as General, Back Office, Membership, or Country. Click the vertical ellipsis button next to the export file and select **Edit**. From the Export Configuration screen, click the **Delivery Configuration** link to open the Delivery Configuration screen.

For the delivery method, you can select **SFTP** or **HTTPS** and enter the end point for the export or select **File System** and enter a target directory for the export.

Export File Details

The export file details specify the particular features of the export file. You can create the export file by copying an existing export file as a template, and editing it, if necessary, or by starting from scratch with a blank Export File Details screen. If you select the template option, you are prompted to select the export file types to be copied as templates.

From the Export File Details screen, you can configure the specific details of the export file.

> **Note:**
>
> To copy an existing export file delivery configuration to the Delivery Method Maintenance screen, right-click anywhere on the Export File Details screen and then click **Copy to Export Delivery Methods**. The Export Delivery Methods screen appears.

Export Details

The below table lists all the details you can configure for the export file.

Table 7-1   Export Details

Field	Description
File Type	Name of the export. Enter a new file type name for the export.

Table 7-1   (Cont.) Export Details

Field	Description
XML	When selected, the export generates via XML messaging. By default, this option is selected and unavailable if the export has been created as an XML export. It is available to be selected when the export is configured manually (rather than being created from a preconfigured template) as an XML export.
	Note: By default, the File Extension Formula field populates with 'XML' when this option is selected. File Extension Formula can, however, be edited to change the filename extension.
XML Doc	Available when the XML option is selected. In this field specify the name of a wrapper tag for the export. For example, if you wanted the XML export to begin with a tag **<umf>** and end with a tag **</umf>**, you would specify **umf** in this field. Additionally, select the ellipsis button to further configure the XML.
Encoding	(20 Character Max) Enter the encoding attribute to add to the <?xml?> file header.
Processing Instructions	(2000 Character Max) If needed, enter any additional processing instructions to the XML file header.
Document Type Name	(100 Character Max) Used to define an optional document type name (<!DOCTYPE "_doc_type_name">).
Document Type System ID	(100 Character Max) Used to Define an optional document type system ID (<!SYSTEM "_system_id_">).
Document Type Public ID	(100 Character Max) Used to define an optional document type public ID (<!PUBLIC "_public_id_">).
File Description	Long description of the export file type.
Export Source	Select the down arrow to choose from a list of available views for the export procedure.

Table 7-1   (Cont.) Export Details

Field	Description
Source Description	The description is automatically populated when the Export Source view is selected.

> **Note:**
>
> When the EXP_SCACTIVITY_VIEW data source is used, and the Activity > Use Time Zones for Activities application parameter is set to Y, date and time information related to activities is converted to the logged-in user's time zone; if no time zone is specified for the logged-in user, the logged-in property time zone is assumed; if the logged-in property does not have a time zone assigned, the database time zone is assumed.

Field	Description
Pre Export Procedure	Internal set-up procedure that is executed before the data export is done. The pre-export procedure is a pre-processor that populates and filters views and sets variables.
Post Export Procedure	Internal setup procedure that is executed after the data export is done. The post-export procedure is a post-processor that truncates temp tables following export generation and can also reset parameters that were set for the export.

Table 7-1   (Cont.) Export Details

Field	Description
Parameter Form	Used for exports that can be manually generated. This field contains the name of the parameter form which is used to generate a manual export. The parameter form prompts for the required input from the user in order to generate a manual export. An example of the required parameters is the date range for which the export needs to be run. Each pre-export procedure has a unique parameter form, as the procedure is hard-coded within the form. Normally, if the parameter form is used, the pre-export procedure need not be used, but this can vary depending on the definition of the export.

> **Note:**
>
> When automatically generating exports via End of Day processing, a parameter form should not be used because the export is generated automatically and there is no opportunity for manual input.

Table 7-1   (Cont.) Export Details

Field	Description
Night Audit Export	Select this option if the export is to be run during the End of Day procedures.
	✎ **Note:** When an export is set up to run during the End of Day (Night Audit) procedures, a frequency can be selected to generate this particular export file during the End of Day process. In the event you select such an export and manually generate the export file, the setting in the Frequency field is ignored and the export is generated irrespective of the frequency setting. In addition, the export automatically generates an export file based on the Frequency during the End of Day process.
Frequency	When the **Night Audit Export** option is selected, select the down arrow to select the frequency of how often the export is to be run during the night audit process - Daily, End of month, End of Year, or Weekly.
Delivered Via	Select the delivery method: OXI, SFTP, HTTP, or PREDEFINED. When a value is selected, the relevant additional fields display to complete the configuration.

ORACLE®

Table 7-1 (Cont.) Export Details

Field	Description
SFTP	Select this option if the export is to be delivered via a secure FTP channel. When you make this selection, the Delivery Configuration button appears. Use Delivery Configuration to set up the details of the SFTP communications.
	Also for SFTP export file transfer, an Export Definition can be added to each export file, including XML export files, to associate a specific character set to be used. This character set is used for the export file and the value defined for the Exports > Export Character Set application setting is overridden. To override the Export Character Set setting, the following must be entered for the Export Definition of the export file: • Code EXPORT CHARACTER SET • Description Export Character Set (or any text description for the Code) • Value Must be a valid Oracle Character Set
	For SFTP, if the export file transfer initially fails, it is retried the number of times specified in the EXPORTS > HTTP/SFTP FILE TRANSMISSION ATTEMPTS application setting.
HTTP	Select this option to use an HTTP upload of the export file. This file can be uploaded and automatically transferred to the HTTP address during End of Day processing or on demand (for more current information).

> **✎ Note:**
>
> If the export is configured to run during End of Day processing and the HTTP transmission fails, the night audit continues to run to complete the End of Day. However, an error message appears in the naweather.rdf report to notify the user of the transmission failure. As this report is non-mandatory, properties using the HTTP transmission must configure the report.

Table 7-1   (Cont.) Export Details

Field	Description
HTTP Address	(Available when HTTP is selected.) Type the database HTTP address where the export file is uploaded.
Protocol	(Available when HTTP is selected.) If you are communicating with a Web Service, select the down arrow to choose the protocol used for extracting XML (for example, SOAP) from the uploaded file. If you are not communicating with a Web Service, leave this field blank.

Table 7-1   (Cont.) Export Details

Field	Description
SOAP Action	(Available when **SOAP** is selected in the Protocol field.) Enter the SOAP action, if any, to be applied by the Web Service.
	The export file is uploaded to the receiving host using HTTP protocol with content type application/octet-stream, using the POST method.

> **✎ Note:**
>
> If **Compress** is selected, the content type of the compressed file is **application/x-zip-compressed**.

OPERA passes the following parameters to the receiving host (HTTP listener) in the HTTP POST command, which the receiving module can use:
- filename name of the file being transferred using HTTP protocol.
- crc length of the transferred file in bytes.

Once the receiving module has received and processed the file, it must generate an HTTP response, which is captured by the OPERA sending module. This response is an XML text document. The format of the document is as follows if the file was successfully received and processed:

```
<?xml version="1.0" encoding="UTF-8"?
><YOURMODULENAME><STATUS>OK</STATUS></
YOURMODULENAME>
```

The format is as follows if an error occurred:

```
<?xml version="1.0" encoding="UTF-8"?
><YOURMODULENAME><STATUS>ERROR</
STATUS><ERROR>Error Text is here</ERROR></
YOURMODULENAME>
```

YOURMODULENAME is the name of the module (for example, the servlet) which is receiving the export files. This name is for information only purposes and can be anything the property wants. Other tags in the XML should not be changed.

Table 7-1   (Cont.) Export Details

Field	Description
	Note: If the OPERA sending module does not receive a response in the proper XML format (within the Retry Interval), it assumes that an error occurred during the file transfer.
OXI	Available when an OPX_XXX OXI add-on license is active. When OXI is selected, the Delivery Configuration button appears. Select this option to transport the export file via the OXI interface.
Type	(Available when **OXI** is selected.) Enter up to 20 characters to uniquely identify the OXI Action Type.
Interface	(Available when **OXI** is selected.) Select the down arrow to choose the third-party system to which OPERA connects through OXI.
PREDEFINED	Select this option to transport the export file via a predefined interface.
Dest. Code	(Available when **PREDEFINED** is selected.) Select the unique configured export delivery method destination code.
Encryption Type	Not available when **OXI** is selected. To encrypt the export file, select the encryption format (only AES is available at this time). The export file is encrypted using the selected algorithm and the key entered in the Key field. Encryption is performed on the raw file (that is, prior to zipping). The remote site must use the same method and key for decryption. In addition, the remote site must provide their own decryption software in order to decrypt the file.
Key	(Available when an **Encryption Type** is selected.) Enter the encryption key to be used to encrypt the export file. The AES key must equal 32 characters.

Table 7-1   (Cont.) Export Details

Field	Description
Filter Condition	Condition for the export. By default, depending on the view, all data is exported. But if a certain type of data only requires to be exported, then the condition can be filled. Technically, this is the where clause in the select statement. For example, market codes statistics export, if only certain market codes statistics are required, like FIT, COM and IND, then the condition Market code IN (FIT,COM,IND) can be entered, where market code would be one of the column names in the Export source view/table. When clicking OK, the export setup is saved and now the columns can be defined. When the export setup is saved, the button option Export Columns is available. Select this button and the entire list of columns, which are available in the view, are brought up. This occurs the first time, when setting up a new export. If the columns are already defined, then the option Export Columns lists out the columns, which have been selected. New columns can also be added.

Table 7-1   (Cont.) Export Details

Field	Description
File Name Formula	Name of the ASCII export file which is created when the option to generate file is selected. This field can accept SQL formula so that the file name can include dates or other program specific exports information (First5Characters of Property Code +Current System Month+F would be SUBSTR(property code,5)||MM||F). This should be a valid SQL formula. On clicking the list of values box, a list of all the columns defined in the Export Source View/Table appears. These are the columns that can be used to create the File Name Formula. The name of the ASCII text file can be made from any of these values or can also be any string of characters. If the file must always be called WY P296, then enter 'WY P296' (the single quotes are necessary). If the file has to depend on the business date of the property, then enter the following:

```
'WY'||
TO_CHAR(PMS_P.BUSINESS_DATE,'MMDD')||'EXP'
```

This gives the name WY1103EXP for a business date of November 3.

> **Note:**
>
> When the export file is created, the resulting filename appears just as it was configured in the File Name Formula field. This includes the case of the text, rather it all be capitalized, all lower case, or a combination of capitalized and lower case text.

Field	Description
File Extension Formula	Used to create any file extension for the daily export. This field can accept SQL statements so that the extension can include dates or other program specific export information (Current System Month +Day MM||DD). Examples for the file extension name would be TXT or EXP. The single quotes are necessary.

Table 7-1   (Cont.) Export Details

Field	Description
Zip File Name	The name of the zipfile if the export files are to be zipped. To make use of this functionality, the General > Compression Utility application setting must specify the zip program name. The zip program name (executable file) must be present in the \RUNTIMES directory. (The ZIP and UNZIP freeware utilities provided by Oracle are located in the Oracle bin directory on the application server and do not need to be moved to the \RUNTIMES directory.)

> **Note:**
>
> In order for zipping of export files to work correctly, the FORMS60_OUTPUT registry setting must use a mapped drive letter on the application server and cannot use a Universal Naming Convention (UNC) path. This is a limitation of PKZIP, a DOS utility, which does not recognize UNC pathing. For example, the path could be D:\MICROS\OPERA\EXPORT but cannot be \\machinename\MICROS\OPERA\EXPORT.

Any value enclosed in single quotes can be specified as a zipfile name; the value can be concatenated with a valid OPERA expression (for example, 'WY_296_'||pms_p.business_date).

OPERA validates the zipfile name entered here in order to help avoid a filename that contains invalid characters. (Invalid characters in the zipfile name would prevent the zipfile from being automatically created during End of Day processing.) Invalid zipfile names are possible if the filename was specified prior to the validation feature being introduced. If an export file does not have a valid zipfile name, End of Day processing continues without creating the zipfile. An appropriate entry is

Table 7-1   (Cont.) Export Details

Field	Description
	made to the User Activity Log in the End Of Day activity group.
Compress Data	Select this option to delimit the column data in the export file. The delimiter can be specified in the Col Separator field.
Col. Separator	Appears when the Compress Data option is selected. Select the space, tab, comma, or Enter (CRLF or carriage return line feed) option as the character column separator. The data column is delimited by the selected character that follows it.
Always Export Header and Footer	Based on the export setup, if no data has been generated within the export, if a header and footer are defined, and if a file name is given in the export setup, OPERA always generates the export file that contains no information other than the header and the footer. If this option is selected, the header and footer columns of the export should only be Formula type columns. When saving the export with this option selected, the following reminder prompt appears: 'Always Export Header and Footer is checked. Ensure that the header (and/or footer) definition only uses formula columns.' You can continue and save the export without using formula columns for the header and/or footer. However, if there are no records in the export (that is, if the export view is empty), an exception message is thrown. This message appears: "No records were found for the export source view. Export failed due to invalid column configuration in export header or footer and option Always Export Header and Footer being active."
Inactive	Select this option to make a file type Active or Inactive. If this option is selected, the file type is Inactive. If deselected, the file type is Active.
Add Newline	Select this option to have each record displayed on a separate line in the ASCII text file.
Component Export	Select this option to expose the Components button. Selecting the **Components** button enables you to configure components to be included in the export file.

Export Data Definitions

Some exports might require a property to define specific export codes and corresponding values before running the export. These export codes and their values are the data definitions for the export. Each Data Definition for a standard export includes the following components:

- The data views from which the export is developed.

- The pre-processor used for the export, along with any filter conditions applied by the pre-processor.

- The parameter form (if any) used to set controls for the export.

- Filter conditions for the export, if any.

- The post-processor used to "clean up" after the export is generated.

- The file name and extension formula.

- The data layout of the export ASCII file.

> **Note:**
>
> Depending on the template you select for your export, specific codes and possibly default values can auto-populate the Export Definitions screen.

The following table lists the export data definitions and describes each term and the definition for it.

Table 7-2   Export Data Definitions

Term	Definition
FILE_TYPE	The name of the export.
FILE_GROUP_ID	The group to which the export belongs.
RESORT	Property for which export is set up. If resort is null, then it is a template record.
FILE_TYPE_DESC	The long description of the export.
SOURCE_VIEW_CODE	This field can only be edited when configuring new exports. Select the down arrow and select the view used for this export from the list of values.
FILE_NAME	The file name formula is the name of the ASCII export file that is created when the export is generated.
FILE_EXTENSION	Used to create any file extension for the daily export. This field can accept SQL statements so that the extension can include dates or other program specific export information (Current System Month + Day MM||DD). Examples for the file extension name would be TXT or EXP. The single quotes are necessary.
FILE_LOCATION	Location where the export is saved.
COL_SEPERATOR	This field appears when the Compress Data check box is selected. Select the down arrow and select the delimiter used to separate the columns from the list of values. The available options are: Space, Tab, Comma, and Enter (CRLF or carriage return line feed).

Table 7-2   (Cont.) Export Data Definitions

Term	Definition
WHERE_CLAUSE	The condition for the export. By default, depending on the view, all data is exported. However, if only certain information is required to be exported, then you can enter a value in this field.
	Technically, this is the where clause in the select statement. For example, if only certain market codes statistics are required in the market codes statistics export, such as FIT, COM, and IND, then the condition Market code IN (FIT, COM, IND) can be entered (where market code would be one of the column names in the Export source view/table).
	When clicking OK, the export setup is saved and now the columns can be defined. When the export setup is saved, the button option Export Columns becomes available.
	To define the export columns, select the Export Columns button. Once selected, the Export Columns Details screen appears, displaying the columns available in the view.
RUN_IN_NA_YN	Indicates if the export is run as part of the night audit procedure or not.
ZIP_FILE_LOC	Location where the Zip file of the export is saved.
COMPRESSDATA_YN	Indicates if the data included in the export is compressed or not.
ZIP_FILE_NAME	The name of the export Zip file.
PRE_EXP_PROC	The pre-export procedure is an internal setup procedure that is executed prior to the data export. The pre-export procedure is a pre-processor that populates and filters views and sets variables. The procedure extracts the data and stores it in a temporary table. The view (defined in the Export Source field) reads from this table and creates the export data. The temporary table is deleted once the export is complete. If a pre-export procedure is not specified, the export looks at the values defined in the Parameter Form field.
POST_EXP_PROC	An internal setup procedure that is executed after the data export is complete. The post-export procedure is a post-processor that truncates temp tables following export generation and can also reset parameters that were set for the export.

Table 7-2   (Cont.) Export Data Definitions

Term	Definition
PARAMETER_FORM	The Parameter Form field is used for exports that can be manually generated. This field contains the name of the parameter form which is used to generate a manual export.

> **✎ Note:**
>
> When automatically generating exports via End of Day processing (the Night Audit Export check box is selected), the parameter form should not be used because the export is generated automatically and there is no opportunity for manual input.

Term	Definition
	Typically, this field is not required if the pre-export procedure is defined; however, this can vary depending on the definition of the export. Each pre-export procedure has a unique parameter form as the procedure is hard-coded within the form.
	If a value is not defined in the Parameter Form field, the procedure looks at the view utilized for the export (defined in the Export Source field).
BATCH_SEQ	Batch Sequence number assigned to the export.
ADD_NEWLINE_YN	Select this check box to have each record displayed on a separate line in the ASCII text file.
NA_FREQUENCY	The frequency the export runs in the night audit procedure.
ALWAYS_HDRFOOTER_YN	Based on the export setup, if no data has been generated within the export, if a header and footer is defined, and if a file name is given in the export setup, OPERA always generates an export file that contains no information other than the header and the footer.
FTP_UPLOAD_YN	Export file has to be uploaded automatically by OXI to FTP site.
UPLOAD_TYPE	Type of FTP upload. Can be DCO, REV, FOLIO, PA, or PS.
OXI_INTERFACE_ID	Interface ID from OXI, required if upload_type is not available. A valid OXI interface is required to upload to FTP.

Table 7-2   (Cont.) Export Data Definitions

Term	Definition
HTTP_UPLOAD_YN	Export file has to be uploaded automatically by IAS to HTTP site.
HTTP_ADDRESS	URL address of HTTP server which received the export file.
NA_WHEN_TO_EXPORT	Day of the week when the export routine is run in the night audit and the NA_FREQUENCY is set to 'Day of Week.'
COMPONENT_EXPORT_YN	Indicates if this export contains export components.
PARENT_ID	If this export is an export component, this column contains the exp_file_id of the parent export.
EXPORT_SEQUENCE	Sequence of running the export.
APPEND_TO_FILE_YN	Indicates if the data should be appended to an existing file.
TRANSFER_METHOD	Protocol used to upload the export file to HTTP server.
SOAP_ACTION	Soap Action information if SOAP protocol is used to upload the export file.
XML_YN	Indicates if the export is an XML file.
XML_DOC_NAME	Main tag for the xml document.
AUTO_EXPORT_YN	Configure Auto Export Y/N.
SFTP_YN	SFTP Y/N.
ENCRYPT_TYPE	The Encryption Type.
ENCRYPT_KEY	The Encryption Key.
LOG_LEVEL	Internal.
EXPORT_TYPE	Internal Column. Used to map this export to the iteration export type in the exp_iterations table.
LARGE_REC_LENGTH_YN	Indicates if this export contains records where the data length can exceed 4k.
XML_ENCODING	For XML exports, this allows adding the encoding attribute to the <?xml?> file header.
XML_PROCESSING_INSTRUCTIONS	For XML exports, this allows for additional processing instructions to the XML file header if needed.
XML_DOCUMENT_TYPE_NAME	For XML exports, this defines the optional document type name (<!DOCTYPE _doc_type_name SYSTEM "_system_id_" PUBLIC "_public_id_">).
XML_DOCUMENT_TYPE_SYSID	For XML exports, this defines the optional document type name (<!DOCTYPE _doc_type_name SYSTEM "_system_id_" PUBLIC "_public_id_">).
XML_DOCUMENT_TYPE_PUBID	For XML exports, this defines the optional document type name (<!DOCTYPE _doc_type_name SYSTEM "_system_id_" PUBLIC "_public_id_">).

ORACLE

Table 7-2   (Cont.) Export Data Definitions

Term	Definition
MULTI_PROPERTY_YN	Multi-property Export Y/N.
EXPORT_CHARACTER_SET	The character set used to write the export files. It must be a valid Oracle Character Set, such as UTF8 or US8PC437.

Creating and Associating Export Mapping Types and Codes

You can create a new mapping type and a new mapping code independently of each other.

1. From the **Administration** menu, select **Interfaces**, select **Export Mapping**, and then click **Mapping Types/Codes**.

2. To create a new mapping type, click the vertical ellipsis button and select **New**.

3. Enter a **Property** name, select a **Mapped To** code, mapping **Type**, and **Description** of the export mapping type, and then click **Save**. If multiple types are required, repeat these steps.

4. To create a new mapping code, on the Mapping Types/Codes panel, enter search criteria and click **Search**.

5. Select a mapping Type and click **Edit**.

6. Expand the Mapping Codes panel and click **New**:

   • Select a **Mapping Code** and **Description**.

   • Select a **Data Type** and enter a Display Sequence number.

   • Click **Required** if you must specify a value when associating this export mapping code with an OPERA Cloud code.

   • Click **Use LOV** to enable a drop-down list of values for this Mapping Code and select an LOV Name.

7. Click **Save**. If multiple codes are required, repeat these steps.

8. To associate export mapping types/codes to OPERA Cloud codes, from the **Administration** menu, select **Interfaces**, select **Export Mapping**, and then click **Export Mappings**.

   a. Enter a **Property** name, select a **Mapped To** code, and then click **Search**.

   b. Click the vertical ellipsis button, select **Edit**, and select a mapping type.

   c. Enter a value for each mapping code in the Export Value column. This is the value associated with the OPERA Cloud code that is exported to the receiving system. Click **Save**.

Membership Exports

You can export membership data from the OPERA database into files and use these files for various purposes depending upon your needs. For example, if you have a

loyalty program, you can export membership statements to a data file that can be sent to a fulfillment house for the processing of membership points.

The following export types can be used for Membership exports:

* **General** This option enables you to export commonly used data from existing templates. These export files are pre-configured and can be modified.

* **Membership Export** This option enables you to export data related to memberships, membership points, and membership statements.

The following Membership Export file types can be selected for the membership export. These are available in OPERA as system integrated data (SID).

Table 7-3   File Types

File Type	Description
BA EXPORT	British Airways Export
CI EXPORT	China Airlines Export
CX EXPORT	Cathay Pacific Airlines Export
FF EXPORT	Frequent Flyer Export
FF EXPORT PC	Frequent Flyer Export
GL1 EXPORT	Airline Guests Reservations Export
GV1 EXPORT	Gold Passport Reservations Export
MEM EXPORT	Membership Fulfillment Production Export
OCIS AMERICAN	OCIS American Airline Export
OCIS ALASKA	OCIS Alaska Airline Export
OCIS DL EXP	OCIS DL Export
PA EXPORT	Passages Export
QF EXPORT	Qantas Airways Export
SCC EXPORT	SCC Export
SR EXPORT	Swiss Air Export
UA EXPORT	United Airlines Export
VS EXPORT	Virgin Atlantic Airways Export

Export File Sources

When creating a membership export, you must select the source of your export file. These sources are the views for the export procedure. You can select from the following sources for exporting membership statements:

* **MEMBER_STATEMENT_EXP_MEM_VW** Select this option if you want the statements to contain detailed membership information for each member.

* **MEMBER_STATEMENT_EXP_TRX_VW** Select this option if you want the statements to contain membership statement transactions information.

Centrally Managed Memberships

You can export membership award points and membership transactions for centrally managed membership programs to a statement. Membership award points for

centrally managed membership programs enables you to export frequent flyer membership types to airlines.

Three templates are included for the central membership award points and transactions export. You can use the templates in their existing form or modify and rename them according to your needs. These templates export positive award points, unless you delete the filter command, which would enable negative points to be included in the export.

- **OCIS_ALASKA** (OCIS Alaska Airline) This template is for the transaction level. It identifies bonus points (column contains FORMULA of H5B). One transaction appears per line. Provides the view of MEMBER_STATEMENT_EXP_TRX_VW.

- **OCIS_AMERICAN** (OCIS American Airline) This template is for the transaction level. One transaction appears per line. It provides the view of MEMBER_STATEMENT_EXP_TRX_VW.

- **OCIS_DL_EXP** (OCIS DL Export) This template is for the membership level. It combines the total accumulated points on one line (for all transactions for one member). Provides the view of MEMBER_STATEMENT_EXP_MEM_VW.

Back Office Exports

The Back Office export feature helps you meet your hotel's data export needs and avoid redundant data entry by providing functions for Accounts Payable, Daily Report, Fixed Assets, Payroll, General Ledger, and Financial Statements. All functions integrate directly to the General Ledger System.

The Back Office export type provides a method of exporting OPERA revenues and statistical figures to a third-party, non-OPERA system. The Back Office interface functionality extracts data from certain OPERA databases and creates ASCII files that can in turn be read by the non-OPERA system.

The Back Office interface can export data for different types of information, such as Revenue Data, City Ledger Checkout Information, Market Segment Statistics, or Daily Hotel statistics. The layout of each ASCII file is user-definable and enables you to select the information types to be transferred to the external system in the required format. You can also define whether the interface program appends records to the ASCII file each day or overwrites/creates a new file with each new export of data.

Back Office Export Workflow

The Back Office export workflow consists of the following steps:

1. During installation, you assign account numbers from your chart of accounts to every OPERA transaction code.

2. OPERA posts transaction codes to reservations, folios, groups, companies, travel agents, wholesalers, and so on.

3. During the End of Day Sequence, OPERA moves transactions into their ledger components, producing daily balanced ledger entries.

4. With an OPERA-compatible Back Office system, the balanced daily journal entries are exported to a network transfer file. Your Back Office system then imports the transfer file as a journal entry.

5. Ledger history is stored in OPERA. You can inquire on any ledger account for any past day and view all transactions.

Back Office Features

The Back Office system includes the following features:

- **Revenue Transfer** All room, food and beverage, and package component revenues posted during night audit processing is transferred into the back office accounting system and into guest history files.

- **Market Statistics Transfer** Repeat guest history data is a valuable resource for the sales and marketing department. Data fields such as last date here (from - to), market/group code, postal codes, market IDs, plan codes, room types, special requests, source of business, promotions codes, location codes, VIPs, and user-defined field data provide a wealth of information that helps your marketing department improve guest return rates. This data extraction is also designed for market analysis to see where your business is coming from.

- **Daily Statistics Transfer** General Ledger and Statistic Ledger analysis information. Transactions are captured for revenues, miscellaneous expenses (which can be processed through Paid-Outs), sub-ledgers' activity and balances, (Guest, Advance Deposits and Accounts Receivable), payments (cash, credit cards, script, and gift certificates), travel agent commissions activity (commissions payable, commission expense, pre-deducted commissions, and checks written).

- **City Ledger Transfer** Accounts receivable (A/R) invoice charges and payment entries, adjustments and void payments transactions, partial payments transactions, direct bill aging information, and company statements transactions.

- Creating or Editing a Back Office Export File

Creating or Editing a Back Office Export File

Creating a Back Office Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Back Office**.

2. Click the vertical ellipsis button and select **New**.

3. On the **Create New Export** screen, select a property for the export, select the file type you want to export, and click **Continue**.

> **Note:**
>
> You select a file type based on the back office system that receives the data. For example, if you are exporting revenue data to a SCALA interface, you select SCALA_REVENUE to generate your export. To view file types for legacy back office exports, you must activate the OPP_BO license.

4. In the **Details** section for the export, verify the information is correct for the export file. If you need to make changes to this information, click the vertical ellipsis button and select **Edit**. You can edit the following fields:

   a. **File Type**: The name of the export.

   b. **Description**: The long description of the export.

    c. **File Name from Columns**: The name of the ASCII export file that is created when the export is generated; the SQL formulas in this field define the name. You can change these formulas by selecting a different column name.

    d. **File Extension Formula**: This formula creates the file extension for the export.

    e. **Zip File Name**: The file name if exporting a zip file. You can select a predefined file name.

    f. **Parameter Form**: The name of the parameter form used to generate the manual export. This field sets the controls for manually generated exports and is not required if a pre-export procedure is defined; however, this can vary depending on the definition of the export. Each pre-export procedure has a unique parameter form.

    g. **Export Contents Configuration**: Select one of the following: **Always Export Header and Footer** (select to generate an export file that contains only header and footer information), **Compress Data** (select to delimit the column data in the export file), **Add Newline** (select to have each record on a separate line in the ASCII text file), or **Inactive** (select to make the file type inactive).

    h. **Configure for Automatic Export**: Select **Night Audit Export** if you want to generate the export during the night audit. Select the **Frequency** that the export file is generated.

5. Click the **Columns** link, all of the columns in the export are listed. To add additional columns, click the vertical ellipsis button and select **New**.

6. Click the **Definitions** link. You have the option to add a custom definition for the export by clicking the vertical ellipsis button and selecting **New**.

Editing a Back Office Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Back Office**.

2. Enter a **Property** and click **Search**.

3. Select the file type you want to edit in the search results, click the vertical ellipsis next to it, and click **Edit**.

4. To edit the details of the export configuration, refer to step 4 in the above procedure.

5. You can click **Save** to save your changes or if you decide not to save your changes, click **Cancel** to close the screen.

Generic XML Back Office Export

OPERA provides a number of pre-defined back office exports as part of SID data. However, due to the nature of changing business requirements, these pre-defined exports are only utilized to create customized view and back office configuration.

To centrally manage accounts/payables etc., this export is used in passing the data to the ERP systems allowing the user a greater flexibility in managing and maintaining their financials.

Creating an Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** then select **General**.

2. Select **New From Template** and enter the following detail:

   a. **Property**: Enter or confirm the property.

   b. **Template**: Search for the template from the search glass and click **Select**.

   c. **Export Name**: Highlight an export to proceed.

   d. **Description**: The description is entered by default.

3. Click **Create & Continue**.

4. Click **Save** after creating an export

5. Repeat for all 10 exports, following the same steps as mentioned above and configure.

> **⊘ Important:**
>
> No configuration change is advised in the templates except for Delivery Configuration. The templates are predefined and it is advisable not to modify them.

- [Generic XML Back Office Export-Specifications](#)

Generic XML Back Office Export-Specifications

The following table explains information sent in different files:

Table 7-4   Standard Views and Description

File	Description
REVENUE	Revenue and Payments for the day
CITY LEDGER	All City Ledger / Accounts Receivable transactions of the day
BILLS	All bills/folios generated on the day (including voided)

Table 7-4   (Cont.) Standard Views and Description

File	Description
CUSTOMERS	Profile data for profiles that appear in the BILLS file
STATISTICS	Includes Room Nights, Persons, Noshows and Cancellations of the day by Room Class, Room Type and Market Code

All files have the same 2 attributes under the root element:

* **<date>**: Single date the export is executing.

* **<hotel_code>**: Identifier for the property. You can set up a custom code in Property > Property Details > Hotel Code, otherwise it will use the OPERA property code

Formatting Conventions

All date fields are with format YYYY-MM-DD

All monetary fields have two decimals with dot (".") as the separator, no thousand separator is used. Negative numbers have an explicit minus sign ("-").

Element and attribute tags follow the lowercase and hyphen standard. Secondary information is set as Attribute, main information as Element

Data Exchange

The information flows from OPERA to the ERP/Back Office system only. No data is being sent to OPERA. Export would normally be configured to automatically generate during end of day routine for the day being closed, but it can also be manually re-generated for past days if needed.

* Revenue Export

* City Ledger Export

* Bills Export

* Statistics Export

* Customer Export

Revenue Export

The Revenue File contains one record per transaction code with the total of the transaction code for the day, as well as a transaction level detail of each posting generated for that transaction code, this is in case the property wants to have Market Code and/or Room Class information as a breakdown of the revenue instead of just one single total per transaction.

You may choose to work on a transaction summary basis (columns stating with "TOTAL_" or if you wish to obtain Market Code and/or Room Class breakdown, you can use the transaction level amounts (columns starting with "TRX_").

The sum of the TOTAL_AMOUNT and TRX_AMOUNT columns matches the "Transaction Total Today" line of the Trial Balance. All LEDGER (GUEST, AR,

DEPOSIT, PACKAGE) columns match the corresponding Ledger of the Trial Balance
(Today Balance – Yesterday Balance)

Table 7-5   Revenue Export

Element Name	Element Type	Description	Notes
revenue	Complex Element	Root element	NA
hotel_code	Attribute	Identifies the property exporting data	Only one property is exported per file
date	Attribute	Identifies the date of the export	Only one day is exported per file
transaction_total	Complex Element	Repeats for each distinct transaction code	NA
transaction_type	Attribute	Identifies the type of transaction: revenue, non revenue, payment, paid out, package (wrapper transactions that used to post to guest account but don't affect the revenue/non revenue figures)	NA
transaction_code	Element	Opera codes that identifies the transaction	E.G.: 1000
description	Element	Opera description of the transaction	E.G.: Room revenue
total_amount	Element	Sum of the transaction for the date exported	Same amount that you see in trial balance for that transaction
total_guest_ledger	Element	Sum of the transaction for the date exported affecting the guest ledger	NA
total_package_ledger	Element	Sum of the transaction for the date exported affecting the package ledger (ultimately part of the guest ledger)	NA
total_ar_ledger	Element	Sum of the transaction for the date exported affecting the accounts receivable ledger	NA
total_deposit_ledger	Element	Sum of the transaction for the date exported affecting the deposit ledger	NA
transaction_details	Complex Element	List of transactions that make up the sum	NA
transaction	Complex Element		NA

Table 7-5   (Cont.) Revenue Export

Element Name	Element Type	Description	Notes
market_code	Element	Market code associated with the transaction	NA
room_class	Element	Room class (a grouping of type of room) associated with the transaction	Dependent on having the room class function active in opera
trx_amount	Element	Amount of the transaction	For revenue transactions this is net amount (without tax)
trx_guest_ledger	Element	Amount of the transaction affecting the guest ledger	Transactions posted to a guest folio
trx_package_ledger	Element	Amount of the transaction affecting the package ledger	Wrapper transaction posted to a guest folio, offsetted by internal revenue/non revenue transactions that make the package rate
trx_ar_ledger	Element	Amount of the transaction affecting the accounts receivable ledger	Direct bill/city ledger transaction used to settle guest folios or any movement in the ar ledger (eg: payments received). Also credit card transactions if configured with an ar account
trx_deposit_ledger	Element	Amount of the transaction affecting the deposit ledger	Payments taken on reservations prior to check in. Also deposit transfer at checkin lowers the ledger upon guest check in

The following is generated export for Generic XML Back Office - Revenue

```
<?xml version="1.0" encoding="UTF-8"?>
<revenue hotel_code="DEMOHOTEL" date="2017-02-23">
  <transaction_total transaction_type="REVENUE">
    <transaction_code>1000</transaction_code>
    <description>Room Revenue</description>
    <total_amount>1913.738317757012</total_amount>
    <total_guest_ledger>1870</total_guest_ledger>
    <total_package_ledger>170</total_package_ledger>
    <total_ar_ledger>0</total_ar_ledger>
    <total_deposit_ledger>0</total_deposit_ledger>
    <transaction_details>
      <transaction>
        <market_code>CRP</market_code>
        <room_class>ALL</room_class>
        <trx_amount>168.22</trx_amount>
```

```
        <trx_guest_ledger>180.00</trx_guest_ledger>
      </transaction>
      <transaction>
        <market_code>CRP</market_code>
        <room_class>ALL</room_class>
        <trx_amount>110.00</trx_amount>
        <trx_guest_ledger>110.00</trx_guest_ledger>
      </transaction>
      <transaction>
        <market_code>CRP</market_code>
        <room_class>ALL</room_class>
        <trx_amount>93.46</trx_amount>
        <trx_guest_ledger>100.00</trx_guest_ledger>
      </transaction>
      <transaction>
        <market_code>CRP</market_code>
        <room_class>ALL</room_class>
        <trx_amount>168.22</trx_amount>
        <trx_guest_ledger>180.00</trx_guest_ledger>
      </transaction>
      <transaction>
        <market_code>CRP</market_code>
        <room_class>ALL</room_class>
        <trx_amount>93.46</trx_amount>
        <trx_guest_ledger>100.00</trx_guest_ledger>
      </transaction>
      <transaction>
        <market_code>CRP</market_code>
        <room_class>ALL</room_class>
        <trx_amount>205.61</trx_amount>
        <trx_guest_ledger>220.00</trx_guest_ledger>
      </transaction>
      <transaction>
        <market_code>BUS</market_code>
        <room_class>ALL</room_class>
        <trx_amount>158.88</trx_amount>
        <trx_package_ledger>170.00</trx_package_ledger>
      </transaction>
      <transaction>
        <market_code>BUS</market_code>
        <room_class>ALL</room_class>
        <trx_amount>205.61</trx_amount>
        <trx_guest_ledger>220.00</trx_guest_ledger>
      </transaction>
      <transaction>
        <market_code>BUS</market_code>
        <room_class>ALL</room_class>
        <trx_amount>168.22</trx_amount>
        <trx_guest_ledger>180.00</trx_guest_ledger>
      </transaction>
      <transaction>
        <market_code>WIN</market_code>
        <room_class>ALL</room_class>
        <trx_amount>168.22</trx_amount>
        <trx_guest_ledger>180.00</trx_guest_ledger>
      </transaction>
      <transaction>
        <market_code>IND</market_code>
        <room_class>ALL</room_class>
        <trx_amount>168.22</trx_amount>
        <trx_guest_ledger>180.00</trx_guest_ledger>
```

```
        </transaction>
        <transaction>
          <market_code>GRP</market_code>
          <room_class>ALL</room_class>
          <trx_amount>205.61</trx_amount>
          <trx_guest_ledger>220.00</trx_guest_ledger>
        </transaction>
    </transaction_details>
        </revenue>
```

City Ledger Export

The City Ledger File contains one record per invoice or payment generated on the day affecting Accounts Receivable. Includes Credit Card Transfers (credit card payments configured to be sent to AR).

Amounts can be grouped by ACCOUNT_NO. Bill number and Reservation information are included to ease charge recognition. The sum of the AMOUNT column will match the AR Ledger Report in OPERA (DEBIT – CREDIT columns).

Table 7-6   City Ledger Export

Element Name	Element Type	Description	Notes
City Ledger	Complex Element	Root element	NA
hotel_code	Attribute	Identifies the property exporting data	Only one property is exported per file
date	Attribute	Identifies the date of the export	Only one day is exported per file
transaction_type	Element	Type of transaction code	NA
trx_code	Element	Transaction code against which this transaction is posted.	NA
bill_no	Element	Bill_no associated with reservation	NA
invoice_no	Element	Invoice number of the reservation .	NA
amount	Element	Amount of the bill	NA
customer_internal_id	Element	Internal id for the payee profile	NA
account_name	Element	City_ledger account name	NA
account_number	Element	City_ledger account number	NA
confirmation_no	Element	Confirmation number of the reservation .	NA
arrival_date	Element	Arrival date of the guest	NA
departure_date	Element	Departure date of the guest	NA

Table 7-6   (Cont.) City Ledger Export

Element Name	Element Type	Description	Notes
guest_name	Element	Name of the guest	NA
credit_card_last_4_dig its	Element	Last four digit of the credit card	NA
transaction_type	Element	Type of transaction code	NA
trx_code	Element	Transaction code against which this transaction is posted.	NA
bill_no	Element	Bill_no associated with reservation	NA
invoice_no	Element	Invoice number of the reservation .	NA
amount	Element	Amount of the bill	NA
credit_card_last_4_dig its	Element	Last four digit of the credit card	NA
customer_internal_id	Element	Internal id for the payee profile	NA
account_name	Element	City_ledger account name	NA
account_number	Element	City_ledger account number	NA
confirmation_no	Element	Confirmation number of the reservation .	NA
arrival_date	Element	Arrival date of the guest	NA
departure_date	Element	Departure date of the guest	NA
guest_name	Element	Name of the guest	NA

Generated export for Generic XML Back Office - City Ledger

```xml
<?xml version="1.0" encoding="UTF-8"?>
<city_ledger hotel_code="DEMOHOTEL" date="2017-02-23">
  <transaction trx_code="9080" transaction_type="INVOICE">
    <bill_no>66</bill_no>
    <invoice_no>44</invoice_no>
    <amount>450.00</amount>
    <account_info customer_internal_id="947959">
      <account_name>Demo Company</account_name>
      <account_number>DEMO00001</account_number>
    </account_info>
    <reservation_info>
      <confirmation_no>1086003</confirmation_no>
      <arrival_date>2017-02-23</arrival_date>
      <departure_date>2017-02-23</departure_date>
      <guest_name>Name, Guest</guest_name>
    </reservation_info>
  </transaction>
  <transaction trx_code="9080" transaction_type="INVOICE">
```

```
    <bill_no>68</bill_no>
    <invoice_no>45</invoice_no>
    <amount>750.00</amount>
    <account_info customer_internal_id="947975">
      <account_name>Demo Hospitality</account_name>
      <account_number>DEMO0002</account_number>
    </account_info>
    <reservation_info>
      <confirmation_no>1086062</confirmation_no>
      <arrival_date>2017-02-23</arrival_date>
      <departure_date>2017-02-23</departure_date>
      <guest_name>Name, Guest</guest_name>
    </reservation_info>
  </transaction>
</city_ledger>
```

Bills Export

Table 7-7   Bills Export

Element Name	Element Type	Description	Notes
Bills	Complex Element	Root element	
hotel_code	Attribute	Identifies the property exporting data	Only one property is exported per file
date	Attribute	Identifies the date of the export	Only one day is exported per file
bill	Complex Element	Repeats for each distinct bill Record	
customer_internal_id	Element	Internal id for the payee profile	
bill_no	Element	Bill_no associated with reservation	
bill_type	Element	Type of the bill	
window	Element	The Window number of the bill	
status	Element	Status of the bill	
total_amount	Element	Total amount of the bill	
guest_internal_id	Element	Internal id for the guest profile	
queue_name	Element	Name of the printer queue	
confirmation_no	Element	Confirmation number of the reservation .	
arrival_date	Element	Arrival date of the guest	
departure_date	Element	Departure date of the guest	
guest_name	Element	Name of the guest	

Table 7-7   (Cont.) Bills Export

Element Name	Element Type	Description	Notes
trx_no	Element	Unique number to identify the transations	
trx_no_added_by	Element	Transaction number of the parent would be stored in case of Tax generations.	
arrangment_id	Element	Arrangement id.	
trx_package_no	Element	The Transaction number used to link the all the package elements for a particular day.	
trx_code	Element	Transaction code against which this transaction is posted.	
trx_date	Element	The date on which the transaction gets posted .	
net_amount	Element	Significant in case of Inclusive taxes. If the charge is inclusive of taxes, this column tells us what the contribution of each transaction is.	
debit_amount	Element	Debit amount of the reservation .	
credit_amount	Element	Credit amount of the reservation .	
fiscal_bill_no	Element	Fiscal_Bill number of the reservation .	
invoice_no	Element	Invoice number of the reservation .	
FOREIGN_CURREN CY	Element	Type of currency in which amount is paid	

The following is generated export for Generic XML Back Office - Bill

```xml
<?xml version="1.0" encoding="UTF-8"?>
<bills hotel_code="DEMOHOTEL" date="2017-02-23">
  <bill customer_internal_id="947957">
    <bill_no>65</bill_no>
    <status>OK</status>
    <total_amount>180.00</total_amount>
    <guest_internal_id>947957</guest_internal_id>
    <reservation_info>
      <confirmation_no>1086003</confirmation_no>
      <arrival_date>2017-02-23</arrival_date>
      <departure_date>2017-02-23</departure_date>
      <guest_name>GuestName</guest_name>
```

```
    </reservation_info>
    <bill_detail>
      <transaction trx_no="903959">
        <trx_code>1000</trx_code>
        <trx_date>2017-02-23</trx_date>
        <net_amount>168.22</net_amount>
        <debit_amount>180.00</debit_amount>
      </transaction>
      <transaction trx_no="903960" trx_no_added_by="903959">
        <trx_code>8000</trx_code>
        <trx_date>2017-02-23</trx_date>
        <net_amount>11.78</net_amount>
      </transaction>
      <transaction trx_no="903961">
        <trx_code>9000</trx_code>
        <trx_date>2017-02-23</trx_date>
        <credit_amount>180.00</credit_amount>
      </transaction>
    </bill_detail>
  </bill>
```

Statistics Export

The Statistics file contains the Occupied rooms, Persons, Noshow rooms and Cancelled Rooms for the day, broken down by Market Code, Room Class and Room Type.

The values can be match against most of the statistics reports such as res_statistics1.

Table 7-8

Element Name	Element Type	Description	Notes
customers	Complex Element	Root element	NA
hotel_code	Attribute	Identifies the property exporting data	Only one property is exported per file
date	Attribute	Identifies the date of the export	Only one day is exported per file
statistic_record	Complex Element	Repeats for each distinct statistics record	NA
market_code	Element	Market code associated with the transaction	NA
room_class	Element	Room class (a grouping of type of room) associated with the transaction	NA
room_type	Element	The room category to which the current record applies	NA
rooms	Element	Number of occupied rooms for the current record's key value.	NA

Table 7-8   (Cont.)

Element Name	Element Type	Description	Notes
persons	Element	Number of guests (adults + children) for the current record's key value, excluding canceled/no-show reservations.	NA
noshow_rooms	Element	Total number of rooms for which the reserved guest did not show up on the arrival date for the current record's key value.	NA
cancel_rooms	Element	Total number of rooms for which the reservation was canceled by the guest for the current record's key value.	NA

Generated export for Generic XML Back Office- Statistics Export

```
<?xml version="1.0" encoding="UTF-8"?>
<statistics hotel_code="DEMOHOTEL" date="2017-02-23">
  <statistic_record>
    <market_code>CRP</market_code>
    <room_class>ALL</room_class>
    <room_type>STTD</room_type>
    <rooms>0</rooms>
    <persons>0</persons>
    <noshow_rooms>0</noshow_rooms>
    <cancel_rooms>1</cancel_rooms>
  </statistic_record>
  </statistics>
```

Customer Export

The Customers file contains one record for each profile with a bill generated on that day.

Provides more detail on the customer profile. Note that Passport field will be masked unless delivery is done via secure method (SFTP).

Table 7-9   Customer Export

Element Name	Element Type	Description	Notes
customers	Complex Element	Root element	NA
hotel_code	Attribute	Identifies the property exporting data	Only one property is exported per file
date	Attribute	Identifies the date of the export	Only one day is exported per file

Table 7-9   (Cont.) Customer Export

Element Name	Element Type	Description	Notes
customer	Complex Element	Repeats for each distinct customer	NA
internal_id	Attribute	Name_ID of the Profile	NA
customer_type	Element	Type of the Profile	NA
name	Element	Full name of the Profile	NA
legal_name	Element	Legal name of the Profile	NA
tax_id1	Element	Tax id1 of this Profile. Usually issued by a government agency.	NA
tax_id2	Element	Tax id2 of this Profile. Usually issued by a government agency.	NA
corporate_id	Element	The unique key of this name stores IATA#, Company # etc.	NA
passport_no	Element	Passport Number of the Profile	NA
nationality	Element	Nationality of the Profile	NA
address_info	Complex Element	Repeats for each distinct address	NA
address1	Element	The first line of street address.	NA
city	Element	City of this address	NA
country	Element	Country of this address	NA
country_name	Element	Full Country name of this address	NA
zip_code	Element	The postal code of this address.	NA
address2	Element	The second line of street address.	NA
address3	Element	The third line of street address.	NA
address4	Element	The fourth line of street address.	NA
state	Element	The state of this address.	NA
communication_info	Complex Element	Repeats for each distinct communication info	NA
email	Element	Email ID of the Profile	NA

Table 7-9 (Cont.) Customer Export

Element Name	Element Type	Description	Notes
phone	Element	Phone Number of the Profile	NA

Generated export for Generic XML Back Office - Customer

```
<?xml version="1.0" encoding="UTF-8"?>
<customers hotel_code="DEMOHOTEL" date="2017-02-23">
  <customer internal_id="947957">
    <customer_type>INDIVIDUAL</customer_type>
    <name>Name, Guest</name>
    <nationality>XX</nationality>
    <address_info>
      <address1>Demo Address 1</address1>
      <address2>Demo Address 2</address2>
      <address3>Demo Address 3</address3>
      <address4>Demo Address 4</address4>
      <city>Demo City</city>
      <zip_code>000000</zip_code>
      <state>XX</state>
      <country>XX</country>
      <country_name>Demo Country Name</country_name>
    </address_info>
    <communication_info>
      <email>abc@xyz.com</email>
      <phone>0000000000</phone>
    </communication_info>
  </customer>
```

Creating or Editing a General Export File

Creating a General Export File

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General**.

2. Click the vertical ellipsis button and select **New**.

3. On the **Create New Export** screen, select a property for the export, select the file type you want to export, and click **Continue**.

> **Note:**
>
> You select a file type based on the system that receives the data. The file type functions as a template and populates most of the fields for the export.

4. In the **Details** section for the export, verify the information is correct for the export file. If you need to make changes to this information, click the vertical ellipsis button and select **Edit**. You can edit the following fields:

   a. **File Type**: The name of the export.

    b.   **Description**: The long description of the export.

    c.   **File Name from Columns**: The name of the export file that is created when the export is generated; the SQL formulas in this field define the name. You can change these formulas by selecting a different column name.

    d.   **File Extension Formula**: This formula creates the file extension for the export.

    e.   **Zip File Name**: The file name if exporting a zip file. You can select a predefined file name.

    f.   **Parameter Form**: The name of the parameter form used to generate the manual export. This field sets the controls for manually generated exports and is not required if a pre-export procedure is defined; however, this can vary depending on the definition of the export. Each pre-export procedure has a unique parameter form.

    g.   **Export Contents Configuration**: Select one of the following: **Always Export Header and Footer** (select to generate an export file that contains only header and footer information), **Compress Data** (select to delimit the column data in the export file), **Add Newline** (select to have each record on a separate line in the text file), or **Inactive** (select to make the file type inactive).

    h.   **Configure for Automatic Export**: Select **Night Audit Export** if you want to generate the export during the night audit. Select the **Frequency** that the export file is generated.

5.   Click the **Columns** link, all of the columns in the export are listed. To add additional columns, click the vertical ellipsis button and select **New**.

6.   Click the **Definitions** link. You have the option to add a custom definition for the export by clicking the vertical ellipsis button and selecting **New**.

7.   Click the **Delivery Configuration** link to select the type of server that receives the file. Click the vertical ellipsis button and select **Edit** to make changes to the configuration.

Editing a General Export File

1.   From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General**.

2.   Enter a **Property** and click **Search**.

3.   Select the file type you want to edit in the search results, click the vertical ellipsis next to it, and click **Edit**.

4.   To edit the details of the export configuration, refer to step 4 in the above procedure.

5.   You can click **Save** to save your changes or if you decide not to save your changes, click **Cancel** to close the screen.

Exporting a General or Back Office Data File

After creating a general data file or back office data file, you can export it to the third-party interface or receiving system that manages your data. For example, you can export revenue data to an accounting system.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General** or **Back Office**.

2. Search by property and select the data file you want to export.

3. Click the vertical ellipsis button next to the data file you want to export and select **Export Data**.

4. Select an export date and click **Generate**.

   The date selection is only applicable when a parameter form is associated with the export.

Creating a Component Export File

Component files can be created to export a subset of data from a larger data export. For example, you might create a membership export and choose to create a component export for only the membership preferences or membership points.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General**, **Back Office**, **Country**, or **Membership** depending on the export type for which you want to create a component file.

2. Locate the file type you previously created, click the vertical ellipsis button, and select **Create Component**.

3. Search by property for the file type you want to export and click **Continue**. Proceed to create the component file just as you would for other export data files.

Viewing Export Details

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select one of the following export types: **General**, **Country**, **Membership**, or **Back Office**.

2. Locate the export file for which you want to view details, click the **vertical ellipsis** button next to it and select **View Exports**. All the exports for that file appear.

3. For each export you want to view, click the **vertical ellipsis** button and select **View Details**.

Managing Scheduled Exports

Prerequisites for Managing Scheduled Exports

You can schedule exports to generate at a defined frequency and interval:

The following restrictions apply to scheduled exports:

- Cannot schedule more than five scheduled exports in the same hourly frequency.

- Cannot schedule the same export with the same frequency more than once.

- Cannot schedule more than 20 exports per day.

- Cannot schedule exports with parameter forms (requires user input).

- Cannot schedule a component export (child export) independently.

Adding a Scheduled Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** then select **Schedules**.

2. Click **New** and enter the following detail:

    a. **Property**: Enter or confirm the property.

    b. **Export Group**: The export group from the list.

    c. **Export**: Select the export from the list.

    d. **Frequency**: Select the frequency for the schedule.

        i. **Once**: Generate the export one time.

            • **Start Date**: Enter or select a start date.

            • **Start Time**: Enter a start time HH;MM (24 hour clock).

        ii. **Hourly**: Generate the export at hourly intervals.

            • **Interval**: Enter the number of hours between intervals.

            • **Start Date**: Enter or select a start date.

            • **Start Time**: Enter a start time HH;MM (24 hour clock).

            • **End Date**: Enter or select an end date.

            • **End Time**: Enter a end time HH;MM (24 hour clock).

        iii. **Daily**: Generate the export daily.

            • **Interval**: Enter the number of days between intervals.

            • **Hour**: Enter the hour in the day to generate the report.

            • **Start Date**:. Enter or select a start date.

            • **Start Time**: Enter a start time HH;MM (24 hour clock).

            • **End Date**: Enter or select an end date.

            • **End Time**: Enter a end time HH;MM (24 hour clock).

        iv. **Weekly**: Generate the export weekly.

            • **Interval**: Enter the number of weeks between intervals

            • **Days to Repeat**: Select the days of the week.

            • **Start Date**: Enter or select a start date.

            • **Start Time**: Enter a start time HH;MM (24 hour clock).

            • **End Date**: Enter or select an end date.

            • **End Time**: Enter a end time HH;MM (24 hour clock).

        v. **Monthly**: Generate the export monthly.

            • **Interval**: Enter the number of months between intervals.

            • **Week to Repeat**: Select the week in the month.

            • **Days to Repeat**: Select the days of the week.

            • **Start Date**: Enter or select a start date.

- **Start Time**: Enter a start time HH;MM (24 hour clock).

- **End Date**: Enter or select an end date.

- **End Time**: Enter a end time HH;MM (24 hour clock).

vi. **End of Day**: Generate the export during End of Day.

- Repeat Interval

  – **Daily**: Generate Daily.

  – **Weekly**: Generate Weekly.

    * **Days to Repeat**: Select the days of the week.

  – **Monthly**: Generate monthly.

  – **Yearly**: Generate once per year.

3. Click **Save** .

Disabling a Scheduled Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** then select **Schedules**.

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

3. Click **ON** to toggle to **OFF** .

4. Click **OK** to confirm, status will update to **Disabled**.

Activating a Scheduled Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** then select **Schedules**.

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

3. Click **OFF** to toggle to **ON**.

4. Click **OK** to confirm, status will update to **Scheduled**.

Editing a Scheduled Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** then select **Schedules**.

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

3. Select the scheduled export in the result, click the **Vertical Ellipse** and select **Edit**.

4. Update details.

   a. **Inactive**: Click the make the scheduled export inactive.

5. Click **Save** .

Deleting a Schedule Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** then select **Schedules**.

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

3. Select the scheduled export in the result, click the **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Viewing and Managing Generated Export Files

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** then select **Schedules**.

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

3. Select the scheduled export in the result, click the**Vertical Ellipse** and select **View Exports**.

4. Click **Refresh** to update the list of generated export files

> **Note:**
>
> If an export file failed to generate, the **Status** column indicates along with the error details.

5. Click **Back** to return to search.

- Prerequisites for Managing Scheduled Exports

Prerequisites for Managing Scheduled Exports

OPERA Cloud Tasks

- New/Edit Export Schedules
- Delete Export Schedules

SFTP Delivery Method Configuration

Secure File Transfer Protocol (SFTP) is used in OPERA Cloud to transfer export files and scheduled reports to an SFTP location.

When SFTP is configured, you can transfer export files or scheduled reports directly to a defined location during OPERA Cloud's End of Day process and/or other scheduled times.

> **Note:**
>
> To configure SFTP delivery in OPERA Cloud for export files or scheduled reports, you must first obtain an SFTP endpoint name. Please contact Oracle Customer Support at the following URL: https://support.oracle.com.

Configuring SFTP for Export files

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then search for the export to configure for SFTP.

2. Click the export's vertical ellipsis and then select **Delivery Configuration**.

3. Click **Edit**, and then select the **SFTP** option. Enter the SFTP (Endpoint) Name, and then click **Save** to start the verification process.

Home / Miscellaneous / Exports / General / Delivery Configuration   ❮ Back to General

Delivery Configuration   ❓ Help

⦿ SFTP
◯ HTTPS
◯ File System

⁎ **Required Field**
⁎ **SFTP Name**

Name of the SFTP endpoint. Please obtain this from your system administrator.

Cancel | Save

4. Upon endpoint verification success, a message informs you that the configuration is valid.

Configuring SFTP Delivery for a Scheduled Report

1. From the **Administration** menu select **Interfaces**, select **Delivery Management**, and then in the General section - SFTP Delivery Settings, click **New**.

2. In the **Destination** field enter the endpoint name, then enter a **Description**, and then click **Save**.

3. From the **OPERA Cloud** menu, select **Reports**, select **Scheduled Reports**, and then select **Manage Schedule**.

4. On the Manage Schedule screen, click **New**, Search for and select the report, and then click **Select**.

5. In the Report Parameters section, set the Property/Properties, and then click **Next**.

6. In the Repeat Intervals section, fill in the necessary fields and select a Recurrence Pattern option, and then click **Next**.

7. In the Destinations section, select the file format; select **New**, and then select **SFTP** from the **Mode** drop-down list, and in **Additional Details**, select the SFTP endpoint name from the drop-down list. Click **Save**.

Create Export From Template

Prerequisites for Creating Export From Template

To simplify the setup of exports there are various predefined export templates available for you to select from.

It should not be necessary to update any of the details for the export however you may do so if required; for example - you may want to modify the default filter condition expression.

Create Export from Template

1. From the OPERA Cloud menu, select Miscellaneous, select Exports then select General (or other type of export)

2. Click **New from Template**.

3. On the Create New Export prompt; complete the following

   a. **Property**. Select or confirm the property

   b. **Template**. Click to select a template from the list. See Export Template Catalogue

   c. **Export Name**. Enter or confirm a name for the export

   d. **Description**. Enter a description for the export

4. Click **Create and Continue** to the **Edit Export** page

5. Export Definition panel will be populated with details from the selected template; these values should not require update

   a. **Export Name**. Enter or confirm a name for the export

   b. **Description**. Enter a description for the export

   c. **Pre Export Procedure**. The pre-export procedure is an internal setup procedure which will be executed prior to the data export. The pre-export procedure is a pre-processor that populates and filters views, and sets variables. If a pre-export procedure is not specified, the export will look at the value(s) selected in the Parameter Form.

   d. **Post Export Procedure**. The post-export procedure is a post-processor that truncates temp tables following export generation and may also reset parameters that were set for the export.

   e. **Filter Condition**. Click to edit the expression for the data filter

   f. **XML Format**. Click to export data in XML format

      i. **XML Root Tag**. Enter root tag

   g. **Filename Formula**. Click to edit expression for the export file name

   h. **File Extn Formula**. Click to edit expression for the export file extension

   i. **Zip file name**. Click to edit expression for the export zip file name

6. Export Run Configuration

   a. **End of Day**. Click to generate the export during End of Day

   b. **Frequency**. Select a frequency from the list

   c. **Day of Week**. Select a day of the week from the list (not enabled for daily frequency)

   d. **Parameter Form**. Select the parameter form to use when the export is manually generated. (not enabled when End of Day is selected)

7. Export Content

   a. General Configuration

      i. **Always Export Header and Footer**. Select to include header and footer lines in the export

      ii. **Compress Data**. Select the separate the data with a delimiter

         i. **Column Separator**. Select a column (data) delimiter from the list

      iii. **Add Newline**. Select this check box to have each record created on a separate line in the text file

   b. Column Configurations

      i. Select the column options for header, detail and footer using the expression editor; see Using the Expression Editor

8. Click **Save**.

Using the Expression Editor

Expression editor provides select-able values to build an SQL expression using String, Number, Date, Boolean, and Conversion functions. You can also select from a list of SQL functions, separators, operators, and system variables such as PMS_P.BUSINESS_DATE or PMS_P.RESORT. Use the [ADD] [ADD BEFORE] and navigation controls to determine the placement of the selected function, operator, separator, string or numeric values.

Example of expressions

Type	Expression
Pre Export Procedure	EXP_GENERAL_RESV_PKG.SET_EXP_START_DATE(PMS_P.BUSINESS_DATE)
Post Export Procedure	exp_create_data.delete_report_table
Filter condition	inactive_date is null and NAME_TYPE = 'D' and COUNTRY = 'US' and FIRST is not null and TOTAL_ROOM_REVENUE > '1000'
Filter condition	business_date=to_char(pms_p.business_date-1,'DD-MM-YY')
Filename	'CR'||pms_p.resort|| lpad(to_char(pms_p.business_date,'DDD'), 3,'0')
Filename	'DRS'||SUBSTR(HOTEL_CODE,1,5)|| TO_CHAR(EXP_GENERAL_RESV_PKG.EXP_START_DATE(),'DDD')
Filename	'DCO_'||pms_p.resort|| to_char(pms_p.business_date,'MMDDYY')
Filename	'STAT_'||pms_p.resort||'_'|| to_char(sysdate,'YYYYMMDD')

> **Note:**
>
> To join multiple string elements together use the '||' concatenation operator in your expression.

1. Click the pencil icon to create or edit an SQL expression.

2. Select a procedure, API, operator, function or other element from the list or

3. Enter text into **String** field to add text to the expression or

4. Enter a numeric value to the **Number** field to add a number to the expression

5. Click **[ADD]** to append the selection after the yellow highlighted entry.

6. Click **[REPLACE]** to replace the highlighted entry

7. Click **[DELETE]** to delete highlighted entry

8. Use **[<]** and **[>]** to move through the entries in the expression.

9. Repeat steps to construct the expression; inserting elements where required.

10. Click **OK** when complete
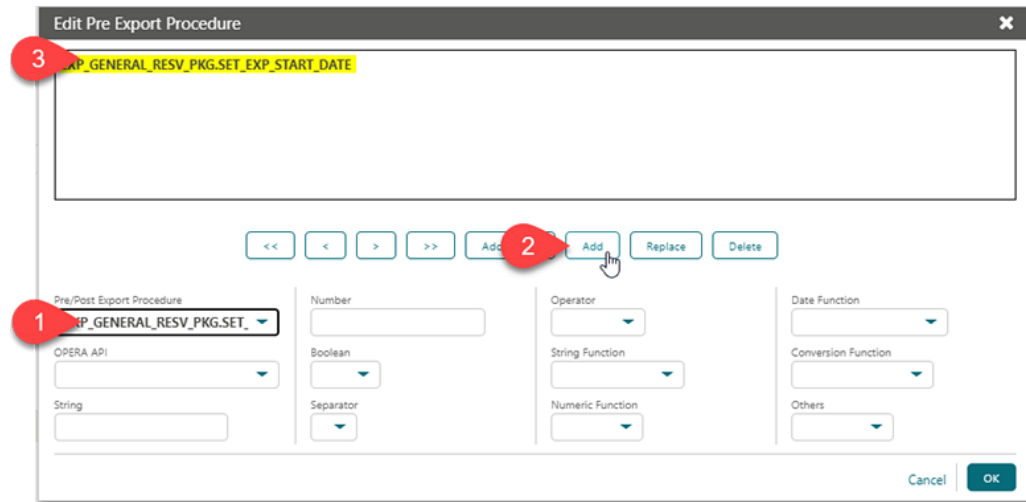
• Prerequisites for Creating Export From Template

Prerequisites for Creating Export From Template

OPERA Cloud Tasks

Group : Exports

General Exports

• New/Edit General Exports

• Delete General Exports

Country Exports

• New/Edit Country Exports

• Delete Country Exports

Membership Exports

• New/Edit Membership Exports

• Delete Membership Exports

Back Office Exports

- New/Edit Back Office Exports
- Delete Back Office Exports

General Export Template Catalogue

Template	Description	Notes	XML Output
BACKLOG_DAILY_DETAIL	Backlog Daily Detail	Backlog Export contains information about the year-to-date production for a property. Data will contain the current year and the two previous years. Room nights and nett revenue are output by status, but the last status is only reported on. These figures are then split by market segment and stay month.	
BOOK_STATUS_SNAPSHOT	Booking Status Snapshot Export		
CHECKOUT_GST_DETAILS	Checked out Guest Information Export		
CHECKOUT_TRX_DETAILS	Financial Transactions Export		
COMPANY_AGENT_OWNERS	Company and Agent Owners Export		
COMPLEXPT	Comp Rooms In house Export		
COVEXPORT	Covers Export		
CRISIS_EXPORT	Crisis Management Export		
CRISIS_EXPORT_DAY	Crisis Management Export By Date		
DAILYSTAT	Daily Statistics Export		
DB_STAY_DAY	DB Stay Export - Manual	The DB STAY export provides a breakout of the revenue buckets for all reservations checked out for a specified date. The export first provides a summary record for each reservation and then one row for each day of the stay/Billing screen window combination showing:	

Template	Description	Notes	XML Output
		Totals of each revenue bucket (Room, F&B, Banquet, Other) as configured for your property.	
		Totals of membership-points-eligible revenue and membership-points-eligible nights for the stay as defined by the rules set up for the default membership type. Default Membership Type OPERA Control)	
DB_STAY_NIGHT	DB Stay Export - End of Day		
DCO_EXPORT	Detailed Checkout Export		
DCO_EXPORT_SCC	Detailed Checkout Export (IHG)		
DCO_EXPORT_SCC_DAY	Detailed Checkout Export (IHG) By Date		
DRS_EXPORT	DRS Extract - End of Day		
DRS_EXPORT_DAY	DRS Extract By Date - Manual		
EDW EXPORT	EDW Export - End of Day	JD Edwards ?	YES
EDW_EXPORT_DAY	EDW Export By Date - Manual		YES
EXP_ALLOTMENT	Allotments View		
EXP_CHKOUT_FOLIO	Checkout Details Export - End of Day		
EXP_CHKOUT_FOLIO_DAY	Checkout Details Export By Date - Manual		
EXP_EFOLIO_DETAILS	Efolio Detail Export		
EXP_MC_EFOLIO	MasterCard Efolio Export		
EXP_OPERA_ECERT	Opera E-Certificate Export		
EXP_ROOMSTATS	Room type Daily Statistics		
EXP_TRANSACTIONS	All Financial Transactions View		
FOLIOTAX_EXPORT	Folio-tax Export		

Template	Description	Notes	XML Output
GEN_REVENUE	General Revenue Export		
GEN_REVENUE_DAY	General Revenue Export By Date		
GEN_XMLBO_BILLS	Generic XML Back Office-Bills		YES
GEN_XMLBO_BILLS_DAY	Generic XML Back Office-Bills By Date		YES
GEN_XMLBO_CITYLD_DAY	Generic XML Back Office-City Ledger By Date		YES
GEN_XMLBO_CITYLEDGER	Generic XML Back Office-City Ledger		YES
GEN_XMLBO_CUSTOMER	Generic XML Back Office-Customer		YES
GEN_XMLBO_CUST_DAY	Generic XML Back Office-Customer By Date		YES
GEN_XMLBO_REVENUE	Generic XML Back Office-Revenue		YES
GEN_XMLBO_REVENUE_DY	Generic XML Back Office-Revenue By Date		YES
GEN_XMLBO_REV_DAY	Generic XML Back Office-Revenue By Date		YES
GEN_XMLBO_STATISTICS	Generic XML Back Office-Statistics		YES
GEN_XMLBO_STAT_DAY	Generic XML Back Office-Statistics By Date		YES
GENERIC_ARRIVALS	General Arrivals Export		
GENERIC_DEPARTURES	General Departures Export		
GENERIC_INHOUSE_RESV	General In house Reservation Export		
GENERIC_PROFILES	General Profiles Export		
GL_EXPORT	Global 2000 Export		
GL_EXPORT_SCC	Global 2000 Export (IHG)		
GROUPEXPORT	Groups In house Export		
GS_EXPORT	Guest Stay Export		
GS_EXPORT_DAY	Guest Stay Export By Date		

Template	Description	Notes	XML Output
GST_HIST_EXPORT	Guest History Export		
GST_HIST_EXPORT_DAY	Guest History Export By Date		
HSK_STATUS_EXP	Housekeeping Room Status Export		
HSK_STATUS_EXP_NA	Housekeeping Room Status Export - - End of Day		
HUSEEXPORT	House Use Rooms Export		
MARKETEXPORT	Market Statistics Export		
NETSUITE_REVENUE	NetSuite Revenue Export - End of Day	TB/Revenue export for Oracle Netsuite ERP	
NETSUITE_REVENUE_DAY	NetSuite Revenue Export By Date - Manual		
ORS_RESV_EXP	ORS Reservations Export 2		
ORS_RESV_EXP_RESORTS	ORS Reservations Export 1		
POST_STAY_EXPORT	Departures Export		
POTENTIAL_FORECAST	Potential Forecast Export		
PRE_ARRIVAL_EXPORT	Arrivals Export		
PROFEXPORT	Profiles Export		
PROFILE_REQUESTS	Profile Requests Export		
RELATIONSHIPS	Relationships Export		
RESPONSYS_PROF	Profile Data for Responsys - End of Day	Profile export for Oracle Responsys (Marketing Cloud)	
RESPONSYS_PROF_AUTO	Profile Data for Responsys - Scheduler		

Template	Description	Notes	XML Output
RESPONSYS_PROF _DAY	Profile Data for Responsys - Manual	**RESPONSYS_PROF _DAY** export can be generated for date/ date range and filtered by profile type(s) and profile privacy option. The Profile export file generated contains profile, revenue (production) data, stay details, and membership details for applicable profile types(s)	
RESPONSYS_RESV	Reservation Data for Responsys - End of Day	Reservation export for Oracle Responsys (Marketing Cloud) **RESPONSYS_RESV_ DAY** export can be generated for an arrival date range and for specific reservation status(es). Additional filter conditions can be defined in export Filter Condition. End Of Day and Scheduler exports are generated for the next 30 days arrivals (from the current business date).	
RESPONSYS_RESV_ AUTO	Reservation Data for Responsys - Scheduler		

Template	Description	Notes	XML Output
RESPONSYS_RESV_DAY	Reservation Data for Responsys - Manual		**Note:** Pseudo or room type per reservations are not included in the

Template	Description	Notes	XML Output
			reservation export.
RESPONSYS_TRX	Transaction data for Responsys - End of Day	Sales charge (revenue) transaction export for Oracle Responsys Transations codes configured as revenue_yn=Y are included.	
RESPONSYS_TRX_AUTO	Transaction data for Responsys - Scheduler		

Template	Description	Notes	XML Output
RESPONSYS_TRX_DAY	Transaction data for Responsys - Manual		**Note:** Pseudo or room type reservation transactions are not in

Template	Description	Notes	XML Output
			cluded in this export.
RESVEXPORT	Checked out Reservations Export		
SALES_OCC_EXPORT	Sales and Occupancy Feed - End of Day		YES
SALES_OCC_EXPORT_DAY	Sales and Occupancy Feed By Date - Manual		YES
TB_EXPORT	Trial Balance Export- End of Day		
TB_EXPORT_DAY	Trial Balance Export by Date - Manual		
TB_STAT_EXPORT	Trial Balance Statistics Export		
TREXPORT	Financial Transactions Export - End of Day		
TREXPORT_DAY	Financial Transactions Export by Date - Manual		
TRX_CODES	Transaction Codes - End of Day		
TRX_CODES_DAY	Transaction Codes by Date - Manual		
TRXCODEEXPT	Transaction Codes		
TSA01	TSA01 Export	Exports specific to https://www.tsa-solutions.com/	
TSA02	TSA02 Export		
TSA03	TSA03 Export		
TSA04	TSA04 Export		
TSA06	TSA06 Export		

Template	Description	Notes	XML Output
TSA07	TSA07 Export		
VISA_EXTRACT	Visa Folio Export - End of Day		YES
VISA_EXTRACT_DAY	Visa Folio Export by Date -Manual		YES

Telephone Operator

Use the Telephone Operator to perform any of the following tasks:

- Search for reservation and guest information.

- Manage guest messages for reservations.

- Manage reservations traces

- Manage wake up calls.

- Manage guest locators

> **Note:**
>
> It is recommended to use the console view for Telephone Operator, as this view provides quick access to all reservation details links.

Search for reservations using the available search criteria, click **Search**.

- From the Sort By drop-down list, change the sort order for results.

- From the Show list box, select the number of results per page.

- To navigate to the Reservation, click the Confirmation number in left panel or top section of console view or from **I Want To** > **Go To** > **Reservation**.

- To navigate to the Profile, click the Guest Name hyperlink in left panel or from profile section of console view or from **I Want To** > **Go To** > **Profile**.

- To navigate to Billing, click the Balance hyperlink in the Billing section or **I Want To** > **Go To** > **Billing**.

- Links to various details are available in the Details section, or from **I Want To** .

Table 7-10   Reservation Detail Links

Reservations	Billing
Call History	Payment Instructions
Item Inventory	Deposit Cancellation
Packages	Fixed Charges
Stay Details	Prepaid Cards

Table 7-10   (Cont.) Reservation Detail Links

Reservations	Billing
Transportation	Routing Instructions
Confirmation Letters	
eSigned Registration Cards	
External References	
Linked Reservation	
Track It	
Shares	
Prepaid Cards	
Tickets	
Notifications	**Profile**
Alerts	Communication
Attachments	Future and Past Stays
Guest Messages	Linked Profiles
Housekeeping	Preferences
Notes	Accompanying Profiles
Service Requests	Membership
Traces	Matching Reservations

Managing Telephone Book Categories and Entries

The telephone book is available to maintain contact information for local theaters, restaurants, taxi stands, airlines, churches, employee directory, other properties, etc. The Telephone Book stores all information for guest referral and each entry is categorized, such as restaurants, transportation etc. Within each category are the contact entries with names, telephone numbers, and web addresses of people and places that your staff may need. The Telephone Book can be used as a Concierge guide, with information that can be helpful to communicate to the guests such as area attractions, airports, or transportation system companies and remarks.

Managing Telephone Book Entries

Adding Telephone Book Entry

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Telephone Book**.

2. Click **New** and enter the following details:

   a. **Category**: Select the category from list.

   b. **Name**: Enter name for telephone book entry.

   c. **Telephone**: Telephone number for the entry.

   d. **Web Address**: Web address for the selected name/company. This web address also serves as a hyper link to the highlighted name's web page.

   e. **Notes**: Enter notes such as directions to movie theater, church services times, restaurant reviews and any other additional comments.

3. Click **Save**.

Editing Telephone Book Entry

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Telephone Book**.

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

3. In the search results, select the entity, click the **Vertical Ellipsis** and select **Edit**.

4. Update the details.

5. Click **Save**.

Deleting Telephone Book Entry

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Telephone Book**.

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

3. In the search results, select the entity, click the **Vertical Ellipsis** and select **Delete**.

4. Click **Delete** to confirm.

Managing Telephone Book Categories

Adding Telephone Category

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Telephone Book Category**.

2. Click **New** and enter the following details:

   a. **Category**: Enter a code for category.

   b. **Description**: Enter a description for category.

   c. **Sequence**: Enter a Sequence to determine the order in which the type appears.

   d. **Global**: Check to make category available to all properties.

3. Click **Save**.

Editing Telephone Category

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Telephone Book Category**.

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

3. In the search results, select the entity, click the **Vertical Ellipsis** and select **Edit**.

4. Update the details.

5. Click **Save**.

Deleting Telephone Category

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Telephone Book Category**.

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

3. In the search results, select the entity, click the **Vertical Ellipsis** and select **Delete**.

4. Click **Delete** to confirm.

ORACLE®

8

Reports

The report feature provides pre-configured report files. The system uses these files to generate reports for previewing, printing, faxing, or emailing.

- Reports Overview
- Working with Watermarks
- About Stationery Editor (Oracle Business Intelligence (BI) Publisher)
- Report Descriptions
- Configuring Shift Reports
- Managing Scheduled Reports
- Report Groups
- Configuring Definable Managers Report
- Configuring Reports
- Copying Reports to Multiple Properties

Reports Overview

OPERA Cloud includes a number of predefined standard reports.

To access OPERA Cloud reports, select **Reports** and then select **Run Reports** from the OPERA Cloud menu.

From the Run Report screen, you can:

- Search for and access a report based on specific criteria
- Email the report
- Print the report to an email addressable printer
- Preview and print a report

> **✎ Note:**
>
> Depending on OPERA Controls and OPERA Tasks associated with your user roles, the reports you have available might be different from the reports included in this guide. For example, financial reports might not be available to maintenance staff.

Reports that support multiple properties are indicated in the search results, and you can generate them for multiple properties when you are logged in to a Hub location.

- Generating Reports

Generating Reports

You can use the ribbon on the Run Reports screen to configure a New Report or Configuring Report Groups.

1. From OPERA Cloud menu, select **Reports**, and then **Run Reports**.

2. On the Run Reports screen, enter or confirm the **Property Code**. If you are logged in at the hub level, you will have the option to view either Global reports or Property reports.

3. Enter a report name and/or select a Report Group from the drop-down menu, and then click **Search**.

4. Select a report from the search result. From the result you can generate a report (with default parameters) by following these steps:

    a. To print the report, select a printer from the **Select Printer** drop down list, this lists any email addressable printers. For more information, see Configuring Printers. Click the **Print** button to print report to selected printer.

    b. To download the report, click **Download As** button, select a file format and then click **Download**. Formats available are HTML, RTF, XML, Delimited, and Delimited Data.

    c. To email the report, click the **Email** button. Enter the email address or addresses of the recipient/recipients and then click **Email** tab. You can enter separate email addresses for multiple recipients with a comma (,) or semi-colon (;).

    d. To preview the report, click the **Preview** button. A PDF file is generated and displayed in a separate browser window. To Print the PDF, select the print icon or press [CNTRL][P] to launch the print dialogue for your browser. To download the PDF to your workstation click the download option in your browser.

    e. To edit the report parameters, click the **Edit Report Parameters** button. On the **Report Parameters** page, edit the report parameters as required.

        • Select a report destination and format per the above steps to generate the report.

        • Click **Cancel** to return to report search page.

Working with Watermarks

The watermark feature lets you add faint text to the background of reports created in PDF format. You can create the watermark to appear on different report groups. You can also open watermark settings and create watermark text, and set its size, color, and position on the page. This can be configured on a global, report group, or individual report level.

1. To enable watermarks:

    a. From the OPERA Cloud Administration screen, select **Enterprise**, and then select **OPERA Controls**.

    b. In the search field, type **watermark** and then click the magnifying glass to search.

    c. Ensure the **Enable Watermark for Reports** Parameter is set to **On**.

    d. In the Settings panel, click the pencil icon to configure watermark settings.

    e. Select the watermark mode, add or edit the watermark text, update the x-position, y-position, angle, font size, and colors, and then click **Save**.

2. To update watermark settings for a report, or to remove a watermark from a report:

    a. From the OPERA Cloud Navigation Bar, select **Reports**, and then select **Manage Reports**.

    b. Search to find the report to configure, click the vertical ellipses, and then click **Edit**.

    c. Scroll to the bottom of the page, update watermark settings using the drop-down menu, and then click **Save**.

You have several ways of customizing watermarks:

- Simple - the default watermark configuration:

  - Font size: 100 pts.

  - Font name: Helvetica

  - Font color: light gray

  - Watermark position: centered between the lower left corner and the upper right corner of the page on a 55 degree slant.

- Enhanced - allows you to customize the position, font size, and color for the watermark.

- Report Group Watermark

- No Watermark

About Stationery Editor (Oracle Business Intelligence (BI) Publisher)

OPERA Cloud stationery is customized using Microsoft Word; supporting all standard and familiar formatting capabilities of an RTF document; including images, tables, font style, size, color and alignment. You can also include links to websites, either as text links or as part of a clickable image. Most stationery is generated in PDF format, for printing or email delivery. HTML output is also supported for email confirmation delivery. See Configuring Delivery Management for more information.

Oracle Business Intelligence (BI) Publisher Desktop is a special add-in for Microsoft Word which is used to assist with the customization of stationery templates, by supporting the import of an XML data file containing a list of the data elements available and allowing you to drag and drop these data elements onto the RTF layout as needed. At runtime these data elements are replaced with actual values from OPERA Cloud. The add-in also allows you to define conditional blocks of text and graphics within the template. Prior to customizing any stationery templates ensure your workstation has Microsoft Word and the Oracle BI Publisher add-in installed. See Installing Oracle BI Publisher Desktop on a Workstation for more information.

For more information on Oracle BI Publisher and RTF templates refer to Fusion Middleware Report Designer's Guide for Oracle Business Intelligence Publisher.

> **✎ Note:**
>
> Users do not need to install Oracle BI Publisher add-in on their workstation to run OPERA Cloud reports.

Predefined (internal) report groups exist in OPERA Cloud for each type of stationery that can be generated. In multi-language operations (Multi-language OPERA Control is active) you must reference a template for each configured. For example you would have a Japanese folio, English folio and Spanish folio if these three languages are configured. See Stationery Reports Groups for more information.

In multi-property operations templates can be shared by multi properties – simply reference the same RTF template file in report configuration in each property. Any future change made to the template is in effect immediately at each property using the template.

Whilst images can be embedded within a template it is recommended to always use a placeholder graphic and reference a web image by URL - this method ensures the image is available when stationery is generated in HTML format (e.g. confirmation email) and also supports the display of a dynamic images based on the property code - such as the property logo when working with shared multi-property stationery.

> **✎ Note:**
>
> Templates must be under 2MB in size.

Custom message text configuration is also available for stationery templates; allowing you to configure translatable text strings in OPERA Cloud that are included in the generated stationery. Special data elements in the XML data file are available for these custom message texts, suffixed with the property code, so you can setup a custom message per property. For example, for the confirmation letter template there are SAMPLE_GUEST_CONFIRMATION_TEXT1 and SAMPLE_GUEST_CONFIRMATION_TEXT2 data elements. This feature is useful when you have a special promotional message you'd like to include in the generated stationery short-term and eliminates the need to download and update the RTF template directly. You can granted other users the Report Text Configuration user task and not the Manage Report user tasks; limiting who can modify RTF templates but still configure custom messages for stationery.

- Using Stationery Editor
- Configuring Stationery Templates
- Banquet Event Order – 1 Column(SAMPLE_BEO_1COLUMN.REP with REP_BEO_1COLUMN.FMX)
- Banquet Event Order – 2 Column (SAMPLE_BEO_2COLUMN)
- Banquet Event Order – 2 Column FB (SAMPLE_BEO_2COLUMN_FB)
- Installing Oracle BI Publisher Desktop on a Workstation

Using Stationery Editor

Template Preparation and Sample Data

After selecting to customize a template such as a confirmation letter, or folio, two files (*.rtf and *.xml) are downloaded to the client workstation and Microsoft Word automatically opens the [filename].rtf. Use the Oracle BI Publisher toolbar to load the corresponding XML data (select **Data**, select **Load XML Data**, and then select the applicable XML file).

> **Note:**
>
> The Oracle BI Publisher toolbar appears in Microsoft Word after installation of the Oracle BI Publisher software. If the toolbar does not appear automatically, select **View**, select **Toolbars**, and then select **Template Builder** to add it to the existing toolbar display. Alternatively, you can use the Oracle BI Publisher function menu, which always appears with the other function menus at the top of Microsoft Word once the Oracle BI Publisher software has been installed.

The **Load XML Data** menu option is used to load sample data for the template. Sample data consists of every XML tag (field) available for inclusion in the template. This default data is used when previewing the customized report to view how the report looks once it is generated within OPERA Cloud.

Figure 8-1   Load XML Data
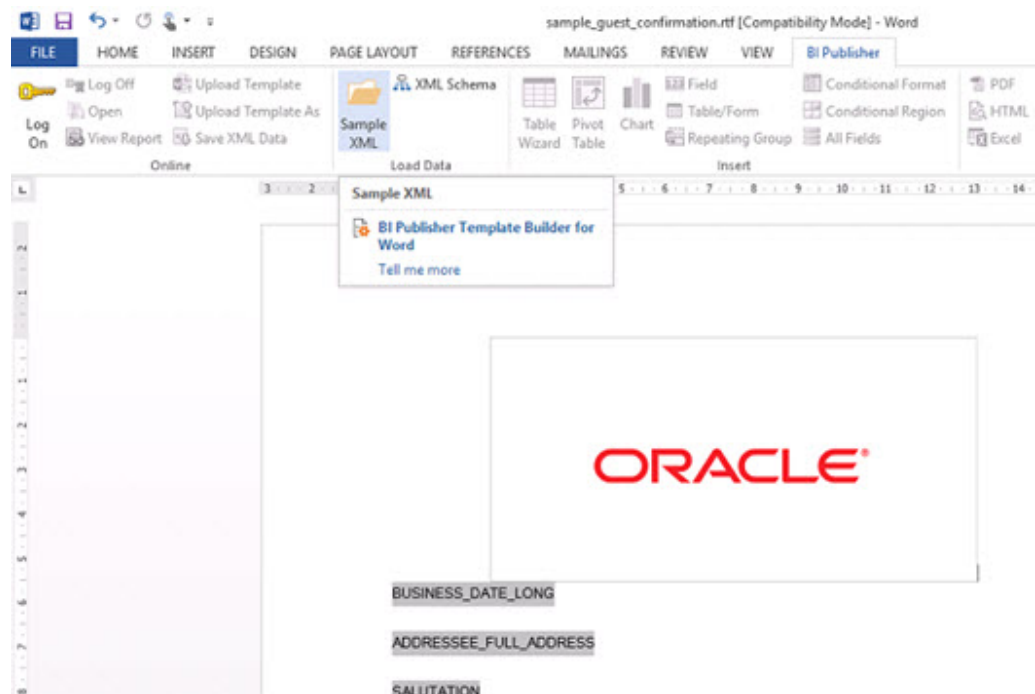
Select the XML file from the download directory on the workstation that corresponds to the type of template you want to customize. The XML file should be the sample_xxx that corresponds to the template you are customizing. For example, if you are creating a confirmation letter for your resort and you named the file "email_confirmation," you will not see a corresponding XML file. Rather, you would select the file "sample_guest_confirmation.xml" to load the available elements for customization on the template.

Figure 8-2   sample_guest_confirmation.xml file
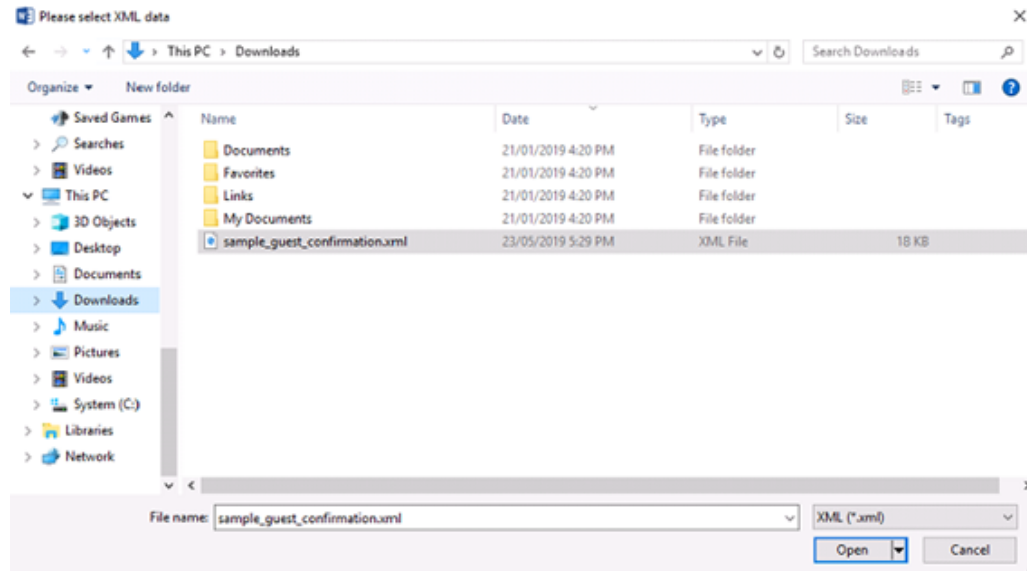
Once the XML is selected, a "Data loaded successfully" message appears and informs you that the sample XML data is now loaded for use in customization.

Microsoft Word functionality is used to add style elements to the report (for example, font styles and sizes, font color and weight, and so on). To add text, simply type the text where you would like it to appear.

> **Note:**
>
> Only standard operating-system packaged fonts are supported.

> **Note:**
>
> Although this tool utilizes Microsoft Word for customization, not all elements can be used on the template. An RTF template is a document which describes how data is presented. It does not contain knowledge of how to extract data, only tags containing field names. Macros cannot be used because the report is stored in *.RTF format.

Adding and Editing Form Fields

Form fields can be added or edited directly from the report template in the following ways:

- clicking an existing field or selecting **Tools** and then selecting **Field Browser** to edit existing fields or

- clicking **Insert** and then selecting **Field** to add a new field to the template document.

When editing existing fields using the Field Browser, select a field from the list to view or modify the corresponding XML tag. Once your fields are modified, click the **Update** button to apply your changes and then click **Close** to exit the Field Browser.

Figure 8-3   Selecting a Field from the List of Field Values
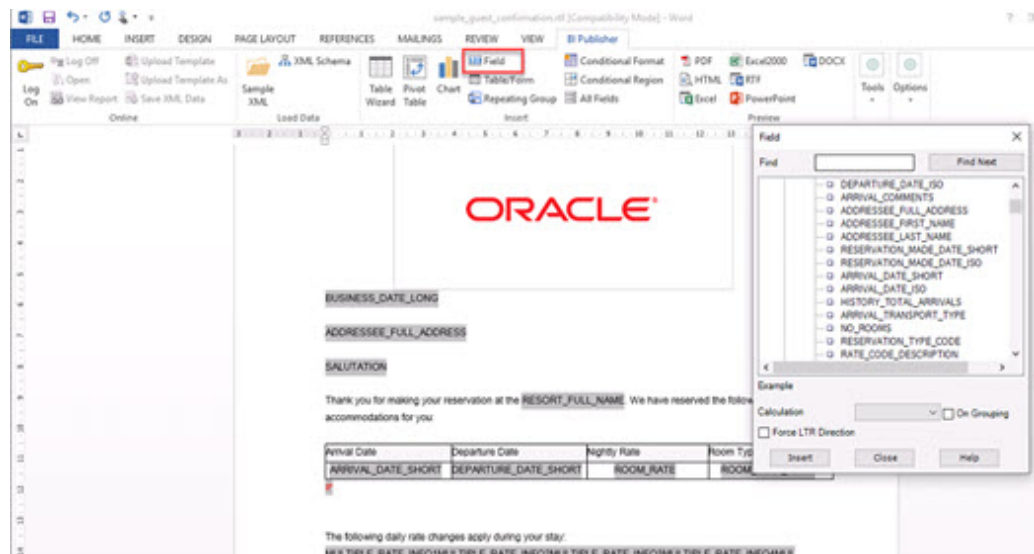
It is recommended that tables are used to keep the field positions static. When creating a new table in Word, be sure to set the AutoFit behavior to 'AutoFit to Contents' to avoid truncating fields larger than the actual cell size or resizing a cell to accommodate a field with a longer description than the display data. Refer to Microsoft Word Help (**F1**) for more details.

After the XML data has been loaded into the Template document, use the **Insert** and **Field** menu items to insert new fields in the document and edit accordingly.

Select the XML tag or field to add to the customizable report from the list of available fields. The Tree of available fields is divided into the sections applicable to the report, (for example, header, footer, body, and so on). You can add fields by highlighting and dragging to the document or double clicking on a selected field from this list.

Advanced Layout Options

Adding and Editing IF Statements for Conditional Regions of the Template

Notice that IF statements appear throughout the document template. IF and ENDIF represent the IF and END IF statements provided with the sample reports. All content

contained within the IF to ENDIF statements only appears based on the conditions of the IF statement being met. For instance, if a guest has a reservation where a deposit is not required for their stay, the IF statement suppresses the field DEPOSIT_DUE from displaying on the confirmation.

To add new IF statements to the report template, select **Insert** and then select **Field** to add a new field to the template document. Next, double click the newly created field to display the Text Form Field Options screen and then click the **Add Help Text** button to create your IF statement.

Figure 8-4   Adding IF Statements

Viewing and/or editing the condition of an existing IF statement can be done one of two ways. First, double-click on the field for the IF statement you want to modify. The Text Form Field Options screen appears. Click the **Add Help Text** button. The Form Field Help Text screen appears. From here you can manually edit the IF statements to meet your requirements.

The conditional regions rely on expressions <?if:?> and <?end if?>.

```
<?if: [ELEMENT][CONDITION]?> <?end if?>
```

Where element is the field name and condition is what must evaluate to true. Ensure the [ELEMENT] from the XML is referenced in uppercase.

IF can be combined with other string functions.

CONTAINS

Using the CONTAINS function, an expression can be constructed to output conditional text when an element contains a specific string value. This is similar to a LIKE operator.

```
<?if: contains(ELEMENT,'txt_to_search_for')='true'?>Yes it does <?end if?>
```

STARTS-WITH

To evaluate the start of a string, use the STARTS-WITH function:

```
<?if: starts-with(COMPANY_NAME,'Oracle')?><?end if?>
```

Or, you can use the Field Browser (select **Tools** and then select **Field Browser**) to view and/or edit the condition of an IF/ENDIF statement and then click the **Update** button to apply your modifications.

Figure 8-5   Field Browser screen
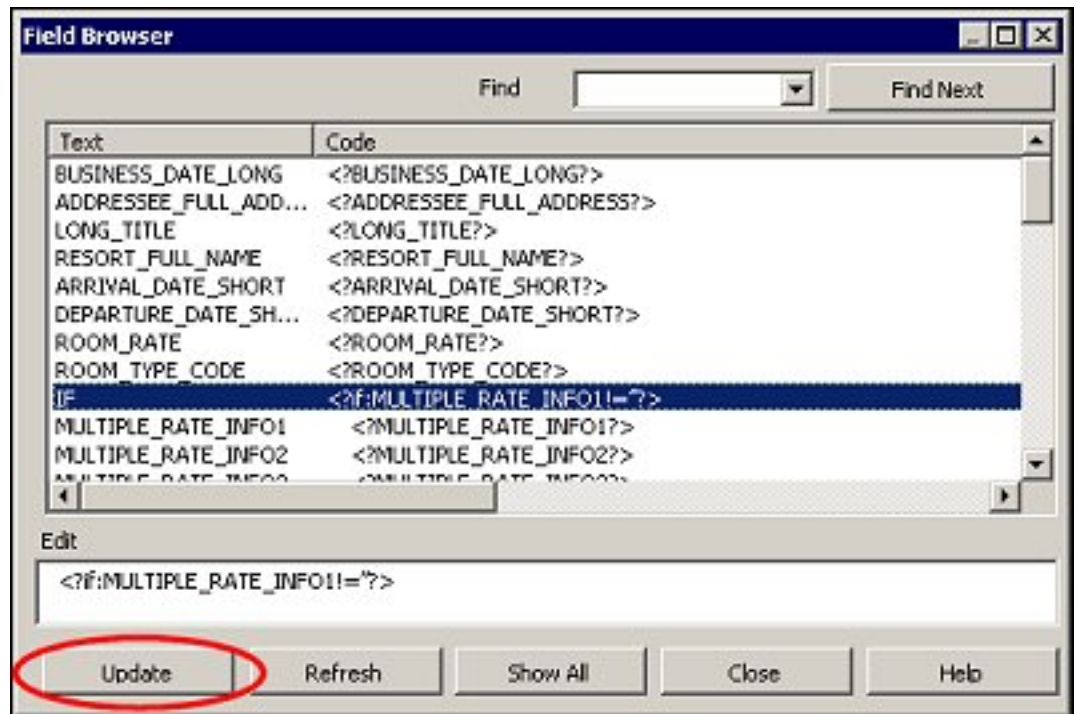
Adding Conditions for Internal Parameters

Each customizable report contains internal parameters that are used for report
generation. These parameters can be utilized when creating conditions for report
generation. For example, if a property wants to display a graphic on a confirmation
letter only when generating output in a PDF format, these internal parameters would
be used. The XML Tags of **Param Name** and **Param Value** are displayed in the
available fields list.

Figure 8-6   Internal Parameters List
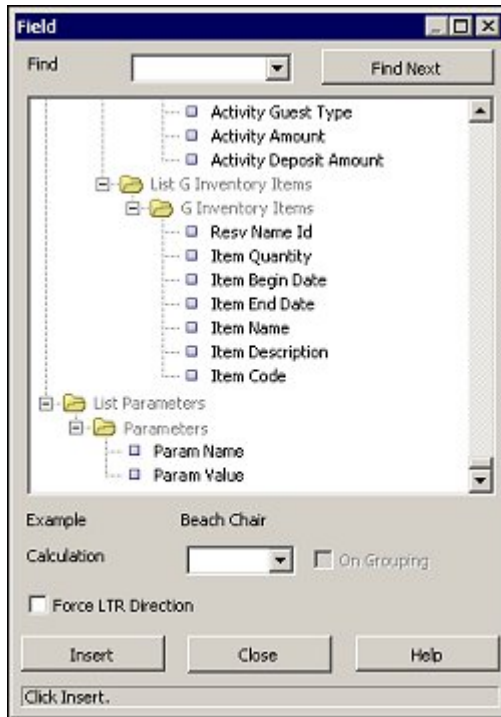
To see the list of available internal parameter values, open the **[filename].xml** that is downloaded to the workstation along with the customizable **[filename].rtf** file (where **[filename]** is the name of the file you have customized).

In this example, a condition is created for text to only appear if the report output is PDF format. To accomplish this, add the field **Param_Name** and then double click to edit. In the Form Field Help Text screen, insert the following line:

```
<?if:PARAM_VALUE[../PARAM_NAME='DESFORMAT']='PDF'?>
```

Figure 8-7   Form Field Help Text screen
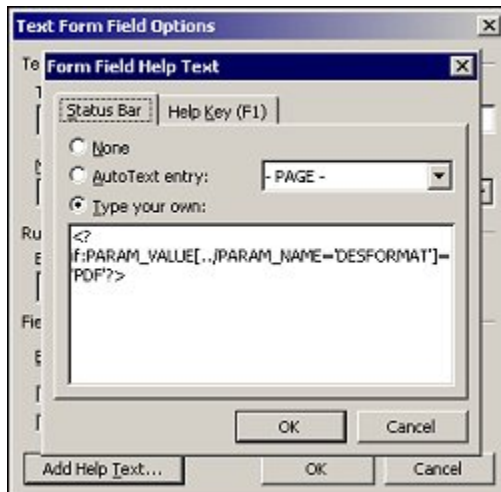
Insert an ENDIF statement to close the condition, then click **OK** and **OK** again to return to the customized report.

Inserting Images

There are two methods for inserting images into templates. For HTML email delivery (for example, confirmation letters), images must be published to a web server and the URL reference method must be used to reference the URL to the image. Referencing the image using the URL method provides a faster load/processing time for the template file since the file is smaller when the image is referenced rather than imbedded in the file.

> **Note:**
>
> There is a file size limit of 2MB for RTF templates.

Directly Inserting Images

For PDF output, images can be inserted directly into the RTF template.

Insert the jpg, gif, or png image directly in the template by selecting **Insert** and then selecting **Pictures**.

Inserting Images with URL References

Reference to a web image means the image is fetched at runtime; the image can be updated at any time without the need to modify the template(s).

Include an alternative text link for an image.

To insert images with URL references:

1. Insert a dummy graphic into the layout in Word by selecting **Insert** and then selecting **Pictures**.

2. Right-click the image and select the **Format Picture** option and then click the **Alt Text** tab.

3. Enter the following syntax to reference the image location:

   ```
   URL:{'http://<image location>'}
   ```

   Some examples for web images:

   ```
   URL:{'http://www.example.com/images/ora_log.gif'}
   ```

   ```
   URL:{'http://www.hotelserver.com/images/logo.gif'}
   ```

At runtime, the dummy graphic is replaced with the image published at the specified web address.

Figure 8-8   Format Picture and Alt Text tab
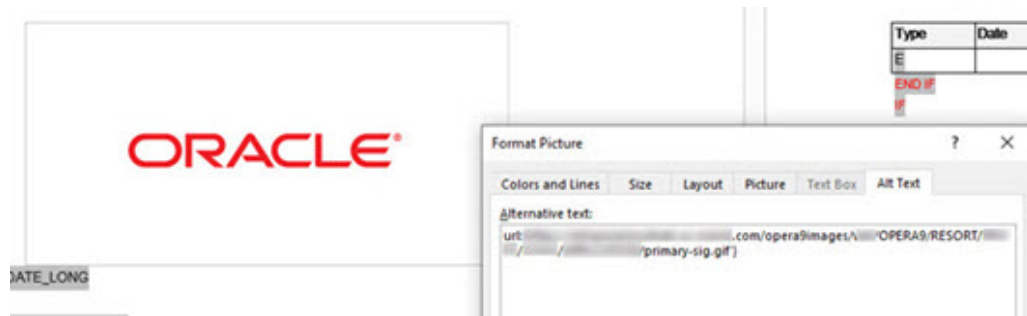
Graphic Image Size

The external images used within the document should be sized to suit the layout of the document and then published to the web server. The dummy graphic (used as a place holder within the RTF) can also be set to the required image size using picture tools.

Formatting Date and Number Fields

In addition to preformatted date strings in the XML, all date fields are also provided as canonical date/time values. These fields are identified with the suffix _ISO in the element name. Canonical dates can be formatted in BI Publisher using one of the following methods for specifying the desired output format:

- Specify an explicit date format mask using Microsoft Word's native date format mask.

- Specify an explicit date format mask using Oracle's format-date function.

> **Note:**
>
> Only one method should be used. If both the Oracle and MS Word format masks are referenced for a field, the data is formatted twice causing unexpected behavior.

To apply the Oracle BI Publisher format mask to a date field:

1. Open the **Form Field Options** dialog box for the placeholder field.

2. Set the Type to **Regular Text**.

3. Click the **Add Help Text** button to open the Form Field Help Text dialog.

4. Insert the following syntax to specify the date format mask:

   ```
   <?format-date: [DATE FIELD]; '[MASK]'?>
   ```

For example:

```
<?format-date:ARRIVAL_DATE_ISO;'YYYY-MM-DD'?>
```

Figure 8-9   Date Format Mask
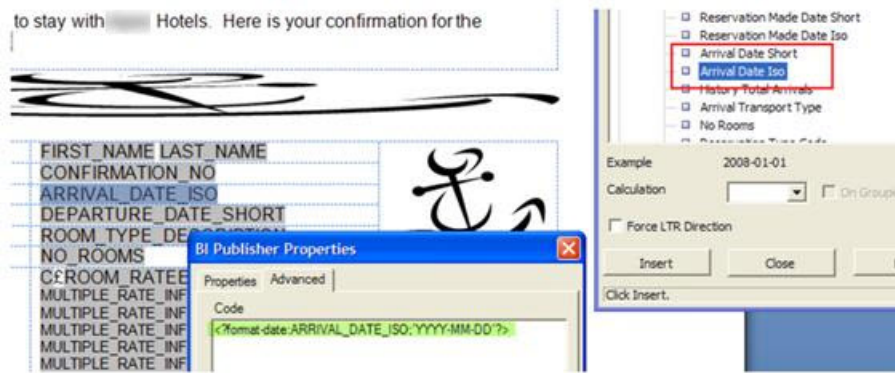
BI Publisher has a number of predefined format masks that can be used with the <?
format-date> function for _ISO date fields:

Table 8-1   Predefined Format Masks

Mask	Output for US Locale
SHORT	12/31/1999
MEDIUM	Dec 31, 1999
LONG	Friday, December 31, 1999
SHORT_TIME	12/31/99 6:15 PM
MEDIUM_TIME	Dec 31, 1999 6:15 PM
LONG_TIME	Friday, December 31, 1999 6:15 PM
SHORT_TIME_TZ	12/31/99 6:15 PM GMT
MEDIUM_TIME_TZ	Dec 31, 1999 6:15 PM GMT
LONG_TIME_TZ	Friday, December 31, 1999 6:15 PM GMT

Country locales can also be used to format a date value using a national character set.
For localized stationery, any ISO date field set to output a 'LONG' mask outputs a
translated string.

Alternatively, the Microsoft Word format mask can also be used on ISO date elements.
Open the field properties and set the field type as date and select the date format
mask required for the field.

Figure 8-10   Text Form Field Options with field type as a Date
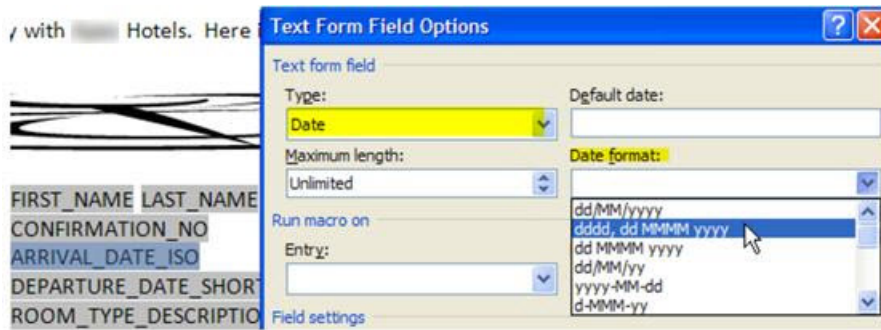
Number formatting is achieved using similar method to date formatting. BI Publisher supports two methods for specifying the number format:

• Specify an explicit format mask using Microsoft Word's native number format mask.

• Specify an explicit format mask using Oracle's format-number function.

To use Microsoft Word format mask, open the field properties and set the field type as number and select the number format mask required for the field.

Figure 8-11   Text Form Field Options with field type as a number
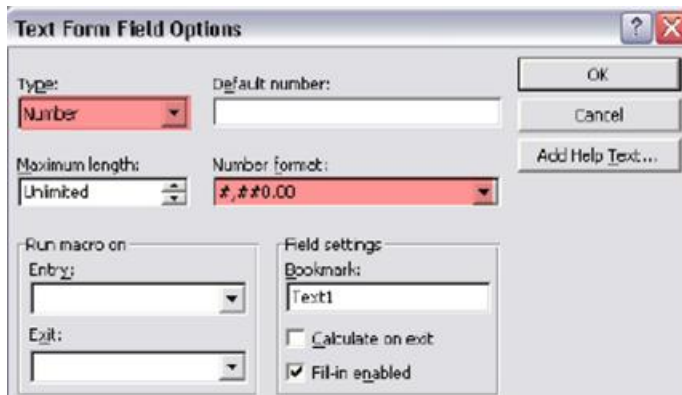
To use the Oracle BI Publisher format mask, specify an explicit format mask using Oracle's format-number function.

1. Open the **Form Field Options** dialog box for the placeholder field.

2. Set the Type to **Regular Text**.

3. Select the **Add Help Text** button to open the Form Field Help Text dialog.

4. Insert the following syntax to specify the number format mask:

    ```
    <?format-number:fieldname;'999G999D99'?>
    ```

Figure 8-12   Form Field Help Text
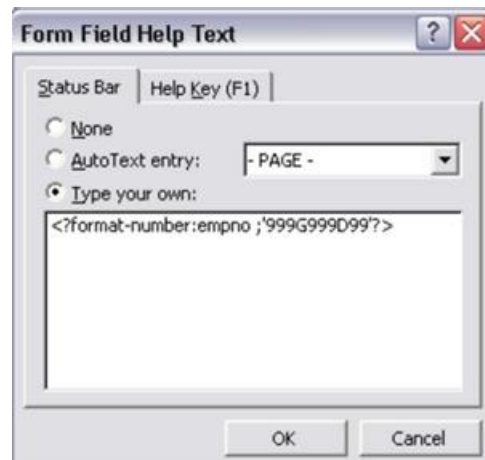
> **Note:**
>
> For further information on formatting dates and numbers, refer to https://docs.oracle.com/middleware/12211/bip/BIPRD/GUID-7BD3C665-851A-43FE-BA2D-7501390D95AC.htm

Adding Hyperlinks for PDF and HTML Output

The RTF template can contain links to web locations. When generated to PDF or HTML format, you can click the hyperlink to open the website. (This feature is typically used in HTML confirmation letters.)

1. Within the template, select an area of text and select **insert** and then select **hyperlink**.

Figure 8-13   Inserting a link in the template
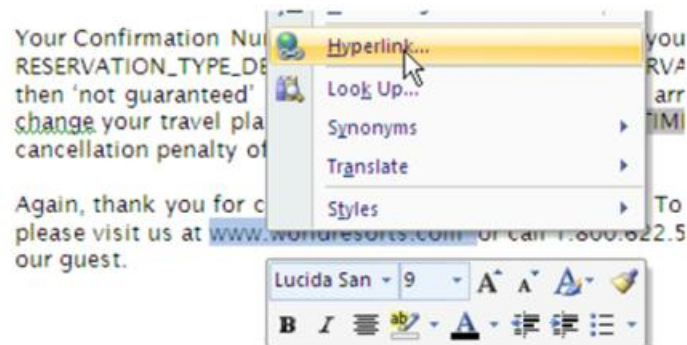
2. In the dialog box, enter the **URL** and click **OK**.

Figure 8-14   Entering the URL for the link
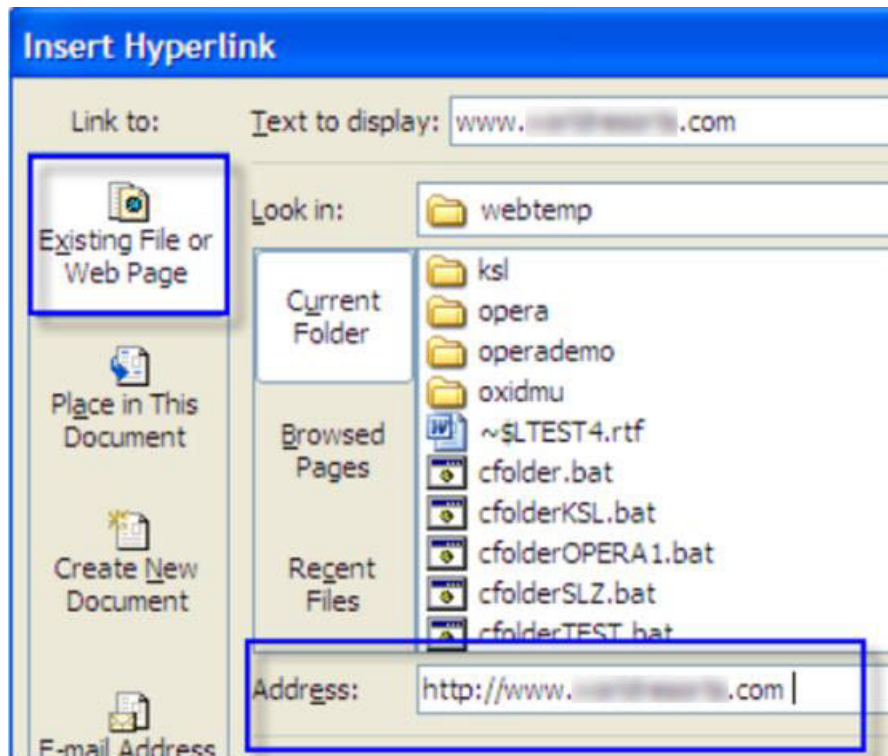
3. Links can also be defined on images in the template for PDF and HTML output. Select an image and select **Insert** and then select **hyperlink**. In the resulting email or PDF file, the image is a button the recipient can click to launch the URL.

Figure 8-15   Defining a link for an image
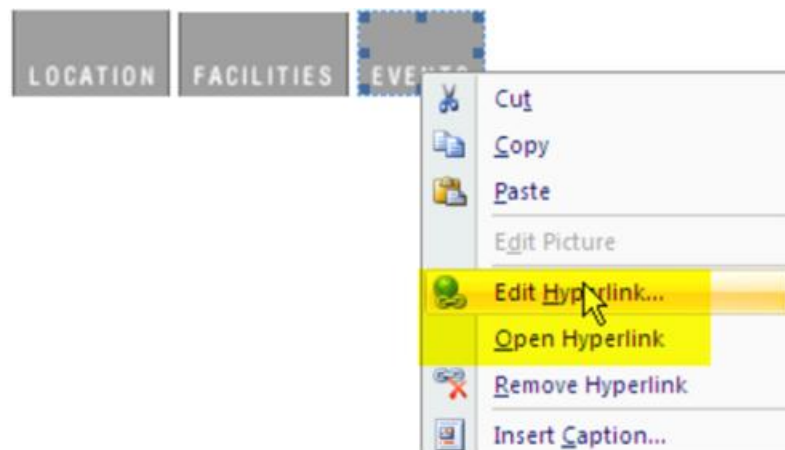
Non-Western Fonts

Only OS-packaged, standard fonts are supported. To support internationalization and non-Western character sets, a unicode font must be used in the RTF template. Arial Unicode and Lucida Sans Unicode are two standard Unicode fonts installed with Microsoft Windows and Microsoft Office.

Format any string or date field that outputs non-Western characters with Arial or Lucida Sans Unicode to ensure correct output.

Figure 8-16   Selecting a Unicode font
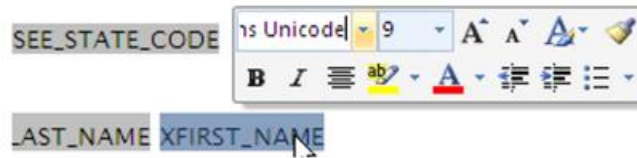
Extended SQL and XSL Functions

BI Publisher has extended a set of SQL and XSL functions for use in RTF templates. The syntax for these extended functions are the following:

`<?xdofx:expression?> for extended SQL functions`

`<?xdoxslt:expression?> for extended XSL functions`

An SQL example is IF-THEN-ELSE used for a conditional region.

`<?xdofx:if [ELEMENT][condition] then result1 else result2 end if?>`

For further information, refer to Extended SQL and XSL Functions.

Preview and Finalize the Template

Once the customization is complete, you can preview your customized template from within Microsoft Word to verify the layout and information is correct. The Preview feature is available in several formats: PDF, HTML, Excel, or RTF. Refer to step 11 in the Configuring Stationery Templates topic for more information on uploading the modified RTF template.

Figure 8-17   Preview Options for Custom Report
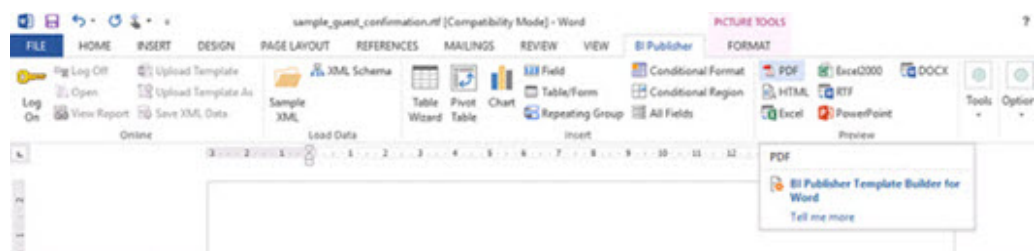
Prerequisites for Stationery Editor

OPERA Cloud Tasks

• View Internal Reports / Report Groups

- Manage Reports
  - New/Edit/Duplicate Reports

Configuring Stationery Templates

This section describes the steps for creating a custom report using the Oracle BI Publisher Desktop tool.

Creating the custom report

1. Select **Reports**, select **Manage Reports**, and then select **Create Reports**.

2. Enter or select the **Property**.

3. Select a **Report Group**. For example, Confirmation Letter, Folios, Registration Cards, and so on. For more information, see Report Groups

4. Select **Customized Report** for the **Report Type**.

5. Select the **Sample Report to base your Customized Report** on by clicking the search icon next to the field, selecting a sample report, and then clicking **Select**. This is the Rich Text Format (RTF) file.

Figure 8-18   Sample Report to base your Customized Report
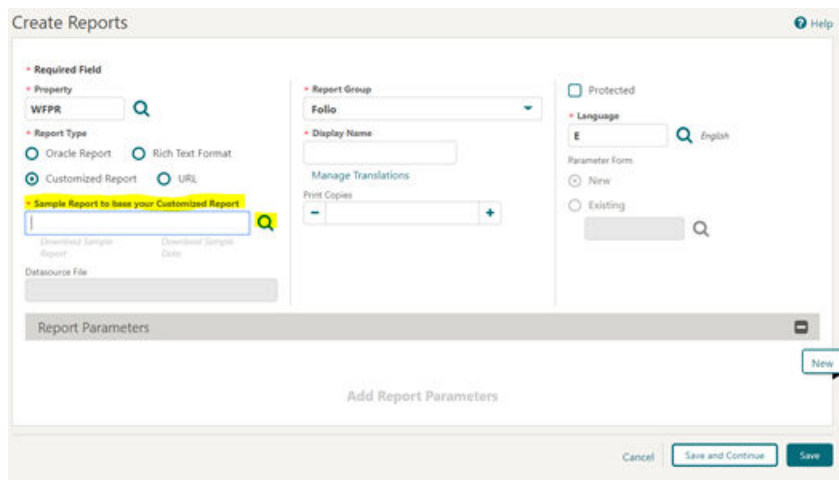
6. Click **Download Sample Report** and click **Download Sample Data** to download the sample report and sample data.

Figure 8-19   Download Sample Report and Sample Data links
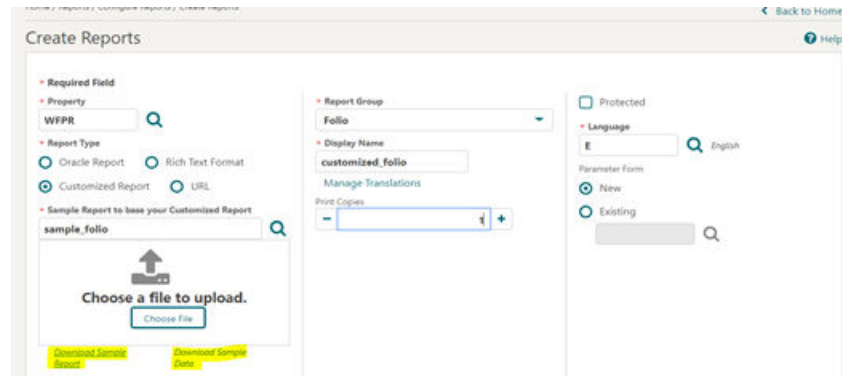
> **Note:**
>
> Once downloaded, the files are located in the default download folder (that is, the Downloads Folder on your local machine).

7. Navigate to the file location and right click the downloaded file and then click the **Show in folder** option. You can also navigate to the preset download folder to open or view the file.

Figure 8-20   Show in folder option
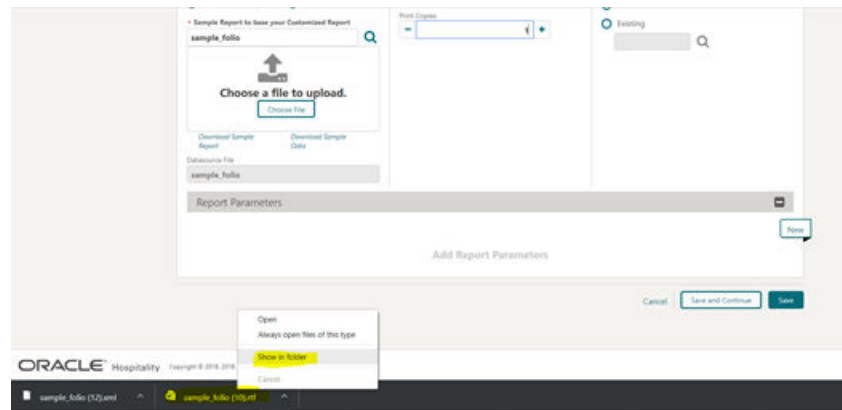
8. Rename the .rtf file (that is, the sample_folio) per your requirement and ensure the updated name does not begin with "SAMPLE." No name changes are needed for the XML files. Right click the .rtf file and then select the **Rename** option to change the name.

Figure 8-21   Rename File
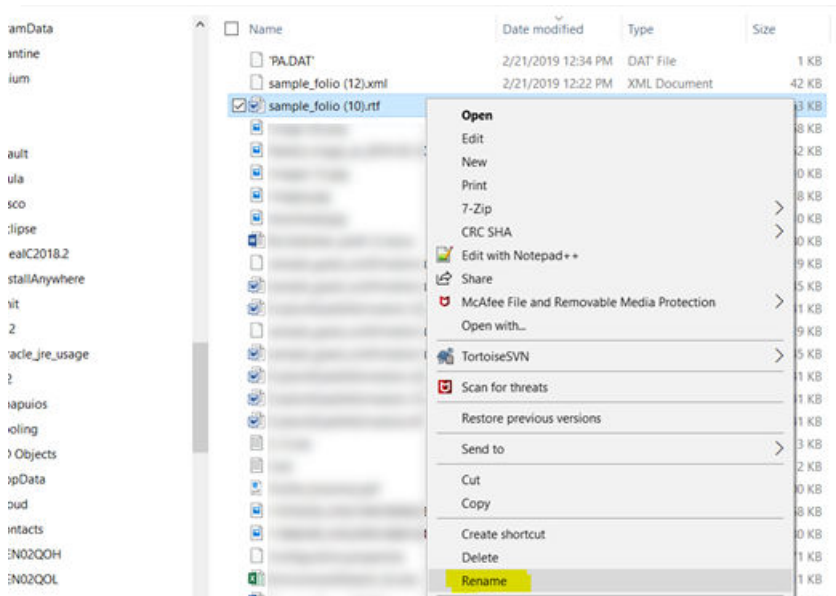
9. Customize the template as needed . See Using Stationery Editor for more information.

10. Save the RTF file and close Microsoft Word.

11. In OPERA Cloud (Create Report), upload the customized RTF file by clicking **Choose File** and then select the file from the workstation location and click **Open**.

Figure 8-22   Choose File
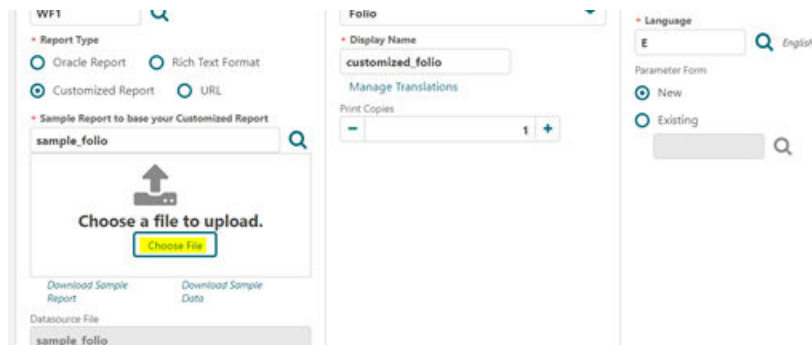
Once Uploaded, the file display name in the **Display Name** field automatically updates to the uploaded .rtf file's name.

Figure 8-23   Display Name matches the uploaded .rtf file's name
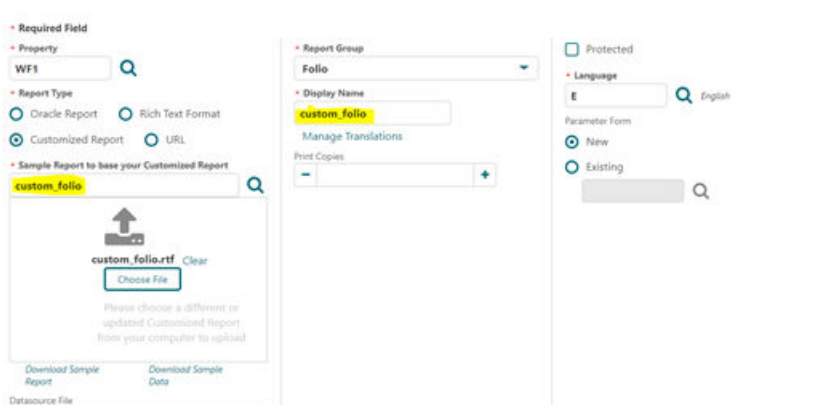
12. **Print Copies**: Enter the number based on your requirements (for example, enter 1 or 2).

13. **Language**: Select the language of the template. When the multi-language OPERA Control is active you must configure an entry for each profile language so OPERA Cloud knows which template to generate for each language.

14. **Parameter Form**: This step is not applicable for stationery templates.

15. Click **Save**.

Banquet Event Order – 1 Column(SAMPLE_BEO_1COLUMN.REP with REP_BEO_1COLUMN.FMX)

The Banquet Event Order 1 report is a comprehensive document that contains all the vital information about the catering portion of a business block broken down into events and resources. It is an ideal tool to use for communicating with customers and various hotel internal departments to ensure that all customer requirements regarding the events are met and prepared per agreement and contract.

The report is one of several sample BEO (Banquet Event Orders) that you can customize during installation of the system to be further tailored to the hotel's specific requirements.

> **Note:**
>
> When selecting the email method for printing Banquet Event Orders from the main Reports screen, the document attached to the email is renamed to the report name with the Block ID appended to it. For example, in the case of a BEO named BEO 1 Column, the output would be renamed as BEO 1 Column - 795547.pdf.

The Property list of values in this report is limited by the properties to which the user has the appropriate access granted.

You can customize this report using the Stationery Editor. The following Selection Criteria fields are available when using the Stationery Editor.

Selection Criteria

1. **Property**. Select the property for which the report should be printed. The BEO can be ordered across multiple properties in a multi-property environment. This is useful if a booking has its event distributed over several properties.

2. **Report Type**. Customized Report.

3. **Sample Report to base your Customized Report**. Select Sample_beo_1column. Once selected, the links to Download Sample Report and Download Sample Data will be displayed allowing for the templates to be downloaded and modified. The sample data file will allow users to preview the changes without having to upload the report into the application. The modified file can be uploaded through the Choose File option.

   > **✎ Note:**
   >
   > You must rename the file without using the word "sample."

4. **Datasource File**. This read only field is populated automatically based on the report selection.

5. **Report Group**. Select the group from the list. It is recommend that you load the report in the Group Stationery report group.

6. **Display Name**. Enter the report name.

7. **Print Copies**. Enter the number of copies to print.

8. **Protected**. Prevents users from editing the report.

9. **Language**. Determines the language in which the report prints.

10. **Parameter Form**. Select the Sample BEO 1 Column parameter form.

Report Parameters

1. **Event Date From/Event Date To**. Allows you to select the event from and to dates.

2. **Block Arrival Date From/Arrival Date To**. Allows the selection of the block from and to dates.

3. **Business Block**. Select one or several specific business blocks for printing the BEO report.

4. **Event**. Select one or several events for printing the BEO.

5. **Event Status**. Select event statuses. Typically, return-to-inventory statuses, like lost and canceled statuses, would be excluded.

6. **Event Type**. Select or several event types to print the BEO.

7. **Space**. Select one or several function spaces in which the events are taking place.

8. **Item Class**. Allow you to select the resource item classes that should be printed. Depending on whether the BEO is printed for internal use or to send to the customer, your selections here could be different. For example, there might be item classes that are necessary to print for internal use, like furniture and linen requirements, but not necessary to print on the copy you send to the customer.

9. **Block Note Type**. Allows you to select business block note types to be printed on the BEO. This parameter works in conjunction with the internal and external notes flag on the first tab. Even if note types have been selected, if neither internal nor external are flagged, no notes would print. Not all business block notes might be relevant to print on the BEO.

10. **Cover Letter Note Type**. A portion of the cover letter can be made up from business block notes, which make the letter more flexible and allows for custom texts per customer without having to change the text that is embedded in the report. Enter the note type to print on the cover letter.

11. **Sort By**. Allows the ordering of events by one of these four predefined sort orders:

    a. Event Date + Booking Name + Event Time

    b. Event Date + Event Time + Booking Name

    c. Booking Name + Event Date + Event Time

    d. Booking Name + Master Event Date + Master Event Time

12. **Address Type**. Allows you to select an address type other than the primary address. This provides the option to print an extended byte address onto the BEO if one is attached to the account or contact, even if it is not the primary address. Any address type can be chosen. If the field is left blank or the selected address type does not exist for the current customer, the primary address will print instead.

13. **Address Format**. Allows you to select address formats different from the standard format. This is useful in an international environment where addresses might have different formats from country to country. For example, when sending a BEO to Europe, the address format might have the zip code before the city name and no state printed at all. The list of values shows all configured catering address formats. If the field is left blank, the address prints the default format.

14. **Print Address of**. This option determines what address to print as part of the header. This can either be set to print the account address or the contact's address.

15. **Print Account**. The Print Account defaults to the Account marked as PT for the Business Block from the Name Select screen. If a different Account should be printed on the BEO, select the Print Account ellipsis and click the PT column to select another Account already linked to the business block.

16. **Print Contact**. Print Contact defaults to the Contact marked as PT for the Business Block from the Name Select screen. If a different Contact should be printed on the BEO, select the Print Contact ellipsis to select another Contact already linked to the business block.

    > **Note:**
    >
    > When the BEO is printed for more than one booking, the Print Account and Print Contact are pulled by default. No option is provided to select a different Account or Contact for Printing. If no Print Account or Print Contact is selected for a booking, the default hierarchy is used. Additionally, when no relationship exists between the Print Account and the Print Contact, the Print Contact appears red.

17. **Event Printing Method**. The possible selections are one event per page, Master and Sub per page, Prints events continuously.

18. **Revenue Summary**. The possible options are Internal, External, or None. The External and Internal options print a revenue summary at the end of the BEO before the general conditions. External summarizes non-package revenues by date, and catering packages as one price per delegate without breaking it down into its component revenue types. Internal summarizes non-package revenues by revenue type per date and non-package revenue by event and revenue type per date. Selecting None suppresses the Revenue Summary completely.

19. **Print Deposit**. If checked, deposit information prints on the BEO. If not checked, that information is suppressed.

20. **Sort Deposit**. Deposits can print sorted by type or by due date. If type is selected a sub-total for each type prints as well as a general total.

21. **Print Internal/External Notes**. Specify whether notes should print on the BEO and if so, select from notes that are marked as Internal, External, or both. Typically, only external notes would be selected if the BEO is printed to be sent to a customer and either only internal, or internal and external, if the BEO is printed for use as inter-departmental communication tool.

22. **Suppress Account Name**. This suppresses any reference to an account on the BEO header and in the signature. This is typically done for 'social' BEOs that are organized privately by individuals that are not associated with any account, for example, weddings, birthday parties, and so on.

23. **Suppress Signature**. Select this option to suppress the Signature field at the end of each BEO.

24. **Hide Doorcard**. This suppresses printing the Post As references on the event itinerary.

25. **Print Package Name for Multiple Days**. If a Business Block has a Catering Package that spans multiple days, checking this flag makes the package header information print on each date that has a Package Event. If the flag left deselected, the package header information print only on the first day of Package Events.

26. **Exclude Alternate Events**. When the application function Catering > Alternate Space is set to Y, the Exclude Alternate Events check box is visible. When selected, Alternate Events do not print on this report.

27. **Print Extended Characters**. If secondary account and contact names are entered into the system using the globe button on the appropriate fields (only available if the application function General > Alternate Name is active), the report procedure scans those secondary fields when printing account and contact information; if an entry is found, it returns that entry instead of the primary name. If the appropriate fields are empty, the regular names print. This functionality is primarily added for extended byte handling in the Asia- Pacific region.

28. **Reset Page Numbering**. Select this option to reset the page numbering when printing multiple BEOs. If unchecked, the pages are numbered based on the total number of pages in the BEO batch. If checked, the page numbers are reset with each new agenda.

29. **Print General Conditions**. General conditions and terms of contract can be added as text pages after the body of the BEO. They would have been tailored to the hotel on installation. Typically the general conditions would only be printed if the BEO is sent out to customers.

> **✎ Note:**
>
> To select either the Print Cover Letter or Print General Conditions flags, you must select only one business block ID in the Business Block search filter first. Otherwise, the options are disabled.

30. **Print Cover Letter**. Prints a cover page. The text of that page is customized to the hotel and can be individualized using business block notes. Typically this cover page would only be printed if the BEO is sent out to customers.

31. **Currency**. Available when the application function Rates > Foreign Currency Handling is active, this selection allows the conversion of foreign currency to a property's base or catering currency when the foreign currency has a defined exchange rate for posting.

32. **Exchange Rate Date**. If selected, enter a date or use the calendar tool to select the effective date of the exchange rate for the specified currency. The prices in the BEO are calculated using the exchange rate for the specified currency as it was on that date.

33. **Creation Date**. If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the booking creation date.

34. **Distributed Date**. If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the date the distributed flag was checked.

Report Data

Rather than detailing every piece of data that can appear on the BEO, the following paragraphs describe specific behavior you should note:

The 1 Column BEO layout prints with the Food, Beverage and Item Class in a single column. The Item Class will print in order based on the sequence assigned to the Item Class in configuration.

The sections of the BEO if printed continuously are:

Header > Catering package information > Event Itinerary for all events of the current block > Food Section for all events of the current booking, in date and time order > Beverage Service for all events of the current booking in date and time order, > Resources, in resource class sequence order. Within each resource class, the resources are listed in event time order. In all sections, the function space and the event time identify to which event of the itinerary the appropriate resources belong.

The sections of the BEO if printed as Master/Sub or One Event per Page:

Header > Catering Package information > Basic event information for the current event only including start and end time, event name, function space name, set-up style, and function space rate plus rate amount > food section for the current event > beverage section for the current event > resource section for the current event in resource sequence order. Page break and repeat for all subsequent events.

Notes are always printed immediately after the entity they belong to. Resource notes print after the appropriate resource; event and function space notes print on the event itinerary after the event they belong to. Business Block notes print at the end of the entire BEO.

The Booking Type field on the BEO header takes its contents from the field Function Type on the business block catering tab, not from the field Type on the general section of the business block.

A text message that prints at the end of the BEO just before the signature section can be created or amended in Report Text Configuration in the Administration menu. This message typically contains information on tax and service charge levels that apply to the items listed on the BEO.

> **Note:**
>
> The Date Last Printed field prints at the very end of the BEO just below the Organization Authorized Signature field for each event printed or at the end of each event if more than one event per business block exists. This field displays the last date the events for this booking was printed. For Example, if Event #1 is printed on 4/10/xx but Event #2 has never been printed: when Event #2 is printed, it will read "Date Last Printed 4/10/xx" because that is the last date a BEO for this booking was printed.

Banquet Event Order – 2 Column (SAMPLE_BEO_2COLUMN)

The Banquet Event Order 2 report is a comprehensive document that contains all the vital information about the catering portion of a business block broken down into events and resources. It is an ideal tool to use for communicating with customers and various hotel internal departments to ensure that all customer requirements regarding the events are met and prepared per agreement and contract.

The report is one of several sample BEO (Banquet Event Orders) that you can customize during installation of the system to be further tailored to the hotel's specific requirements.

> **Note:**
>
> When selecting the email method for printing Banquet Event Orders from the main Reports screen, the document attached to the email is renamed to the report name with the Block ID appended to it. For example, in the case of a BEO named BEO 2 Column, the output would be renamed as BEO 2 Column - 795547.pdf.

You can customize this report using the Stationery Editor. The following Selection Criteria fields are available when using the Stationery Editor.

Selection Criteria

1. **Property**. Select the property for which the report should be printed. The BEO can be ordered across multiple properties in a multi-property environment. This is useful if a booking has its event distributed over several properties.

2. **Report Type**. Customized Report.

3. **Sample Report to base your Customized Report**. Select Sample_beo_2column. Once selected, the links to Download Sample Report and Download Sample Data

will be displayed allowing for the templates to be downloaded and modified. The sample data file will allow users to preview the changes without having to upload the report into the application. The modified file can be uploaded through the Choose File option.

> **Note:**
>
> You must rename the file without using the word "sample."

4. **Datasource File**. Read Only field that will populate automatically based on the report selection.

5. **Report Group**. Select the group from the list. It is recommend that you load the report in the Group Stationery report group.

6. **Display Name**. Enter the report name.

7. **Print Copies**. Enter the number of copies to print.

8. **Protected**. Prevents users from editing the report.

9. **Language**. Determines the language in which the report prints.

10. **Parameter Form**. Select the Sample BEO 2 Column parameter form.

Report Parameters

1. **Event Date From/Event Date To**. Allows the selection of the event from and to dates.

2. **Block Arrival Date From/Arrival Date To**. Allows the selection of the block from and to dates.

3. **Business Block**. Select one or several specific business blocks for printing the BEO report.

4. **Event**. Select one or several events for printing the BEO.

5. **Event Status**. Select event statuses. Typically, return-to-inventory statuses, like lost and canceled statuses, would be excluded.

6. **Event Type**. Select one or several event types to print the BEO.

7. **Space**. Select one or several function spaces in which the events are taking place.

8. **Left Column Item Class**. Allows the selection of resource item classes that should print on the left hand side of this two column event order. Depending on whether the BEO is printed for internal use or for the customer, the selection here could be different. For example, there might be item classes needed for internal use, like furniture and linen requirements, but that would not be necessary to print on the copy that is sent to the customer.

9. **Right Column Item Class**. Allows the selection of resource item classes that should print on the right hand side of this two column event order.

10. **Block Note Type**. Allows you to select business block note types to be printed on the BEO. This parameter works in conjunction with the internal and external notes flag on the first tab. Even if note types have been selected, if neither internal nor external are flagged, no notes would print. Not all business block notes might be relevant to print on the BEO.

11. **Cover Letter Note Type**. A portion of the cover letter can be made up from business block notes, which make the letter more flexible and allows for custom texts per customer without having to change the text that is embedded in the report. Enter the note type to print on the cover letter.

12. **Sort By**. Allows the ordering of events by one of these four predefined sort orders:

    a. Event Date + Booking Name + Event Time

    b. Event Date + Event Time + Booking Name

    c. Booking Name + Event Date + Event Time

    d. Booking Name + Master Event Date + Master Event Time

13. **Address Type**. Allows you to select an address type other than the primary address. This provides the option to print an extended byte address onto the BEO if one is attached to the account or contact, even if it is not the primary address. Any address type can be chosen. If the field is left blank or the selected address type does not exist for the current customer, the primary address will print instead.

14. **Address Format**. Allows you to select address formats different from the standard format. This is useful in an international environment where addresses might have different formats from country to country. For example, when sending a BEO to Europe, the address format might have the zip code before the city name and no state printed at all. The list of values shows all configured catering address formats. If the field is left blank, the address prints the default format.

15. **Print Address of**. This option determines what address to print as part of the header. This can either be set to print the account address or the contact's address.

16. **Print Account**. The Print Account defaults to the Account marked as PT for the Business Block from the Name Select screen. If a different Account should be printed on the BEO, select the Print Account ellipsis and click the PT column to select another Account already linked to the business block.

17. **Print Contact**. Print Contact defaults to the Contact marked as PT for the Business Block from the Name Select screen. If a different Contact should be printed on the BEO, select the Print Contact ellipsis to select another Contact already linked to the business block.

> **Note:**
>
> When the BEO is printed for more than one booking, the Print Account and Print Contact are pulled by default. No option is provided to select a different Account or Contact for Printing. If no Print Account or Print Contact is selected for a booking, the default hierarchy is used. Additionally, when no relationship exists between the Print Account and the Print Contact, the Print Contact appears red.

18. **Event Printing Method**. The possible selections are one event per page, Master and Sub per page, Prints events continuously.

19. **Print Deposit**. If checked, deposit information prints on the BEO. If not checked, that information is suppressed.

20. **Sort Deposit**. Deposits can print sorted by type or by due date. If type is selected a sub-total for each type prints as well as a general total.

21. **Print Internal/External Notes**. Specify whether notes should print on the BEO and if so, select from notes that are marked as Internal, External, or both. Typically, only external notes would be selected if the BEO is printed to be sent to a customer and either only internal, or internal and external, if the BEO is printed for use as inter-departmental communication tool.

22. **Suppress Account Name**. This suppresses any reference to an account on the BEO header and in the signature. This is typically done for 'social' BEOs that are organized privately by individuals that are not associated with any account, for example, weddings, birthday parties, and so on.

23. **Suppress Signature**. Select this option to suppress the Signature field at the end of each BEO.

24. **Hide Doorcard**. This suppresses printing the Post As references on the event itinerary.

25. **Print Package Name for Multiple Days**. If a Business Block has a Catering Package that spans multiple days, checking this flag makes the package header information print on each date that has a Package Event. If the flag left deselected, the package header information print only on the first day of Package Events.

26. **Exclude Alternate Events**. When the application function Catering > Alternate Space is set to Y, the Exclude Alternate Events check box is visible. When selected, Alternate Events do not print on this report.

27. **Print Extended Characters**. If secondary account and contact names are entered into the system using the globe button on the appropriate fields (only available if the application function General > Alternate Name is active), the report procedure scans those secondary fields when printing account and contact information; if an entry is found, it returns that entry instead of the primary name. If the appropriate fields are empty, the regular names print. This functionality is primarily added for extended byte handling in the Asia- Pacific region.

28. **Reset Page Numbering**. Select this option to reset the page numbering when printing multiple BEOs. If unchecked, the pages are numbered based on the total number of pages in the BEO batch. If checked, the page numbers are reset with each new agenda.

29. **Print General Conditions**. General conditions and terms of contract can be added as text pages after the body of the BEO. They would have been tailored to the hotel on installation. Typically the general conditions would only be printed if the BEO is sent out to customers.

> **Note:**
>
> To select either the Print Cover Letter or Print General Conditions flags, you must select only one business block ID in the Business Block search filter first. Otherwise, the options are disabled.

30. **Print Cover Letter**. Prints a cover page. The text of that page is customized to the hotel and can be individualized using business block notes. Typically this cover page would only be printed if the BEO is sent out to customers.

31. **Currency**. Available when the application function Rates > Foreign Currency Handling is active, this selection allows the conversion of foreign currency to a property's base or catering currency when the foreign currency has a defined exchange rate for posting.

32. **Exchange Rate Date**. If selected, enter a date or use the calendar tool to select the effective date of the exchange rate for the specified currency. The prices in the BEO are calculated using the exchange rate for the specified currency as it was on that date.

33. **Creation Date**. If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the booking creation date.

34. **Distributed Date**. If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the date the distributed flag was checked.

Report Data

Rather than detailing every piece of data that can appear on the BEO, the following paragraphs describe specific behavior you should note:

The 2 Column BEO layout prints with the food across the top and the Beverage section below the food in the column on the left side. The Item Classes will print on the left or right side based on the selection in the parameter form.

The sections of the BEO if printed as Master / Sub:

Header > Catering Package information > Basic event information for the master event and the sub events including start and end time, event name, function space name, set-up style and function space rate plus rate amount > food section for the current event, printed on the left hand side of the BEO > beverage section for the current event on the right hand side of the BEO, alongside the food section > resource section for the current event in resource sequence order. The resource classes that have been defined to print on the right hand site of the BEO will start printing underneath the beverage services. The resource classes that have been defined to print on the left hand side of the BEO will start printing underneath the food section. Page break and repeat for all subsequent events.

The sections of the BEO if printed as One Event per Page:

Header > Catering Package information > Basic event information for the current event only including start and end time, event name, function space name, set-up style and function space rate plus rate amount > food section for the current event, printed on the left hand side of the BEO > beverage section for the current event on the right hand side of the BEO, alongside the food section > resource section for the current event in resource sequence order. The resource classes that have been defined to print on the right hand site of the BEO will start printing underneath the beverage services. The resource classes that have been defined to print on the left hand side of the BEO will start printing underneath the food section. Page break and repeat for all subsequent events.

The sections of the BEO if printed continuously are:

Header > Catering package information > Event Itinerary for all events of the current business block > Food Section for all events of the current booking, in date and time order. On this BEO format the food section will print on the left hand side of the BEO > Beverage Service for all events of the current booking in date and time order. Beverage services will print on the right hand site of the BEO alongside the food section > Resources, in resource class sequence order. The resource classes that have been defined to print on the right hand site of the BEO will start printing underneath the beverage section. The resource classes that have been defined to print on the left hand side of the BEO will start printing underneath the food section. Within each resource class the resources are listed in event time order. In all sections

the function space and the event time identify to which event of the itinerary the appropriate resources belong.

Notes are always printed immediately after the entity they belong to. Resource notes print after the appropriate resource; event and function space notes print on the event itinerary after the event they belong to. Business Block notes print at the end of the entire BEO.

The Booking Type field on the BEO header takes its contents from the field Function Type on the business block catering tab, not from the field Type on the general section of the business block.

A text message that prints at the end of the BEO just before the signature section can be created or amended in Report Text Configuration in the Administration menu. This message typically contains information on tax and service charge levels that apply to the items listed on the BEO.

> **Note:**
>
> The Date Last Printed field prints at the very end of the BEO just below the Organization Authorized Signature field for each event printed or at the end of each event if more than one event per business block exists. This field displays the last date the events for this booking was printed. For Example, if Event #1 is printed on 4/10/xx but Event #2 has never been printed: when Event #2 is printed, it will read "Date Last Printed 4/10/xx" because that is the last date a BEO for this booking was printed.

Banquet Event Order – 2 Column FB (SAMPLE_BEO_2COLUMN_FB)

The Banquet Event Order 2 column F&B (Food and Beverage) report is a comprehensive document that contains the vital information about the catering portion of a business block broken down into events and resources. It is an ideal tool for communicating with customers and various hotel internal departments to ensure that all customer requirements regarding the events are met and prepared per agreement and contract.

The report is one of several sample BEO (Banquet Event Orders) that you can customize during installation of the system to be further tailored to the hotel's specific requirements.

> **Note:**
>
> When selecting the email method for printing Banquet Event Orders from the main Reports screen, the document attached to the email is renamed to the report name with the Block ID appended to it. For example, in the case of a BEO named BEO 2 Column F&B, the output would be renamed as BEO 2 Column F&B- 795547.pdf.

You can customize this report using the Stationery Editor. The following Selection Criteria fields are available when using the Stationery Editor.

Selection Criteria

1. **Property**. Select the property for which the report should be printed. The BEO can be ordered across multiple properties in a multi-property environment. This is useful if a booking has its event distributed over several properties.

2. **Report Type**. Customized Report.

3. **Sample Report to base your Customized Report**. Select Sample_beo_2column F&B. Once selected, the links to Download Sample Report and Download Sample Data will be displayed allowing for the templates to be downloaded and modified. The sample data file will allow users to preview the changes without having to upload the report into the application. The modified file can be uploaded through the Choose File option.

> **Note:**
>
> You must rename the file without using the word "sample."

4. **Datasource File**. Read Only field that will populate automatically based on the report selection.

5. **Report Group**. Select the group from the list. It is recommend that you load the report in the Group Stationery report group.

6. **Display Name**. Enter the report name.

7. **Print Copies**. Enter the number of copies to print.

8. **Protected**. Prevents users from editing the report.

9. **Language**. Determines the language in which the report prints.

10. **Parameter Form**. Select the SAMPLE_BEO_2COLUMN_FB/rep_beo_2column parameter form.

Report Parameters

1. **Event Date From/Event Date To**. Allows the selection of the event from and to dates.

2. **Block Arrival Date From/Arrival Date To**. Allows the selection of the block from and to dates.

3. **Business Block**. Select one or several specific business blocks for printing the BEO report.

4. **Event**. Select one or several events for printing the BEO.

5. **Event Status**. Select event statuses. Typically, return-to-inventory statuses, like lost and canceled statuses, would be excluded.

6. **Event Type**. Select one or several event types to print the BEO.

7. **Space**. Select one or several function spaces in which the events are taking place.

8. **Left Column Item Class**. Allows the selection of resource item classes that should print on the left hand side of this two column event order. Depending on whether the BEO is printed for internal use or for the customer, the selection here could be different. For example, there might be item classes needed for internal

use, like furniture and linen requirements, but that would not be necessary to print on the copy that is sent to the customer.

9. **Right Column Item Class**. Allows the selection of resource item classes that should print on the right hand side of this two column event order.

10. **Block Note Type**. Allows you to select business block note types to be printed on the BEO. This parameter works in conjunction with the internal and external notes flag on the first tab. Even if note types have been selected, if neither internal nor external are flagged, no notes would print. Not all business block notes might be relevant to print on the BEO.

11. **Cover Letter Note Type**. A portion of the cover letter can be made up from business block notes, which make the letter more flexible and allows for custom texts per customer without having to change the text that is embedded in the report. Enter the note type to print on the cover letter.

12. **Sort By**. Allows you to order events by one of these four predefined sort orders:

    a. Event Date + Booking Name + Event Time

    b. Event Date + Event Time + Booking Name

    c. Booking Name + Event Date + Event Time

    d. Booking Name + Master Event Date + Master Event Time

13. **Address Type**. Allows you to select an address type other than the primary address. This provides the option to print an extended byte address onto the BEO if one is attached to the account or contact, even if it is not the primary address. Any address type can be chosen. If the field is left blank or the selected address type does not exist for the current customer, the primary address will print instead.

14. **Address Format**. Allows you to select address formats different from the standard format. This is useful in an international environment where addresses might have different formats from country to country. For example, when sending a BEO to Europe, the address format might have the zip code before the city name and no state printed at all. The list of values shows all configured catering address formats. If the field is left blank, the address prints the default format.

15. **Print Address of**. This option determines what address to print as part of the header. This can either be set to print the account address or the contact's address.

16. **Print Account**. The Print Account defaults to the Account marked as PT for the Business Block from the Name Select screen. If a different Account should be printed on the BEO, select the Print Account ellipsis and click the PT column to select another Account already linked to the business block.

17. **Print Contact**. Print Contact defaults to the Contact marked as PT for the Business Block from the Name Select screen. If a different Contact should be printed on the BEO, select the Print Contact ellipsis to select another Contact already linked to the business block.

> **✏️ Note:**
>
> When the BEO is printed for more than one booking, the Print Account
> and Print Contact are pulled by default. No option is provided to select a
> different Account or Contact for Printing. If no Print Account or Print
> Contact is selected for a booking, the default hierarchy is used.
> Additionally, when no relationship exists between the Print Account and
> the Print Contact, the Print Contact appears red.

18. **Event Printing Method**. The possible selections are one event per page, Master and Sub per page, Prints events continuously.

19. **Print Deposit**. If checked, deposit information prints on the BEO. If not checked, that information is suppressed.

20. **Sort Deposit**. Deposits can print sorted by type or by due date. If type is selected a sub-total for each type prints as well as a general total.

21. **Print Internal/External Notes**. Specify whether notes should print on the BEO and if so, select from notes that are marked as Internal, External, or both. Typically, only external notes would be selected if the BEO is printed to be sent to a customer and either only internal, or internal and external, if the BEO is printed for use as inter-departmental communication tool.

22. **Suppress Account Name**. This suppresses any reference to an account on the BEO header and in the signature. This is typically done for 'social' BEOs that are organized privately by individuals that are not associated with any account, for example, weddings, birthday parties, and so on.

23. **Suppress Signature**. Select this option to suppress the Signature field at the end of each BEO.

24. **Hide Doorcard**. This suppresses printing the Post As references on the event itinerary.

25. **Print Package Name for Multiple Days**. If a Business Block has a Catering Package that spans multiple days, checking this flag makes the package header information print on each date that has a Package Event. If the flag left deselected, the package header information print only on the first day of Package Events.

26. **Exclude Alternate Events**. When the application function Catering > Alternate Space is set to Y, the Exclude Alternate Events check box is visible. When selected, Alternate Events do not print on this report.

27. **Print Extended Characters**. If secondary account and contact names are entered into the system using the globe button on the appropriate fields (only available if the application function General > Alternate Name is active), the report procedure scans those secondary fields when printing account and contact information; if an entry is found, it returns that entry instead of the primary name. If the appropriate fields are empty, the regular names print. This functionality is primarily added for extended byte handling in the Asia- Pacific region.

28. **Reset Page Numbering**. Select this option to reset the page numbering when printing multiple BEOs. If unchecked, the pages are numbered based on the total number of pages in the BEO batch. If checked, the page numbers are reset with each new agenda.

29. **Print General Conditions**. General conditions and terms of contract can be added as text pages after the body of the BEO. They would have been tailored to

the hotel on installation. Typically the general conditions would only be printed if the BEO is sent out to customers.

> **Note:**
>
> To select either the Print Cover Letter or Print General Conditions flags, you must select only one business block ID in the Business Block search filter first. Otherwise, the options are disabled.

30. **Print Cover Letter**. Prints a cover page. The text of that page is customized to the hotel and can be individualized using business block notes. Typically this cover page would only be printed if the BEO is sent out to customers.

31. **Currency**. Available when the application function Rates > Foreign Currency Handling is active, this selection allows the conversion of foreign currency to a property's base or catering currency when the foreign currency has a defined exchange rate for posting.

32. **Exchange Rate Date**. If selected, enter a date or use the calendar tool to select the effective date of the exchange rate for the specified currency. The prices in the BEO are calculated using the exchange rate for the specified currency as it was on that date.

33. **Creation Date**. If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the booking creation date.

34. **Distributed Date**. If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the date the distributed flag was checked.

Report Data

Rather than detailing every piece of data that can appear on the BEO, the following paragraphs describe specific behavior you should note:

The 2 Column FB BEO layout prints with the food on the left side and the beverage on the right side by default. The additional item classes will print based on the selection in the parameter form.

The sections of the BEO if printed as Master / Sub:

Header > Catering Package information > Basic event information for the master event and the sub events including start and end time, event name, function space name, set-up style and function space rate plus rate amount > food section for the current event, printed on the left hand side of the BEO > beverage section for the current event on the right hand side of the BEO, alongside the food section > resource section for the current event in resource sequence order. The resource classes that have been defined to print on the right hand site of the BEO will start printing underneath the beverage services. The resource classes that have been defined to print on the left hand side of the BEO will start printing underneath the food section. Page break and repeat for all subsequent events.

The sections of the BEO if printed as One Event per Page:

Header > Catering Package information > Basic event information for the current event only including start and end time, event name, function space name, set-up style and function space rate plus rate amount > food section for the current event, printed on the left hand side of the BEO > beverage section for the current event on the right

hand side of the BEO, alongside the food section > resource section for the current event in resource sequence order. The resource classes that have been defined to print on the right hand site of the BEO will start printing underneath the beverage services. The resource classes that have been defined to print on the left hand side of the BEO will start printing underneath the food section. Page break and repeat for all subsequent events.

The sections of the BEO if printed continuously are:

Header > Catering package information > Event Itinerary for all events of the current business block > Food Section for all events of the current booking, in date and time order. On this BEO format the food section will print on the left hand side of the BEO > Beverage Service for all events of the current booking in date and time order. Beverage services will print on the right hand site of the BEO alongside the food section. > Resources, in resource class sequence order. The resource classes that have been defined to print on the right hand site of the BEO will start printing underneath the beverage section. The resource classes that have been defined to print on the left hand side of the BEO will start printing underneath the food section. Within each resource class the resources are listed in event time order. In all sections the function space and the event time identify to which event of the itinerary the appropriate resources belong.

Notes are always printed immediately after the entity they belong to. Resource notes print after the appropriate resource; event and function space notes print on the event itinerary after the event they belong to. Business Block notes print at the end of the entire BEO.

The Booking Type field on the BEO header takes its contents from the field Function Type on the business block catering tab, not from the field Type on the general section of the business block.

A text message that prints at the end of the BEO just before the signature section can be created or amended in Report Text Configuration in the Administration menu. This message typically contains information on tax and service charge levels that apply to the items listed on the BEO.

> **Note:**
>
> The Date Last Printed field prints at the very end of the BEO just below the Organization Authorized Signature field for each event printed or at the end of each event if more than one event per business block exists. This field displays the last date the events for this booking was printed. For Example, if Event #1 is printed on 4/10/xx but Event #2 has never been printed: when Event #2 is printed, it will read "Date Last Printed 4/10/xx" because that is the last date a BEO for this booking was printed.

Installing Oracle BI Publisher Desktop on a Workstation

Windows platform software requirements:

- Windows 10
- Windows 8.1

Additional requirements:

- Microsoft Word 2013 and 2016 versions
- Java JRE 1.8 and above versions

Installation Procedure

Oracle BI Publisher Desktop must configure some Microsoft Word components. If you run Microsoft Word during this process, the installation fails.

> **Note:**
>
> Be sure to close any Microsoft Office products prior to running the installation. This includes not only Microsoft Word but also Outlook or any software that uses Microsoft Word as a text editor.

> **Note:**
>
> OPERA certifies Microsoft Office 2016 Desktop Apps even when licensed under Microsoft Office 365.

Verifying the Certified Versions of Oracle BI Publisher Desktop

Verify all versions of the BI Publisher (BIP) server have a certified version of the BIP Desktop. Refer to product documentation to determine the proper version intended for your applications and ensure a compatible (matching) BIP Desktop tool is installed. BIP Desktop should be DOWNLOADED from the Oracle Analytics Publisher site.

If a previous version of BI Publisher Desktop exists (same version or not), it must be uninstalled prior to the new installation.

Only a user with admin rights can perform the BIP Desktop installation on the workstation. Right click on the executable and choose **Run as Administrator**.

> **Note:**
>
> The PC admin user who performs the install must have access to the Desktop tool.

To determine which versions of BI Publisher server have a certified version of the BIP Desktop, refer to the following list:

- Microsoft Office 2016 is certified for BIP Desktop version 12c (12.2.1.2,12.2.1.3 and 12.2.1.4).
- Microsoft Office 2013 is certified for BIP Desktop versions 11.1.1.9 and 12.2.1 (12c).

For the Windows client PC platform, verify the following versions:

- For Desktop 12.2.1
    - 64-bit Windows 7, 8.1, 10

For the JRE version, verify the following:

- For Desktop 11.1.1.6, 11.1.1.7, 11.1.1.9:
  - 1.7.0_80+ or 1.6.0_35+
  - 32-bit or 64-bit
- For Desktop 12.2.1:
  - 1.8.0_51+
  - 32-bit or 64-bit

> **✎ Note:**
>
> The versions of Microsoft Office, BI Publisher Desktop, and the Java JRE must all match as either 32-bit or 64-bit.

Table 8-2   Microsoft Office Compatibility

Microsoft Office Type & Version	Compatible with BI Publisher 12.2.1.4.0 version (32 and 64 bit version respectively)?
MS Office 2016 version (32 and 64 bit version respectively)	Yes
MS Office 2013 version (32 and 64 bit version respectively)	Yes

Installing Oracle BI Publisher Desktop

The following procedure describes the steps for installing Oracle BI Publisher Desktop 12.2.1.4.0 for Microsoft Office 2016 (32-bit) on a Microsoft Windows 10 machine with JRE 1.8 (32-bit).

1. Upon initiating the Oracle BI Publisher Desktop 12 c installation, you are prompted to choose from multiple languages. Click the drop-down list to select the setup language for this installation and then click **OK** to continue.

2. Click **OK** to begin the Oracle BI Publisher Desktop - InstallShield Wizard process. A Welcome screen appears.

3. Click **Next** to continue.

4. Click **Browse** and choose the desired folder to install BI Publisher Desktop. Click **Next** to run the Setup.

5. Click **Finish** and then open Microsoft Word. The BI Publisher tab is now located on the Microsoft Word menu bar.

Post Installation Steps

After installation of the BI Publisher Microsoft Word plug-in, the following steps must be completed for the customized RTF to properly build:

1. Open Microsoft Word.

2. Click the **BI Publisher** tab in your Microsoft Word toolbar and select **Options**. An Option screen appears.

Figure 8-24   BI Publisher Tab
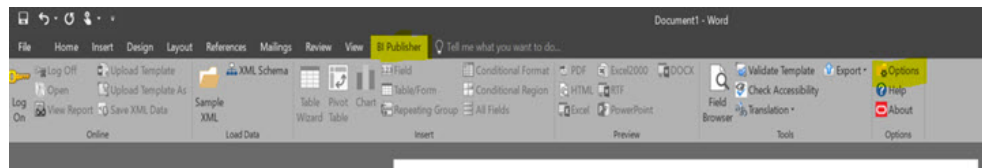
3. Click the **Build** tab and select the **Backward Compatible** option.

Figure 8-25   Option screen
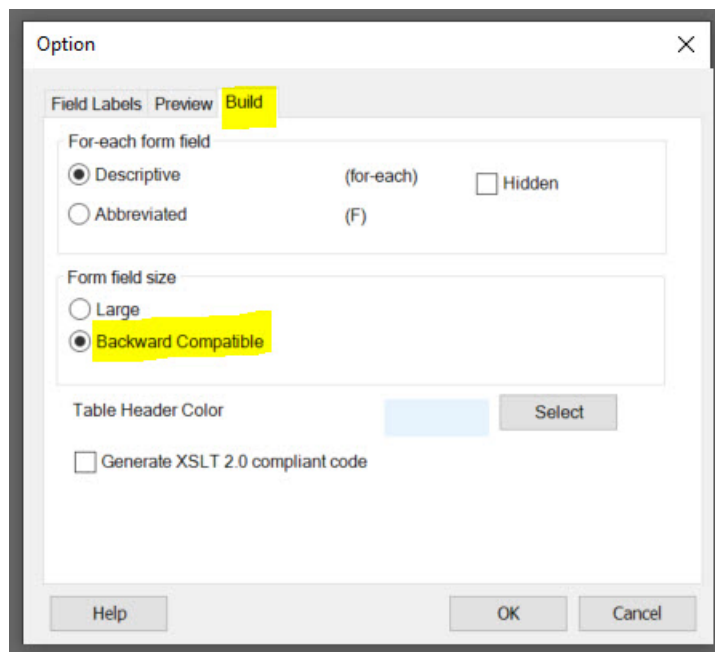
4. Click **OK** to close the screen.

Uninstalling Oracle BI Publisher Desktop

1. Uninstall the Template Builder from the Microsoft Windows **Control Panel**, **Add or Remove Programs** option.

2. Go to the installation folder (for example, C:\Program Files\Oracle) and verify the BI Publisher directory is removed. Delete this folder if it still exists.

3. Open Microsoft Word and verify the BI Publisher tab no longer appears.

4. Shut down and restart your workstation machine before reinstalling BI Publisher.

Report Descriptions

The following contains short descriptions of reports categorized by their report group.

- Accounts Receivable Reports
- Activity Reports
- Arrivals Reports

- Blocks and Groups Reports
- Catering Configuration Reports
- Commissions Reports
- Configuration Reports
- Departures Reports
- End of Day Reports
- Event Reports
- Financials Reports
- Forecast Reports
- Guests In-House Reports
- Housekeeping Reports
- Miscellaneous Reports
- Profiles Reports
- Reservations Reports
- Sales Account Reports
- Statistics Reports
- Yield Management Reports

Accounts Receivable Reports

Accounts Receivable Report by Activity Type (aractivity) - displays all accounts receivable accounts for a specified date range.

Aging by Type Only (aragetype) - displays all accounts receivable accounts with an outstanding balance for the selected account type.

Aging Summary By Type (araging) - displays the current outstanding balance of each account type as of the business date selected.

Aging Summary of All Accounts (aragingdet/aragingdetall) - displays all accounts receivable accounts that have an outstanding balance or activity on the account.

Accounts Receivable Activity - All Types (aractivity) - displays a log of all postings and payments made on an accounts receivable account for a particular date.

Accounts Receivable Adjustments (aradjustments) - displays adjustments that have been made to a posting from a previous business date (that is, posted and audited). Adjustments involve reversal of the original transaction (or group of transactions) and re-posting the correct transactions. Adjustments can be made to a single transaction or to multiple related transactions.

Accounts Receivable Aging Summary for All Types (arallagetype) - displays all account types and the corresponding accounts that fall under each account type.

Accounts Receivable Apply/Unapply Payments (ar_payments_tracking) - provides a report of applied and unapplied payments for a specified date range, accounts, and payment methods.

Accounts Receivable Collection Statistics (ar_collectionstat) - displays accounts with invoices paid in full or the balance is equal to 0.00. The report calculates how many days it took to bring any invoice balances to 0.00 from the date the record was transferred to accounts receivable.

Accounts Receivable Credit Balance (arcreditbal) - displays all accounts that have or had a credit balance on a selected business date. A credit balance is defined as the respective account having a credit on their account, rather than owing monies to the property (a debit).

Accounts Receivable Credit Card Transfer (arcrtransfer) - displays all transactions transferred from front office to accounts receivable to completely settle a guest folio.

Accounts Receivable Credit Limit (ar_balance) - displays a summarized alphabetic listing of all accounts with their balances for the current business date.

Accounts Receivable Detailed Aging (aragingdet/aragingdetall) - displays all account invoice details per accounts receivable account. This report lists each invoice, transaction or folio that contributes to the current balance of each individual accounts receivable account. The information displays the invoice balance for each line item in the appropriate aging level.

Accounts Receivable Ledger (arledger) - displays all transactions that have been posted directly on an accounts receivable account or transferred to an accounts receivable account for a selected business date. Print this report to verify that all transactions balance back to the accounts receivable ledger portion of the trial balance.

Accounts Receivable Master List Detail (ardirectdet) - displays a list of all configured accounts receivable accounts and a more detailed breakdown of the account setup. The information includes account status, permanent account Y/N, credit limit, batch statement Y/N, as well as more basic account information such as account number and name, address, contact, and phone number.

Accounts Receivable Master List Summary (ardirect) - displays a list of all configured accounts receivable accounts with basic account information. This will include the account number, account name, address, contact information, and the telephone and fax numbers configured in the Accounts Receivable setup.

Accounts Receivable Payments / City Ledger Settlements Summary (arpayments) - displays all payments posted to an accounts receivable account for a specific date.

Accounts Receivable Trace (artraces) - displays messages that notify the accounting department staff of actions they are expected to take.

Accounts Receivable Transfer Report (artransfer) - displays all transactions transferred from front office to accounts receivable to completely settle a guest folio. Details of the folio are completely reclassified as part of the accounts receivable ledger.

Days Credit Sales Outstanding (days_credit_sales_outstanding) - calculates the total accounts receivables outstanding (non-credit card) for the current business date. The report then subtracts daily balances from the outstanding until it reaches 0. The number of days it takes to reach 0 is displayed at the bottom of the report and represents the total days sales outstanding.

New Report

- **Report Name** - AR Unpaid Invoices (Displays a list of all unpaid invoices when the Delay Days Report and Payment Due Days OPERA Controls are active. Based on **Calculate Based on Payment Due Days** check box.

- **Selected** - the delay is calculated from the payment due days on the account.

- **Deselected** - the delay is calculated from the payment due days on the AR account type).

- **Parameter Form** - AR_UNPAID.

- **Internal Name** - ar_unpaid.

Activity Reports

Activity Report (rep_activity_rep) – available with the OPERA Cloud Property Management Services Subscription, this report prints past, present, and future To Do's and Activities.

Prerequisites for Activity Report

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Activity: Use Time Zones for Activities

Activity Report (rep_activity_rep with rep_activity.fmx)

This report prints To Do's and Activities. You can run the report for the past, present, and future, or spanning from the past to the future. It is ideal for a recap of all activities performed for the past week or months.

When printed for a specific Account rather than for a specific sales manager, the report also provides a great way of showing the total activity history of the account. For example, it is possible to see that the account had been contacted regularly every six weeks in the first two years in the system, but then started to be called only seldom and randomly when another sales manager took over the account. Therefore, production has gone down. If a manager/director of sales reviewed this report for key accounts on a regular basis, potential problems with certain accounts might be prevented.

SELECTION CRITERIA

Property. Select the property for which the report should be printed.

Activity Filter. This option allows you to print the report by any predefined filters that have been created for the activity module. It also gives the user the option to create a new filter directly from the report order form, which will subsequently also be accessible from the Activity Search screen.

Account Name. Select to filter this report by account name.

Contact Name. Select to filter this report by contact name.

Bus. Block Name. Select to filter this report by Business Block name.

Activity Owner. Select to filter this report by activity owner.

Activity Name. Select to filter this report by specific activities.

Activity Type. Select to filter this report by activity type.

Activity Class. Select to filter this report by activity class.

Purpose. Free form field to filter for a specific activity purpose.

Activity Result. This filter is only visible when this report is run from SFA and when the application parameter ACTIVITY > ACTIVITY RESULTS is set to Y. Use the down arrow to select Activity Results from the LOV.

Activity Date Range From/To. Select a date range between which activities exist.

> **Note:**
>
> The date and time information related to activities is converted to your logged-in time zone; if no time zone is specified for the logged-in user, the logged-in property time zone is assumed; if the logged-in property does not have a time zone assigned, the database time zone is assumed. See Activity Time Zones for details.

Group By. Allows to sort and group the report by either Account, Sales Manager, or Date. This report always considers a group by Account.

> **Note:**
>
> When no Group by is selected, the Activities are sorted by Start Date and Time and there is no grouping by Account.

When Account is selected, the first group by is alpha by Account Name, then alpha by Contact Last Name, and then the Activities are sorted by Activity Start Date. When Owner is selected, the first group by is alpha by Account Owner Code, then alpha by Account Name, then alpha by Contact Last Name and then the Activities are sorted by Activity Start Date. When Date is selected the first group by is Activity Start Date, then alpha by Account Name and then alpha by Contact Last Name with the activities listed below.

For each group by, the Account/Contact is listed in alphabetical order first by Account then by Contact Last Name. When no Contact is attached to the Account, that Account will be displayed last, alphabetically in the account grouping.

Example:

• ABC Account / ABC Contact

• ABC Account / XYZ Contact

• ABC Account / No Contact

If there is an activity with no account included on this report, those activities are listed alphabetically by Contact after the activities with Accounts have been reported.

Page Break. This flag works together with the Group by option. A page break will occur after each member of the selected group, i.e., after each account, if Account has been selected as the Group By filter, or after each sales manager if Owner has been selected in the Group By filter.

Display Address. If this check box is selected, the addresses for linked accounts and contacts are printed on the report (including Address1, Address2, Address3, and Address4). If it is not selected, only the account and contact names and phone numbers print.

Completed (Yes/No/Both). Select to view completed, incomplete or all activities.

Display (Activities/To Do Only/Both). Select to display activities only, to do only or both.

Notes (All/Limited/None). If limited is selected only the first 100 characters of each activity note will print on the report instead of the whole note text if it is longer.

REPORT DATA

The report displays all Activities and To Do's that fall within the selected criteria. Activities are always grouped by Accounts, either as the primary or secondary group, and depend on the value selected in the Group By filter. For example, it is not possible to switch this report to print in pure date order, irrespective of the accounts these activities are linked to. When group by Owner is selected, the activities are first grouped by Owner Code and then by Account / Contact within that owner code.

Account and Contact names and phone numbers are printed in the header line of each group. If the Display Address flag is checked, the appropriate account and contact addresses print in this header line.

For each activity that exists in the selected time frame for this account, the activity owner, start date, start time and end time, the activity type code, the activity purpose, and the booking name of the linked booking id (if any) will print. Activity Notes are printed below the initial activity record if any exist, depending on the selection made on the filter to print either full notes, notes limited to 100 characters, or no notes at all.

> ✎ **Note:**
>
> When this report is printed in SFA, the Results field prints below the Activity.

Activity Summary Matrix Report

The Activity Summary Matrix Report summarizes catering activities by type and owner. The report prints a summary of all activities for a selected date range by type, and can be printed for activities based on their completion status or for all activities.

Report General Conditions

- The report parameter form is named **REP_SREP_ACT_SUMMARY**.

Fields

1. **Property**: Select the property from the multi select list field.

2. **Activity Type**: A mandatory field. Use this option to select one, multiple, or all available activity types (up to 14) to print on this report.

3. **Activity From Date** : Filter the report by selecting an Activity From date range.

4. **Activity To Date**: Filter this report by selecting an activity To date range for this report.

5. **Owner**: Select the Owner or multiple Owners for which the report should print.

6. **Purpose**: This field accepts free-form text entry and wildcards.

7. **Activity Result**: Use the multi select list.

8. **Completed**: Select Yes, No, or Both. Select include or exclude activities that are either completed, not completed or both.

Report Data

The report prints in the following order: Owner Code, Sales Manager, and all selected activity types. The final column contains totals for all the selected activities for each sales rep. The final row of the matrix contains totals for each selected activity type and a grand total of all activities by owner in the last column.

- Prerequisites for Activity Summary Matrix Report

Prerequisites for Activity Summary Matrix Report

OPERA Cloud Tasks

Group: Activity Report

Arrivals Reports

Arrivals and Checked In Today (arrchkinbyroom) — displays all expected guests due to arrive today and those guests who have already checked in today.

Arrivals with Scheduled Activities (resarr_activities) —displays reservations with scheduled activities and allows you to group the output by arrival date, activity type, or block code.

Arrivals: Detailed (res_detail) — provides a detailed view of all arrivals for the selected date range.

Membership Pre-Check (arrprecheckinmem) — displays reservations that have not yet checked in, and have active membership attached to the reservation.

Police (police_report) — printed daily for all guests who have a check in date equal to the business date. The report will display the sequence number, first name, last name, passport number, nationality, mother's name, father's name, place of birth, arrival date, and departure date.

Routing Details (routing_details) — displays all reservations that have a comp room or window routing attached to it. This report can be run for arrival, in-house, or both block and individual reservations. For comp routing, the report displays the dates of the reservation, the authorizer, dates of the comps, and any notes that may be attached to the comp.

Blocks and Groups Reports

Block Information (resblkinfo) - displays a detailed breakdown of a block header and room grid for a specified date range.

Block Traces (resblktraces) - displays trace text and the due date for a block.

Blocks by Cutoff Date (resblockbycutoffdate) - can be used by reservations or sales staff to determine which dates specific blocks will be cut off.

Group Departure By Room (grpdepbyroom) - displays all the reservations in house that have a group profile attached.

Group In House by Room (grpinhousebyroom) - displays all in-house reservations with a group profile attached, sorted by room number.

Group Pickup (grppickup) - provides a breakdown for all existing and future blocks.

Group Rooming List (grprmlist)- provides a list of all reservations associated with a specific block for the date range selected.

Contract Merge Report (rep_cont_merge.rep) - communicates group booking and catering event details to customers.

Daily Forecast (rep_daily_forecast.rep) - can print room nights, room revenue and catering revenue on a daily basis per booking.

Block Short Listing Report (REP_BH_SHORT) - displays details for a list of business blocks and is useful to follow up on group booking decision dates, cutoff dates or to provide a list of business blocks due to arrive in the coming weeks or months. Report parameters has multiple filter combinations and sort options.

- Block Actual Report (rep_actbb_p)
- Block Actual Pick Up Report (rep_actbb)
- Block Conversion (rep_block_conversion.rep)
- Block Cancellation Summary Report (rep_cancel_summary.rep)
- Pro Forma Invoice Generates Report (Rep_Proforma_Invoice)
- Group Room Pace (BI) Report (Rep_Group_Rooms_Pace_BI.Rep with Rep_Group_Rooms_Pace_BI.FMX)
- Room and Catering Revenue Pace (BI) (Rep_Room_Cat_Rev_Pace_BI.Rep with Rep_Room_Cat_Rev_Pace_BI.FMX)

Block Actual Report (rep_actbb_p)

Prerequisites for Actual Business Block Rooms Report

This report compares booked room nights, revenue, and average rate with picked-up room nights, revenue, and average rate.

SELECTION CRITERIA

Property.

1. When logged into a Property:

    a. The Property filter should be Visible, Required, and displayed at the top of the Parameter.

    b. The logged in Property should be passed (defaulted) to the Property filter.

    c. No other Properties are available for selection.

2. When logged into a HUB:

    a. The Property filter should be Visible, Required, Multi-Select, and displayed at the top of the Parameter.

    b. The Property selected in the Report Property search filter should be passed (defaulted) to the Property filter.

    c. All Properties in the HUB will be available for selection.

3. Mandatory when visible.

Stay Date Range. This field allows you to select blocks that have at least one stay day within the selected from and to date.

1. From Date:

    a. The Date field with formatting based on the configured short date format for the logged in Property or HUB.

    b. This field filters on allotment dates (Stay Dates are the dates between the start date and the end date, for example, one).

    c. The value in this field must be earlier than or equal to the date in the Stay Date To Date field.

    d. No default value when inserting the report.

2. To Date:

    a. The Date field with format based on the configured short date format for the logged in Property or HUB.

    b. This field will filter on allotment dates (the dates between the start date and end date, for example, one).

    c. The value in this field must be later than or equal to the date in the Stay Date From Date field.

    d. No default value when inserting the report.

Block Type. You must select one of the following values (select only one).

1. Rooms:

    a. Radio button selection.

    b. Only one of these three values can be selected at one time.

    c. When Rooms is selected, only blocks that are not marked as Catering Only are returned.

2. Catering:

    a. Radio button selection.

    b. Only one of these three values can be selected at one time.

    c. When Catering is selected, only blocks that are marked as Catering Only are returned.

3. All:

    a. Radio button selection.

    b. Only one of these three values can be selected at one time.

    c. When selected, all blocks that meet the other filter criteria are returned.

    d. Default ALL when the report is inserted.

Block Status.

1. The field is defaulted with the ghost text All Codes indicating that all Block Statuses are considered.

2. The field is displayed with multi select LOV.

3. After selecting the magnifying glass, open the LOV for Search and select Block Status with an option to select one or multiple Block Statuses.

4. The list will display all Block Status codes and descriptions.

5. After selecting Block Status code(s), pass them back to the Report Request Parameter screen.

6. If multiple Block Statuses are selected, they will appear as comma separated values.

Rooms Owner. Select a room owner.

1. The field is defaulted with the ghost text All Codes indicating that all Rooms Owners will be considered.

2. The field is displayed with a multi select LOV.

3. After selecting the magnifying glass, open the LOV for search and select Rooms Owner with an option to select one or multiple Owners.

4. The list will appear with all Owner codes, Owner Name.

5. If multiple properties are selected in the Property field, the list will display the Property code against each Owner.

6. After selecting Owner code(s), pass the Owner Code(s) back to the Report Request Parameter screen.

7. If multiple Owners are selected, they will appear as comma separated values.

Change Date Status.

1. The field is defaulted with no value.

2. The field is displayed with single select LOV of all Block Status codes and descriptions.

3. After selecting the magnifying glass, open the LOV for search and select Block Status with the list of all Block Status codes and descriptions.

4. You have the option to filter a specific Block status. Only one Block Status can be selected from the LOV.

5. After selecting Block Status code(s), pass the selected Block Status code(s) back to the Report Request Parameter screen.

Sort Order. The following options should be available. Make at least one selection.

1. Sort by Rooms Owner – renamed from Sales Manager.

2. Sort by Block Status – renamed from Business Status.

3. Sort by Start Date – renamed from Arrival Date.

4. Sort by End Date – renamed from Departure Date.

5. Sort by Catering Owner – renamed from Catering Manager.

Currency. Visible when the application parameter Rate Management >Ability to Quote Rates in Foreign Currency is Active.

REPORT DATA

For each booking, the report prints the following data:

• The account name and block, as well as the block ID, current block status, selected change status and status change date, rooms owner, and catering owner of the block.

• The block start and end date and block currency.

• The current room nights, revenue, and average rate (printed in the top row of the revenue box).

• The actual picked-up room nights, revenue, and average rate (printed beneath the current figures).

• The calculated difference as a third line beneath the actual values.

A sub-total by selected first sort group is printed, as well as a total for the whole report.

> **✎ Note:**
>
> The current block rates are calculated from the value as it appears in the room grid of the booking regardless of any included taxes and package elements, if applicable. The picked-up rates and revenue are NET of taxes and packages. You should keep this in mind when comparing these values.

Block Actual Pick Up Report (rep_actbb)

Prerequisites for Actual Business Block Rooms Report

This report compares booked room nights, revenue, and average rate with picked-up room nights, revenue, and average rate.

SELECTION CRITERIA

Property.

1. When logged into a Property:

    a. The Property filter should be Visible, Required, and displayed at the top of the Parameter.

    b. The logged in Property should be passed (defaulted) to the Property filter.

    c. No other Properties are available for selection.

2. When logged into a HUB:

    a. The Property filter should be Visible, Required, Multi-Select, and displayed at the top of the Parameter.

    b. The Property selected in the Report Property search filter should be passed (defaulted) to the Property filter.

    c. All Properties in the HUB will be available for selection.

3. Mandatory when visible.

Stay Date Range. This field allows you to select blocks that have at least one stay day within the selected from and to date.

1. From Date:

    a. The Date field with formatting based on the configured short date format for the logged in Property or HUB.

    b. This field filters on allotment dates (Stay Dates are the dates between the start date and the end date, for example, one).

    c. The value in this field must be earlier than or equal to the date in the Stay Date To Date field.

    d. No default value when inserting the report.

2. To Date:

    a. The Date field with format based on the configured short date format for the logged in Property or HUB.

    b. This field will filter on allotment dates (the dates between the start date and end date, for example, one).

    c. The value in this field must be later than or equal to the date in the Stay Date From Date field.

    d. No default value when inserting the report.

Block Type. You must select one of the following values (select only one).

1. Rooms:

    a. Radio button selection.

    b. Only one of these three values can be selected at one time.

    c. When Rooms is selected, only blocks that are not marked as Catering Only are returned.

2. Catering:

    a. Radio button selection.

    b. Only one of these three values can be selected at one time.

    c. When Catering is selected, only blocks that are marked as Catering Only are returned.

3. All:

    a. Radio button selection.

    b. Only one of these three values can be selected at one time.

    c. When selected, all blocks that meet the other filter criteria are returned.

    d. Default ALL when the report is inserted.

Block Status.

1. The field is defaulted with the ghost text All Codes indicating that all Block Statuses are considered.

2. The field is displayed with multi select LOV.

3. After selecting the magnifying glass, open the LOV for Search and select Block Status with an option to select one or multiple Block Statuses.

4. The list will display all Block Status codes and descriptions.

5. After selecting Block Status code(s), pass them back to the Report Request Parameter screen.

6. If multiple Block Statuses are selected, they will appear as comma separated values.

Rooms Owner. Select a room owner.

1. The field is defaulted with the ghost text All Codes indicating that all Rooms Owners will be considered.

2. The field is displayed with a multi select LOV.

3. After selecting the magnifying glass, open the LOV for search and select Rooms Owner with an option to select one or multiple Owners.

4. The list will appear with all Owner codes, Owner Name.

5. If multiple properties are selected in the Property field, the list will display the Property code against each Owner.

6. After selecting Owner code(s), pass the Owner Code(s) back to the Report Request Parameter screen.

7. If multiple Owners are selected, they will appear as comma separated values.

Change Date Status.

1. The field is defaulted with no value.

2. The field is displayed with single select LOV of all Block Status codes and descriptions.

3. After selecting the magnifying glass, open the LOV for search and select Block Status with the list of all Block Status codes and descriptions.

4. You have the option to filter a specific Block status. Only one Block Status can be selected from the LOV.

5. After selecting Block Status code(s), pass the selected Block Status code(s) back to the Report Request Parameter screen.

Sort Order. The following options should be available. Make at least one selection.

1. Sort by Rooms Owner – renamed from Sales Manager.

2. Sort by Block Status – renamed from Business Status.

3. Sort by Start Date – renamed from Arrival Date.

4. Sort by End Date – renamed from Departure Date.

5. Sort by Catering Owner – renamed from Catering Manager.

Currency. Visible when the application parameter Rate Management >Ability to Quote Rates in Foreign Currency is Active.

REPORT DATA

For each booking, the report prints the following data:

• The account name and block, as well as the block ID, current block status, selected change status and status change date, rooms owner, and catering owner of the block.

• The block start and end date and block currency.

• The current room nights, revenue, and average rate (printed in the top row of the revenue box).

• The actual picked-up room nights, revenue, and average rate (printed beneath the current figures).

• The calculated difference as a third line beneath the actual values.

A sub-total by selected first sort group is printed, as well as a total for the whole report.

> **Note:**
>
> The current block rates are calculated from the value as it appears in the room grid of the booking regardless of any included taxes and package elements, if applicable. The picked-up rates and revenue are NET of taxes and packages. You should keep this in mind when comparing these values.

• [Prerequisites for Actual Business Block Rooms Report](#)

Prerequisites for Actual Business Block Rooms Report

License/Subscription

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Cloud Tasks

Report Groups: Blocks and Groups

Block Conversion (rep_block_conversion.rep)

Prerequisites for Block Conversion

The Booking Conversion Report calculates the booking conversion to an Actual status for any date range in absolute figures as well as conversion percentages.

For the selected date range, all bookings that reach a final status will print subject to status selection. The bookings are summarized into Actual bookings (considered Converted) and bookings on other final statuses. These other final statuses are commonly Lost or Canceled status types. You can specify one additional non-final status to include in the actual total. Typically, this status would be a Definite or equivalent status that has not yet turned to actual, but is highly expected to do so.

The report summary then calculates the ratio of all bookings on a final status in the selected date range versus those bookings that have turned ACTUAL (or are highly likely to do so).

The report summary then calculates the ratio of all bookings on a final status in the selected date range versus bookings that have turned Actual (or are highly likely to do so).

SELECTION CRITERIA

Property.

1. When logged into a Property:

    a. The Property filter should be Visible, Required, and displayed at the top of the Parameter.

    b. b. The logged in property passes (defaulted) to the Property filter.

    c. No other Properties are available for selection.

2. When logged into a HUB:

    a. a. The Property filter should be Visible, Required, Multi-Select, and displayed at the top of the Parameter.

    b. The Property selected in the Report Property search filter should pass (defaulted) to the Property filter.

    c. All Properties in the HUB are available for selection.

3. Mandatory when visible.

Start Date From/Start Date To. The start date range of the blocks you wish to review on this report, such as arrivals between 09/01/2007 and 09/30/2007).

Account. Select accounts to review on this report.

Current Status. Use this option to select bookings by their current status. The LOV for Current Status on this report shows only Final statuses, meaning statuses that do not have any further follow-on status assigned to them in configuration (e.g., actual, lost, canceled).

Note: When the Block status is Actual, the Net Rate, Gross Rate and Net Room Revenues are calculated based on Picked-up figures.

Status not turned. Allows selection of one other status that is configured directly prior to the Actual status (e.g., definite). This allows inclusion of blocks that are highly likely to turn Actual in the near future into the Converted statistics. The LOV shows only statuses that have the actual status configured as a follow-on status in the status flow configuration.

Market Segment. Use this filter to select blocks in a particular market segment, for example, nationwide or corporate local.

Revenue Types 1-5. Use this option to select the catering revenue types to use for calculating the catering revenue figures from and in what order these revenue types print on the report.

Note: Each revenue type field is multi-select and allows for multiple selections of revenue types per field. When revenue types are combined, for instance Food and Beverage, the revenue type values are subtotaled. As well, the filters for Revenue Types are mutually exclusive; after you select one, it is not available for selection in another Revenue Type column.

Currency. Select the currency type in which to display revenue values on this report.

REPORT DATA

The first part of the report prints the block details in two lines per booking record. The details shown for each booking include: booking status, catering status, booking name, booking id, arrival date, departure date, catering revenue types 1 -5 (as selected in filter), initial number of rooms booked, total number of rooms booked, net room rate, gross room rate, breakfast included flag, market segment, net room revenue, total catering revenue, total revenue and the reason lost, canceled or turned down for those bookings on a cancel status.

> **✎ Note:**
>
> The Initial room night figure is taken from the Initial block snapshot, not from the original block figures. Therefore, you must use block snapshots to have this figure appear on the report.

Catering Revenue prints per the regular principle: if an event is actual, the Actual/Billed revenue prints. If no Actual/Billed revenue exists (and when the event is not yet actual), the Guaranteed/Expected revenues are checked. If Guaranteed Revenue is higher than Expected Revenue, Guaranteed Revenue prints. Otherwise, Expected Revenue prints. If Expected/Guaranteed Revenues do not exist, Forecast Revenues prints.

An exception to the above rule is made when the OPERA Controls parameter **Events>Use Forecast Value Only** is active. In this case, all events are created with the flag Use Forecast Revenue Only checked. While this flag is checked, all catering revenue in this report come only from the forecast figures, even if expected or guaranteed figures exist. The flag is unchecked automatically when the event turns actual, but can also be manually unchecked earlier in the life of the event.

The report summary that prints at the end is composed of four lines:

- Line1: Summarizes all bookings listed on the report including their room nights and revenues.

- Line2: Summarizes all bookings, their room nights, and revenues, on actual status plus those bookings on the status defined in filter "Status not turned." This line represents the Converted business.

- Line3: Calculates conversion percentages and factors of actual / converted bookings (line2) versus all bookings (line1) (this is, the percentage of all bookings turned actual as opposed to lost or canceled).

- Line4: Splits out the number of bookings, revenues, and room nights of bookings that are on the status, "Status not turned" to get a clearer picture of the business that might turn actual, but still has a chance of getting canceled.

- Prerequisites for Block Conversion

Prerequisites for Block Conversion

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Cloud Tasks

Report Groups: Blocks and Groups

Block Cancellation Summary Report (rep_cancel_summary.rep)

Prerequisites for Cancellation Summary Report

The main purpose of the Cancellation Summary report is to show all groups canceled or lost for a specific cancellation date range or a specific arrival date. It can be filtered and/or sorted by cancellation reason or destination "Lost to" and therefore represents an excellent tool for pinpointing weaknesses or disadvantages the hotel might have in groups or catering operations.

SELECTION CRITERIA

Property.

1. When logged into a Property:
   a. The Property filter should be Visible, Required, and displayed at the top of the Parameter.
   b. The logged in Property will be passed (defaulted) to the Property filter.
   c. No other Properties are available for selection.

2. When logged into a HUB:
   a. The Property filter should be Visible, Required, and Multi-Select and should appear at the top of the Parameter.
   b. The Property selected in the Report Property search filter should pass (defaulted) to the Property filter.
   c. All Properties in the HUB will be available for selection.

3. Mandatory when visible.

Cancellation Date Range (From Date/To Date). Allows the selection of a date range in which the booking room status or booking catering status was canceled.

Start Date Range (From Date/To Date). The arrival date range for bookings to view.

Block Status. Select a business block status. Typically a lost, canceled, or refused status would be chosen here. By default, all statuses are selected.

Overall Owner. Select an overall booking owner's initials.

Rooms Owner. Select the rooms owner's initials.

Catering Owner. Select the catering owner's initials.

1. The owner fields are defaulted with the ghost text All Codes indicating that all Overall, Rooms or Catering Owners will be considered.

2. The fields are displayed with multi select LOV.

3. Select the magnifying glass, open the LOV for Search, and select Owner with an option to select one or multiple Owners.

4. The list displays all Owner codes, Owner Name.

5. If multiple properties are selected in the Property field, the list displays the Property code against each Owner.

6. After selecting the Owner code(s), pass the Owner code(s) back to the Report Request Parameter screen.

7. If multiple Owners are selected, they appear as comma separated values.

Lost to Destination. Select destinations to which bookings were lost.

Lost to Property. Free form text entry field. Provide the name of the property or competitor brand business was lost to.

Reason. Select Cancellation reason.

Block Type (Rooms Only, Catering Only, All). Enables you to filter this report to print only for blocks without catering elements, only for blocks that do have catering elements booked, or for all blocks.

Print Cancellation Comments (Rooms Only, Catering Only, All). Enables you to print cancellation comments only for rooms cancellation, only catering cancellation, or for all.

DISPLAY OPTIONS

Include All Events. If checked, all lost/canceled events are calculated into the lost catering revenue figures. If not checked, only the events canceled on the same day as the catering status on business block was changed to CAN are calculated into the catering revenue figures. Events that were canceled prior (on a different date) to the catering status being CAN would therefore be excluded if the check box is flagged.

Page Break. It is possible to create a page break after the first sort option when the Page Break check box is checked.

Sort Order. It is possible to sort the report by the following options: Cancellation Date, Arrival Date, Status, Rooms Owner, Catering Owner, Overall Owner, Rooms Reason, Catering Reason or Destination.

Currency. Visible when the application parameter Rate Management > Ability to Quote Rates in Foreign Currency is Active.

Select the currency in which the revenues on this report will display.

REPORT DATA

The report lists the following booking data: account name, block name, block code, block id, arrival date, departure date, current booking status and date the booking turned that status, rooms owner, catering owner, number of room nights, average rate, catering food and beverage revenue, catering other revenue, rooms revenue, total catering revenue, and total revenue. Business block contact name, follow up date and the destination (lost to) are also listed.

When the OPERA Controls parameter Catering Events >USE FORECAST VALUE ONLY is set to Y, the Food and Beverage and Other Revenue calculations consider the Use Forecast Only check box on the Event main screen.

Account information is displayed according to the following profile type hierarchy:

*   If a Company profile is attached to the business block, the Company profile name appears.
*   If a Company profile is not attached to the business block, but a Travel Agent is attached, the Travel Agent profile name appears.
*   If neither a Company profile nor a Travel Agent profile is attached to the business block, and a Source profile is attached, the Source profile name appears.

Room revenue on this report is as entered on the block, not taking into account taxes or packages that might be included in the booked rate. Catering revenue is calculated downwards cascading, meaning if there is actual revenue, actual revenue prints; if there is no actual revenue, guaranteed revenue is checked and printed if existing. If no guaranteed revenue is found, expected revenue is checked and printed. If there is no expected revenue, forecasted revenue is printed.

If only the rooms part of a booking is canceled, but catering stays on production status, the block appears on the report, but only the room night and room revenue figures show as canceled.

If only the catering part of a block is canceled, but rooms are still active, only the catering figures show as canceled on the report.

If only some events are canceled, but the catering status of the block is still active, the block will not appear at all on the report.

The last page of the report summarizes the following data by block status: Room nights, room revenue, catering food and beverage revenue, catering other revenue, total catering revenue and total revenue.

It is possible to print the report for statuses other than the return-to-inventory statuses, but no revenue prints in that case (as no revenue was lost if the booking is not lost or canceled).

*   Prerequisites for Cancellation Summary Report

Prerequisites for Cancellation Summary Report

License/Subscription

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Cloud Tasks

Report Groups: Blocks and Groups

Pro Forma Invoice Generates Report (Rep_Proforma_Invoice)

The Pro Forma Invoice Generates Report details guest rooms, all catering packages, events, and resources booked on a block in a billing format. Apart from the event and resource descriptions, the number of units booked, the price per unit, and the total price are printed in a list format. It can provide a sub-total and page break per day and can also be printed for single events.

Report Parameters

Property. Select the property for which the report should be printed.

Event Date From. Enter the event start date.

Event Date To. Enter the event end date.

Arrival Date From. Enter the booking's arrival from date.

Arrival Date To. Enter printing the booking's arrival to date.

Departure Date From. Enter the booking's departure from date.

Departure Date To. Enter the booking's departure to date.

Business Block. The block name.

Block Status. Allows the inclusion of only blocks on the defined status.

Event. Allows for the selection of specific events to be included in the report. When the event is Actual (ACT), only the Billed or Actual Revenues print on the report.

Event Status. Allows the inclusion of only bookings on the defined status. Lost or canceled events can be excluded from printing using this filter.

Package ID. This filter allows for the selection of only packages for which to print the Pro Forma Invoice without the inclusion of non-package events. The filter cannot be used in conjunction with the Event filter and vice versa.

Print Account. Print Account defaults to the Account marked as PT for the Business Block from the Name Select screen. If a different Account should be printed on the Banquet Event Order (BEO), select the list to select another Account already linked to the business block.

Print Contract. Print Contact defaults to the contact marked as PT for the block from the Name Select screen. If a different contact should be printed on the Banquet Event Order (BEO), select the list to select another Contact already linked to the business block.

Address Format. This option allows the selection of a configured address format other than the sales office default. It works in conjunction with the selected Address Type.

Address Type. This option will allow the selection of an address type other than the primary address of the attached account.

Rooms and Event Details:

- **Print Guest Rooms**. When selected, the report output displays rooms booked. If Room Pools are configured, the report shows the room amounts by Room Pools by default. If Room Pools are not configured, the report shows the room amounts by Room Types. If selected, the report output prints the Room Pools/Room Types per day and prints rates in the selected currency. The rates will be net, including the packages.

- **Print Event Details**. When left unchecked, the details of the event (Menus, Items, Function Space) will not print in the report. It is recommended that this option be left unchecked when the event is in an Actual status and the Billed Revenue is updated at the event level.

- **Display Discounts**. Select this check box to display the discounted percentage and discounted price of a Resource: Space, Menu, or Item. The original price also displays for comparison. A summary at the end of the report displays the 'Total Discount xxx.xx' for all resources. This informs guests of how much they saved.

- **Print Generates With Each Item**. This check box is available only if Print Summary is selected. If selected, then all generates for both events and guest rooms are combined into one line item in the Summary, Inclusive Generates or Exclusive Generates. If there are both inclusive and exclusive generates, then two lines will print, one reading Inclusive Generates and one reading Exclusive Generates. If Print Generates Combined is not selected and Print Summary is selected, the generates should be included in the Summary section summarized by transaction code description.

- **Print Summary**. If checked, a summary per configured revenue type prints in between the detailed breakdown and the final totals of the report. The summary is per day if the Page Break per Day flag is checked, otherwise the summary is done for the whole booking. Any package revenues are not split into the internally configured revenue types. Instead, a virtual revenue type called Package Revenue appears in the summary section that shows all revenue generated from catering packages.

- **Print Generates Combined**. This check box is available only if Print Summary is selected. If selected, then all generates are combined into one line item in the Summary, Inclusive Generates or Exclusive Generates. If there are both inclusive and exclusive generates, then two lines will print, one reading Inclusive Generates and one reading Exclusive Generates. If Print Generates Combined is not selected and Print Summary is selected, the generates should be included in the Summary section summarized by transaction code description.

Report Details:

- **Print Date**. When this option is selected, the date the report is run prints in the bottom left hand corner of the report.

- **Print Time**. When this option is selected, the time the report is run prints in the bottom left hand corner of the report.

- **Print Page Break Per Day**. This inserts a page break per day with a total calculation (including tax and service charge calculation) for each day per booking

for bookings that span several days of catering events. No deposit information is taken into account when selecting to print the report with the flag checked; this is because deposits are not stay date specific and it is not possible to determine the date against which the posted catering deposits would need to be offset.

Print Deposit: Select one of the following check box options to print their associated deposits: Catering, Rooms, Unallocated, or All.

Currency. Select the currency to use for printing revenues.

Group Room Pace (BI) Report (Rep_Group_Rooms_Pace_BI.Rep with Rep_Group_Rooms_Pace_BI.FMX)

Prerequisites for Group Room Pace (BI) Report

The Group Room Pace Report is sorted by Property Year and grouped by Total, Catering Only Y (Sales) and Catering Only N (Catering).

Report Elements

- This report is a BI Publisher report. Customizing the report is not recommended. The following are the report elements:

  – Report Name - Group Room Pace (BI)

  – File Name - rep_group_rooms_pace_bi.rtf

  – Form to run - rep_group_rooms_pace_bi.fmx

  – Data Template - rep_group_rooms_pace_bi.odt

Selection Criteria

Production Period. Each change to Revenue or Status is recorded in production change logs. When dates are entered in the Production From and To Date fields, those dates are used as filters when querying the logs. To illustrate, a business block created on status TEN in April 2018 with a start date in October 2018 turns to DEF in June 2018. In this scenario, two entries would appear in the status change log for this business block: one for the creation of the business block on status TEN in April 2018, and one for the status change to DEF in June 2018. If revenue is added to the DEF business block in July 2018, another change log entry is written to record that revenue. Because they filter on a date when something has already happened in OPERA, the dates entered here should be for today's date or earlier.

For STLY (Same Time Last Year) calculations, the report considers the Production From Date as empty and the Production To Date as the Production Date entered, minus one year.

- **From. (Mandatory).** Enter the calendar date to indicate the beginning of the Production Period for which the report is to be filtered.

- **To. (Mandatory).** Enter the calendar date to indicate the end of the Production Period for which the report is to be filtered.

Stay Dates. These dates are the calendar stay periods that appear in the report. The calculations for STLY are affected by the Fixed Stay Dates check box. When the Fixed Stay Date check box is selected, the Stay Dates used for calculating STLY are the same as those entered here. When the check box is not selected, the Stay Dates used for calculating STLY are the Stay Dates entered, minus one year.

- **From. (Mandatory).** Enter a start date range when the report will filter business blocks by allotment date.

- **To. (Mandatory).** Enter an end date ranged when the report will filter business blocks by allotment date.

Property. Select the property for which the report should be printed. When you are logged in at the hub level, the property LOV is multi select, which allows you to run the report for multiple properties.

Origin. Select Origins. This LOV lists all of the possible values from the internal field allotment_origin values from the Business Block header. When a value is selected, only events from business blocks with this origin are considered. If no value is selected, all business blocks are considered. Possible values are based on the user who created the block and the Act As and At values set on the user in Role Manager.

- If the Act As value = Conference Sales Person, and the At value = Property level, then the block is flagged as Sales and Catering.

- If the Act As value = Reservation Sales Person, and the At value = Central, then the block is flagged as ORS.

- If the Act As value = External System, then At value = not required, and the block is flagged as EXT.

- If the Act As value = Reservation Sales Person, and the At value = Property, then the block is flagged as PMS.

- If the Act As value = Conference Sales Person, and the At value = Central level, then the block is flagged as SFA.

BLOCK

New Definite. (Mandatory). Select one status code from a list of all status codes that can turn to an Actual status. The New Definite column is calculated based on the business blocks that turned to this status during the requested production period.

Incl Actual. (Enabled when a Status is selected in the New Definite field). Select this check box to include Actual business blocks with the figures in the Definite On the Books totals.

Cancel. (Mandatory). Select status codes from a list of all Return-to-Inventory statuses. The Cancel column is calculated based on the business blocks that turned to this status during the requested production period. All figures are reported as a negative.

OTB Status 2. (Mandatory). Select status codes from a list of all status to be used when calculating the first of the last two sections.

- The TY (This Year) column is calculated based on the business blocks currently in this status for the stay dates.

- The STLY (Same Time Last Year) column is calculated based on business blocks with this as a Last Status for the Production Period and Stay Period minus one year.

OTB Status 3. (Mandatory). Select status codes from a list of all status codes to be used when calculating the second of the last two sections.

- The TY (This Year) column is calculated based on the business blocks currently in this status for the stay dates.

- The STLY (Same Time Last Year) column is calculated based on business blocks with this as a Last Status for the Production Period and Stay Period minus one year.

REVENUE

Currency. Select the currency you want to be used for calculating the figures in this report. All figures are reported in the selected currency. If no value is selected, the report will be calculated using the Base Currency of the logged in Property.

Revenue. One of the options must be selected, Net or Gross. You can select the Incl Packages check box if either Net or Gross is selected.

- **Net.** When selected, Room Revenue will be calculated as: Net Room Rate calculated as Room Only.

  1. Included generates are deducted.

  2. Excluded generates are not added.

  3. Included packages and their generates are excluded.

  4. If Incl Packages is selected, then Included and Excluded Packages are included but their Included and Excluded Generates are not included.

- **Gross.** When selected, Room Revenue will be calculated as: Gross Room Rate calculated as:

  1. Included generates are not deducted.

  2. Excluded generates are added.

  3. Excluded packages are not added.

  4. Included Packages and their generates are excluded.

  5. If Incl Packages is selected, then Included and Excluded Packages are included and so are their Included and Excluded Generates.

    > **Note:**
    >
    > Net and Gross calculations are only done for On the Books and ACTLY (Actual Last Year) calculations. All other revenue is reported as seen in OPERA Cloud.

Owner. All 3 filters are multi select. If no value is selected, then all Owners listed in the LOV are considered.

- Block Owner. Only business blocks with this Overall Owner are considered.

- Rooms Owner. Only business blocks with this Rooms Owner are considered.

- Catering Owner. Only business blocks with this Catering Owner are considered.

Block Type. (1 of the 3 options must be selected).

- All. Select if all business blocks will be considered.

- Catering. Select if only business blocks marked as Catering Only will be considered.

- Rooms. Select if only business blocks not marked as Catering Only will be considered.

Same Time Last Year. Select how you want the calculations made for STLY. When the Fixed Stay Date check box is selected, the Stay Dates used for calculating STLY are the same as those entered in Stay Dates To/From fields. When the check box is not selected, the Stay Dates used for calculating STLY are the dates entered in the Stay Dates To/From fields, minus one year.

Report Output

- The first grouping depends on the value selected in the Block Type filter.

- If All is selected, the grouping will contain Total Sales and Catering, Total Sales, Total Catering.

- If Catering is selected, only Total Catering will print.

- If Rooms is selected, only Total Sales will print.

- The second grouping is by Stay Month (based on the Stay Date range selected in the report parameter screen)

Row Headers

- Calendar Periods. Determined by the values selected in the Stay Date range.

Production Period Section:

- **New DEF.** Calculated from business blocks that turned Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.

- **Can.** (Cancel). Calculated from business blocks that turned to Cancel during the Production Period. These numbers will always be reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.

- **Rev.** (Revaluations). Calculated from business blocks that were already Definite when the Production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.

- **Slip.** (Slippage). Calculated from business blocks that were already Actual when the Production Period began and had a change during the Production Period.

An example for the above columns:

- In June 2018, Block turns DEF with 100 Rooms.

- In July 2018, Block drops to 95 Rooms (still DEF).

- In August 2018, Block turns to ACT with 97 Rooms.

If the report is run for Production Period June – August 2018, the results are:

- NEW DEF +100 rooms

- Reval -5 rooms

- Slippage +2 rooms

- Net. (Net Change) = (New Definite + Cancel + Reval + Slippage).

Rooms On The Books Section:

The Rooms On the Books column header will be updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen.

- **Total.** The current number of Room Nights for business blocks in this status for this Stay Period. If the business block is in an Actual status, picked-up room nights are considered. Otherwise, blocked room nights are considered.

- **ACTLY.** (Actual Last Year) The current number of picked-up room nights for Actual business blocks for the Stay Period minus one year (production period is not considered).

- **STLY.** (Same Time Last Year) Rooms Nights for business blocks in this status at the end of the selected Production Period minus one year for the selected Stay Period minus one year. The calculation considers the Production From Date as empty and the Production To Date as the Production Date entered, minus one year.

- **Budget.** Room Night Budget for the Stay Period as entered in the OBI Budget Forecast module.

- **ACTLY Var.** Total – ACTLY.

- **STLY Var.** Total – STLY.

- **Budget Var.** Total – Budget.

Rates On The Books Section:

The Rates On the Books column header are updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen.

- **Total.** (Total OTB Revenue ÷ Total OTB Room Nights).

- **ACTLY.** (ACTLY Revenue ÷ ACTLY Rooms Nights).

- **STLY.** (STLY Revenue ÷ STLY Room Nights).

- **Budget.** (Budget Revenue ÷ Budget Room Nights).

- **ACLTY Var.** Total – ACTLY.

- **STLY Var.** Total – STLY.

- **Budget Var.** Budget Var = Total – Budget.

Room Revenue On The Books

The Room Revenue On The Books column header are updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen.

- **Total.** Total Room Revenue for business blocks in this status for this Stay Period. If the business block is in an Actual status, picked-up room revenue is considered. Otherwise, blocked room revenue is considered.

- **ACTLY.** (Actual Last Year) The picked-up room revenue from Actual business blocks for the Stay Period minus one year (production period is not considered).

- **STLY.** (Same Time Last Year) Room Revenue for business blocks in this status at the end of the selected Production Period minus one year for the Stay Period minus one year. The calculation considers the Production From Date as empty and the Production To Date as the Production Date entered, minus one year.

- **Budget.** Room Revenue Budget for the Stay Period as entered in the OBI Budget Forecast module.

- **ACTLY Var.** Total – ACTLY.

- **STLY Var.** Total – STLY.

- **Budget Var.** Total – Budget.

On the Books Status 2 and 3 Sections:

This section reports Room Nights, Average Rate and Room Revenue for the Stay Dates based on the status selected in the OTB Status 2 and OTB Status 3 filters in the report parameter screen.

- **TY.** (This Year). Current, on the books Room Nights, Average Rate and Room Revenue for the selected Status and Stay Period.

- **STLY.** (Same Time Last Year). Room Nights, Average Rate and Room Revenue for business blocks in this status at the end of the Production Period minus one year for the Stay Period minus one year.

- **Var.** TY – STLY (This Year – Same Time Last Year).

- Prerequisites for Group Room Pace (BI) Report

Prerequisites for Group Room Pace (BI) Report

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Cloud Tasks

Reports: Blocks and Groups

Room and Catering Revenue Pace (BI) (Rep_Room_Cat_Rev_Pace_BI.Rep with Rep_Room_Cat_Rev_Pace_BI.FMX)

Prerequisites for Room and Catering Revenue Pace (BI)

The Room and Catering Revenue Pace (BI) report displays room and event revenue by Stay Period for the requested Production Period. It also displays the On the Books forecast revenue for the same Stay Period with a comparison to OBI Budgeted Revenue, Same Time Last Year (STLY), and Actual Last Year (ACTLY) figures.

- This report is a BI Publisher report. Customizing the report is not recommended. The following are the report elements:

  - Report Name = Room and Catering Revenue Pace (BI)

  - File Name = rep_room_cat_rev_pace_bi.rtf

  - Form to run = rep_room_cat_rev_pace_bi.fmx

  - Data Template = rep_room_cat_rev_pace_bi.odt

Selection Criteria

Production Period Section

Each change to Room and Event Revenue or Status is recorded in production change logs. When dates are entered in the Production From and To Date fields, those dates are used as filters when querying the logs. To illustrate, a business block that is created on status TEN in April 2018 with a start date in October 2018 turns to DEF in

June 2018. In this scenario there would be two entries in the status change log for this business block: one for the creation of the business block on status TEN in April 2018 and one for the status change to DEF in June 2018. If revenue is added to the DEF business block in July 2018, another change log entry will be written to record that revenue. Because they filter on a date when something has already happened in OPERA, the dates entered here should be for today's date or earlier. Separate change log entries are written for room and event status and revenue changes.

For STLY calculations, the report displays the Production Date From as null and the Production Date To as the Production Date entered here, minus one year.

- **From.** (Mandatory). Enter the calendar date to indicate the beginning of the Production Period for which the report is to be filtered. Room Revenue is filtered on the business block change date and Catering Revenue is filtered on the event change date.

- **To.** (Mandatory). Enter the calendar date to indicate the end of the Production Period for which the report is to be filtered.

Stay Dates These dates define the stay periods that display in the report. The calculations for STLY are affected by the Same Time Last Year/Fixed Stay Dates check box. When the Fixed Stay Date check box is selected, the Stay Dates in STLY are the same as those entered here. When the check box is not selected, the Stay Dates in STLY are the Stay Dates entered, minus one year.

- **From.** (Mandatory). Enter a start date range when the report will filter events by their start date and the business blocks by allotment date.

- **To.** (Mandatory). Enter an end date range when the report will filter events by their start date and business blocks by allotment date.

Property. Select the property for which the report should be printed. When you are logged in at the hub level, the property LOV is multi select, which allows you to run the report for multiple properties.

Origin. Select Origins. This LOV lists all of the possible values from the internal field allotment_origin values from the Business Block header. When a value is selected, only events from business blocks with this origin are considered. If no value is selected, all business blocks are considered. Possible values are based on the user who created the block and the Act As and At values set on the user in Role Manager.

- If the Act As value = Conference Sales Person, and the At value = Property level, then the block is flagged as Sales and Catering.

- If the Act As value = Reservation Sales Person, and the At value = Central, then the block is flagged as ORS.

- If the Act As value = External System, then At value = not required, and the block is flagged as EXT.

- If the Act As value = Reservation Sales Person, and the At value = Property, then the block is flagged as PMS.

- If the Act As value = Conference Sales Person, and the At value = Central level, then the block is flagged as SFA.

Block:

New Definite. (Mandatory). Select one status code from a list of all status codes that can turn to an Actual status. The New Definite column will be calculated based on the business blocks and events that turned to this status during the requested production period.

Incl. Actual. (Enabled when a Status is selected in the New Definite field). Select this check box to include Actual business blocks and events with the figures in the Definite On the Books section totals.

Cancel. (Mandatory). Select status codes from a list of all return-to-inventory statuses. The Cancel column are calculated based on the business blocks and events that turned to this status during the requested production period. All figures are reported as a negative.

OTB Status 2. (Mandatory). Select one or more status codes from a list of all status codes. The 1st column in the last On the Books section are calculated based on the business blocks and events currently in this status for the stay period.

OTB Status 3. (Mandatory). Select one of more status codes from a list of all status codes. The 2nd column in the last On the Books section are calculated based on the business blocks and events currently in this status for the stay period.

Revenue – One of the options must be selected: Net or Gross. The Incl Packages check box can be selected if either Net or Gross is selected.

- **Net.** When selected, Room and Catering Revenue are calculated as:
  - Net Room Rate is calculated as ROOM ONLY.
    * Included generates are deducted
    * Excluded generates are not added
    * Included packages and their generates are excluded
    * If Incl. Packages is selected, then Included & Excluded PMS Packages are included but their Included & Excluded Generates are not included.
- Net Catering is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration> Financial> Transaction Management> Revenue Type Mapping):
  - Included generates are deducted.
  - Excluded generates are not added.
  - The Incl. Packages check box has no influence on the Catering Revenue calculation.

Gross. When selected, Room and Catering Revenue are calculated as:

- Gross Room Rate is calculated as:
  - Included generates are not deducted.
  - Excluded generates are added.
  - Excluded packages are not added.
  - Included Packages and their generates are excluded.
  - If Incl. Packages is selected, then Included and Excluded PMS Packages are included and so are their Included & Excluded Generates.

 Gross Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration> Financial> Transaction Management> Revenue Type Mapping):

- Included generates are not deducted.
- Excluded generates are added.

- The Incl. Packages check box has no influence on the Catering Revenue calculation.

> **Note:**
>
> Net and Gross calculations are only done for On the Books and ACTLY calculations. All other revenue is reported as seen in OPERA.

Cat Rev. This LOV lists all active revenue types. Select the revenue types to be used when calculating Cat Rev in this report. If no value is selected, all Revenue Types are considered.

Currency. Select the currency to be used for calculating the figures in this report. All figures are reported in the selected currency. If no value is selected, the report are calculated using the Base Currency of the logged in Property.

Owner. All 3 filters are multi-select. Select one or more Owners. If no value is selected, then all Owners listed in the LOV are considered.

- **Overall Owner.** Only business blocks with this Overall Owner are considered.
- **Rooms Owner.** Only business blocks with this Rooms Owner are considered.
- **Catering Owner.** Only business blocks with this Catering Owner are considered.

Exclude from Forecast Event (1 of the 3 options must be selected).

- Both. All events are considered regardless of the Exclude from Forecast check box.
- Yes. Only events marked as Exclude from Forecast are considered.
- No. Only events not marked as Exclude from Forecast are considered.

Block Type (1 of the 3 options must be selected).

- **All.** Select if all business blocks should be considered. When selected, the Combine check box appears. See description below.
- **Catering.** Select if only business blocks marked as Catering Only will be considered.
- **Rooms.** Select if only business blocks not marked as Catering Only will be considered.
- **Combine.** This check box is only visible when the Block Type All is selected. When Combine is selected, room revenue and catering revenue figures are combined. When unselected, room revenue and catering revenue figures are separated by block type:

  – The Rm Rev - Rms (Room Revenue from business blocks where the Catering Only check box is not selected) and Rm Rev - Cat (Room Revenue from business blocks where the Catering Only check box is selected) figures are combined. The report label reads Room Rev and includes: Production, On the Books, Pace and On the Books). The Revenue, Budget and Variance figures are also combined.

  – The Cat Rev - Rms (Event Revenue from business blocks where All or Rooms is selected) and Cat Rev - Cat (Event Revenue from business blocks where Catering is selected) figures are combined. The report label reads Cat Rev

and includes: Production, On the Books, Pace and On the Books). The Revenue, Budget and Variance figures are also combined.

Same Time Last Year. Select how you want the calculations made for STLY.

• When the Fixed Stay Date check box is selected, the Stay Dates in STLY are the same as those entered in Stay Dates To/From fields. When the check box is not selected, the Stay Dates in STLY are the dates entered in the Stay Dates To/From fields, minus one year.

Report Output

This is a Rooms and Catering revenue pace report that is sorted by Property and Year and grouped by Calendar Period.

Row Headers

• **Rm Rev-Rms** – Room Revenue from business blocks where All or Rooms is selected in the report parameter Block Type.

• **Rm Rev-Cat** – Room Revenue from business blocks where Catering is selected in the report parameter Block Type.

• **Cat Rev-Rms** – Event Revenue from business blocks where All or Rooms is selected in the report parameter Block Type.

• **Cat Rev-Cat** – Event Revenue from business blocks where Catering is selected in the report parameter Block Type.

Production Period Section

Figures in these columns are filtered on the Production Period and Stay Dates.

• **New DEF** – Calculated from business blocks and events that turned Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.

• **Cancel** – Calculated from business blocks and events that turned to Cancel during the Production Period. These numbers are always reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.

• **Reval** – (Revaluations) Calculated from business blocks and events that were already Definite when the Production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.

• **Slippage** – This is calculated from business blocks and events that were already Actual when the Production Period began and had a change during the Production Period.

An example of the above columns:

• In June 2019, Block turns DEF with 100 Rooms.

• In July 2019, Block drops to 95 Rooms (still DEF).

• In August 2019, Block turns to ACT with 97 Rooms.

If the report is run for Production Period June – August 2018, the results are:

• NEW DEF +100 rooms

• Reval -5 rooms

• Slippage +2 rooms

- Catering Slippage is calculated for each event as Billed Revenue – Production (excluding ACT Production from the requested production period).

  Net Change - Net Change = (New Definite + Cancel + Reval + Slippage).

> **Note:**
>
> The Production Period figures are calculated from the following tables: Room Revenue - Status change dates are taken from booking_status_changes. Room Revenue is calculated from allotment_changes. If the business block is in an Actual status, the Revenue is calculated from reservation_stat_daily.
>
> Catering Production – Status change dates are taken from event$status_changes. Revenue is calculated from event$changes. If the event is in an Actual status, the Revenue is calculated from the billed revenue in gem$event_revenue.

1st On the Books Section

- **1st Column** – The column header is updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen. The data is the revenue for business blocks and events currently in the Definite or Actual Status for that Stay Period.

- **Budget** – Budget for the Stay Period as entered in the OBI Budget Forecast module.

- **STLY** – (Same Time Last Year) Revenue for the Production and Stay Dates minus 1 Year. For Business Blocks with a last status of Actual, the room revenue figures are calculated from reservation_stat_daily. For Events with a last status of Actual, the catering revenue figures are calculated from billed revenue.

- **ACTLY** – (Actual Last Year) Picked-up Room Revenue and Billed Event Revenue for Actual business blocks and events for the Stay Dates minus 1 Year (Production Period is not considered).

  An example of the above columns:

  – Production Dates in the parameter screen: Jan 2019 – Feb 2019

  – Stay Dates in the parameter screen: Jan 2019 – Dec 2019

  – New DEF in the parameter screen: DEF Incl Actual is checked

On the Books columns calculations as follows:

- **ACT/DEF** - Current figures for business blocks currently in an ACT or DEF status with a stay date between Jan 2019 – Dec 2019.

- **ACTLY** - Current figures for business blocks currently in an ACT or DEF status with a stay date between Jan 2018 – Dec 2018.

- **STLY** - Calculated using the following filters:

  – Production Dates: Jan 2018 – Feb 2018

  – Stay Dates: Jan 2013 – Dec 2018

  – Status: business blocks with a LAST status of ACT or DEF during that period.

Pace Section:

- Var to Budget Revenue = ACT/DEF – Budget

- Var to Budget % = (ACT/DEF ÷ Budget) × 100

- Var to STLY = ACT/DEF – STLY

- Var to STLY % = (ACT/DEF ÷ STLY) × 100

- Var to ACTLY = ACT/DEF – ACTLY

- Var to ACTLY % = (ACT/DEF ÷ ACTLY) × 100

2nd On the Books Section:

This section calculates Revenue for business blocks and events currently in the OTB Statuses selected in the report parameter screen.

- **1st Column** – The column header is updated with the Status Code selected in the OTB Status 2 filter in the report parameter screen. The data is the revenue for business blocks and events currently in that Status.

- **2nd Column** – The column header is updated with the Status Code selected in the OTB Status 3 filter in the report parameter screen. The data is the revenue for business blocks and events currently in that Status.

- Prerequisites for Room and Catering Revenue Pace (BI)

Prerequisites for Room and Catering Revenue Pace (BI)

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Cloud Tasks

Report Group: Block and Groups

Catering Configuration Reports

Prerequisites for Catering Configuration Reports

The following Event Resource Configuration reports are available:

Composed Menu List (rep_menuinfo)

Daily Menu Item List (rep_menuitem)

Menu Item List (rep_mitemdtl)

- Prerequisites for Catering Configuration Reports

- Daily Menu Item List (rep_menuitem.rep with rep_menuitem.fmx)

Prerequisites for Catering Configuration Reports

Licenses / Subscriptions

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

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

Opera Cloud Tasks

Reports: Manage Reports

Reports: Catering Configuration

Daily Menu Item List (rep_menuitem.rep with rep_menuitem.fmx)

Prerequisites for Daily Menu Item List

This report provides a list of menu items with numbers expected, guaranteed, and actual separately for each day of the selected date range. This is an ideal report to use as a forecast and guide for the kitchen in preparing food orders for the future.

If ordered for the past, it is a good indication of the more popular versus the less popular food items sold.

SELECTION CRITERIA

Property. Select the property for the report you are printing.

Data Range From/To Date. Includes menu items sold on days included in the date range.

Business Block. Select Business Blocks for this report.

> **✎ Note:**
>
> When selecting a Master Block ID in the Bus. Block filter, OPERA Cloud also includes the Sub Block IDs linked to that Master. The report then prints all events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only events linked to that sub Block will be printed.

Event Type. Select event types for this report.

Event Status. Select event statuses for this report.

Department. You can select (single or multi select) the department responsible for a menu item. If an item is assigned to several departments, it prints in each department section.

Menu Class. Allows filtering of the configured items by the selected menu classes.

REPORT DATA

The report is grouped by responsible department and then sorted in date order. Within each date, the menu name is printed with the menu items listed below it in alphabetical order. If an item is configured with several responsible departments, it prints in the sections of all departments it is assigned to.

Data printed for each menu item is: Menu item name (alphabetically), numbers expected, guaranteed, set and actual, Unit Price, Total Price, Unit Cost, and Total Cost. A sub-total is displayed at the end of each menu entry per date, and a grand total is displayed for each responsible department.

- Prerequisites for Daily Menu Item List

Prerequisites for Daily Menu Item List

License/Subscription

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Cloud Tasks

Report Group

Commissions Reports

Commissions Pre Payment (prepayment) - provides the same information displayed in the commission processing screen. This includes all reservations that have been placed in commission processing because a travel agent or source profile are attached to the reservation.

Paid Commissions (postpayment) - provide the same information displayed in the commission register screen. This includes all reservations and corresponding travel agents/source profiles that have been processed.

Travel Agent Master Listing (tamaster) - includes all configured travel agent profiles in the property. The information displays includes the travel agent address, IATA number, phone number and commission code.

Travel Agent Summary (ta_summary) - a month-by-month digest of commissions, room revenue, non-room revenue, room nights, number of guests, guest nights, and no show and cancelled reservations for each travel agent.

Configuration Reports

Account Types (cf_accounttypes) - displays the property's configured accounts receivable account types. The accounts receivable license must be active in order to configure any account types.

Alerts (cf_alerts) – displays the property's configured alert types.

Articles (cf_articles) - displays the property's configured articles. Articles allow a property to post certain items to a guest folio in such a way that they appear to have come from a single transaction code.

Back Office Interface Market Codes Mapping (cf_bof_mktcodes_map) - displays the property's configured Back Office mappings for market codes.

Back Office Interface Statistic Codes Mapping (cf_bof_statcodes_map) - displays the property's configured Back Office mappings for statistic codes.

Back Office Interface Transaction Codes Mapping (cf_bof_trxcodes_map) - displays the property's configured Back Office mappings for transaction codes.

Budgets (cf_budgets) - displays the property's configured budgets.

Cancellation Reasons (cf_cancelreasons) - displays the property's configured cancellation reasons.

Cashiers (cf_cashiers) - displays the property's configured cashiers.

Cities and Postal Codes (cf_postal_codes) - displays the property's configured cities and postal codes.

Country Codes (cf_countrycodes) - displays the property's configured countries.

Credit Limits (cf_creditlimit) - displays the property's configured credit limits.

Discount Reasons (cf_creditlimit) - displays the property's configured discount reasons.

Districts (cf_districts) - displays the property's configured districts.

eCoupon Codes (cf_ecoupons) - displays the property's configured eCoupon codes.

Exchange Rates (cf_exchange_rates) - displays the property's configured exchange rates. The report includes all details that are set in the exchange rate setup.

Features (cf_features) - displays the property's configured features.

Folio Grouping Codes (cf_folio_groupings) - displays the transaction codes associated with the folio groupings of arrangement, expense and group codes.

Housekeeping Sections (cf_hksections) - displays all housekeeping sections and days of the week that correspond to the property's attendants.

Item Inventory (cf_iteminventory) - displays the property's configured items.

Languages (cf_languages) - displays the property's configured languages.

Market Codes (cf_marketcodes) - displays the property's configured market codes.

Master Codes (cf_mastercodes) - displays the property's configured master codes.

Origin Codes (cf_origincodes) - displays the property's configured origin codes.

Out of Order Reasons (cf_outoforderreasons) - displays the property's configured out of order reasons.

Package Codes (cf_packagecodes) - displays the property's configured packages.

Preferences (cf_preferences) - displays all preferences that have been configured in the application.

Profile Changes (cf_profilechanges) - displays all changes made to profiles for the date range specified.

Rate Category (cf_ratecategory) - displays the property's configured rate categories.

Rate Class (cf_rateclass) - displays the property's configured rate classes.

Rate Code – Details (cf_ratecodedetail) - displays the details of the property's configured rate codes.

Rate Code Header (cf_ratecodeheader) - displays rate header information of the property's configured rate codes.

Rate Seasons (cf_rateseason) - displays the property's configured seasons.

Reason Codes (cf_reasoncodes) - displays the property's configured adjustment codes.

Regions (cf_regions) - displays the property's configured regions.

Relationship Types (cf_relationshiptypes) - displays the property's configured relationship types.

Reservation Types (cf_reservationtypes) - displays the property's configured reservation types.

Revenue Buckets (cf_revenue_buckets) - displays the transaction codes associated with the various revenue buckets.

Room Classes (cf_roomclasses) - displays the property's configured room classes.

Rooms (cf_rooms) - displays the property's configured rooms and corresponding information.

Room Types (cf_roomtypes) - displays the property's configured room types and corresponding information.

Routing Codes (cf_billinginstructions) - displays the property's configured routing codes.

Source Codes (cf_sourcecodes) - displays the property's configured source codes.

Special Requests (cf_specialrequests) - displays the property's configured special request preferences.

State Codes (cf_statescodes) - displays the property's configured states.

Tax Types (cf_taxcodes) - displays the property's configured tax types.

Tax Types by Transaction Codes (cf_taxtypesbytrxcodes) - displays the property's configured tax types, organized by transaction codes.

Titles (cf_titles) - displays the property's configured titles. The output includes the language with which the title has been associated.

Transaction Codes (cf_trxcodes1) - displays the property's configured transaction codes, grouped by transaction group, then subgroup, then transaction code.

Transaction Codes by Transaction (cf_trxcodes2) - displays the property's configured transaction codes in numerical order by transaction code.

Transaction Codes by User Groups (cf_usergrp_trxcode) - displays the property's configured transaction codes in numerical order by transaction code.

Turnaway Reasons (cf_turnawayreasons) - displays the property's configured turnaway reasons.

ORACLE®

Waitlist Priorities (cf_waitlistpriorities) - displays all waitlist priorities and their defined sequence order to display.

Departures Reports

Departures (departure_all) - lists all departure rooms scheduled for a specified date. Day-use rooms are also calculated on the report.

Departure Extended (depextended) - lists all guests which were due out today and have extended their stay.

Departure Individual & Group (depindgrp) - displays all departures of individual guests and groups sorted by room number for a given date.

Detailed Checkout (detailed_checkout) - provides a detailed view of checkout information for a given date.

End of Day Reports

Aging Summary By Type (arallagetype) - displays the current outstanding balance of each account type as of the business date selected.

Accounts Receivable Detailed Aging (aragingdet/aragingdetall) - displays all accounts receivable accounts that have an outstanding balance or activity on the account.

Accounts Receivable Ledger (arledger) - displays all transactions that have been posted directly on an accounts receivable account or transferred to an accounts receivable account for a selected business date. Print this report to verify that all transactions balance back to the accounts receivable ledger portion of the trial balance.

Accounts Receivable Transfer Report (artransfer) - displays all transactions transferred from front office to accounts receivable to completely settle a guest folio. Details of the folio are completely reclassified as part of the accounts receivable ledger.

Cancellations by End of Day Process (nacancel) - displays all cancellations that were due to arrive and were cancelled during the end of day process.

Cashier Audit (finpayments) - displays all payments that have been posted for the selected business date.

Cashier Summary (nacashiersummary) - displays each cashier's total intake, currency for the day, credit cards, and other - prepaid commissions and manual credit cards.

Credit Card Authorization (nacc_authorization) - displays details of all credit cards that have had an authorization amount held on the card via the batch process.

Deposit Transferred at Check In (nadeptransci) - display all reservations that had a deposit posted, and checked in today. The information will include who checked in the guest.

Deposit Ledger (deposit_ledger) - used by the accounting department to determine how much deposit revenue has been posted in the hotel for the date specified in the report filter.

Financial Payment and Revenue (findeptcodes) - displays a sum of all transactions posted for the date specified.

Group Business - In-House Detail (nagrpbusiness) - displays the current reservations in-house that are associated with a block.

Group Business - In-House Summary (nagrpbussumm) - names currently in-house, number of rooms, persons, and revenue associated with these rooms.

Guest Trial Balance (gl_trial_balance) - displays all guests in-house and their folio balances for a specific date equal to or less than the current business date.

Guests by Tax Type (taxexempt) - should be run to determine the tax status of each in-house reservation.

Guests In-House Complimentary (gi_c_h) - displays those guests who have complimentary room rates.

Manager Report (manager_report) - provides details of guest statistics for room occupancy and revenue.

Matrix Trial Balance (matrix_trial_balance) - displays a summarized financial picture of the four ledgers - deposit ledger, guest ledger, package ledger, and accounts receivable ledger.

Night Audit Guest Ledger Detail (naguestleddetail) - displays a breakdown of a guest's total bill into Room Charges, Other Charges, Credits, and the current balance on each guest account. This breakdown takes into consideration comp windows for those properties using comp accounting with their guest ledger.

Night Audit Daily Status (nadailystat) - displays a brief summary of guest statistics for room occupancy and revenue. It is considered a summary version of the more detailed Manager Report.

No Shows of the Day (nanoshow) - generated during the night audit sequence and displays reservations that were due to arrive today, but did not cancel the reservation and the reservation was not canceled during the night audit process.

Package Allowance Guests In House (finpkgallow) - displays all guests who have an attached package configured with an allowance.

Package Ledger Balance (pkgledger_balance) - lists all postings made to the package ledger and runs during the night audit sequence. This report displays total credits and offsetting debits, as well as profit and loss on all packages. Print this report to analyze whether or not hotel packages are making or losing revenue. This detailed report corresponds to the summarized package ledger portion of the trial balance.

Paid Outs (napaidout) - displays all the paid-out transactions of the day to guests and is generated during the night audit sequence.

Posting Adjustments (naadjustments) - displays adjustments that have been made to all posting activity for the previous day.

Posting Corrections (nacorrections) - displays all corrections that have been made to a posting for the current day. This report can be used as a checklist for tracking cashiers' activity.

Posting Error Reasons (naerror) - part of the night audit sequence of reports and displays errors that occurred during posting room and tax activity.

Userlog - Today's Checkout (nauserlogtodaycheckout) - displays all persons who checked out a guest for the current day, and runs as part of the night audit sequence.

Weather/Title (naweather) - displays the full property name, and the business date and time the end of day is being generated. Additionally, as one of the steps in closing the date, you can enter notes about the business date that is being closed. The report displays those notes to refer back to the date and the reported figures. This can include the temperature, world news, local business, or weather affecting bookings.

Event Reports

Prerequisites for Event Reports

The following event reports are available for selection:

Catering Progress

Equipment List in Event Order

Daily Catering Forecast

Event List Detailed

Posted Event Revenue

Meal Type Forecast By Day

Daily Menu Cost Report

Sales Manager Month End Progress

Monthly Catering Forecast

F&B Plan

- Prerequisites for Event Reports
- Catering Pace / Progress Reports (Rep_Catering_Progress.Rep with Rep_Catering_Progress.FMX)
- Banqueting Equipment List (rep_equipment_list.rep with rep_equipment_list.fmx)
- Monthly Catering Forecast (rep_month_forecast.rep with rep_month_forecast.fmx)
- Item Availability Report (rep_item_availability.rep with rep_item_availability.fmx)
- Daily Catering Forecast (rep_ev_forecast.rep with rep_ev_forecast.fmx)
- Daily/Weekly List of Events – Detailed (sample_event_list_detailed.rep with rep_evord.fmx)
- Event Note Change Log Report (Rep_Event_Note_Changelog)
- Posted Event Revenue Report (rep_posted_event_revenue with rep_posted_event_revenue.fmx)
- Meal Type Forecast by Day (BI) (Rep_Meal_Type_Forecast_bi.rep with rep_Meal_Type_Forecast_BI.FMX)
- Menu Cost Report (rep_menu_cost.rep with rep_menu_cost.fmx)

Prerequisites for Event Reports

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Group: Events

OPERA Cloud Tasks

Group: Report Groups

Task: Events

Catering Pace / Progress Reports (Rep_Catering_Progress.Rep with Rep_Catering_Progress.FMX)

Prerequisites for Event Reports

The Catering Pace Progress report displays the catering production for a certain time period compared to budgeted covers and revenue for the same stay date period and another comparison to the production for the same stay date range last year. The produced covers, revenue, and average checks are grouped by stay date periods (either calendar month or fiscal period, depending on the hotel's configuration).

You can run the report for a limited production period (such as 01 June 2018 to 30 June 2018), which would only show the production during that time frame. Alternatively, you can run the report with the production date range left blank, which would represent catering covers and revenue for the stay date range at the moment of printing (also known as On-the-Books).

The report operates without a defined credit status and therefore only reports on the last status of an event during the production period. For example, if the report is run for production period June 2018, and the property has an event that was created with 100.00 USD food revenue on status TEN on 02 June 2018, turned DEF on 10 June 2018, and became ACT on 20 June 2018, the 100.00 USD food revenue only appears in the column for status ACT, which was the last status this event was on in the reported production period. This is important to note when comparing this report to other catering production reports like the Catering Production report (Rep_Catering_Summary), which operates with a credit status and could therefore count the event twice: once in the defined credit status (usually DEF) and once in the last status (here ACT) if the event passed both statuses in the production period.

Selection Criteria

Property. Select the property for which the report should be printed. When you are logged in at the hub level, the property LOV is multi-select, which allows you to run the report for multiple properties.

Event Period (Event From/Event To). Enter the event start and end date range to filter the events included in this report.

Production Period (Begin Date/End Date). Defines the date range for recording event changes. Each change to an event status or to event revenue is recorded in a specific production change log. The Production Date Range filter scans the entries in the production change log for any event changes that fall under the other criteria selected on the filter form. Due to the nature of the filter, only dates in the past are valid entries, because there cannot be any entries in the event change log after the current business date. To illustrate, an event created on status TEN in April 2018 with the event date in October 2018 can turn to status DEF in June 2018. In this scenario, two entries would appear in the change log for this event: one for the creation of the event on status TEN in production period April 2018, and one for the status change to DEF in June 2018.

Group Each Period by (Market Segment). This field sorts each period by the market segments selected here. When OPERA Sales and Catering Management catering budget information is configured, and the Catering Pace Report (rep_catering_progress) is run without a Market Segment filter, the budget information prints on the report with a variance to the booked numbers. However, when you run the report with a Market Segment filter selected, the budget information does not print.

Event Status 1 and 2. Allows a selection of up to two different status columns to print on the report. This report only reports an event under the last status that it was in the production period. If an event turned DEF and ACT in the selected production date range, it will only be reported in the ACT column, not in both DEF and ACT. The first column of the report always prints the ACT status and the second column is calculated from the ACT column plus values from the status selected in status filter 1. In most set-ups, it makes sense to select the status just prior to ACT in the status filter 1, such as DEF.

Status1 & 2 – Last Year. Allows the selection of up to two different status columns to print for the production in the same production date range and stay date range one year back. It makes sense to select the same status code that was selected for the current production period in order to compare last year's production to the current production within the same status codes.

Covers – Event Type. Select the Event Types to use for calculating covers and average check.

RevPor. – Rev Type. Select the Revenue Types to use for calculating Revenue per Occupied Room. The figure in the report is calculated by dividing the sum of these revenue types by the number of blocked rooms for those groups. If the business blocks status is in an actual status, the picked-up rooms are used instead of blocked rooms.

Avg Check – Rev Type. Select the Revenue Types that should be used for calculating the Average Check. The figure in the report is calculated by dividing the sum of these revenue types by the number of covers.

> **✎ Note:**
>
> When the application parameter Use Forecast Value Only is set to Y and an Event has a Food and Beverage Minimum Rate Code attached, forecasted revenue is not reported or recorded for the Revenue Types that are configured to contribute to the F and B Minimum. If the Rate Code is changed to one that does not require a minimum, and expected revenue has not been added to those revenue types, the forecasted revenue for revenue types configured to contribute to the F and B Minimum is reported.

Variance based on Status 1, 2 or Both. Select the status column for calculating the variance to budget on the report. Typically, the variance would be compared to a combination of DEF and ACT bookings.

Print Exclude from Forecast Event - Both/Yes/No. Select this option to either include or exclude certain events. Select **Both** to print all qualifying events. When Yes is selected, only events that have had the Exclude from Forecast Reports check box selected print (the Exclude from Forecast Reports check box is accessible on the Revenue Summary Panel. When No is selected, only events that have not been marked as Exclude from Forecast Reports print.

Report Data

The budget figures in this report come from the Budget Forecast module.

The first four columns of the report show the produced catering revenue by revenue type, total catering revenue, covers, average check, and revenue per occupied room by status for each calendar month in the selected stay date range. The first column is hardcoded to always show the ACTUAL produced figures. The second column adds the production of status 1 defined in the report parameter screen to the ACTUAL produced figures and show the total of those two statuses. The third and fourth columns show the production of statuses 1 and 2 as defined on the report order form respectively.

Each event is counted for only one of the selected status codes, namely the last one that it was on at the end of the production period. No event is recorded under the DEF and ACT status columns, even if it passed through the DEF status into the ACT status during the selected production period.

The next two columns of this report represent the budget figures that have been entered for the stay date range that the report is run for, as well as the difference of the current produced figures to the budget figures, depending on which status column has been selected on the filter form for comparison.

The next two columns show the production of the same production period exactly one year back. If the current production period is June 2018 for stays dates June 2018 to December 2018, the last year columns calculate the production in June 2017 for stay dates June 2017 to December 2017.

The following two columns show the budget for last year and the variance of the produced figures versus the budgeted figures last year.

The last column shows the actual figures produced last year.

Forecast figures are calculated as event production for this report if no expected, guaranteed, or actual figures exist for a specific revenue type. For example, if an event

had forecasted revenue for 500.00 USD Room Rental, 1000.00 USD for Food and 100.00 USD for Decoration, but only the function space is booked at a rate of 450.00 USD when the event becomes DEF, the revenue recorded in this report as production on the status change will still be 450.00 USD Rental, 1000.00 USD Food and 400.00 USD Decoration.

Banqueting Equipment List (rep_equipment_list.rep with rep_equipment_list.fmx)

Prerequisites for Event Reports

This report is a great tool for the banquet operations staff. It can be used with Banquet Event Orders (BEO) as a detailed document for equipment organization and setup. You can print the report in a daily format with a page break after each day or in a continuous weekly format. You have the option to print more details like the account name, contact name, communication details, and all relevant notes instead of the plain format that essentially prints only the equipment requirements.

Date Range. Allows you to select any event date range. To generate the report, enter either the Date Range or Business Block ID.

Property. This is a multi-property report enabling you to run it for multiple properties when logged in at the HUB level.

Business Block. It is possible to order the report for one or several specific business blocks.

> **Note:**
>
> When selecting a Master Block ID in the Business Block filter, OPERA Cloud includes the Sub Block IDs linked to the Master Block. The report prints all Events linked to the Master Block and its Sub Blocks. If a Sub Block ID is selected, only Events linked to that Sub Block are printed.

Event Status. This allows filtering the report by event status. Generally, this would only include production status code. Cancellation status codes should be excluded.

Event Type. Allows filtering the report by event type.

Responsible Dept. Allows you to select responsible departments, for example, if audio visual equipment is provided by an outside vendor, the report can be generated to show only the items the vendor is responsible for providing.

Resource Item. Allows you to select one or more specific items as report filters.

Report Type – Daily/Weekly. When Daily is selected, a page break per day occurs. When on Weekly, the report prints continuously for the span of the selected date range.

Print Details. If you select Detailed, additional information on the account name, contact name, and communication details print beneath the event time and name. If you select Plain, this information is excluded.

Account and Contact information appear on the report according to the following profile type hierarchy:

- If a Company profile is attached to the business block, the Company profile name appears.

- If a Company profile is not attached to the business block, but a Travel Agent is attached, the Travel Agent profile name appears.

- If neither a Company profile nor a Travel Agent profile is attached to the business block, and a Source profile is attached, the Source profile name appears.

Print External Y/N/B. Select Yes, No or Both.

- Yes prints items that have an X in the External (E) column in the Event Resources screen. This includes items configured as External or items configured as Critical that are attached to an event and the quantity requested exceeds the configured Quantity.

- No prints items that are not marked as External in the Event Resources screen.

- Both prints all items regardless of the External flag.

REPORT DATA

The report is sorted in date order and within each date in event time order. Information available on the report is per event, event start and end time, event name and ID, function space, set-up style, and number of attendees.

If you select Detailed on the report order form, additional information about the account name, contact name, contact on site, block name, and catering owner code, as well as contact communication details, are printed for each event also.

For each event, the following resource details print: required quantity, item name, item attribute, price and rate description, indicator if the item is to be externally ordered, and the responsible department.

Following each item, item notes print if any are attached to the item, followed by event notes after all items are printed.

Monthly Catering Forecast (rep_month_forecast.rep with rep_month_forecast.fmx)

Prerequisites for Event Reports

This report is another option to use for forecasting event revenues. Where the Daily Event Forecast report breaks down the revenue into daily sub-totals, this report only prints the total revenue per event type per status type, followed by a breakdown of revenues into the selected revenue types by status type for each calendar month that falls within the selected date range.

SELECTION CRITERIA

Property. Select the property for the report.

Date Range. This represents the event date range that the report should cover.

Account. Select specific accounts to run in this forecast.

Event Type. Select event types to include or exclude.

> **✎ Note:**
>
> Alternate Events are excluded from all catering calculations on this report.

Average Check. The revenue of the event types selected here are the basis for calculation of the average check.

Catering Manager. It is possible to only print the events for a specific catering manager or a range of catering managers. The report relies on the catering manager initials selected on the booking catering tab for this filter.

Event Status 1 – 4. You can summarize revenues for up to four events status codes. It is possible to combine several statuses into one total by selecting them into the same line.

Revenue Types 1 –4. You can include up to four revenue types or groupings of revenue types to print on the report at any one time. These are represented as separate revenue columns on the report body. The check box in front of each revenue type determines whether the revenue of this type/these types (if checked) should be included in the average check calculation. Average checks could be based solely on Food and Beverage revenue types and events, or alternatively could be calculated for any catering revenue that gets generated.

Events - All/Catering Only/Rooms with Catering. These options allow you to decide, based on the type of block, which events will be included in the results.

Print Exclude from Forecast Event - Both/Yes/No. Select this option to either include or exclude certain events. When Both is selected, the report prints all qualifying events. When Yes is selected, the report prints only events that have had the Exclude from Forecast Reports flag checked. When No is selected, the report prints only events that have not been marked as Exclude from Forecast Reports.

REPORT DATE

The report is sorted in calendar month order starting with the first month covered by the selected date range. The first summary area of the report lists the event types that have been used during that month in rows. The total revenue associated with these event types in that month is shown next, divided into the selected status types. This is followed by a column that shows the total Food and Beverage Revenue per event type across all status types. This is calculated from the revenue types flagged as Food and Beverage revenue type in revenue type configuration. The number of covers per event type is printed next, followed by the Average Check, which in this part of the report is calculated by dividing the Food and Beverage revenue by the number of covers (irrespective of the revenue types selected for the average check on the report order form).

The second summary section for each month lists the status types beneath each other. The revenue associated with each status is printed next, divided into the revenue types selected on the report order form. Two revenue totals are printed in the next two columns; the first one being the total of all revenue types flagged for average check calculation, followed by a total of all other revenue, irrespective of the selected revenue types. The covers for each status type follow. The last column is again the average check column, but in this case the calculation is based on the total of selected revenue types divided by the number of covers.

The grand total summary of the report repeats the pattern of the second summary per month. Statuses are listed per row, with two lines per status – dividing the bookings into Sales Only and Sales and Catering revenues. Sales Only includes only those bookings for which the Catering Only flag is off, whereas the Sales and Catering rows include the revenues for all bookings irrespective of the setting of the Catering Only flag. The revenues are broken down in up to four selected revenue types. The total revenue per status row is shown in two columns, one summarizing the revenue of the revenue types selected for average rate calculation, the second column summarizing the rest revenues. Total number of covers per status row print next, followed by the average check, which is calculated by dividing the Total (Sel.) column by the number of covers.

All revenues are calculated downwards cascading, meaning, if actual revenue exists, actual revenue will print. If no actual revenue exists, guaranteed revenue is checked and printed. If no guaranteed revenue exists, expected revenue is checked and printed. If expected revenue also does not exist, the forecasted revenue is printed. The same is valid for covers.

Item Availability Report (rep_item_availability.rep with rep_item_availability.fmx)

The Item Availability report is useful for catering equipment planning and ordering. It provides a detailed list of all equipment booked on a daily basis with the number of items in inventory, items booked, and items still available. External items are marked as external, enabling you to order the items well in advance.

Report Parameters

Property. The property for which the report should be printed.

Event Date From. Filter the report by selecting an Event From date range.

Event Date To. Filter the report by selecting an Event From date range.

Event Status. From the multi-select list of values, select the event statuses you want the report to display.

Responsible Department. Filter the report to only show items linked to the selected departments.

Daily/Weekly. If you select Daily, a page break occurs after each date. If you select Weekly, the report prints in date order, but continuously with page breaks.

Print External Only. Select the check box to print only for externally ordered items.

Report Data

The report is sorted in date order as first sort. Within each date, a list of booked items print in alphabetic order by item name and time booked. If an item is booked for different time slots on the same day, it prints as many times as it is booked.

The time booked, account name, resort name, business block ID, event status, event name, and function space name prints for each item. For external items, the assigned vendor name prints if it is defined.

Account information appears according to the following profile type hierarchy:

- If a company profile is attached to the business block, the report displays the company profile name.

- If a company profile is not attached to the business block, but a travel agent is attached, the report displays the travel agent profile name.

- If neither a company profile nor a travel agent profile is attached to the business block, and a source profile is attached, the report displays the source profile name.

The Inventory field is pulled from the configuration for that item. Numbers are populated in the Internal and External fields only for events that are in an inquiry, non-deduct, or deduct from inventory status. The Total field is populated with the internal + external quantities booked.

Only internal items are taken off the number of items in inventory. When the value in the Internal field is No, it indicates the item was not configured with a quantity.

This report also print items from events in a Return to Inventory status.

> **Note:**
>
> When Custom Items are included in this report, the word "Custom" prints in the Available field.

Daily Catering Forecast (rep_ev_forecast.rep with rep_ev_forecast.fmx)

Prerequisites for Event Reports

The daily Catering Forecast is a detailed catering report that can print the forecast figures per day, per event type, and divided into the selected revenue types. Each event is listed separately with a summary for each event type. It a great tool for the catering department to project their expected revenues in minute detail at any time for any time into the future.

SELECTION CRITERIA

Property. Select the property for which the report should be printed.

Date Range. This represents the event date range that the report should cover.

Bus-Block ID. It is possible to select a single business block or a range of business blocks for the report.

> **Note:**
>
> When selecting a Master Block ID in the Bus. Block filter, OPERA will also include the Sub Block IDs linked to that Master. The report will then print all Events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only Events linked to that Sub Block will be printed.

> **Note:**
>
> If no Account is connected to a Business Block, the Business Block Name will print in the Account field on this report. Also, the Agent Name will print if no Company is attached and the Source Name will print if no Company or Agent is attached.

Event Type. Allows you to select the event types that should be included or excluded.

> **Note:**
>
> Alternate Events are excluded from all catering calculations on this report.

Catering Manager. It is possible to only print event for a specific catering manager or a range of catering managers. The report will rely on the catering manager initials that have been selected on the booking catering tab for this filter.

Event Status. Allows you to select the event statuses to include or exclude. Typically, lost or canceled events would not be included in the forecast. Alternatively, it is also possible to select only lost and canceled events to get an idea of the lost revenue from the cancellations over the selected date range.

Event Status Sub-Total 1 and 2. Allows the sub-totaling of different statuses. This could be used to get a sub-total for production statuses as one and another sub-total for return-to-inventory statuses as the other. This would allow you to print the report as forecast and lost/canceled overview without having to print it twice. Or it could be used to group non- deduct statuses into one sub-total and deduct inventory statuses into the other sub-total.

Event Type for Average Check. Allows you to select event types to include in the average check calculation. If the average check is used for Food and Beverage purposes, this would typically only be event types that include food and beverage servings, such as Lunch or Dinner, and not event types like Setup that generates only function space revenue if at all.

Revenue Type 1-4. Up to four revenue types or groupings of revenue types can be included for printing on the report at any one time. These are represented as separate revenue columns on the report body and described in the report footer. The check box in front of each revenue type determines whether the revenue of this type (if checked) should be included in the average check calculation. Again, average checks could be based solely on Food and Beverage revenue types and events, or alternatively could be calculated for any catering revenue that gets generated.

Events - All/Catering Only/Rooms with Catering. These options allow you to decide, based on the type of block, which events will be included in the results.

Print Exclude from Forecast Event - Both/Yes/No. Select this option to either include or exclude certain events. When Both is selected, the report prints all qualifying events. When Yes is selected, the report prints only events that have had the Exclude from Forecast Reports flag checked. When No is selected, the report prints only events that have NOT been marked as Exclude from Forecast Reports.

REPORT DATA

The report is sorted in date order starting with first date selected in the date range filter. Within each date, the events are grouped by event type. For each event, the report displays the following columns: Account name, booking ID, booking status, catering owner initials, rooms owner initials, number of covers, revenues in four columns as selected per type on the filter form, total revenue, total average check revenue (this only show the revenue of those event types and revenue types that have been selected for calculation of the average check on the filter form), and the average check value. This is calculated by dividing the average check revenue by number of covers of those event types that have been selected for average check calculation.

Revenues are calculated in the following sequence by revenue type by event. If billed revenue exists, show billed revenue. If no billed revenue exists, show actual revenue. If no actual revenue exists, show guaranteed revenue. If no guaranteed revenue exists, show expected revenue. If no expected revenue exists, show forecasted revenue. If no forecasted revenue exists, show zero.

For each day, revenues are subtotaled per event type. As a summary for each day, the sub- totals for selected statuses are printed (if so selected on the filter form) followed by a total for the day.

Daily/Weekly List of Events – Detailed (sample_event_list_detailed.rep with rep_evord.fmx)

Prerequisites for Event Reports

This line report is extremely useful as a daily or weekly communication tool to all departments in the hotel about upcoming catering events, their location (the function space), number of attendees, set-up style, and so on. In addition to the basic event details, this report also prints items from the booking level, such as the responsible managers, booking and catering status, and event status. Event notes can be printed, and the report indicates whether there are sleeping rooms associated with the catering events. The report is sorted and grouped first by the event date and then within each date sorted by business bock name, followed by event start time.

SELECTION CRITERIA

Account. Select an account to print only events linked to that account.

Contact. Select a contact to print only events linked to the contact.

Business Block. Select a Business Block to print only events linked to that business block.

> **✐ Note:**
>
> When selecting a Master Block ID in the Bus. Block filter, OPERA Cloud also includes the Sub Block IDs linked to that Master. The report then prints all Events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only Events linked to that Sub Block are printed.

Date Range. Select the date range of the events that should be included in the report.

Event Status. Select the status of the events that should be included in the report.

Event Type. Select the event types of the events that should be included in the report. Function Space. Select a function space to print only events booked in that space.

Event w/o Space Assignment only. If this flag is checked, only events that fit the other filter criteria that do not have a function space attached to them print. Also, when this flag is selected, the Function Space filter becomes inaccessible along with any values selected in that filter.

Print Event Notes ?. If checked, event notes print beneath the Doorcard field on the report.

Alternate Events. When checked, alternate events are included in the report.

Report Type - Daily/Weekly. When Daily is selected, a page break per day occurs. On Weekly, the report prints continuously for the span of the selected date range.

REPORT DATA

The report prints in booking ID order within each date. The primary company name, primary contact name, booking name, booking status, catering status, rooms owner, catering owner, and booking ID print on the booking group level. The report also prints an indication of whether any sleeping rooms are part of the booking, and if so, the number of rooms.

Beneath the booking information, the report lists the events attached to the booking for the appropriate date in start time order. Information printed for each event includes event description, event ID, event status, event start and end time, doorcard, assigned function space, number of attendees, and the set-up style for the function space.

If event notes are attached to any event and the Print Event Notes flag has been checked on the report filter form, these event notes print underneath the Doorcard field of each event.

Event Note Change Log Report (Rep_Event_Note_Changelog)

Prerequisites for Event Note Change Log Report

The Event Note Change Log Report is created to report changes to Banquet Event Orders (BEO) after distribution without having to reprint the entire original sheet. It works in conjunction with event notes. To have change notes print on the report, you must create an event note for the appropriate event with the notes type: Change. OPERA Cloud stamps the note with the date, time, and user name. In the notes, enter any changes you want included in the distributed Change Log report.

Report General Conditions

• The new parameter form is named **REP_EVENT_NOTE_CHANGELOG**.

Report Parameters

• All the parameters are in one section.

Fields

1. **Property**: Confirm or select a property. At the Hub level, you are presented with a multi select list.

2. **Block**: Select a specific block to print in the report. When selecting a Master Block ID in the Business Block filter, OPERA Cloud also includes the Sub Block IDs linked to that Master. The report prints all events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only Events linked to that Sub Block are printed.

3. **Event**: Select specific events to be included in the report.

4. **Event Dates From**: Select an event date from range.

5. **Event Dates To**: Select an event date to range.

6. **Change Log From Date**: Select a date range covering the period in which change notes were created. The system compares this to the change note date/time stamp of creation/last modification.

7. **Change Log To Date**: Select a date range covering the period in which change notes were created. The system compares this to the change note date/time stamp of creation/last modification.

8. **Change Log Times**: Enables you to narrow down the selection of a time period during which the changes were made. This filter is evaluated against the date/time stamp of creation/modification of the event change notes.

9. **User**: If nothing is specified in this field, it's assumed all users are available for filtering. Select a specific user for which to print changes. This will be compared against the user name stamped onto the event change notes on creation/modification.

10. **Internal Notes**: The report only prints event change notes that are also flagged as internal if the flag is checked on the filter form.

Report Data

The report prints in event date order. Within each date, events prints per block and within each block. Only events that do have event change notes attached print on this report. Information that prints includes, block name and account name, event ID, event date, event time, and event name. The main information in regard to the event change notes shows change date, change time, change made by, event ID, and the text of the change note itself.

When no filters are populated, the current date (change log dates/time) passes to the report.

.

- Prerequisites for Event Note Change Log Report

Prerequisites for Event Note Change Log Report

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Group: Events

OPERA Cloud Tasks

Group: Reports

Task: Event Reports

Posted Event Revenue Report (rep_posted_event_revenue with rep_posted_event_revenue.fmx)

Prerequisites for Event Reports

The Posted Event Revenue report provides a view of Expected, Guaranteed, Billed, and Posted Event Revenues. The information is listed by Event and Revenue Type within the selected time period. You can use the Posted Event Revenue report to verify that all revenue is posted or to identify and research discrepancies between the billed and posted revenue amounts.

Selection Criteria

Select the filters for report search results. The only mandatory filter is Property.

Property. Select properties from the LOV for which the report should be printed.

Event Date. Allows the selection of any event date range. When you select a date range, the events are reported by event date within the property.

Event Date From. Type or select the calendar button for the beginning date for the report results.

Event Date To Date. Type or select the calendar button for the ending date for the report results.

Block. The LOV displays the Manage Block search screen where you can select the block(s) with the desired events. Select a single block or a range of blocks for the report. Events are sorted by date inside the block.

Event Type. Select the event types that should be included in the report. When this field is left empty, all of the event types are considered.

Catering Owner. You can print the report for a specific catering manager or a range of catering managers. The report relies on the catering manager's initials you select on the Booking Catering tab for this filter.

Event Status. Enables you to select the event statuses to include in the report. When this field is left empty, all event statuses are considered.

Revenue Type. Defines the catering revenue types to print. When this field is left empty, all of the revenue types are considered.

Currency. Select the currency of the revenue converted and reported on the report.

Report Data

Events are filtered by those attached to a booking with the selected owners as a catering owner within the selected time period.

Event ID. Event ID of the event.

BB ID. The business block ID of the event.

Event Start Date. The beginning date of the event.

Rev Type. The category of revenue associated with the event, such as Food, Beverage, and so on.

Event Start Time. The time of day the event starts on the event date.

Expected. The amount of revenue expected for the revenue type during the course of the event.

Event Status. The current status of the event, such as Definite, Tentative, or Actualized.

Guaranteed. The amount of guaranteed revenue for the revenue type on the event.

Event Type. The name of the event, such as Breakfast, Meeting, and so on.

Billed. The amount of billed revenue for the revenue type of the event.

Space. The room or facility where the event is being held.

Posted. The amount posted for the revenue type of the event.

Cat Owner. The catering manager/owner associated with the block.

Var: Posted-Billed. The difference in revenue between the posted and billed revenues by revenue type.

Event Property. The property code where the event is being held.

Business Block Name. Description of the Business Block ID associated with the event.

Total for Event (Event ID). The total amount of revenue Expected, Guaranteed, Billed, and Posted. The total variance amount indicates the total variance between the amount Posted and the amount Billed for the event.

Meal Type Forecast by Day (BI) (Rep_Meal_Type_Forecast_bi.rep with rep_Meal_Type_Forecast_BI.FMX)

Prerequisites for Event Reports

The Meal Type Forecast (BI) report is an easy to read forecast report for banquet operations. It is broken down by Catering Covers, Status, and Event Date.

Report Elements

- This report is a BI Publisher report. Customizing the report is not recommended. The following are the report elements:
    - Report Name = Meal Type Forecast by Day

– File Name = rep_meal_type_forecast_bi.rtf

– Form to run = rep_meal_type_forecast_bi.fmx

– Data Template = rep_meal_type_forecast_bi.odt

Selection Criteria

Event Dates:

- **From.** (Mandatory). Enter the calendar date to indicate the beginning of the Event period for which the report is to be filtered.

- **To.** (Mandatory). Select the end date of the Event period when the report is filtered.

Property. Select the property for which the report should be printed. When you are logged in at the hub level, the property LOV is multi select, which allows you to run the report for multiple properties.

Block Origin. The Block Origin LOV lists all of the possible values from the internal field allotment_origin values from the Business Block header. When a value is selected, only events from business blocks with this origin are considered. If no value is selected, all business blocks are considered. Possible values are based on the user who created the block and the Act As and At values set on the user in Role Manager.

- If the Act As value = Conference Sales Person, and the At value = Property level, then the block is flagged as Sales and Catering.

- If the Act As value = Reservation Sales Person, and the At value = Central, then the block is flagged as ORS.

- If the Act As value = External System, then At value = not required, and the block is flagged as EXT.

- If the Act As value = Reservation Sales Person, and the At value = Property, then the block is flagged as PMS.

- If the Act As value = Conference Sales Person, and the At value = Central level, then the block is flagged as SFA.

Event:

Definite. (Mandatory) Select one Status Code from a list of all status codes that can turn to an Actual status. This selection will be used to filter by event status.

Incl Actual. (Enabled when a Status is selected in the Definite field) Select this check box to include events in an ACTUAL status in the Definite totals.

Status. (On the Books) Select Status Codes from the list of all status codes (does not include the status selected in the Definite LOV) that will represent the other status code groupings listed in the report. This selection is used to filter by event status.

Summary Statuses. (Mandatory) Select Status Codes from the list of all status codes to represent the status codes added together for the summary grouping at the beginning of the report (this filter is not dependent on the values selected in any of the other status fields).

Meal Type 1. (Mandatory) Select one Meal Type to be represented in the 1st Meal Type Column.

Meal Type 2 - 5. Select Meal Types to be represented in the 2nd – 5th Meal Type Columns. If no value is selected in a field, then no figures will be calculated for that column in the report.

Revenue (You must select one of the options)

- **Net.** When selected, Catering Revenue will be calculated as:

  – Net Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration>Financial>Transaction Management>Revenue Type Mapping): Included generates are deducted; or Excluded generates are not added.

- **Gross.** When selected, Catering Revenue will be calculated as:

  – Gross Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration>Financial>Transaction Management>Revenue Type Mapping): Included generates are not deducted; or Excluded generates are added.

Currency. Select the currency you want used for calculating the report. All revenue figures will be reported in the selected currency. If no value is selected, the report is calculated using the Base Currency of the logged in Property.

Meal Type Revenue. (Mandatory). Select the listed Active Revenue Types for use in the Revenue calculation in the Meal Type Revenue columns.

Revenue Type 1 - 4. Select the listed Active Revenue Types for use in the calculation for the Rev Type Columns 1-4 at the end of the report. If no value is selected in a field, then no figures are calculated for that column in the report.

Owner. (Select Owners. If no value is selected, then all Owners listed in the LOV will be considered.)

- **Block Owner.** Only Events from business blocks with this Overall Owner are considered.

- **Rooms.** Only Events from business blocks with this Rooms Owner are considered.

- **Catering.** Only Events from business blocks with this Catering Owner are considered.

Exclude from Forecast. (select 1 of the 3 options).

- **Both.** All events are considered regardless of the Exclude from Forecast check box.

- **Yes.** Only events marked as Exclude from Forecast are considered.

- **No.** Only events not marked as Exclude from Forecast are considered.

Block Type (select 1 of the 3 options).

- **All.** Select if events from all business blocks will be considered.

- **Catering.** Select if only events from business blocks marked as Catering Only will be considered.

- **Rooms.** Select if only events from business blocks not marked as Catering Only will be considered.

Report Data

The 1st grouping is a summary of the status codes selected in the Summary Statuses filter in the report parameter screen. The Status Codes are listed in this header in descending sequence.

The 2nd grouping is the figures for the status code selected in the Definite filter in the report parameter screen. If the Incl Actual check box is selected, then the ACTUAL status is included with this total.

The 3rd and further groupings are for the figures for the status codes selected in the Status filter. If more than one status code is selected, then there will be more than one grouping. Each status code in this filter gets its own grouping / page. The status codes are listed in descending sequence order.

Year. The Year is displayed in the column header.

Date. Each date (with day of week) in the selected date range will print, regardless if there is data to report.

Meal Type 1 – 5. The current figures for the event types linked to this Meal Type.

Covers. Current number of attendees for the meal type in the column header. If the event is in an Actual status, then the Actual Attendees are reported. If the event is not in an Actual status, and Guaranteed Attendees are populated, then the Guaranteed Attendees are reported. If the event is not in an Actual status, and Guaranteed Attendees are not populated, then the Attendees are reported. Avg (Check) = (Revenue / Covers).

Revenue. Catering revenue for the event types linked to the meal type calculated using the revenue types selected in the Meal Type Revenue field in the report parameter screen. The Revenue reported is the On the Books figure.

If the application parameter Events > Use Forecast Value Only is set to Off, Revenues are calculated in the following sequence by Revenue Type by event:

If the event is in an ACTUAL status, billed revenue is reported for all Revenue Types.

If the event is not in an ACTUAL status and Guaranteed revenue is added, then the Guaranteed revenue is reported for that Revenue Type

If the event is not in an ACTUAL status, Guaranteed revenue has not been added, and Expected revenue has been added, then the Expected revenue is reported for that Revenue Type.

If the event is not in an ACTUAL status, Guaranteed revenue has not been added, and Expected revenue has not been added, then the Forecasted revenue is reported for that Revenue Type.

If the application parameter Events > Use Forecast Value Only is set to On, the Revenue calculation considers the Use Forecast Revenue Only check box in the Event Details Tab. If the event is in an ACTUAL status, billed revenue is reported for the event. If the event is not in an ACTUAL status and the Use Forecast Revenue Only check box is selected, the Forecast revenue is reported for the event. If the event is not in an ACTUAL status, the Use Forecast Revenue Only check box is not selected, and Guaranteed revenue exists, then the Guaranteed revenue is reported for this event. If the event is not in an ACTUAL status, the Use Forecast Revenue Only check box is not selected, and Guaranteed revenue does not exist, then the Expected revenue is reported for this event.

Totals by Revenue Type

Rev Type 1 – 4. Catering revenue totals for each date and qualifying Event calculated using the revenue types selected in the report parameter screen. The figures in these columns are not filtered by Meal Type. If no value is selected in one of the fields, then no calculation will be done for that column in the report.

At the bottom of the 1st grouping are additional rows that are included in the 1st grouping.

- Budget (Meal Type columns) – These fields include the Budgeted Covers, Revenue, and Avg Check for each Meal Type / Month and are filtered by the Revenue Types and Block Type filter (Catering Only Y/N) selected in the report parameter screen. The Budget figures are taken from the OBI Budget Forecast module.

- Budget (Revenue Type columns) These fields include the Budgeted Covers, Revenue, and Avg Check for each Revenue Type / Month and are filtered by the Revenue Types and Block Type filter (Catering Only Y/N) selected in the report parameter screen. The Budget figures are taken from the OBI Budget Forecast module.

- Last Year. This is the calculation of The On the Books figures for this Meal Type as of the end of the Same Month last year. If the Date Range selected in the report parameter screen is 12/10/18 – 12/31/18, the figures in Last Year will be the figures for 12/1/17 – 12/31/17. This section includes Covers, Avg Check, and Revenue.

- Variance. (Meal Type Totals – Budget).

- Var to STLY. (Meal Type Totals – Last Year).

The Final Section is the Covers Summary by Meal Type and Day.

- **Date.** Each date in the date range selected in the report parameter prints, regardless if there is data to report.

- **Meal Type 1 – 5.** The current Covers for the event types linked to this Meal Type, filtered by the Summary Statuses selected in the report parameter screen.

- **Total Covers.** Total Covers for the Date.

Menu Cost Report (rep_menu_cost.rep with rep_menu_cost.fmx)

Prerequisites for Event Reports

The Menu Cost report (Miscellaneous>Reports) shows booked menus per day with revenue versus cost information.

SELECTION CRITERIA

Property. Select the property for the report you are printing.

To/From Date Range. Select a To and From date range. Only events scheduled within this time frame are included in the report.

Business Block. Select a business block to run this report, or select multiple business blocks.

> **Note:**
>
> When selecting a Master Block ID in the Bus. Block filter, OPERA Cloud includes the Sub Block IDs linked to that Master. The report then prints all events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only events linked to that Sub Block will print.

Event Status. Select one, multiple, or all event statuses to appear in the report.

Menu Class. Select one, multiple, or all menu classes to appear in the report.

Menu. Select one, multiple, or all menus to appear in the report.

Print Menu Details. When selected, this option allows the menu details to appear in the report.

Print Package Menus. When selected, this option allows package menus to appear in the report. For Package Menus however, cost is calculated from the event, and revenue is calculated from the revenue split in the menu configuration.

> **Note:**
>
> A (P) denotes a package menu when they are included in this report.

REPORT DATA

The report prints information about booked menus for the events that fall into the selection criteria defined on the report order form. The information is grouped and summarized by date and within each date by menu class. The report shows the menu name, menu item name, event id, included in menu flag, quantity, price per person, total menu price, cost per person, total cost per event, and the variance between total menu/menu item revenue and total menu/menu item cost for each menu and menu item listed. Subtotals are listed at the bottom of the following columns in each table; Quantity, Price, Total Menu, Cost, Total Cost and Variance.

Financials Reports

Cashier Audit (finpayments) - displays all payments that have been posted for the selected business date.

Cashier Shift Bag Report (cashier_shift_bag_bi) - displays the Payment Type (such as Cash and Others), Bag Number, Cashier Name, Cashier ID, Date, and Shift Drop Location. The report can be filtered by Date From and Date To (only for the current and past dates), Cashier ID, and Payments (Cash and Others).

Check Ledgers (check_ledgers) - displays all check ledgers for the selected business date.

Corrections and Cancelled Payment (fincorrectionscalpay) - displays all corrections by cashier ID and can be run by transaction code range. This journal displays all

same-day reversals (debits) made to posting slips. Adjustments are made to previous days postings, or claimed revenue.

Credit Card Rebates (creditcard_rebates) - displays credit card rebate overrides. The date, time, name of the credit card holder, folio number, credit card type, credit card number, amount, override (Y/N), and the cashier who entered the rebate.

Credit Cards Report (check_rep) — displays a report of credit card usage for the selected date.

Currency Exchange Summary (curr_exch_sum) - displays the amount of monies exchanged for the selected date per currency code.

Deposit Ledger (deposit_ledger) - used by the accounting department to determine how much deposit revenue has been posted in the hotel for the date specified.

 Detailed Folio Report (Poland) (folio_details) - developed to meet reporting requirements for properties in Poland. The intent is to display all amounts posted to a guest folio for the specified date. A summary of all folios generated.

 Effective Package Allowance (effpkgallowance) - provides a summarized list of all packages that are in use for the current business date. It provides a detailed breakdown of all package charges, including the allowance balance as compared to the actual package debits and credits.

Effective Package Allowance Trial Balance (effpkgallowance) - provides a summarized list of all packages for which the package wrapper has been posted for the current/past business date while the reservation is/was in-house.

Financial Payment and Revenue (findeptcodes)- displays a sum of all transactions posted for the date specified.

Financial Transaction Summary (fintrxsummary) — provides a summary of all financial transactions for a specified date range, grouped by transaction code, transaction date, transaction group, or transaction subgroup.

Financial Transactions by Block (finjrnl_blk) - allows the property to see the revenues, taxes, and package credits generated by specific blocks and transaction codes.

Financial Transactions by Folio Number (finjrnlbytrans3) — lists transactions per folio created by the selected workstations during the report timeframe. The report shows only transactions that would have been visible on the folio and billing screen and omits internal transactions.

Financial Transactions by Tax Type (finjrnlbytax) - displays each transaction posted for the dates selected. This report is different from other financial transaction reports in that it is intended to display the taxes posted. The output groups results by tax transaction codes. If any postings do not have a tax transaction code attached, they are grouped together under a "no tax" heading.

Financial Transactions with Generates (finjrnlbytrans2) - lists each transaction code and the corresponding amounts for the dates specified. Also included is a breakdown of the taxes and package credits attached to each transaction code posted and the user that posted each transaction.

Folio Tax Revenue (foliotax_revenue) - displays the total of all charges posted to a guest on a particular date. If charges were routed and paid for by another guest, the other guest's total reflects these charges.

Folio Tax - Style 01 (foliotax_01) - developed to meet reporting requirements for properties in Spain to display the breakdown of VAT Tax that was posted on each reservation for a specified date range.

Folio Tax - Style 02 (foliotax_02.rdf) - developed to meet reporting requirements for properties in Poland. The report displays a breakdown of VAT Tax that was posted on each reservation for a specified date range. To save paper, the report prints only those tax groups (1 to 10) that were used in the requested time frame.

Folio Tax - Style 03 (foliotax_03.rdf) - developed to meet reporting requirements for properties in Portugal. The report displays a breakdown of VAT Tax that was posted on each reservation for a specified date range.

Folio Tax - Style 04 (foliotax_04) - developed to meet reporting requirements for properties in Turkey. The report displays a breakdown of VAT Taxes that were used on each reservation for a specified date range.

Folio Tax - Style 05 (foliotax_05) - developed to meet reporting requirements for properties in India. The report displays a breakdown of Luxury Taxes that were used on each reservation for a specified date range.

Guest Balance Snapshot (guest_balance_snapshot) — provides a summarized snapshot of all current guest balances.

Guest Ledger (guest_ledger) - displays the current balance associated with in-house guests for today.

Guest Trial Balance (gl_trial_balance) - displays all guests in-house and their folio balances for a specific date equal to or less than the current business date.

Invoices of Today's Check Outs by Bill Number (fininvtodaycobybill) - displays all guests who have checked out today by billing/invoice number.

Italian Folio Tax (istat/istat_monthly) - prints statistical information for all bills and is formatted based on the style of the report selected. The report output is grouped by folio types and displays the net, VAT and gross revenue for all bills generated in the property.

Journal by Cashier and Article Code (finjrnl_articles) - displays one line for each posted article for the selected date. Similar to other financial reports, this allows you to see when, to whom, and who posted an article to a reservation or an accounts receivable account.

Journal by Cashier and Transaction Code (finjrnlbytrans) — provides a detailed summary of transactions for a specified date range, grouped by cashier, check number, room number, or transaction code.

Journal by Foreign Currency (finjrnlbyforcurr) - displays all postings for today that were posted in a currency not equal to the property' base currency.

Lodging Tax Exempt (lodging_tax_exempt) — displays details and summary information about tax exempt revenue for a specified date range.

Open Balances: All (finopbalall) - displays the current balance on reservations or blocks. This includes advance deposits.

Package Ledger Balance (pkgledger_balance) — lists all postings made to the package ledger and runs during the night audit sequence. This report displays total credits and offsetting debits, as well as profit and loss on all packages. Print this report

to analyze whether or not hotel packages are making or losing revenue. This detailed report corresponds to the summarized package ledger portion of the trial balance.

Package Ledger Detail (effpkgledgerdtl) — detailed breakdown of all package charges for each room. The report includes all package postings for the current business date. As a cross reference, if the guest has checked out, the debit column will be equal to the credit column. Print this report to obtain a list of internal department charge-back totals.

Package Option (package_option) — displays the guest name, room number, arrival and departure dates, rate code, package name, description, date posted, allowance, posted amount, and overage.

Package Postings (finpkgposting) - displays all posted charges that have been associated with a package. This report provides users with summary information about package postings and serves as an audit trail on cashiers and transaction codes.

Paid Outs (finpaidout) - displays all the paid-out transactions of the day to guests and is generated during the night audit sequence.

Payment Tax Invoices (fin_payment_tax) - developed to comply with legal requirements in Thailand. When generating a payment receipt, the sample_payment_tax must be configured and used.

Room Revenue by Tax (tax_type_details) - displays the amount of room revenue generated within each tax type for a reservation.

Tax Exempt (taxexempt_02) - gives a detailed daily breakdown of room revenue and the taxes that each specific guest is exempt from.

Tax Report (tax_report) - contains the total amounts posted to a company/travel agent/source/group profile. The report output displays the sequence number, tax number, net amount and tax amount posted to a company, travel agents, source, or group profiles.

Trial Balance (trial_balance) - displays a summarized financial status of the property for a specific date. The data displayed includes all transactions posted, and then a breakdown of business within each of the five ledgers. The ledgers are guest, accounts receivable, deposit, package and inter hotel.

Userlog Transfers (finuserlogtransfers) - displays all folios that have been transferred to another guest or account for a specific date or range of dates.

Userlog Transfers Today (nauserlogtodaycheckout) — displays all folios that have been transferred to another guest or account for the current business date.

Forecast Reports

Block Forecast (blk_forecast) - used to determine the current status of blocks. The report can be printed for a forecast of current status, picked up, contracted, or how many rooms are still available.

Business on the Books (business_on_the_books) - displays the mix of business currently comprising a property's occupancy.

Detailed Availability Forecast (detail_avail) — provides a detailed breakdown of room availability for a selected date range.

Facility Forecast (facility_forecast) — provides a forecast of occupancy and housekeeping tasks for the next five days including and following the selected business date.

Four Week Forecast (fourweek_forecast) - displays the forecasted occupancy for each room type for four weeks at a time.

Future Occupancy Report (resfutureoccupancy) — displays the forecasted occupancy for the property for the selected date range, broken down by individual reservations, block reservations, block rooms not picked up, and all rooms.

Guest Preference Report (preference_forecast) — displays a forecast of guest preferences based on their reservation dates, using the preference code for each day for reservations that are arriving, in house, due out, or for sometime in the future.

History and Forecast (history_forecast) - gives you a clear picture of past reservation activity as well as what reservations are anticipated in the future.

History and Forecast Block (history_forecast_blk) - gives you a clear picture of past reservation activity as well as what reservations are anticipated in the future, broken down into individual and block business.

Inventory Forecast (inventory_forecast) - displays each item with the number available and reserved for each date in the date range.

Length of Stay (los_forecast) - displays a length of stay forecast based on room class or type.

Length of Stay by Market Code (los_market_forecast) - displays a length of stay forecast based on market group, market code, room class, or room type. The lengths of stay are predetermined at 1 - 4 nights, 5 – 11 nights, 12 – 29 nights and 30+ nights, unless rate tiers are active. When this is active, the lengths of stay groupings will be based on those configured for the property.

Package Forecast (pkgforecast) - displays a daily breakdown of the number of reservations, or anticipate reservations, with an attached package.

Preference Forecast (sp_forecast) — displays a forecast of preferences broken down by room number for the specified date range. You have several options to filter this data in the report parameters, for example, including only certain room classes or blocks.

Reservation Booking Pace (reservation_pace) — provides a forecast of the booking pace for individual rooms and revenue, as well as block rooms and revenues for a specified date range. The report can include tentative inventory.

Reservation Forecast Reports (res_forecast1 and res_forecast2) - generates a reservation forecast by date, for a specified date range.

Rooms on the Books Report (room_type_forecast) - forecasts for a year out from the selected date for all the reservations currently on the books.

Room Type Forecast (rooms_books) - for each room type, report details include total physical rooms (total number of rooms configured for the room type), out of order rooms, inventory rooms (total rooms available minus out of order rooms), total rooms sold (total reserved rooms), and available rooms (available to sell plus sell limits set at room type level minus total sold).

Three Month Forecast Report (three_month_forecast) - a three-month outlook report based on the number of room nights, room revenue, and average rate per market main group per month.

Yearly Forecast Report (stat_forecastyearly) — an annual outlook report for the year ahead.

Guests In-House Reports

Cash Paying Guest In—House including Pmrooms (giinclpmcashbyname) - displays all guests in-house including pseudo and posting master accounts paying by cash.

Checked Out Guest Messages (gicomessage) - displays a list all checked-out guests, the departure date, and the status of the message.

Credit Card History (creditcard_history) - summarizes all credit card transactions within the selected time frame.

Credit Limit Report - All Payment Methods (gi_authlimit) - verifies authorization amounts for guests in house.

Deposit Activity (deposit_activity) - used by the accounting department to determine how much deposit revenue has been received in the hotel for a particular date.

Detailed Checkout Report (detailed_checkout) - breaks down the total charges attached to the transaction codes that have been attached to each revenue bucket and then displays a total of all charges for the guest's stay.

Guest In-House Traces (gitraces) - identifies traces for a specific department so you can take action on a trace that is applicable to that department.

Guest Preferences (guest_preferences) - displays those reservations for the date range specified which have preferences attached to the profile. You can choose to print all profiles or those profiles with preferences of arrivals, in house, or departing.

Guests In-House By Company (gi_inhousebycomp) - displays all guests in house that have a company profile on the reservation.

Guests In-House By Group (gibygroup) - displays detail for all blocks in house grouped by block.

Guests In-House By Room Number (gibyroom) - displays various information for all guests in house and will be sorted by room number.

Guests In-House Cash Payment Method (gicashbyname) - displays all guests in house paying by cash or check, and is sorted alphabetically by last name.

Guests In-House Complimentary (gi_c_h) - displays all in house guests with a complimentary room rate or a house room rate.

Guests In-House No Video Check Out (ginovideo) - displays a list of all guests in house who are not authorized to checkout through the video checkout system.

Guests In-House PM Account By Name (gipmbyname) - displays all in pseudo rooms in alphabetical order so you can see all house accounts by name and balance.

Guests In-House PM Account By Room (gipmbyroom) - displays all in pseudo rooms in room number order so you can see all house accounts by name and balance.

Guests In-House Rate Check (giratecheck) - displays a comparison of the rate amount being charged for a reservation to the configured rate code amount and then determines the variance.

Guests In-House Special Requests (gisprequest) - displays all special requests for in-house services such as flowers, chocolate, an iron, or exercise bicycle for a guest reservation.

Meal Vouchers (vouchers) - You can print meal vouchers for today, days in advance, or for guests in-house. The vouchers are for one person and are based upon the package elements and forecasted package elements that have been defined from the rate code and/or package setup.

Messages for Guests In-House and Due Arrivals (giarrmessage) - can be run during downtimes so messages can be relayed to all guests due in or in house.

No Posting Allowed Guest (ginopost) - displays all checked in guests who have no posting privileges on their reservation.

No Video Check Out (ginovideo) - displays a list of all guests in house who are not authorized to checkout through the video checkout system.

Package Allowance Guests In-House (finpkgallow) - displays package allowances for guests in-house.

Projected Guests In-House (gifuturebyname) - displays a projected number of guests in-house for a specified date range.

Rate Variance (giratevariance) - displays consolidated rate check statistics for guests in house.

Room Moves (room_move) - shows which reservations have been moved to a different room number for a particular date or a range of dates.

Room Revenue by Tax Type (tax_type_details) - displays room revenue broken down by tax type for a specified date range.

Wake Up Calls (wake_up_calls) - provides a list of all wake up calls associated to reservations for the date range selected.

Zero Rate Rooms (gi_zeroraterooms) - displays all guests that have zero rates. Sharing guests will be zero-rate candidates in most cases. Print this report to determine which in-house guests should or should not be at zero rate status.

Housekeeping Reports

Assign Rooms All (hkassignroomall) - displays all rooms that have been blocked using the reason codes under the assignment status of all, general, and show. General assignment will prevent the room from being displayed when you search for vacant rooms.

Facility Forecast (facility_forecast) - displays a five day forecast summary for the property, that includes numbers of arrivals, stay overs, departures, adults, and children. Also displayed is a break down of the facility tasks as well as the total number of items needed to be completed for the selected days.

House Status (hkroomstatusbytype) - displays all the movements for the day for each room type.

Housekeeping Detail Report (hk_details) - provides a detailed report on housekeeping status.

Housekeeping Discrepancy Report (hk_discrepancy) - displays a list of rooms and their housekeeping status, along with a column including any discrepancies.

Housekeeping Status (hk_allstatus) - displays the status for all activity in every room in the hotel.

Housekeeping Stayover (hkstayover) - displays all guests who are stayovers in the hotel.

Housekeeping VIP by Room Number(hkvipbyroom) - displays all VIPs in-house and due in by room number.

Out of Order By Reason (hkooobyreason) - displays all rooms that are out of order and the reason.

Queue Reservation Activity (qresv_activity) - queue rooms activity for the day or days selected.

Queue Reservations (qresv) - displays a list of reservations in the queue for the selected date.

Queue Rooms (qrooms) - provides a list of rooms in the queue for the selected date.

Room Discrepancy (hkroomdiscrepancy) - displays all discrepant rooms - a listing of all room statuses that are inconsistent with housekeeping status and front office status. The "sleep" discrepancy reflects that housekeeping status is occupied and front office status is vacant. The "skip" discrepancy reflects that front office status is occupied, and housekeeping status is vacant. Print this report to verify room status discrepancies.

Room Maintenance Not Resolved (hk_maintenance) - displays the all maintenance requests or work orders on rooms that are resolved as well as unresolved.

Room Status Changes (room_status_changes) - displays changes made in a room status that was completed by a user, telephone interface, or automatically changed by the system.

Rooms (hkroomstatusperroom) - displays all of your property's rooms. Print this report to see a list of all rooms and their housekeeping status.

Task Assignment Summary (task_assignment_summary) - displays every room in the property along with the Housekeeper assigned to take care of it and any special needs that the room may require.

Vacant Rooms Report (hkvaroom) - displays a list of vacant rooms and all room statuses in the hotel.

Miscellaneous Reports

Balance Check Report (balance_check) - lists the output of the ledger imbalance checks for any date earlier than the current business date.

No Post Flag Activity Log (user_log_detailed) - displays user log changes specific to the no-post flags on reservations. Since reservations can be modified by any user who has permission, it can lead to potentially non-qualified people to determine whether the guest is allowed to charge to the room.

Offline Credit Card Settlements Pending (cc_offline_settlement) - displays a list of all of the pending offline credit card settlements.

Police Report (police_report2) - created to adhere to legal reporting requirements for properties in Portugal. The properties are required to print a report for all arrivals and departures of the day with the morning information on a daily basis. Accompanying guests on a reservation will be included on the report output.

Property Overview (property_overview) - displays daily statistics (today, yesterday, and month-to-date), weekly forecast (arrival rooms, departure rooms, total rooms, ADR, and occupancy), and arrival information (VIP, membership type, and specials with title, name, arrival, departure, room type, room number, rate, and arrival time).

Transport Request (transreq) - displays those reservations and in-house reservations that have requested transportation service.

User Activity Log (user_activity_log) - displays all activity that has taken place by user, group, type of activity, etc., for the date specified.

Profiles Reports

Activities Scheduled for Profiles Only (osa_profile_only) - displays activities that are associated to profiles (not reservations) and that fall within the date range selected.

Duplicate Profile (prduplicateprofile) - displays profile address, membership and passport information to assist in determining if a duplicate profile exists in your system.

Guest Birthday (pr_birthday) - displays all guest profiles that have a birthdate entered. The report includes information on stay history, VIP status, and the next scheduled reservation.

Incomplete Address (princompleteaddress) - displays all profiles that have incomplete address information.

Individual Profile Productivity - Summary (prof_prod_sum) - provides a summary of reservation statistics for individual profiles only.

Member Report (member) - displays all reservations that have or had a membership attached to the reservation.

Membership Pre-Check In (arrprecheckinmem) - displays reservations not yet checked in that have an active membership attached to the reservation.

Membership Stays Report (loyalty_member_stay) - provides a detailed listing of loyalty guests, along with their membership types and levels for the selected date range.

Profile Address (pr_address) - lists basic address information for all profiles in the system.

Profile Notes (pr_notes) - displays all the profile notes attached to profiles.

Profile Production Statistics (profileproductivitystat) - allows a property the means to determine the production a profile is generating for their property.

Profile Productivity Length of Stay (prof_prod_los) - allows the user to display profile production by pre-defined length of stay groups.

Individual Profile Productivity Summary (PROFPRODSUM): Displays a summary of reservation statistics for Individual Profiles only.

Profile Productivity Statistics-Detailed (profile_productivity_detailed) - allows a means of printing a detailed breakdown of each reservation that comprised the production for a specific profile.

Profile with Accounts Receivable Number (pr_with_ar_no) - displays all profiles that have an accounts receivable number configured and attached to the profile.

Profile Cleanup Report (prcleanup) –

Restricted List (pr_restricted) - displays a list of all profiles that have been marked with a restricted status.

Sample Enrollment by Agent (sample_mem_enroll_agent) – a customizable report displaying a list of agent enrollments in a time period.

Sample Profile Data Portability (sample_prof_data_port) – displays profile data such as name, address, communication details, and relationship information.

Reservations Reports

Alerts (alerts) - displays all guests with an attached alert that falls within the date range selected. The alert functionality is based on the activation of the alerts application function in the reservation application settings.

Detailed Availability (detail_avail) - displays availability based on room types for a specified date range. The report can reflect either availability or occupancy.

Duplicate Reservations (duplicate_reservations) - identifies multiple reservations for the same guest.

Forecast Future Occupancy (resfutureoccupancy) - after you select a date range, you can calculate a summarized forecasted occupancy. This includes the projected arrivals and departures for a specific date. The report can be run from the current business date to any date in the future.

Housekeeping Forecast (resforecasthk) - displays the number of guests who have arrived, departed, or are stay-overs and then the number of Arrival rooms, departure rooms, and the rooms that have been marked for evening service, for a specified day or date range.

No Shows of the Day (nanoshow) - displays a detailed report of all no show reservations of the selected date.

Rate Change Report (res_rate_compare) - displays all of the due in, in-house, and checked in reservations that have had the rate code or rate amount updated on a specific date.

Reservation Booking Pace (reservation_pace) - captures how many individual and block reservations were on the books on any specific day, and tracks booking trends to maximize revenues.

Reservation By (rereserved) - displays all reservations for a specific date range and the type of filter you choose.

Reservation Cancellations (rescancel) - displays all cancellations for a specified date range, including the current business date. But this report will not include pseudo rooms in its data results.

Reservation eCoupons (resv_ecoupons) -

Reservation Entered On and By (resenterdon) - displays reservation agents' reservation statistics. Review this report to get a listing of production activity on individual or all reservation agents.

Reservation Pre-Blocked (respreblocked) - allows you to determine what room assignments have been made then to see the Front Office status of the room and the housekeeping status. This is useful when run for the current business date as the front desk can keep track of the room status and make a room blocking change when necessary.

Reservation Rate Check (res_rate_check) - compares the price charged on the reservation versus the price setup on the rate detail for that room type stored in the RTC field. The report displays the total price being charged including all shares to determine if the reservation should be highlighted as a variance. Reservations without a rate code are not included on the report since there will be no variance to report against.

Reservation Summary Report (ressummary) - provides a summarized breakdown per day of all Reservation activity in the property.

Reservation with Discounts (res_with_discounts) - displays a list of reservations which have discounts applied and meet the search criteria selected.

Reservations - Made Yesterday (resreservyesterday) - displays the hotel reservation production from the previous day.

Reservations for Repeat Guests (resrepeatguest) - displays reservations for the specified arrival date range that have an attached profile that has stayed at your property at least one time. To display on the report the reservation status has to be reserved or due in.

Reservations Repeat Guest (resrepeatguest) - displays all reservations for the specified arrival date range, that have an attached profile that has stayed at the property as least one time in the past.

Reservations with Notes (res_with_notes) - displays all notes attached to the reservation and primary profile which can be filtered by note type, include internal notes, and exclude notes older than a selected date. Reservations are selected by arrival date range.

Reservations with Rate Changes (res_rate_changes) - provides visibility on guests with rate changes, which allows you to tailor your welcome letter and other information to address any additional amenities and packages to which the guest is entitled.

Reservations with Room Class Upgrades (res_with_upgrades) - displays details of when an upgrade discrepancy has been created, as well as identifying reservations based on the booked room class from the RTC field compared with the blocked room class from the room type field.

Reservations with Travel Agent Profile Changes (res_agent_changes) – displays all travel agent profile modifications made to reservations after the booking has been created, including IATA number changes and name changes.

Restrictions Detail (raterest) - can be run for up to 90 days prior to the current business date, to display the restrictions that were in place on a given date.

Room Plan (resroomplan) - displays an enhanced summary of the availability of each individual room in the property, showing 15 days per display.

Turnaway Day/Month-to-Date/Year-to-Date (turnaway_dmy) - shows how many rooms have been turned away for a selected stay date and the month—to—date and year-to-date values. For example, the report displays how many rooms have been turned away between the beginning of the month and the selected stay date. The report does not show when those reservations have been turned away.

Turnaway Details (turnaway_details) - displays the details for each turnaway in a group-by format.

Upsell (resupsell) - displays any guests who paid additional monies to be upgraded to another room type. You can use this information to track the number of upsells and additional room revenue that front desk agents generated at check-in.

Waitlist (reswaitlist) – displays details about guests whose reservations cannot be made because of lack of availability.

Sales Account Reports

Prerequisites for Sales Account Reports

The following Sales Account reports are available:

Account Production Report ((rep_acc_production): The Account Production report is used to calculate and print actual production of the selected account separately for individuals and groups and as a total.

Account History and Forecast Report (rep_acc_hist_forecast): The Account History and Forecast report shows account production for history and future dates. The report is intended to be printed to a file for spreadsheet analysis.

Account Production Difference Report ((rep_acc_prod_diff): The Account Production report enables management to identify accounts that drop in production as compared to a similar period in previous years and allows for the appropriate sales actions to be taken to get the account back on track.

Account Hierarchy Report ((rep_acc_hierarchy): The Account Hierarchy report allows for the selection of master accounts through select search criteria and prints details of the master, as well as all associated subsidiary accounts linked to the master by a defined relationship type.

Account Statistics Report ((rep_acc_stats): The Account Statistics report shows the number of room nights generated by a master including all of its subsidiaries, and whether the reservations (broken down between group and individual) were attached to a travel agent or source, and if so, through which travel agent or source.

- Prerequisites for Sales Account Reports
- Account Statistics Report (rep_acc_stats.rep)
- Sales Manager Progress (BI) (Rep_MGR_Progress_BI.Rep with Rep_MGR_Progress_BI.FMX)

Prerequisites for Sales Account Reports

Licenses / Subscriptions

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

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

Opera Cloud Tasks

Reports: Manage Reports

Reports: Accounts

Account Statistics Report (rep_acc_stats.rep)

Prerequisites for Account Statistics Report

The Account Statistics report shows the number of room nights generated by a master (with the option to roll up subsidiary statistics) and whether the reservations (split between group and individual) were attached to a company, travel agent, or source profile, and if so, which one(s). The account statistics can be detailed by source code, origin code, market code, company profile, travel agent profile or source profile.

For this report, the definition of a Master Account is any company, agent, or source profile that has hierarchical relationships linked beneath it and does not have any hierarchical relationships linked above it.

SELECTION CRITERIA

Property. Filter account statistics by the selected Properties. When logged into a Property:

1. The Property filter should be Visible, Required, and displayed at the top of the Parameter.
2. The logged in Property will be passed to the Property filter.
3. No other Properties will be available for selection.

HUB. When Logged into a HUB:

1. The Property filter should be Visible, Required, Multi-Select, and displayed at the top of the Parameter.
2. The Property selected in the Report Property search filter should be passed to the Property filter.
3. All Properties in the HUB will be available for selection.

From Date. Filter account statistics from the selected date.

To Date. Filter account statistics to the selected date.

Account. Multi selection of Accounts, which opens Search and Select-Profile.

- When selected, the field displays the list of selected profiles.

- The Account Name or Account ID value can be entered in this field, which will be validated against the Search and Select Profile.

Owner Code. Filter accounts by Owners. This filter applies to the account being detailed, not to the accounts that may be reported as details of that account.

Priority. Filter accounts by Priority codes. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

Territory. Filter accounts by Regions. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

Business Segment. Filter accounts by Business Segments. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

Country. Filter accounts by Account Countries. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

Postal From/To. Filter accounts by a Postal Code range. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

Profile Type. Filter accounts by Profile Type (Company, Travel, or Source). This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

Rollup Sub-Account Statistics. If checked, the selection field is enabled. Select from a list of all configured hierarchical relationship types where the From Type and the To Type equal the type selected in the Profile Type LOV. For example, if Company is selected in the Profile Type LOV, then the Relationship LOV will list Company to Company hierarchical relationships. Hierarchical relationships with a From Type or To Type that are not equal to Company will not be displayed. The report will then calculate statistics from all accounts linked to the master account via that relationship type.

Net/Gross. Select the Net or the Gross option button depending on how you want to display actual figures.

Currency. Visible when the application parameters Rate Management > Ability to Quote Rates in Foreign Currency is Active. (parameter already exposed in Cloud)

REPORT DATA

This report displays the following information broken down by:

- Name, Name 2, Name 3.
- Address Line 1, City, Postal, Country, State.
- Address Line 2, Priority, Owner Name, Owner Code, Business Segment, Territory.
- Stays.
- Total Nights (Individual, Blocked, Total).
- Net Revenue or Gross (depending on the selection made: Room, Food and Beverage, or Miscellaneous), and Total Revenue.

This report does not consider DAY USE rooms in the Room Nights figures.

The figures in rep_acc_stats are calculated using the following Profile summary tables:

1. profile_yearly_statistics - when the date range requested includes a full calendar year.

2. profile_monthly_statistics – when the date range requested includes full calendar months, but not a complete calendar year.

3. company_stat_daily (or agent_stat_daily or source_stat_daily) – when the date range requested includes dates that are less than a full calendar month, this tablet is used for those dates.

- **Example 1:** If the requested date range is January 1, 2011 – December 31, 2011, then profile_yearly_statistics will be used.

- **Example 2:** If the requested date range is January 1, 2011 – December 30, 2011, then profile_monthly_statistics will be used for January 1 – November 30 and company_stat_daily will be used for December 1 – December 30.

- Prerequisites for Account Statistics Report

Prerequisites for Account Statistics Report

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Cloud Tasks

Report Group: Account

Sales Manager Progress (BI) (Rep_MGR_Progress_BI.Rep with Rep_MGR_Progress_BI.FMX)

The Sales Manager Progress report is an easy to read month-end report showing sales managers' performance vs. their goals compared to On the Books figures. This report has three outputs: one organized by Manager and Year; one organized by Manager and Month using Production Goals; and the third organized by Manager and Month using Arrival Goals.

Prerequisites

- This report can only be configured in a property with an active OPERA Sales and Event Management license.

- To run this report requires you to have the REPORTS>Blocks and Groups task in the selected property.

- To run this report requires you to have the BLOCKS>Block Print task in the selected property.

- This report is a BI Publisher report. Customizing the report is not recommended. The following are the report elements:

  – Report Name = Sales Manager Month End Progress

  – File Name = rep_mgr_progress_bi.rtf

  – Form to run = rep_mgr_progress_bi.fmx

  – Data Template = rep_mgr_progress_bi.odt

Selection Criteria

Goal Period

These mandatory LOVs list the Report Periods selected in the Report Period fields. You cannot select a Goal Period outside of what has been selected in the Report Period.

- **From.** (Mandatory). Select the calendar date to indicate the beginning of the Sales Manager's Goal Period for which the report is to be filtered.

- **To.** (Mandatory). Select the end of the Sales Manager's Goal Period for which the report is to be filtered.

Report Period

These mandatory LOVs list the same periods offered when configuring sales goals. The periods selected here will be the ones on which the monthly versions of the report are grouped.

- **From.** (Mandatory). Select the calendar date to indicate the beginning of the period for which the report is to be filtered.

- **To.** (Mandatory). Select the end of the period for which the report is to be filtered.

Stay Periods When Configured. (Visible when the application parameter General > Combine Rooms and Catering Goals is set to On and enabled when the Goal option Production is selected.) When this check box is selected:

- The Report Period fields are disabled.

- The report displays the Stay periods configured as Arrival Periods in Production Goals. If Arrival Periods are not configured for the Production Goals, then no data will print in the report when Stay Periods as Configured is selected.

Property. Select the property for which the report should be printed. When you are logged in at the hub level, the property LOV lets you run the report for multiple properties.

Origin. Select Origins. This LOV lists all of the possible values from the internal field allotment_origin values from the Business Block header. When a value is selected, only events from business blocks with this origin are considered. If no value is selected, all business blocks are considered. Possible values are based on the user who created the block and the Act As and At values set on the user in Role Manager.

- If the Act As value = Conference Sales Person, and the At value = Property level, then the block is flagged as Sales and Catering.

- If the Act As value = Reservation Sales Person, and the At value = Central, then the block is flagged as ORS.

- If the Act As value = External System, then At value = not required, and the block is flagged as EXT.

- If the Act As value = Reservation Sales Person, and the At value = Property, then the block is flagged as PMS.

- If the Act As value = Conference Sales Person, and the At value = Central level, then the block is flagged as SFA.

Block:

New Definite. (Mandatory). Select one status code from the list of all status codes that can turn to an Actual status. The New Definite column is calculated based on the business blocks and events that turned to this status during the requested production period.

Incl Actual. (Enabled when a Status is selected in the New Definite field). Select this check box to include business blocks and events in an Actual status in the Definite On the Books totals.

Cancel. (Mandatory). Select status codes from a list of all return-to-inventory statuses. The Cancel column is calculated based on the business blocks and events that turned to this status during the requested production period. All figures are reported as a negative.

OTB Status 1. (On the Books) Select Status Codes from the list of all status codes. The 1st On the Books column is calculated based on the business blocks and events currently in this status for the report period.

OTB Status 2. (On the Books) Select Status Codes from the list of all status codes. The 2nd On the Books column is calculated based on the business blocks and events currently in this status for the report period.

Event

F and B Revenue Type. Select active Revenue Types to include in the Food and Beverage Revenue calculations in the report.

Other Revenue. Select active Revenue Types to include in the Other Revenue calculations in the report.

Covers. Select Event Types to indicate which will be included in the Covers calculation in the reports. If no value is selected, all event types are considered.

Filter. Select Owners. If no value is selected, then all Owners listed are considered.

Rooms Owner. Select if only business blocks with this Rooms Owner will be considered.

Catering Owner. Select if only business blocks with this Catering Owner will be considered.

Block Owner. Select if only business blocks with this Block Owner will be considered.

Exclude from Forecast Event (1 of the 3 options must be selected)

Both. Select if all events will be considered regardless of the Exclude from Forecast check box.

Yes. Select if only events marked as Exclude from Forecast will be considered.

No. Select if only events not marked as Exclude from Forecast will be considered.

Block Type (1 of the 3 options must be selected)

All. Select if all business blocks will be considered.

Catering. Select if only business blocks marked as Catering Only will be considered.

Rooms. Select if only business blocks not marked as Catering Only will be considered.

Output

To determine whether the report is based on Yearly or Monthly output, select one or both check boxes.

- **Yearly.** Select to generate the Yearly output.

- **Monthly.** Select to generate the Monthly output. Whether Arrival or Production goals are generated depends on the selection in the Goal filter. When Monthly output is selected (Arrival or Production), the Sub Total per Year figures and Owner appear in the report.

Goal (visible only when the application parameter General > Combine Rooms and Catering goals is set to On).

Select one option button to determine which Monthly report option is generated. These options are accessible when the Output Monthly check box is selected (the Yearly option does not report on Goals).

- Arrival. Arrival Goals are used in the report, and the Variance is calculated against the On the Books figures.

- Production. Production Goals are used in the report, and the Variance is calculated against the Net Change (production) figures. The Goal Period listed in the report is the calendar timeframe period entered in the Goal From/To fields.

For Example:

Rooms and Catering Goal 1 Configured as:

– Production 01.01.18 - 01.31.18

– Arrival Period 01.14.18 - 12.31.18

Rooms and Catering Goal 2 Configured as:

– Production 01.01.18 - 01.31.18

– Arrival Period 01.01.15 - 12.31.17

If the report is run for Production Goals with the following date filters:

– Report Period 01.01.14 - 12.31.17

– Goal Period 01.01.14 - 01.31.14

The report output will have 3 Goal Period rows:

– Jan-14 to Dec 14, and Jan 15 to Dec 17, and Total

None. When selected, the report prints the same as the Production Goal minus the Goal and Variance columns.

> **Note:**
>
> When selected, the report prints the same as the Production Goal minus the Goal and Variance columns.

Revenue

Select one of the options, Net or Gross. The Incl Packages check box is selectable if either Net or Gross is selected and you want Included and Excluded Packages in the report.

- **Net.** When selected, Room and Catering Revenue is calculated as:
    - Included generates are deducted
    - Excluded generates are not added
    - Included packages and their generates are excluded
    - If Incl Packages is selected, then Included & Excluded Packages are included, but their Included & Excluded Generates are not included.
- Net Catering is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration>Financial>Transaction Management> Revenue Type Mapping):
    - Included generates are deducted
    - Excluded generates are not added
- **Gross.** When selected Room and Catering Revenue will be calculated as:
    - Gross Room Rate is calculated as:
    - Included generates are not deducted
    - Excluded generates are added
    - Excluded packages are not added
    - Included Packages and their generates are excluded
    - If Incl Packages is selected, then Included & Excluded Packages are included and so are their Included & Excluded Generates.
- Gross Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration> Financial> Transaction Management> Revenue Type Mapping):
    - Included generates are not deducted
    - Excluded generates are added

Currency. Select the one currency for which all revenue figures will be reported. If no value is selected, the report will be calculated using the Base Currency of the logged in Property.

Report Output

- This option will print when the Output Yearly is selected in the report parameter screen.
- The 1st grouping is by Owner (which Owner is determined in the report parameter screen.
- The 2nd grouping is by Stay Year (based on the Reporting Period range selected in the report parameter screen).
- The report will print the requested Years for each of the selected Owners with a Total at the end for all of the selected Owners.
- This option does not report Sales Manager Goals.

Production Period Section

This section shows data calculated based on the Goal Period date range selected in the report parameter screen. It is grouped by the business block allotment stay years, based on the selected Report Period range.

- Year – Stay Year as determined by the range selected in the Report Period filter in the report parameter screen.

- New DEF – (New Definites). Room nights calculated from business blocks that turned to Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.

- Cancel – Room nights calculated from business blocks that turned to Cancel during the Production Period. Cancel numbers will always be reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.

- Reval – (Revaluations) Room nights calculated from business blocks that were already Definite when the Production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.

- Slip – (Slippage). This is calculated business blocks that were already Actual when the Production Period began had a change during the Production Period.

An example of the above columns:

- In June 2019, Block turns DEF with 100 Rooms

- In July 2019, Block drops to 95 Rooms (still DEF)

- In August 2019, Block turns to ACT with 97 Rooms

If the report is run for Goal Period June – August 2012, the results are:

- NEW DEF +100 rooms

- Reval -5 rooms

- Slippage +2 rooms

- Catering Slippage is calculated for each event as Billed Revenue – Production (excluding ACT Production from the requested production period).

> **Note:**
>
> The Production Period figures are calculated from the following tables: - Room Revenue - Status change dates are taken from booking_status_changes. Room Revenue is calculated from allotment_changes. If the business block is in an Actual status, the Revenue is calculated from reservation_stat_daily. - Catering Production – Status change dates are taken from event$status_changes. Revenue is calculated from event$changes. If the event is in an Actual status, the Revenue is calculated from the billed revenue in gem$event_revenue.

- **Net Change** - Net Change = (New Definite + Cancel + Reval + Slippage). Cancel numbers are always reported as a negative.

- **ADR -** Average Daily Rate (Room Revenue / Net Change). The figures in this field conform to the property's currency format.

- **Room Revenue** – Calculated as the sum of the Room Revenue from (New Definite + Cancel + Reval + Slippage). Cancel numbers are always reported as a negative.

- **FB Revenue –** (Food & Beverage Revenue) reports the sum of F and B Revenue from (New Definites + Cancel + Reval + Slip). Revenue Types are determined by the FB Rev filter in the report parameter screen. Cancel numbers are always reported as a negative.

- **Other Revenue** – Reports the sum of Other Catering Revenue from (New Definites + Cancel + Reval + Slip). Revenue Types are determined by the Other Rev filter in the report parameter screen. Cancel numbers are always reported as a negative.

On the Books Section

On the Books data is calculated based on the current values at the time the report is run and grouped by the business block allotment stay years based on the Report Period range selected in the report parameter screen.

- **DEF/ACT** - The column header is updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen. The data is the revenue for business blocks currently in the Definite or Actual Status for that Stay Period.

  – Rooms – The current room nights for business blocks in this status.

  – ADR – Average Daily Rate. (Room Revenue ÷ Rooms)

  – Room Revenue – The current room revenue for business blocks in this status.

- **Status 2** – The current figures for business blocks currently in the Status selected in the OTB Status 2 LOV in the report parameter screen.

  – Rooms – The current room nights for business blocks in this status.

  – ADR – Average Daily Rate. (Room Revenue ÷ Rooms)

  – Room Revenue – The current room revenue for business blocks in this status.

- **Status 3** – The current figures for business blocks currently in the Status selected in the OTB Status 3 LOV in the report parameter screen.

  – Rooms – The current room nights for business blocks in this status.

  – ADR – Average Daily Rate. (Room Revenue ÷ Rooms)

  – Room Revenue – The current room revenue for business blocks in this status.

Monthly Production Tab

This option prints when the Output Monthly and Production Goal options are selected in the report parameter screen.

- The 1st grouping is by Owner (Owner is determined by the selection in the report parameter screen).

- The Sales Manager Name for the Owner codes selected in the report parameter screen will be listed.

- The 2nd grouping is by Stay Month (based on the Report Period range selected in the report parameter screen).

- The report will print the requested Period for each of the selected Owners with a Total at the end for all of the selected Owners.

- This option will include Sales Manager Production Goals with a Variance to Net Change.

Production Period Section

The data in this section is calculated based on the Production that occurred during the periods selected in the Goal Period LOV. If more periods are selected in the Report Period than in the Goal Period, the additional periods will have On the Books data, but no figures will be reported for the Production Period columns.

Row Headers

- **Rooms** – (Room Nights). The number of rooms booked per year, per Owner.

- **ADR** – (Average Daily Rate). = (Rooms Rev / Rooms) This field conforms to the property's currency format.

- **Rooms Rev** – (Rooms Revenue). This field conforms to the property's currency format.

- **FB Rev** – (Food & Beverage Revenue). The Revenue Types used in this calculation are determined by the selection made in the FB Revenue LOV in the report parameter screen. This field conforms to the property's currency format.

- **Other Rev** – (Other Revenue). The Revenue Types used in this calculation are determined by selection made in the Other Revenue LOV in the report parameter screen. This field conforms to the property's currency format.

- **Cat Covers** – (Catering Covers). The Event Types used in this calculation of the number of event attendees are determined by the selection made in the Covers LOV in the report parameter screen. If no value is selected, then all values are considered.

- **Avg Check** = (FB Revenue / Cat Covers). This field conforms to the property's currency format.

Column Headers

- **New Definite** – Calculated from business blocks that turned Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.

- **Cancel** – Calculated from business blocks that turned to Cancel during the Production Period. These numbers are always reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.

- **Reval** – (Revaluations) Calculated from business blocks that were already Definite when the production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.

- **Slippage** – This is calculated from business blocks that were already Actual when the Production Period began and had a change during the Production Period.

An example for the above columns:

- In June 2018, Block turns DEF with 100 Rooms

- In July 2018, Block drops to 95 Rooms (still DEF)

- In August 2018, Block turns to ACT with 97 Rooms

If the report is run for Goal Period June – August 2018, the results are:

- NEW DEF +100 rooms

- Reval -5 rooms

- Slippage +2 rooms

Net Change – Net Change = (New Definite + Cancel + Reval + Slippage). Cancel numbers are always reported as a negative.

Goal – The configured Goals for the Owner for that Production Month.

Variance – Variance = (Net Change – Goal). This calculation is used when Production Goal is selected in the report parameter screen.

On the Books Section

On the Books data is calculated based on the current values at the time the report is run and is grouped by the business block allotment stay months based on the Report Period range selected in the report parameter screen. If more periods are selected in the Report Period than in the Goal Period, the additional periods will have On the Books data, but no figures will be reported for the Production Period columns.

- **DEF,ACT** – (On the Books Definites). The column header will be updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen. The data is the revenue for business blocks currently in the Definite or Actual Status for that Stay Period.

- **Status 2** – (On the Books Status 2). The current figures for bookings currently in the Statuses selected in the OTB Status 2 LOV in the report parameter screen.

- **Status 3** – (On the Books Status 3). The current figures for bookings currently in the Statuses selected in the OTB Status 3 LOV in the report parameter screen.

Monthly - Arrival Tab

This option will print when the Output Monthly and Production Arrival Goal options are selected in the report parameter screen.

- The 1st grouping is by Owner (which Owner is determined in the report parameter screen).

- List the Sales Manager Name for the Owner codes selected in the report parameter screen.

- The 2nd grouping is by Stay Month (based on the Report Period range selected in the report parameter screen).

- The report prints the requested Period for each of the selected Owners with a Total at the end for all of the selected Owners.

- This option includes Sales Manager Production Goals with a Variance to On the Books DEF,ACT.

Production Period Section

Production Period data is calculated based on the Production which occurred during the periods selected in the Goal Period LOV. If more periods are selected in the Report Period than in the Goal Period, the additional periods will have On the Books data, but no figures will be reported for the Production Period columns.

Row Headers

- **Rooms** – Room Nights.

- **ADR** – Average Daily Rate (Rooms Rev / Rooms). This field conforms to the property's currency format.

- **Rooms Rev** – (Rooms Revenue).This field conforms to the property's currency format.

- **FB Rev** – (Food & Beverage Revenue). The Revenue Types used in this calculation are determined by the selection made in the FB Revenue LOV in the report parameter screen.

- **Other Rev** – (Other Revenue). The Revenue Types used in this calculation are determined by the selection made in the Other Revenue LOV in the report parameter screen.

- **Cat Covers** – (Catering Covers). The Event Types used in this calculation of the number of event attendees are determined by the selection made in the Covers LOV in the report parameter screen. If no value is selected, then no Cover calculation is made.

- **Avg Check** – (FB Revenue / Cat Covers).

Column Headers

- **New Definite** – Calculated from business blocks that turned Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.

- **Cancel** – Calculated from business blocks that turned to Cancel during the Production Period. These numbers will always be reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.

- **Reval** – (Revaluations). Calculated from business blocks that were already Definite when the production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.

- **Slippage** – This is calculated from business blocks that were already Actual when the Production Period began and had a change during the Production Period.

An example for the above columns:

- In June 2019, Block turns DEF with 100 Rooms

- In July 2019, Block drops to 97 Rooms (still DEF)

- In August 2019, Block turns to ACT with 95 Rooms

If report is run for Goal Period June – August 2012, the results are:

- NEW DEF +100 rooms

- Reval -5 rooms

- Slippage +2 rooms

- **Net Change** - Net Change = (New Definite + Cancel + Reval + Slippage). Cancel numbers will always be reported as a negative.

On the Books Section

On the Books data is calculated based on the CURRENT values at the time the report is run and is grouped by the business block allotment stay months based on the Report Period range selected in the report parameter screen. If more periods are selected in the Report Period than in the Goal Period, the additional periods will have On the Books data, but no figures will be reported for the Production Period columns.

- **DEF, ACT** – (On the Books Definites) The column header update with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen. The data is the revenue for business blocks currently in the Definite or Actual Status for that Stay Period.

- **Goal** – The configured Goals for the Owner for that Production Month.

- **Variance** – Variance = (On the Books DEF,ACT– Goal). This calculation is used when Arrival Goal is selected in the report parameter screen.

- **Status 2** – (On the Books Status 2). The current figures for bookings currently in the Statuses selected in the OTB Status 2 LOV in the report parameter screen.

- **Status 3** – (On the Books Status 3) the current figures for bookings currently in the Statuses selected in the OTB Status 3 LOV in the report parameter screen.

- Prerequisites for Sales Manager Progress (BI)

Prerequisites for Sales Manager Progress (BI)

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Cloud Tasks

Reports: Blocks and Groups

Blocks: Block Print

Statistics Reports

Account Statistics report (rep_acc_stat) - shows the number of room nights generated by a master and the reservations that were attached to a company, travel agent, or source profile. The account statistics can be detailed by source code, origin code, market code, company profile, travel agent profile or source profile.

Country by Revenue Statistics (stat_country_revenue) - displays a year to date comparison of room revenue and room night totals for statistical tracking of country information. Print this report for forecasting and budget projection purposes.

Country Revenue Day/Month-to-Date/Year-to-Date (country_revenue_statistics) - displays daily country statistics based on information entered in the primary profile on each reservation. The report provides daily, monthly, and yearly figures.

Country Specific Statistics (stat_countryspec) - meets the reporting requirements for properties in Norway and Sweden.

Day/Month-to-Date/Year-to-Date (blk_forecast) - displays a breakdown of reservations by the selected grouping and sub grouping.

Extended Stay Summary and Detail(extended_stay_stats) — displays a breakdown of extended stay reservations.

Matrix Report (matrix_report) - allows you to cross-reference market, region, room type, rate category, rate code, origin or source statistics for a specified month.

Nationality/Country Statistics by Day (stat_countrybyday) - generates both nationality and country statistics per day. The statistics output can include room nights or persons.

Nationality/Country Statistics by Month (stat_countrybymon) - allows the properties to generate both nationality and country statistics per month.

On the Books Sales Statistics (otb_sales_statistics) - provides the ability to view reservations booked per room type for a past date and for a future date. The information includes individual and group reservations, definite and tentative block reservations, waitlisted individual and group reservations, total number of reserved rooms, out of order and service rooms, turnaways, available rooms, occupancy in percent, overbooking level, projected occupancy in percent, number of guests in house, double occupancy in percent and the individual and group revenue and average rate.

Region Statistics Year View (stat_region_yearview) - displays a breakdown per month, for the current year, a breakdown of reservation arrivals, room nights and revenue production per configured region.

Reservation Statistics (res_statistics1 and res_statistics2) - shows a statistical breakdown of reservations generated from a variety of filter options.

Sales Tiered Statistics (sales_tiered_stats) - displays a breakdown of the Room Nights, Room Revenue, and ADR by guest Length of Stay.

Special Requests Statistics (specials_statistics) - displays daily, month- to-date, and year-to-date statistics per specials code. Details include rooms sold, guests in house, room revenue, food and beverage revenue, other revenue, total revenue, average room rate, arrival rooms, arrival guests, no-show rooms, no-show guests, cancellation rooms, and cancellation guests.

Statistics - Room (statroom) - displays revenue and room usage by room for each month. Use this report to monitor room usage, keep track of rooms needing repairs, or to change the room-ordering sequence.

Statistics - Room Type (statroomtype) - displays by room the amount of room revenue generated per Room Type, the Potential Rooms that are available for a date, and the number of rooms occupied in the room type for a specific date or a date range.

Statistics by Length of Stay (sales_tiered_stats2) - displays a breakdown of the Room Nights, Room Revenue and ADR by guest length of stay.

Statistics by Length of Stay Day/Month-to-Date/Year-to-Date (sales_tiered_stats3) - displays a breakdown of the room nights, room revenue, and ADR by guest length of stay, but also the percentage of revenue and percentage of occupancy for a selected day, month-to-date, and year-to-date.

Yearly Forecast (stat_forecastyearly) - The yearly forecast report displays all reserved rooms in a summary breakdown of either deduct or non-deduct. The reservation type determines whether the room reserved has a status of deduct or non-deduct. The figure represents both reservations and rooms held against a block.

Yield Management Reports

Revenue Management System Hurdle Point (hurdle_point) - displays all hurdle points (rates) for a property for a date range specified. The report can be used to check the hurdle point by product class/yield category for up to a year and also

indicates the sell to capacity values that have been set for the hotel in addition to providing you with inventory information.

Revenue Management System Hurdle Point 2 (hurdle_point2) - displays all hurdle points (rates) for a property for a date range specified, including total rooms sold and delta. The report can be used to check the hurdle point by product class/yield category for up to a year and also indicates the sell to capacity values that have been set for the hotel in addition to providing you with inventory information.

Revenue Management System Override (yield_override) - allows you to track overrides that have been made in OPERA PMS.

Revenue Management System Rate Code (yield_rate_code) - used to determine the Rate Strategies) that have been set for indicated rate codes.

Revenue Management System Setup (yield_room_type) - displays room type, product class, and flow through statistics. This report can be used to determine what product class is assigned to each room type in OPERA Cloud as well as indicating which room type is the flow through room type.

Configuring Shift Reports

Shift Reports are a grouping of reports; enabling you to generate multiple reports by selecting the one shift report.

Adding Shift Reports

1. From the OPERA Cloud menu, select **Reports**, and then **Shift Reports**.

2. Click **New**.

3. On the Manage Shift Report screen, fill in the following information:

   a. **Property**: Confirm or select a property.

   b. **Report Name**: Enter a core or name for the shift report.

   c. **Description** : Enter a description for the shift report.

   d. From the **Available** list search and select a report to be added to the Shift Report grouping. Enter report name and click **Go** to search

   e. Press the **Ctrl** key to select multiple reports in search result.

   f. Select the forward arrow to move the selected report(s) to the Selected panel. Repeat to add more reports to the Shift Report group.

4. Click **Save**.

Editing Shift Reports

1. From the OPERA Cloud menu, select **Reports**, and then **Shift Reports**.

2. From search results, select the row level vertical ellipsis of the template and select **Edit**.

3. Update configuration.

4. Click **Save**.

Deleting Shift Reports

1. From the OPERA Cloud menu, select **Reports**, and then **Shift Reports**.

2. From search results, select the row level vertical ellipsis of the template and select **Delete**.

3. Confirm deletion by clicking **Delete**.

Related Topics

-
-

Managing Scheduled Reports

Prerequisites Manage Scheduled Reports

The Reports Scheduler enables you to schedule OPERA Cloud reports to generate at a specified interval and frequency (example - every 2 weeks)

> **Note:**
>
> The Reports Scheduler can also be used to schedule transmission of reports via Secure FTP (SFTP) to a server.

Scheduling a Report

1. From the OPERA Cloud menu, select **Reports**, select **Scheduled Reports**, and then **Manage Schedule**.

2. On the Manage Schedule scree, click **New**.

3. **Select Report** : Enter search criteria to search for a report to schedule.

4. In the search results, in the Report column, click on the plus sign or click **Expand All** , select a report from the list and click **Select**.

5. **Reports Parameter** : Review and update the following criteria.

   a. **Property**: Select or confirm the Property.

   b. **Date Range**: Select the From and To date.

   > **Note:**
   >
   > To setup a calculated date, see **Set Date** below.

   c. **Filter**: Select or enter the filter criteria.

   d. **Include**: Select the Include options.

   e. **Layout**: Select the Layout option.

6. Click **Next**.

7. **Set Date**

You can setup a dynamic, calculated date value for any report date parameter by using date modifiers. Use the **Validate Date** option to evaluate your setup.

a.   **Date Option**: Select a value from the list.

b.   **Offset.**: Enter a negative (past) or positive (future) date value.

c.   **Days**: Select for a Days offset.

d.   **Months**: Select for a Month offset.

e.   **Validate Date**: Based on the current business date two dates are displayed:

   •   **If Report is Started on**

   •   **Date Parameter Value**

   When you update the **If Report is Started on** date value, the **Date Parameter Value** is indicated.

8.   **Repeat Interval**:

a.   **Start Date**: Enter the date when you want the report schedule to Start.

b.   **Start Time**: Enter the time when you want the report schedule to Start.

c.   **End Date**: Enter the date when you want the report schedule to stop. (null is indefinite).

d.   **End Time**: Enter the time associated with the End Date when you want the report schedule to stop (null is indefinite).

9.   **Recurrence**:

a.   **Once Only**: Select this option button if you want the report to be run only once. Otherwise, proceed to select the frequency option buttons.

b.   **Repeat**: Repeat the schedule according to the frequency and interval.

c.   **Interval** : Enter a number to indicate how many times the report should be run per hours, days, weeks, or months.

10.   **Frequency**:

a.   **Hours**: Select this option button to run the report on an hourly basis. The Every field appears where you can enter the "every number" of hours you want the report to be run.

b.   **Days**: Select this option button to run the report on a daily basis. The Every field appears where you can enter the "every number of days" you want the report to be run.

c.   **Weeks**: Select this option button to run the report on a weekly basis. The Every field appears where you can enter the "every number of weeks" you want the report to be run.

   When Weeks is selected, the Days of the Week option buttons display. You can select the days of the week that you would like to repeat the report, based on the Start Date/Time.

d.   **Months**: Select this option button to run the report on a monthly basis. Several options provide further scheduling flexibility.

   •   In the **Every** field, enter the every "number of months" you want the report to run. As an example, if 1 is selected, the report will repeat every month after the Start Date/Time. If the Start Date is 11/30/11 and the Time is 4:05 pm, the report will run every month on the 30th day at 4:05 PM.

- • When **Months** is selected, the Repeat option displays. You can select which week in the month you want the report to repeat after the initial Start Date and Time. You can select either the First, Second, Third, Fourth, or Last week you want the report to repeat. If the Second week is selected, the report will run every second week of the month at the time selected in Start.

- • When **Week** option is selected, the Days of the Week option buttons display. You can select the days of the week that you would like to run the report. Using our example, if you select Monday and Friday, the report will run the second week of every month, on Monday and Friday at 4:05 pm. If you have selected a week for Repeat, in our example, if you still want the report to run on a Wednesday, you will have to select Wednesday DOW.

   e. **Days of the Week**: (Only available when the Weeks or Months option button is selected.) Select the day, or days, of the week in which you want the report to be run (Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday) on a Weekly or Monthly basis.

   f. Click **Next**.

11. **Destination**: By default report destination is PDF file. The file can be downloaded (previewed) from **Report Scheduler** > **Executed Reports**. To add a destination:

   a. Click **New**.

   b. **Mode**: Select the destination and provide the additional details.

      - • **Email** : Enter an email address.

      - • **Printer**: Select a printer from the list Configuring Printers.

      - • **SFTP**: Enter SFTP address.

   c. Click **Save**.

Editing Scheduled Reports

1. From the OPERA Cloud menu, select **Reports**, select **Scheduled Reports**, and then **Manage Schedule**.

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

3. In the search results, select the scheduled report and click the vertical ellipsis and select **Edit**.

4. Update the scheduled report configuration and parameters.

5. Click **Save**.

Deleting Scheduled Reports

1. From the OPERA Cloud menu, select **Reports**, select **Scheduled Reports**, and then **Manage Schedule**.

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

3. In the search results, select the scheduled report and click the vertical ellipsis and select **Delete**.

4. Confirm Delete.

Pausing Scheduled Reports

1. From the OPERA Cloud menu, select **Reports**, select **Scheduled Reports**, and then **Manage Schedule**.

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

3. In the search results, toggle the ON/OFF status button for the report in the list of scheduled reports.

To Force Run a Scheduled Report

1. From the OPERA Cloud menu, select **Reports**, select **Scheduled Reports**, and then **Manage Schedule**.

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

3. In the search results, select the scheduled report and click the vertical ellipsis and select **Run Reports**.

- Prerequisites Manage Scheduled Reports

Prerequisites Manage Scheduled Reports

OPERA Controls

- **Group**: General
- **Function**: Report Scheduler

OPERA Cloud Tasks

- **Reports**
- **Scheduled Reports**

Report Groups

Standard report groups and reports are created on provisioning of OPERA Cloud. For more information, see Configuring Reports and configure additional report groups in these report groups to suit your needs.

For example, you may configure a report group for 'Club Floor' and configure the various reports needed by users, these reports preset with the club floor room class in their report filters.

You can also restrict user access to specific reports groups; for example, the housekeeping role can be restricted to have access to only the housekeeping report group.

OPERA Cloud automatically creates a user task for each report group created, which can then be assigned to user roles in Role Manager to restrict access to specific report groups.

Report groups marked INTERNAL are used for managing stationery templates such as contracts, statements, confirmation letters, folios and receipts. For more

information, see Generating Reports. These stationery report groups do not display in the report group list on the Run Report application page and do not need to be assigned to user roles.

The following report groups are automatically created on provisioning of your OPERA Cloud property.

Table 8-3   Report Groups

Report Group	Service	Standard Reports
Account (Sales)	Sales and Event Management	Sales Account Reports
Activity (Sales)	Sales and Event Management	Activity Reports
Accounts Receivable	Property Management	Accounts Receivable Reports
Arrival	Property Management	Arrivals Reports
Blocks & Groups	• Property Management • Sales and Event Management	Blocks and Groups Reports
Catering Configuration	Sales and Event Management	Catering Configuration Reports
Commission (Agent)	Property Management	Commissions Reports
Configuration	• Property Management • Sales and Event Management	Configuration Reports
Departure	Property Management	Departures Reports
Events	Sales and Event Management	Event Reports
Financial	Property Management	Financials Reports
Forecast	Property Management	Forecast Reports
Guests in House	Property Management	Guests In-House Reports
Housekeeping	Property Management	Housekeeping Reports
Miscellaneous	Property Management	Miscellaneous Reports
Profiles	Property Management	Profiles Reports
Reservations	Property Management	Reservations Reports
Statistical	• Property Management • Sales and Event Management	Statistics Reports
Yield Management	Property Management	Yield Management Reports

- Configuring Report Groups
- Stationery Report Groups

Related Topics

Configuring Report Groups

Adding a Report Group

1. From the OPERA Cloud menu, select **Reports**, **Run Reports** and then **Manage Report Groups**.

2. Click **New**.

3. On the Reports Group screen, add the following information.

    a. **Group Name** : Enter a code or name of the report group, Report Group names are limited to a maximum of 30 characters and cannot be changed when editing a group.

    b. **Description** : Enter the description for the report group.

    c. **Manage Translation**: Click to enter the description in other languages.

    d. **Type**: Select **Report**.

    e. **Watermark Mode** : Select a watermark mode. For more information, see Working with Watermarks. This appears when Enable Watermark For Reports OPERA control is active.

    > ✎ **Note:**
    >
    > Remember to update user roles in Role Manager and assign the auto-created report group user tasks.

4. Click **Save**.

Editing a Report Group

1. From the OPERA Cloud menu, select **Reports**, select **Configure Reports**, and then **Report Groups**.

2. Select or confirm the Property, enter optional search criteria, and click **Search**.

3. In the search results, select the report group and click the vertical ellipsis.

4. Click **Edit**.

5. Update configuration.

6. Click **Save**.

Deleting a Report Group

1. From the OPERA Cloud menu, select **Reports**, select **Configure Reports**, and then **Report Groups**.

2. In the search results, select the report group and click the vertical ellipsis.

3. Click **Delete** to confirm.

Stationery Report Groups

The following internal report groups are available for the management of customized stationery templates; these report groups are not displayed to users in the list of report groups in Generating Reports by default.

Create one or more templates in these report groups to specify which template OPERA Cloud should generate for the respective area of the application; the sample template to use for your customized template(s) is listed below.

Many of the report groups only require one template to be configured and referenced. However, when the multi-language function is enabled in OPERA Controls, multiple templates can exist in a report group - one per language. The setup for each template references a specific language code; OPERA Cloud then selects and generates the template matching the language code set in the profile. For example, a guest folio template with French text has the French language code selected in Configuring Stationery Templates and this template is used when generating a folio for guests, companies or agents with French selected as the language in their profile.

Other report groups support multiple templates, regardless of the multi-language function being active - for these report groups a user either selects from a list of templates in the application or there is related configuration which selects the specific template to be used.

Table 8-4   Stationery Report Groups

Report Group	Description	Template Quantity	Sample RTF Template
Accounts Receivable Folio	AR Folio For more information, see Guest Folio template, row 13 in this table	One (per language if multi-language active)	
Accounts Receivable Reminders	AR Reminder Letters For more information, see Configuring Accounts Receivable Account Types	Multiple	sample_reminder
Accounts Receivable Statements	AR Statement For more information, see Configuring Accounts Receivable Account Types one per account type	Multiple	sample_statement sample_statement_numbering sample_statement_philippines
Alerts	Alert templates for printed alerts For more information, see Global Alert (Rule) Definitions	Multiple	sample_alert
Check Exchange Receipt	Travelers Check Exchange Receipt	One (per language if multi-language active)	sample_exrecpt
Commission Check	Commission Check template For more information, see Bank Accounts one per bank account	Multiple	sample_checkusd

Table 8-4   (Cont.) Stationery Report Groups

Report Group	Description	Template Quantity	Sample RTF Template
Confirmation Letter	Reservation Confirmation and Cancellation Templates User selects from list of templates when generating a confirmation	Multiple	sample_guest_confirmation
Credit Card Receipt	Credit Card Payment receipt template	One (per language if multi-language active)	sample_credit_card_receipt
Currency Exchange Receipt	Currency Exchange receipt template	One (per language if multi-language active)	sample_exrecpt
Deposit Refund Receipt	Deposit Receipt Template	One (per language if multi-language active)	sample_deprecpt
Electronic Vouchers	Electronic Voucher Details	One (per language if multi-language active)	sample_evoucher
Expense Folio	Expense Summary Folio Template	One (per language if multi-language active)	sample_exp_folio
Folios	Guest Folio Template	One (per language if multi-language active)	sample_folio sample_folio_QRC sample_folio_hungary sample_riepilogativa (Italy) sample_folio_philippines sample_folio_poland sample_folio_portugal
Group Folio	Group Summary Folio Template	One (per language if multi-language active)	sample_grp_folio
Kiosk Confirmation	Kiosk Key Jacket	One (per language if multi-language active)	sample_kiosk_confirmation
Labels	Key packet label Templates	Multiple	sample_key_packet
Messages	Guest Message Template	One (per language if multi-language active)	sample_msg_text
Paid-Out Receipt	Paid Out Receipt Template	One (per language if multi-language active)	sample_paidout

Table 8-4   (Cont.) Stationery Report Groups

Report Group	Description	Template Quantity	Sample RTF Template
Passerby Folio	Passer-by Folio For more information, see Guest Folio template, row 13 in this table	One (per language if multi-language active)	
Payment Receipt	Payment Receipt template	One (per language if multi-language active)	sample_payment sample_payment_philippines sample_payment_tax (Thailand)
POST IT	Post It Folio For more information, see Guest Folio template, row 13 in this table	One (per language if multi-language active)	
Registration Card	Guest registration card templates (excludes digital regcard for esign) For more information, see OPERA Control -OPERA Controls — Front Desk	Multiple	sample_police_reg_card sample_registration_card

Configuring Definable Managers Report

This option allows you to customize the selection and the sequence of the statistical calculations included on the Manager's Report. You can also define your own calculations for certain item types.

To format the report into sections, you can also configure the report to print horizontal lines and add extra line spacing after values, as needed .

Once the report has been configured you can generate it at any time from Run Reports. For more information, see Generating Reports or schedule the report. For more information, see Managing Scheduled Reports .

You can also add the Manager's Report to the End of Day final reports Setting Up End of Day Final Reports to be generated automatically during the End of Day process.

View Managers Report Configuration

Perform a search to view the current setup of the Managers Report; the result indicates the statistics selected for inclusion and the sequence in which they appear on the report.

1. From the OPERA Cloud menu, select **Reports**, select **Configure Reports**, and then **Definable Manager's Report**.

2. Select or confirm the Property, click **Search**.

   The current selection and sequence of statistics to output on the report are listed in search result.

a.   **Active**: A tick in this column indicates that the statistical item is included in the report.

b.   **Description**: Text description of the statistical displayed on the report.

c.   **User-defined**: A tick in this column indicates that the statistic is user defined.

d.   **Print Line**: Tick in the column indicated that a line drawn on the report after this item. Lines can be used to divide sections of the report or to call attention to a particular statistical item.

e.   **Blank Rows**: Number of blank rows following this item. Blank rows are used to create sections in the report for clarity or to call attention to a particular statistical item. The default is 0 rows (no extra space).

f.   **Seq**: Number indicating the relative position of the item in the report. Items are displayed from lowest number to highest number.

Editing Statistics

To amend the setup or remove a statistic from the report you need to edit the statistic. Changing the display sequence results in the statistic relocating to the desired position in the list. Removing the active check box removes the statistic from appearing on the report.

1.   From the OPERA Cloud menu, select **Reports**, select **Configure Reports**, and then **Definable Manager's Report**.

2.   In the search results, select the statistic to update and click the vertical ellipsis and click **Edit**.

3.   Modify or update the following information:

a.   **Item Name**: Edit the unique item name, for user-defined entries. (value is read only for predefined items).

b.   **Description**: Edit the description (output on report) for user-defined entries (value is read only for predefined items).

c.   **Display Sequence**: Update value to change the position of the statistic on the report.

d.   **Blank Rows**: Set the number of blank rows after this statistic.

e.   **Print Line**: Check to generate a horizontal line after this statistic.

f.   **Active**: When checked the statistical item is included in the report. Uncheck to remove the statistic from the output .

4.   Click **Save**.

Adding User-Defined Statistic

Use this option to add a user-defined items to the Managers Report. On this screen you can choose to add certain attributes to the base calculation of the item type. For example, the user can choose to add Day Use Rooms and/or subtract House Use Rooms from the calculation for 'Rooms Occupied'.

1.   From the OPERA Cloud menu, select **Reports**, select **Configure Reports**, and then **Definable Manager's Report**.

2.   Click **New**.

3.   In the Primary Details section, enter the following details.

a. **Item Type**: Select the Item Type from the drop-down.

Table 8-5   Item type and its definition

Item Type	Calculation/Definition
Rooms Occupied	Number of rooms In-House with a Front Office status of 'OCC'
% Rooms Occupied	Number of rooms In-House with a Front Office status of 'OCC' / Total Rooms in Hotel * 100
ADR	Total amount of all postings today where the Transaction Code is marked as 'Revenue' and the Transaction Type is 'Lodging' / Number of rooms In-House with a Front Office status of 'OCC'
ADR (Distributed)	Total amount of all postings today (Distributed) where the Transaction Code is marked as 'Revenue' and the Transaction Type is 'Lodging' / Number of rooms In-House with a Front Office status of 'OCC'
Rooms Occupied Tomorrow	Total number of deduct rooms reserved for tomorrow
% Rooms Occupied Tomorrow	Total number of deduct rooms reserved for tomorrow / Total Rooms in Hotel * 100
Rooms Occupied for the Next 7 Days	Total number of deduct rooms reserved starting tomorrow for 7 days
% Rooms Occupied for the Next 7 Days	Total number of deduct rooms reserved starting tomorrow for 7 days / Total Rooms in Hotel * 100
Rooms Occupied for the Next 31 Days	Total number of deduct rooms reserved starting tomorrow for 31 days
% Rooms Occupied for the Next 31 Days	(Total number of deduct rooms reserved starting tomorrow for 31 days) / (Total Rooms in Hotel) * 100
Rooms Occupied for the Next 365 Days	Total number of deduct rooms reserved starting tomorrow for 365 days
% Rooms Occupied for the Next 365 Days	Total number of deduct rooms reserved starting tomorrow for 365 days / Total Rooms in Hotel * 100
Projected Rooms Occupied for Current Month	Total number of deduct rooms reserved for the whole month
Projected % Rooms Occupied for Current Month	Total number of deduct rooms reserved for the whole month / Total Rooms in Hotel * 100
Projected Rooms Occupied for Current Year	Total number of deduct rooms reserved for the whole year
Projected % Rooms Occupied for Current Year	Total number of deduct rooms reserved for the whole year / Total Rooms in Hotel * 100

b. **Item Name**: Item name is automatically populated, but can you can manually edit.

c. **Description**: Enter the description of the statistical item that needs to be printed on the Manager's Report. This description is what is displayed on the report output for the Item Type.

d. **Blank Rows**: Set the number of blank rows after this statistic.

e. **Print Line**: Check to generate a horizontal line after this statistic.

f. **Active**: When checked the statistical item is included in the report. Uncheck to remove the statistic.

4. In the Rooms Occupied section, select single or multiple options:

   a. **Plus Day Use**: Select to add Day Use Rooms that are occupied to the Item Type calculation selected. (Day Use Rooms are Reservations with 0 Nights.)

   b. **Plus No Shows**: Select to add No Show Rooms to the Item Type calculation selected.

   c. **Minus Comp.**: Select to subtract Comp Rooms from the Item Type calculation selected. (Comp Rooms are Reservations with a Rate Code that has the 'Complimentary' check box checked on the Rate Setup screen within Rate Code configuration).

   d. **Minus House**: Select to subtract House Use Rooms from the Item Type calculation selected. (House Rooms are Reservations with a Rate Code that has the 'House Use' check box checked on the Rate Setup screen within Rate Code configuration).

5. In the Total Rooms In Hotel, you can select the following options. This section allows for additional items to be added to the default calculations for the above Item Types.

   a. **Minus Out of Order Rooms**: Available when the **Room Management** > **Out of Order** control is set to Active, select to subtract the total number of OOO rooms at the property from the Item Type calculation selected.

   b. **Minus Out of Service Rooms**: Available when the **Room Management** > **Out of Order** control is set to Active, select to subtract the total number of OOS rooms at the property from the Item Type calculation selected.

6. In the Formula section, the area shows the Calculation/Definition of the Item Type that is selected and any additional Rooms Occupied and/or Total Rooms in Hotel options that are selected.

7. Click **Save**.

Deleting User Defined Statistics

1. From the OPERA Cloud menu, select **Reports**, select **Configure Reports**, and then **Definable Manager's Report**.

2. In the search results, select the statistic to update and click the vertical ellipsis and click **Delete**.

3. Click **Delete** and confirm the deletion.

Generating Definable Managers Report

You can test the changes made to the Managers Report layout by generating a preview of list of predefined statistics.

1. From the OPERA Cloud menu, select **Reports**, select **Configure Reports**, and then **Definable Manager's Report**.

2. On the Definable Manager's Report screen, click the vertical ellipses and then click **Report**.

3. In the Report Destination pop-up, select **Preview**, **Email to Print**, **Email** or **Fax** option and click **Process**.

Following is the list of predefined statistics that can be included in the Manages Report.

Table 8-6   Definable Managers Report - Item Descriptions

Item Description	Calculation
% Beds Occupied	Total Adults and Children In House divided by Total Beds, calculated using the Max. Occupancy field in Rooms Configuration for each occupied room, multiplied by 100.
% Individual Member Departures	Number of Rooms with a Departure Date equal to today, a Membership number attached to the reservation, with no block code attached to the reservation, divided by Number of Rooms with a Departure Date equal to today, multiplied by 100.
% Member Departures	Number of Adults and Children with a Departure Date equal to today, with a Membership number attached to the reservation, divided by Number of Rooms with a Departure Date equal to today multiplied by 100.
% Multiple Occupancy	Number of Rooms Occupied where total persons is greater than 1 / Number of Rooms Occupied , multiplied by 100. EG: (3/232) * 100 which is .0129 * 100 = 1.29%
% Occupancy for the Month	Total number of rooms reserved starting tomorrow for 1 calendar month, divided by Total Rooms in Hotel starting tomorrow for 1 calendar month, multiplied by 100.
% Occupancy for the Year	Total number of rooms reserved starting tomorrow for 1 calendar year, divided by Total Rooms in Hotel starting tomorrow for 1 calendar year, multiplied by 100.
% Occupancy Next 7 Days	Total number of deduct rooms reserved starting tomorrow for 7 days, divided by Total Rooms in Hotel starting tomorrow for 7 days, multiplied by 100
% Rooms Occupied	Rooms Occupied, divided by Total Rooms in Hotel, multiplied by 100.
% Rooms Occupied for the Next 31 Days	Total number of deduct rooms reserved starting tomorrow for 31 days, divided by Total Rooms in Hotel starting tomorrow for 31 days, multiplied by 100
% Rooms Occupied for the Next 365 Days	Total number of deduct rooms reserved starting tomorrow for 365 days, divided by Total Rooms in Hotel starting tomorrow for 365 days, multiplied by 100
% Rooms Occupied for Tomorrow	Number of Rooms Occupied tomorrow, divided by Total Rooms in Hotel, multiplied by 100.
% Rooms Occupied minus Comp	Rooms Occupied minus Comp, divided by Total Rooms in Hotel, multiplied by 100.
% Rooms Occupied minus Comp and House	Rooms Occupied minus Comp and House, divided by Total Rooms in Hotel, multiplied by 100.
% Rooms Occupied minus Comp and OOO	Rooms Occupied minus Comp, divided by Total Rooms in Hotel minus Out of Order, multiplied by 100.

Table 8-6   (Cont.) Definable Managers Report - Item Descriptions

Item Description	Calculation
% Rooms Occupied minus Comp, House, and OOO	Rooms Occupied minus Comp and House, divided by Total Rooms in Hotel minus Out of Order, multiplied by 100.
% Rooms Occupied minus House	Rooms Occupied minus House, divided by Total Rooms in Hotel, multiplied by 100.
% Rooms Occupied minus House and OOO	Rooms Occupied minus House, divided by Total Rooms in Hotel minus Out of Order, multiplied by 100.
% Rooms Occupied minus OOO	Rooms Occupied, divided by Total Rooms in Hotel minus Out of Order, multiplied by 100.
% Rooms Occupied plus Day Use	Rooms Occupied plus Day Use minus House Use, divided by Total Rooms in Hotel minus Out of Order, multiplied by 100.
% Rooms Occupied plus Day Use and No Show	Rooms Occupied plus Day Use and No Show, divided by Total Rooms in Hotel, multiplied by 100.
% Rooms Occupied plus Day Use for the next 31 Days	Total number of deduct rooms reserved plus Day Use starting tomorrow for 31 days, divided by Total Rooms in Hotel starting tomorrow for 31 days, multiplied by 100.
ADR	Room Revenue, divided by Rooms Occupied.
ADR (Distributed)	Room Revenue, divided by Rooms Occupied. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated.
ADR minus Comp	Room Revenue, divided by Rooms Occupied minus Comp rooms.
ADR (Distributed) minus Comp	Room Revenue, divided by Rooms Occupied minus Comp rooms. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated.
ADR minus Comp and House	Room Revenue, divided by Rooms Occupied minus Comp and House rooms.
ADR (Distributed) minus Comp and House	Room Revenue, divided by Rooms Occupied minus Comp and House rooms. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated.
ADR minus House	Room Revenue, divided by Rooms Occupied minus House rooms.
ADR (Distributed) minus House	Room Revenue, divided by Rooms Occupied minus House rooms. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated.
ADR plus Day Use	Room Revenue, divided by Rooms Occupied plus Day Use.

Table 8-6   (Cont.) Definable Managers Report - Item Descriptions

Item Description	Calculation
Adults Free	Number of Tax Free Adults for Rooms In House. Field available based on parameter setting for 'Tax Free Guests'.
Arrival Persons	Number of Adults and Children with an Arrival Date equal to today.
Arrival Persons for Tomorrow	Number of Adults and Children with an Arrival Date equal to tomorrow.
Arrival Reservations	Number of all the reservations with an arrival date equal to today.
Arrival Rooms	Number of Rooms with an Arrival Date equal to today. Only one reservation per room will be considered for this total.
Arrival Rooms for Tomorrow	Number of Rooms with an Arrival Date equal to tomorrow. Only one reservation per room will be considered for this total.
Available Rooms	Total Rooms in Hotel, minus Rooms Occupied.
Available Rooms minus OOO Rooms	Total Rooms in Hotel, minus Rooms Occupied, minus Out of Order Rooms.
Average Adults per Room minus House Use	Number of Adults divided by number of Rooms Occupied minus House Use Rooms (Index of Frequency 1).
Average Adults per Room	Number of Adults divided by number of Rooms Occupied (Index of Frequency 2).
Average Persons per Room minus House Use	Number of Adults and Children divided by number of Rooms Occupied minus House Use Rooms (Index of Frequency 3).
Average Persons per Room	Number of Adults and Children divided by number of Rooms Occupied (Index of Frequency 4).
Average Person Rate	Room Revenue, divided by number of Adults and Children.
Average Persons per Block Rooms	Adults and Children attached to the reservation with Reservation status of 'Checked In', divided by number of Rooms Occupied that have a Block Code attached.
Average Revenue per Block Rooms	Block Revenue, divided by Number of rooms that have a block code attached to the reservation with a reservation status of 'Checked In'.
Average Room Revenue per Block Rooms	Block Room Revenue, divided by Number of rooms that have a block code attached to the reservation with a reservation status of 'Checked In'.
Birthdays in House	Number of Rooms with the Birthday field from the profile equal to today.
Block Member Rooms	Total number of rooms today for those reservations which have a membership number of the default membership type attached to the reservation and have a block code attached to the reservation. If no default membership type is defined than any membership attached to the reservation will be considered.

Table 8-6   (Cont.) Definable Managers Report - Item Descriptions

Item Description	Calculation
Block Member % of Rooms	Total number of rooms today for those reservations which have a membership number of the default membership type attached to the reservation and have a block code attached to the reservation, divided by the number of total rooms today and multiplied by 100. If no default membership type is defined than any membership attached to the reservation will be considered.
Block Member Average Room Revenue	Total amount of postings today, where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is 'Lodging', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation divided by the number of rooms today for those same reservations. If no default membership type is defined then any membership attached to the reservation will be considered.
Block Member Average Total Revenue	Total amount of postings today, where the Transaction Code is marked as 'Revenue', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation divided by the number of rooms today for those same reservations. If no default membership type is defined then any membership attached to the reservation will be considered.
Block Member Room Revenue	Total amount of postings today, where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is 'Lodging', for reservations that have a membership number of the default membership type attached to the reservation and have a block code attached to the reservation. If no default membership type is defined then any membership attached to the reservation will be considered.
Block Member Total Revenue	Total amount of postings today, where the Transaction Code is marked as 'Revenue', for reservations that have a membership number of the default membership type attached to the reservation and a block code attached to the reservation. If no default membership type is defined then any membership attached to the reservation will be considered.
Block Member % of Room Revenue	Total amount of postings today, where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is 'Lodging', for reservations that have a membership number of the default membership type attached to the reservation and a block code attached to the reservation, divided by the room revenue for all reservations and multiplied by 100. If no default membership type is defined then any membership attached to the reservation will be considered.

ORACLE®

Table 8-6   (Cont.) Definable Managers Report - Item Descriptions

Item Description	Calculation
Block Member % of Total Revenue	Total amount of postings today, where the Transaction Code is marked as 'Revenue', for reservations that have a membership number of the default membership type attached to the reservation and a block code attached to the reservation, divided by the total revenue for all reservations and multiplied by 100. If no default membership type is defined then any membership attached to the reservation will be considered.
Block Member Average Length of Stay	Total number of nights for reservations that have a member number of the default membership type attached to the reservation and a block code attached to the reservation, divided by the count of those same reservations. If no default membership type is defined then any membership attached to the reservation will be considered.
Block Persons in House	Number of Adults and Children for Rooms In-House with a Block code attached to the reservation.
Block Revenue	Total amount of postings today where the Transaction Code is marked as 'Revenue' for reservations that have a Block Code attached.
Block Room Revenue	Total amount of postings today where the Transaction Code is marked as 'Revenue' and a Transaction Code Type is 'Lodging' for reservations that have a Block Code attached.
Block Rooms in House	Number of Rooms that have a block code attached to the reservation.
Blocks in House	Number of Blocks where today's date falls between the start date and end date.
Cancellations Made Today	Number of Cancellations that were taken today for any date.
Cancelled Reservations for Today	Number of Reservations that were cancelled with an arrival date equal to today.
Cancelled Rooms for Today	Number of rooms that were cancelled with an arrival date equal to today
Children Free	Number of Tax Free Children for Rooms In House. Field available based on parameter setting for 'Tax Free Guests'.
Clean Rooms	Number of Rooms that have a Housekeeping Status of 'CL'.
Company Revenue	Total amount of postings today where the transaction code is marked as

'Revenue' for reservations that have a company profile attached |
| Company Room Revenue | Total amount of postings today where the transaction code is marked as 'Revenue' and a transaction code type is 'Lodging' for reservations that have a company profile attached |
| Company Rooms in House | Number of Rooms that have a Company profile attached to the reservation. |

Table 8-6   (Cont.) Definable Managers Report - Item Descriptions

Item Description	Calculation
Complimentary Adults	Total no of adults on complimentary reservations.
Complimentary Children	Total no of children on complimentary reservations.
Complimentary Persons	Adults + Children
Complimentary Rooms	Number of Rooms In-House that have a rate code marked as Complimentary.
Day Use Adults	Total no of adults on Day use reservations.
Day Use Children	Total no of children on Day use reservations.
Day Use Persons	Adults + Children
Day Use Reservations	Number of reservations where the arrival date and departure date are equal to today.
Day Use Rooms	Number of Reservations where the arrival date and departure date are equal to today.
Deducted Arrivals	Number of Rooms with an Arrival Date equal to today, and the reservation type is equal to deduct.
Departure Persons	Number of Adults and Children with a Departure Date equal to today.
Departure Persons for Tomorrow	Number of Adults and Children with a Departure Date equal to tomorrow.
Departure Rooms	Number of Rooms with a Departure Date equal to today. Only one reservation per room will be considered for this total.
Departure Rooms for Tomorrow	Number of Rooms with a Departure Date equal to tomorrow. Only one reservation per room will be considered for this total.
Dirty Rooms	Number of Rooms that have a Housekeeping Status of 'DI'.
Doubles as Singles	Number of Rooms where each room has Occupancy Max greater than 1, and Number of Persons In-House is less than or equal to 1.
Early Departure Persons	Number of Adults and Children for checked out rooms with an original departure date greater than today.
Early Departure Rooms	Number of checked out rooms with an original departure date greater than today.
Extended Stay Persons	Number of Adults and Children In-House where an original departure date equal to today.
Extended Stay Rooms	Number of Rooms In-House where an original departure date equal to today.
Food and Beverage Revenue	Total amount of all postings today where the Transaction Code is marked as 'Revenue' and the Transaction Type is 'Food and Beverage'.

Table 8-6   (Cont.) Definable Managers Report - Item Descriptions

Item Description	Calculation
Food and Beverage Revenue (Distributed)	Total amount of all postings today where the Transaction Code is marked as
	'Revenue' and the Transaction Type is 'Food and Beverage'. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated.
Group Rooms in House	Number of Rooms that have a Group profile attached to the reservation.
House Use Adults	Total no of adults on House use reservations.
House Use Children	Total no of children on House use reservations.
House Use Persons	Adults + Children
House Use Rooms	Number of Rooms In-House that have a rate code marked as House Use.
In-House Adults	Number of Adults for Rooms In-House.
In-House Children	Number of Adults for Rooms In-House.
Individual Departure Persons	Number of adults and children divided by number of room occupied (include house use).
Individual Departure Rooms	Number of Rooms with a Departure Date equal to today and no block code attached to the reservation.
Individual Member Departure Persons	Number of Adults and Children with a Departure Date equal to today, a Membership number attached to the reservation, with no block code attached to the reservation.
Individual Member Departure Rooms	Number of Rooms with a Departure Date equal to today, a Membership number attached to the reservation, with no block code attached to the reservation.
Individual Member Rooms	Total number of rooms today for those reservations which have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation. If no default membership type is defined than any membership attached to the reservation will be considered.
Individual Member % of Rooms	Total number of rooms today for those reservations which have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation, divided by the number of total rooms today and multiplied by 100. If no default membership type is defined than any membership attached to the reservation will be considered.

Table 8-6   (Cont.) Definable Managers Report - Item Descriptions

Item Description	Calculation
Individual Member Average Room Revenue	Total amount of postings today, where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is 'Lodging', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation divided by the number of rooms today for those same reservations. If no default membership type is defined then any membership attached to the reservation will be considered.
Individual Member Average Total Revenue	Total amount of postings today, where the Transaction Code is marked as 'Revenue', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation divided by the number of rooms today for those same reservations. If no default membership type is defined then any membership attached to the reservation will be considered.
Individual Member Room Revenue	Total amount of postings today, where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is 'Lodging', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation. If no default membership type is defined then any membership attached to the reservation will be considered.
Individual Member Total Revenue	Total amount of postings today, where the Transaction Code is marked as 'Revenue', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation. If no default membership type is defined then any membership attached to the reservation will be considered.
Individual Member % of Room Revenue	Total amount of postings today, where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is 'Lodging', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation, divided by the room revenue for all reservations and multiplied by 100. If no default membership type is defined then any membership attached to the reservation will be considered.
Individual Member % of Total Revenue	Total amount of postings today, where the Transaction Code is marked as 'Revenue' for reservations that have a membership number of the default membership type attached to the reservation do not have a block code attached to the reservation, divided by the total revenue for all reservations and multiplied by 100. If no default membership type is defined then any membership attached to the reservation will be considered.

ORACLE®

Table 8-6   (Cont.) Definable Managers Report - Item Descriptions

Item Description	Calculation
Individual Member Average Length of Stay	Total number of nights for reservations that have a membership number of the default membership type attached to the reservation and no block code attached to the reservation, divided by the count of those same reservations. If no default membership type is defined then any membership attached to the reservation will be considered.
Individual Persons in House	Number of Adults and Children for Rooms In-House with no Block code attached to the reservation.
Individual Revenue	Total amount of postings today where the Transaction Code is marked as 'Revenue' for reservations that do not have a Block Code attached.
Individual Room Revenue	Total amount of postings today where the Transaction Code is marked as 'Revenue' and a Transaction Code Type is 'Lodging' for reservations that do not have a Block Code attached.
Individual Rooms in House	Number of Rooms that do not have a block code attached to the reservation.
Inspected Rooms	Number of Rooms that have a Housekeeping Status of 'IP'. (Available when the Rooms Management>Inspected application function is set to Y.)
Late Cancellations for Today	Number of Reservations that were cancelled today, with an arrival date equal to today.
Late Room Cancellations for Today	Number of rooms that were cancelled today, with an arrival date equal to today.
Maximum Revenue	Amount of Brochure Rate on each room.
Maximum Revenue %	Amount of Room Revenue, divided by Brochure Rate on each room, multiplied by 100.
Maximum Revenue % per Rooms Occupied	Amount of Room Revenue, divided by Brochure Rate on each room listed as a Front Office status of 'OCC', multiplied by 100.
Maximum Revenue for Rooms Occupied	Amount of Brochure Rate on each room, with a Front Office status of 'OCC'.
Member Departure Persons	Number of Adults and Children with a Departure Date equal to today and a Membership number attached to the reservation.
Member Departure Rooms	Number of Rooms with a Departure Date equal to today and a Membership number attached to the reservation.
Member persons in House	Number of Adults and Children for Rooms In-House with a Membership Number attached to the reservation.
Member Revenue	Total amount of postings today where the Transaction Code is marked as 'Revenue' for reservations that have a Membership Number attached to the reservation.
Member Room Revenue	Total amount of postings today, where the Transaction Code is marked as 'Revenue' and a Transaction Code Type is 'Lodging', for reservations that have a Membership Number attached to the reservation.

Table 8-6   (Cont.) Definable Managers Report - Item Descriptions

Item Description	Calculation
No Show Extended Persons	Number of Persons Arrival extended to next day due to No Show
No Show Extended Reservations	Number of Reservations Arrival extended to next day
No Show Extended Rooms	Number of Rooms Arrival extended to next day due to No Show. This number calculates the number of physical rooms that had a rolling no show reservation. If a component room reservation is included in this calculation, then the actual number of rooms that make up the component room will be included in the calculation. For example, if there are 3 rooms that make up the component room, then this reservation would be represented by 3, not 1.
No Show Persons	Number of Adults and Children with a Reservation Status of No Show.
No Show Reservations	Number of reservations with a reservation status of No Show
No Show Rooms	Number of Rooms with a Reservation Status of No Show.
Non-Deducted Arrivals	Number of Rooms with an Arrival Date equal to today, and the reservation type is equal to non-deduct.
Other Revenue	Total amount of all postings today where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is not 'Lodging', 'Food and Beverage', 'Tax', or 'Non Hotel Supplies'.
Other Revenue (Distributed)	Total amount of all postings today where the Transaction Code is marked as
	'Revenue' and the Transaction Code Type is not 'Lodging', 'Food and
	Beverage', 'Tax', or 'Non Hotel Supplies'. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated.
Out of Order rooms	Number of Rooms marked as Out of Order for today.
Out of Service Rooms	Number of Rooms marked as Out of Service for today. (Available when the
	Rooms Management>Out of Service application function is set to Y.)
Payments	Total amount of postings today that have a Transaction Code linked to a Group of 'Payment'. This amount includes passerby direct bill payments.
Person Rate Bucket 1	Number of Persons in House Belonging to Rate Bucket 1
Person Rate Bucket 2	Number of Persons in House Belonging to Rate Bucket 2
Person Rate Bucket 3	Number of Persons in House Belonging to Rate Bucket 3

Table 8-6   (Cont.) Definable Managers Report - Item Descriptions

Item Description	Calculation
Person Rate Bucket 4	Number of Persons in House Belonging to Rate Bucket 4
Person Rate Bucket 5	Number of Persons in House Belonging to Rate Bucket 5
Proj. Rooms Occ. + DU and NS for current Month	Total number of deduct rooms plus Day Use and No Show reserved for the whole month.
Proj. Rooms Occ. + DU and NS for current Year	Total number of deduct rooms reserved plus Day Use and No Show for the whole year.
Proj. % Rooms Occ. DU and NS for current Month	Total number of deduct rooms reserved plus Day Use and No Show for the whole month, divided by Total Rooms in Hotel for the whole month, multiplied by 100.
Proj. % Rooms Occ. DU and NS for current Year	Total number of deduct rooms reserved plus Day Use and No Show for the whole year, divided by Total Rooms in Hotel for the whole year, multiplied by 100
Projected % Rooms Occupied for Current Month	Total number of deduct rooms reserved for the whole month, divided by Total Rooms in Hotel for the whole month, multiplied by 100.
Projected % Rooms Occupied for Current Year	Total number of deduct rooms reserved for the whole year, divided by Total Rooms in Hotel for the whole year, multiplied by 100.
Projected Rooms Occupied for Current Month	Total number of deduct rooms reserved for the whole month.
Projected Rooms Occupied for Current Year	Total number of deduct rooms reserved for the whole year.
Repeat Guests Persons	Number of guests in-house for guests that have at least one prior check-out
Repeat Guests Revenue	Total amount of postings today where the transaction code is marked as 'Revenue' for reservations where the guest has at least one prior check-out.
Repeat Guests Room Revenue	Total amount of postings today where the transaction code is marked as 'Revenue' and a transaction code Type is 'Lodging' for reservations where the guest has at least one prior check-out.
Repeat Guests Rooms Occupied	Number of room occupied by guests that have at least one prior check-out.
Reservations Made Today	Number of Reservations that were created today for any date. Pseudo Room reservations are not included.
Revenue per Available Room	Room Revenue, divided by Available Rooms.
Revenue per Available Room minus OOO	Room Revenue, divided by Available Rooms minus OOO Rooms.
Room Nights Reserved Today	Total number of nights from all Reservations Made Today. Pseudo Room reservations are not included.

Table 8-6   (Cont.) Definable Managers Report - Item Descriptions

Item Description	Calculation
Room Revenue	Total amount of all postings today where the Transaction Code is marked as 'Revenue' and the Transaction Type is 'Lodging'.
	Note: An exception exists for this column that if a transaction was moved from a non-PM Room to a PM Room, then the revenue is displayed under the non-PM Room (originating room for the reservation). If the transaction is moved from a PM Room to another PM Room, then the transaction will be displayed under the Room Class of the PM Room the transaction was moved to.
Room Revenue (Distributed)	Total amount of all postings today where the Transaction Code is marked as 'Revenue' and the Transaction Type is 'Lodging'. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated.
Rooms Cancelled Today	Number of rooms that were cancelled today for any date
Rooms Occupied	Number of rooms In-House with a Front Office status of 'OCC'.
Rooms Occupied including Owner and Auth. User Rooms	Number of Total rooms occupied plus occupied Owner Rooms (Rental Program), plus occupied Auth. Users (Rental Program), plus occupied Owner Rooms, plus occupied Auth. Users Rooms.
Rooms Occupied for Next 7 Days	Total number of deduct rooms reserved starting tomorrow for 7 days.
Rooms Occupied minus Comp	Number of Rooms In-House with a Front Office status of 'OCC', minus any Complimentary Rooms.
Rooms Occupied minus Comp and House Use	Number of Rooms In-House with a Front Office status of 'OCC', minus any Complimentary Rooms and House Rooms.
Rooms Occupied minus House Use	Number of Rooms In-House with a Front Office status of 'OCC', minus any House Rooms.
Rooms Occupied plus Day Use and No Show	Number of Rooms In-House with a Front Office status of 'OCC', plus any Dayuse Rooms and No-Show Rooms.
Rooms Occupied plus Day Use for the next 7 Days	Total number of deduct rooms reserved plus Day Use starting tomorrow for 7 days.
Source Rooms in House	Number of Rooms that have a Source profile attached to the reservation.
Today's Demand	Number of room Turnaways for today's date plus Number of Rooms Occupied In-House today.
Total In-House Persons	Number of Adults and Children for Rooms In-House.
Total Revenue	Total amount of Room Revenue, Food and Beverage Revenue and Other Revenue.

Table 8-6   (Cont.) Definable Managers Report - Item Descriptions

Item Description	Calculation
Total Revenue (Distributed)	Total amount of Room Revenue, Food and Beverage Revenue and Other Revenue. When an Advance Bill is associated with the reservation, revenue
	is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated.
Total Revenue per Person	Total amount of Room Revenue, Food and Beverage Revenue and Other Revenue, divided by Total Adults and Children In-House.
Total Rooms in Hotel	Sum of all rooms defined for the property.
Total Rooms in Hotel minus OOO Rooms	Number of Rooms in the Hotel minus Out of Order Rooms.
Travel Agent Revenue	Total amount of postings today where the transaction code is marked as
	'Revenue' for reservations that have a travel agent profile attached
Travel Agent Room Revenue	Total amount of postings today where the transaction code is marked as 'Revenue' and a transaction code Type is 'Lodging' for reservations that have a travel agent profile attached
Travel Agent Rooms in House	Number of Rooms that have a Travel Agent profile attached to the reservation.
Turnaways	Number of Turnaways with an arrival date of today. (Available when the
	Reservations>Turnaways application function is set to Y.)
VIP Persons in House	Number of Adults and Children for Rooms In-House with a VIP code attached to the profile.
Walk-in Persons	Number of Adults and Children where the Walk-In button was used to make the reservation.
Walk-in Rooms	Number of Rooms where the Walk-In button was used to make the reservation.

Configuring Reports

On provisioning of your property, all standard OPERA Cloud reports are loaded into their respective report groups.
These reports are detailed in the reports description section, for more information, see Report Descriptions.

You can also configure additional instances of these reports to suit your needs; by pre-selecting the search criteria, the column display options and layout options (group-by and/or sort-order) for the report and giving your report a unique report name.

For example, the standard Arrival Report - RES_DETAIL can be configured multiple times in the Arrival Report groups with various filters, sort order and column selections selected.

You could have an **Arrivals by Name**, **Arrivals - VIP Only by Name**, **Arrivals by ETA (Time)** reports - all of which generate the same RES_DETAIL arrival report, but with different parameters preset for search criteria, display and layout options.

Once configured in one property you can copy to other properties in a multi-property tenancy. For more information, see Copying Reports to Multiple Properties.

You can also add these reports to shift batch reports. For more information, see Configuring Shift Reports or schedule them to generate via the report scheduler. For more information, see Managing Scheduled Reports .

To Add a Report

1. From the OPERA Cloud menu, select **Reports**, select **Run Reports**, and then **New Report**.

2. On the Create Reports screen, select or confirm the Property.

3. Select **Oracle Report** as the report type.

4. **Internal Name**: Select a report from the list, for example res_detail (Arrival Report).

5. **Report Group**: Select a group in which the report is to be listed.

> **Note:**
>
> You can configure additional report groups, as needed. For more information, see Configuring Report Groups

6. **Display Name**: Enter a descriptive name for the report; this appears in Run Reports Generating Reports.

7. **Manage Translation**: Click to enter the description in other languages.

8. **Print Copies**: Enter the number of copies of this report to be run by default.

9. **Protected**: Select to allow users only with the **Print Protected Reports** user task assigned to their roles to generate the report.

10. **Language**: Select the language that the report needs to display.

> **Note:**
>
> This is only applicable to RTF stationery templates, not Oracle reports.

11. **Parameter Form**: Select the existing parameter form for the selected **Report Name**. For example, res1 parameter form for the RES_DETAIL report. Ensure you select the correct parameter form for the report selected.

    The report parameters are then displayed. Setup the report Search Criteria, Filter, Include, Display and Layout options as desired.

12. **Watermark**: Select the watermark option. For more information, see Working with Watermarks.

13. Click **Save** or **Save and continue** to save and create another report

    .

To Edit a Report

1. From the OPERA Cloud menu, select **Reports**, select **Run Reports**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From the search results, click the plus sign to expand the report. Select a report and click the **vertical ellipsis** and then select **Edit**.

4. Update configuration and report parameters as required.

5. Click **Save**.

To Duplicate a Report

Allows duplicating a built-in report in the same property to store it with a different name and different default parameter values.

1. From the OPERA Cloud menu, select **Reports**, select **Run Reports**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From the search results, click the plus sign to expand the report. Select a report and click the **vertical ellipsis** and then select **Duplicate**.

4. Modify or update the default parameter values.

5. Click **Save**.

To Delete a Report

1. From the OPERA Cloud menu, select **Reports**, select **Run Reports**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From the search results, click the plus sign to expand the report. Select a report and click the **vertical ellipsis** and then select **Delete**.

4. Click **Delete** to confirm.

Related Topics

Copying Reports to Multiple Properties

With the Oracle Hospitality OPERA Multiproperty Cross Reservation Cloud Service active you can copy reports and stationery templates created one in property to other properties.
To copy reports first change your location to a hub to be able to select properties assigned to the hub.

1. From the **OPERA Cloud** menu, select **Reports**, select **Run Reports**.

2. Select or confirm the Property, enter optional search criteria, and click **Search**.

3. Select the check box for report(s) to be copied and click **Copy to Property**.

4. On the *Copy to Property* screen, the selected report(s) are listed.

    a. **Property**: Select the destination properties.

5. Click **Copy Report(s)**.

> **Note:**
>
> If the report(s) already exist in the destination property the copy process will fail and an error displayed.

Part II
OPERA Cloud Mobile Application

This part of the OPERA Cloud Help system contains information on working with the OPERA Cloud Mobile Application.

- Overview

9
Overview

OPERA Cloud Mobile application extends key OPERA Cloud features to smartphone devices.

With it, you can view property activity and statistics, view in-house reservation information, and post article/item charges to in-house reservations. You can also manage task sheets, room status, queued rooms, room maintenance, and Track-It requests.

The OPERA Cloud mobile web-application is accessible through a browser app on any smartphone via the /mobile end-point for your OPERA Cloud URL. For example – https://operacloud.oracle.com/mobile.
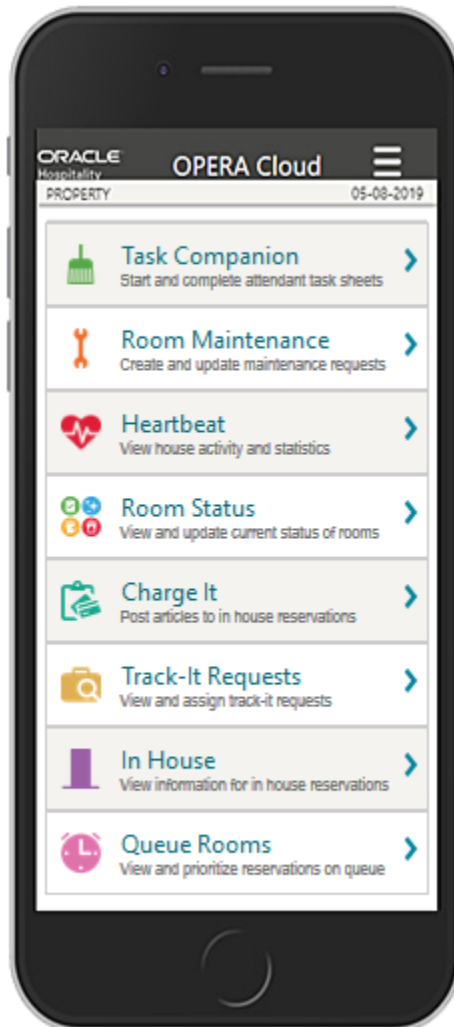
Key Features:

Task Companion
Start and complete attendant task sheets.

Room Maintenance
Create and update maintenance requests.

Heartbeat
View house activity and statistics.

Room Status
View and update current status of rooms.

Charge It
Post articles to in house reservations.

Track-It Requests
View and assign track-it requests.

In House
View information for in house reservations.

Queue Rooms
View and prioritize reservations on queue.

Hamburger Menu

Find the following menu items within the hamburger (three-line icon ▤) menu at the top right of the screen:

- **Change Settings**: Select the language to use in the application, and then tap **Save**.

- **Change Location**: For multi-property operations, you can search and select another property location. From the search results, select the Hub or Property and then tap **Select**.

- Task Companion (Housekeeping)

- Room Maintenance

- Heartbeat

- Room Status

- Post it

- Track-It Requests

- In House

- Queue Rooms

Task Companion (Housekeeping)

Prerequisites for Mobile Task Companion

Task Companion replaces the need for printed task sheet reports by providing real-time, interactive housekeeping task management for room attendants.

If the **Housekeeping Task Scheduling** function is active, select from the list of tasks. Multiple tasks are combined into a single task list.

Using Task Companion

1. Tap to select the assigned task sheet number. For easier identification and selection, you can indicate the assigned attendant for each task sheet.

   On the summary page, the following information appears: the total count of allocated rooms, a count of rooms per room status, a list of the room numbers assigned to the task sheet, and task sheet instructions if applicable.

   > **Note:**
   >
   > Rooms assigned in the task sheet are sequenced according to their auto-priority.

2. Tap **Start** to begin the task. The following options appear for the first room:

   a. **Start** — Tap to begin the task for the room.

   b. **Skip** — Tap to skip the room.

    c. **View Reservations** — Tap to view details of arrival, stay over, or departure reservations.

    d. **View My Room List** — Tap to view a list of rooms assigned to the task sheet.

    e. **View Traces** — Tap to create, view, or update traces for the room reservations. (The Traces function must be active.)

- **Resolve trace** — Tap to resolve a trace.

- **Create trace** — Tap to create a trace by selecting a **Department**, selecting the **date range**, entering the message into the **Trace Text** field, and then tapping **Save**.

    f. **Do not Disturb** — Tap to flag a room as DND. The room is skipped and the next room appears (guest service status function is active).

    g. **Request Assistance** — Tap to send notifications to other users that assistance is required.

- Select from **General** or **Emergency** notifications.

> **Note:**
>
> The **Request Assistance** action only sends a notification to users assigned a role with the **Receive Task Companion General Assistance Notifications** and/or **Receive Task Companion Emergency Assistance Notifications** tasks granted.

    h. **On-break** — Tap to pause a task and set its status as "on-break." This status is indicated in the Housekeeping Attendant Console.

3. When **Start** is selected, the following specific room details appear:

- Preferred service time

- Room specific task instructions

    a. **Maintenance Requests** — Tap to create, view, or update maintenance requests for the room. (The Maintenance function must be active.) For more information, see Room Maintenance .

    b. **Request Assistance** — Tap to send notifications to other users that assistance is required. Select from the **General** or **Emergency** notification options.

> **Note:**
>
> The **Request Assistance** action only sends a notification to users assigned a role with the **Receive Task Companion General Assistance Notifications** and/or **Receive Task Companion Emergency Assistance Notifications** tasks granted.

    c. **View Reservations** — Tap to view the details of arrival, stay over, or departure reservations.

    d. **View Traces** — Tap to create, view, or update traces for the room reservations.

e. **Resolve Trace** — Tap to resolve a trace.

f. **Create Trace** — Tap to create a trace by selecting a **Department**, selecting the **date range**, entering the message into the **Trace Text** field, and then tapping **Save**.

g. An option is available to update the room status (for example, update room status to clean or inspected) once the task is complete.

h. Options are available to update housekeeping status (for example, update housekeeping status to vacant or occupied). These housekeeping status options are used to report a discrepancy between housekeeping's status and the front office's status.

> **Note:**
>
> Depending on the Task Companion Timer setting in OPERA Controls, a time counter might increment or decrement during completion of the task.

i. **Finish this room** — Tap to complete the task, close the page and begin the next room in sequence.

> **Note:**
>
> The room no longer shows in the room list since the task has been completed and the Task Companion advances to the task for the next room.

- Prerequisites for Mobile Task Companion

Prerequisites for Mobile Task Companion

OPERA Controls

Group: Room Management

Function: Task Sheets

The following OPERA Controls are optional:

Function: Housekeeping Task Scheduling

Function: Maintenance

Function: Guest Service Status

Function: Inspected Status

Function: Pickup Status

Parameter: Attendant Console

Parameter: Task Companion Assistance

Group: Reservations

Function: Reservation Traces

OPERA Cloud Tasks

The Request Assistance action sends a notification to other users assigned a role with the following tasks:

Main Task: Inventory

Task: Room Management Workspace

- Receive Task Companion Emergency Assistance Notifications
- Receive Task Companion General Assistance Notifications

Room Maintenance

Prerequisites for Room Maintenance

Room Maintenance enables you to record, view, or resolve maintenance requests for rooms, such as changing a light bulb or repairing a faulty lock, air conditioning unit, or leaky faucet. You can assign maintenance requests to staff according to a staff member's skills and/or qualifications.

Adding a Maintenance Request

1. Tap ➕ to create a maintenance request.
2. Search for and select a **room**.
3. Select a **reason code** from the list.
4. Enter additional remarks.
5. To assign the request to a specific user, search for and select the user.
6. Tap **Create Maintenance Request** to save the request and close the page.

Searching for Maintenance Requests

1. Use the search fields to filter and view existing maintenance requests by entering search criteria and tapping **Search**.

> ✎ **Note:**
>
> The **Show** field is populated with the value "Unresolved" by default.

2. Tap the **Show** field and select **Resolved** to view resolved maintenance requests. Select **ALL** to list both resolved and unresolved maintenance requests.
3. Tap **Search** to view results.

> **✎ Note:**
>
> **My (Assigned) Requests** appear by default in the search results, listing all maintenance tasks assigned to you.

4. To view all other requests, change your selection to **All Requests** or **Unassigned Requests**.

Updating Maintenance Requests

1. Tap a maintenance request to open, view, or update its details.

2. Tap the **User** field to search for and assign a user to the task.

3. Update the **Reason** and **Remarks** as needed.

4. Tap **Save** to save updates to the request.

5. Tap **Delete** to delete the request.

Resolving Maintenance Requests

1. Tap a maintenance request to open, view, or update its details.

2. Tap **Resolve** to update the status to resolved and close the page.

•

Prerequisites for Room Maintenance

OPERA Controls

Group: Room Management

Function: Maintenance

Heartbeat

You can use Heartbeat to view real-time statistics for your property.

Tap **Heartbeat** and select from the following options:

• **Activity** — Select to view arrivals, in-house, departure, and day-use room counts for today (current date), month to current date, and year to current date.

• **Room Status** — Select to view a summary of room status for occupied, vacant, and assigned rooms. View the number of rooms on queue and view any discrepant rooms.

• **60 Minutes** — Select to view activity in the past 60 minutes: Arrivals, Departures, Cleaned, and Inspected Rooms.

• **Comp / House Use** — Select to view a count of Arrival, Inhouse, and Departure Rooms flagged for house use and complimentary purposes.

• **Summary** — Select to view Rooms Sold, Average Rate, Total Revenue, and RevPAR for today (current date), month to current date, and year to current date.

Room Status

Room Status enables you to update the room status of a specific room (for example, clean to inspected). You can also update the housekeeping status to report a Skip or Sleep discrepant room.

Updating Room Status

1. Enter search criteria and tap **Search**.
2. Tap the room you want to update.
3. Select a new room status for the room.
4. Update the housekeeping status to report a room discrepancy.
   a. An occupied room set to a **Vacant** status registers a skip discrepancy.
   b. A vacant room set to an **Occupied** status registers a sleep discrepancy.
5. Tap **<** to return to the search results.

Prerequisites for Room Status

OPERA Controls

The following OPERA Controls are optional.

Group: Room Management

Function: Inspected Status

Function: Pickup Status

Function: Discrepant Rooms

Post it

Post it enables you to post articles, such as mini bar items, to in-house reservation accounts.

To use Post it, you add items to a shopping cart and then post the balance of the cart to a reservation account.

> ✎ **Note:**
>
> User role(s) must be granted **Charge to Room (Settlement)** task.

Using Post it

1. Perform a search for a reservation by entering a **Name** or a **Room**.

2. Tap to select a reservation from the search results.

3. Tap items to post to the cart. You can tap the same item multiple times to add multiple quantities of the item.

4. To delete an item, tap **View Cart** and then tap the **X** next to the item you want to remove from the cart.

5. Tap **Post to Room** to post the cart balance to the reservation account. A confirmation message appears informing you the charges have been successfully posted to the room.

6. Tap **<** to return back to the search page.

• Prerequisites for Charge It

Prerequisites for Charge It

OPERA Controls

Group: Cashiering

Function: Charge It

Function: Articles

OPERA Cloud Tasks

Financials: Cashiering Workspace

• Post It
    – Charge It
    – Fast Postings
    – Post a Negative Post It Article
    – Charge to Room (CHARGE IT)

Track-It Requests

Prerequisites for Track-It Requests

Track It enables you to manage the storage and delivery of guest luggage, parcels, vehicles (valet), and lost items.

If related to an arrival, in-house, or departure reservation, Track-It tickets are optionally linked to a reservation.

In Track It, a list of open Track-It requests appear, but only assigned tickets appear by default via the My Requests search filter.

Using Track It

1. Tap **Unassigned** to view all unassigned requests.

2. Tap **All Requests** to view both assigned and unassigned requests.

3. To view a list of open Track-It requests for each group, toggle between **Parcel**, **Valet**, **Baggage** (Luggage), and **Lost** groups.

4. Tap any request in the search results to view and manage the Track-It request details.

Managing a Track-It Request

Both the Track It request details and the linked reservation (if a reservation is linked) appear.

1. Tap **Action** and select the appropriate action from the list to update the status of the request.

2. To close the request, tap **Action** and select an appropriate **Action** from the list to close the request (for example, select **DONE**, **DELIVERED**, or **COMPLETE**).

- Prerequisites for Track-It Requests

Prerequisites for Track-It Requests

OPERA Controls

Group: General

Function: Track It

In House

In House enables you to view the primary details of reservations that are currently in-house.

Searching for In-House Reservations

1. Search by entering a **Name** or **Room Number** and tapping **Search**. Entering no criteria in the search fields results in a list of all in-house reservations.

2. Tap any reservation in the search results to view its details.

3. Tap **<** to return to the search results.

Queue Rooms

Prerequisites for Queue Rooms

Queue Rooms enables you to view and manage Arrival rooms on queue. The number of rooms on queue and the current and average wait times appear. The Room Type section lists the number of rooms on queue per room type and shows a count of rooms in each room status.

Using Queue Rooms

1. Tap **View Reservation on Queue** to view a list of reservations.

2. Tap any reservation to view its reservation details, including the assigned room.

3. Tap **Prioritize** to set a reservation as a top (number one) priority.

4. Tap **Remove from Queue** to remove the reservation from the queue status.

5. Tap **<** to return to the results page.

- Prerequisites for Queue Rooms

Prerequisites for Queue Rooms

OPERA Controls

Group: Room Management

Function: Queue Rooms

Part III
Administration

The OPERA Cloud Administration menu enables the configuration and setup of Enterprise, Inventory, Financial, Booking, Client Relations, and Interfaces components. These components enable customer-facing and back office functions, channel and other external interfaces, user roles and tasks, and single and multi-property operations. You define your system by creating parameters, codes, rates, accounts, rules, types, groups, reasons, and a myriad of other configurations.

- Enterprise Administration
- Inventory Administration
- Financial Administration
- Booking Administration
- Client Relations Administration
- Interfaces Administration

10
Enterprise Administration

The Enterprise menu is for those responsible for global property and control settings, and configuring main interfaces, scheduling batch processes and reports, and managing images used throughout the system.

- User Interface Management
- Chain and Property Management
- Image Management
- OPERA Controls
- Configure Track It

Related Topics

- Configuring Property Brochure Master Data

User Interface Management

User Interface Management options are used in conjunction with Page Composer to support customization of the OPERA Cloud user interface.

You can configure a list of values for flex (that is, user defined fields) fields, configure display styles for the various presentation pages, and delete user, property/hub, or chain customizations.

- Delete Customization
- Presentation Styles
- UDF Groups and Values

Delete Customization

Prerequisites for Delete Customization

The Delete Customization feature enables you to delete customization and personalization changes made by users at the Chain, Hub, and/or Property Levels.

When a customization or a personalization is made in an area of the application, a custom file is created for storing the changes. Multiple changes made to the same area are stored within the custom file and deleting this file deletes all customization or personalization changes.

The Delete Customization screen provides the option to delete these files from a central location, thereby, enhancing the existing Delete Customization option in panels where customization is available.

The search results on the Delete Customization screen show the custom file name, user, updated date, and screen where the customization and/or personalization was made.

- Prerequisites for Delete Customization
- Searching for and Deleting a Customization

Prerequisites for Delete Customization

OPERA Cloud Tasks

Enterprise Admin: Delete Customization

- Delete Chain Customization
- Delete Hub/Property Customization
- Delete Users Personalization
- Delete Personalization

Searching for and Deleting a Customization

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **Delete Customization**.

2. In the Search fields, select a **Customization Layer** (Chain, Hub, Property, or User) and optionally enter a **Customization Area** to search. Click **Search**.

    a. **Chain**. Allows deletion of Chain-level customization.

    b. **Hub**. (Only available for users logged in at Hub level). A user logged in at the Hub level may delete customization at the logged in Hub.

    c. **Property**. A user logged in at the Hub level may select a property to delete property-level customization. A user logged in at the Property level can only delete customization for the property currently logged in at.

    d. **User**. A user with the **Delete Users Personalization** task may delete personalization for self and personalization for other users. A user with the **Delete Personalization** task can only delete his or her own personalization.

3. The search results area provides columns for Path, Screen, File Name, User, and Updated Date.

    a. **Path**. Shows the breadcrumbs path where customization or personalization was made.

    b. **Screen**. The screen or area where the customization or personalization was made.

    c. **File Name**. Shows the internal file name for the customized or personalized area.

    d. **User**. The name of the user who last made a change to the listed area.

    e. **Updated Date**. The date and time when the last change was made to the listed area.

4. Select the customization file(s) you want to delete and click **Delete**.

5. Click **Delete** again to confirm the deletion.

Presentation Styles

Prerequisites for Presentation Styles

You use presentation styles to enable preselected details panels to appear on presentation pages in both the Application and Administration areas of OPERA Cloud. Some examples of presentation pages available in the application are Manage Profile, Manage Reservations, Manage Block, and Manage Event.

You must select one style as the default style that appears when the presentation page is opened.

> **Note:**
>
> To reduce the presentation page load time, it is recommended to configure the default style with a minimal number of panels.

You can configure up to 5 styles for each presentation page. When a user selects a different style, the details panels update accordingly on the presentation page.

- Prerequisites for Presentation Styles
- Configuring Presentation Styles

Prerequisites for Presentation Styles

OPERA Cloud Tasks

User Interface Management: Presentation Styles

- New/Edit Presentation Styles
- Delete Presentation Styles

Configuring Presentation Styles

Adding a Presentation Style

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **Presentation Styles**.

2. Click **New** and enter the following information:

   a. **Screen**. Select a presentation page for the style.

   b. **Style**. Select a number of 1 through 5 for the style.

   c. **Style Label**. Enter the name that appears for the style's label (for example, Payment).

   d. **Manage Translations**. Select this link to enter translations of the style label into other languages.

e. **Description**. Enter a description for the style.

f. **Display Order**. Set the display order for the style. This is the order in which the style appears in lists.

g. **Default**. Select to make this style the default style for the presentation page when the page is opened.

h. **Panels**. In this section, select panels under Available Panels and use the right arrow buttons to move them over to the Selected Panels. These are the details panels that appear on the presentation page when launched or selected from the style LOV. Use the up / down arrows to set the display order of the panels.

3. Click **Save**.

Editing a Presentation Style

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **Presentation Styles**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the style and select **Edit**.

   Make the desired changes.

4. Click **Save**.

Deleting a Presentation Style

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **Presentation Styles**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the style and select **Delete**.

4. Click **Delete** to confirm.

UDF Groups and Values

Prerequisites for User Defined Fields and Values

A User Defined Field (UDF) Group is an identifier used to group a List of Values (LOV) together. A single UDF LOV group can have multiple values from which the user can select.

Using Page Composer, you can reference a UDF Group in the field properties of a flex field. When a user clicks the flex field, the list of values appears.

For example, if you wanted a flex field on the Reservation Overview panel for guest vehicle type, you would configure a UDF Group for "Vehicle Type."

For each UDF Group you configure, the list of values are configured via the UDF LOV Values.

- Prerequisites for User Defined Fields and Values
- Configuring UDF Groups
- Configuring UDF Values

Prerequisites for User Defined Fields and Values

OPERA Cloud Tasks

User Interface Management: User Defined Fields

- Edit User Defined Fields
- Delete User Defined Fields

Configuring UDF Groups

Adding a UDF Group

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **UDF Groups**.

2. Click **New** and complete the following information:

   a. **Code**. Enter the group name for the field.

   b. **Description**. Enter a description that explains the group name.

   c. **Data Type**. Select the down arrow to choose the data type for the field values of this group (Character or Numeric).

   d. **Data Length**. Enter the length for field values in this group.

3. Click **Save** or click **Save and Continue** to add more groups.

Editing a UDF Group

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **UDF Groups**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the UDF Group and select **Edit**.Make the desired changes.

4. Click **Save**.

Deleting a UDF Group

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **UDF Groups**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the UDF Group and select **Delete**.

4. Click **Delete** to confirm.

Configuring UDF Values

You can configure the list of values that appear for a flex field and link them to a specific UDF Group.

For example, you might have a Vehicle Type flex field on reservations containing the values GM, Ford, BMW, Mercedes, Honda, and so on. These values would then be linked to the Vehicle Type UDF Group.

Adding a UDF Value

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **UDF Values**.

2. Click **New** and complete the following information:

    a. **Group**. Select the UDF Groups and Values from the list.

    b. **Code**. Enter the name for the UDF value list.

    c. **Description**. Enter a description that explains the UDF value list. This description appears when users select from the list of values.

3. Click **Save** or click **Save and Continue** to add more groups.

Editing a UDF Value

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **UDF Values**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the UDF Value and select **Edit**. Make the desired changes.

4. Click **Save**.

Deleting a UDF Value

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **UDF Values**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the UDF Value and select **Delete**.

4. Click **Delete** to confirm.

Chain and Property Management

Chain and Property Management enables you to configure a variety of options related to your chain, brands, and properties along with their locations, facilities, and local attractions. The available options are dependant on the active controls at your property.

- Configuring Departments
- Configuring Electronic Registration Card Templates
- Configuring Hubs
- Configuring Job Titles
- Configuring Property Brochure Master Data
- Configuring Properties
- Adding the Property Image to the Business Card

Configuring Departments

Use departments to group your employees into categories. You can also use departments in block and reservation traces to assign departmental responsibility for a trace task.

A department is assigned to each user when configuring new users.

Adding a Department

1. Select the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and then select **Departments**.

2. Click **New** and complete the following fields:

   a. **Global/Property**. Select **Global** to configure a department that is available in all properties or select **Property** to configure a department for a specific property.

   b. **Code**. Enter a code for the department (for example, BAN, CAT, ENG, or EXE).

   c. **Description**. Enter the full name for the department (for example, Banquets, Catering, Engineering, or Executive Office).

   d. **Manage Translations**. Select to translate the description into another language.

   e. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   f. **Email Address**. Enter the email address for the department. When delivery methods are configured for the department, this is the department's default email address.

3. Click **Save**.

Editing a Department

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a Department

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete** and confirm the deletion.

Configuring Electronic Registration Card Templates

Prerequisites for Electronic Registration Cards

An electronic registration card appears when you select the action to create an eSign Registration Card for an arrival reservation. The guest can then initial and sign the electronic registration card on a tablet device. Configuring an electronic registration card template allows you to structure the content and appearance of the electronic form.

When the multi-language General control is enabled, you can configure registration card templates per language; OPERA Cloud displays the suitable electronic registration card based on the language selected in the guest profile. If a template is not configured for a specific language, OPERA Cloud displays a default registration card based on the Base Language setting in Property configuration.

Electronic registration cards templates can also be configured per Membership Type.

- In multi-property operations, you can copy templates to other properties.

- In multi-language operations, you can copy templates to other language(s).

Creating a Template

1. From the Administration menu, select **Enterprise**, select **Chain and Property Management**, and select **Electronic Registration Card**.

2. Click **New**.

3. Enter or select the **property** or **properties**. You can select multiple properties when your session is initialized from a Hub location.

4. Enter or select the **Language(s)** if multi language control is enabled.

5. Enter or select the **membership type(s)**.

6. Select **Rich Text** to use the WYSIWYG Editor or select **Source** to view and edit HTML source code.

7. Add or paste (CTRL+V) text and then format the text according to your needs.

8. Add merge codes within the text to display values from the profile and reservation when the registration card is generated.

9. You can also add links to display external images (such as property logo) and insert horizontal lines to format your template.

10. Display and Add Merge Codes:

    a. Click Merge Codes to open a panel listing all merge codes that can be added to the template.

    b. Click the location on the template where you want the merge code to appear.

    c. Click the + symbol to add a merge code at the current cursor location.

11. Select either the **Rich Text WYSIWYG Editor** or the **HTML source**.

12. **Rich Text WYSIWYG Editor option**: Select the Rich Text radio button to use the Rich Text Editor toolbar and format text according to your needs:

    a. **Font** : Select the font.

    b. **Size**: Select the font size.

    c. **Style**: Select the font style, bold, italic.

    d. **Color**: Select the font color.

    e. **Background Color**: Select the color of background.

    f. **Bullet list**: Create a bullet list.

    g. **Number list**: Create a numbered list.

    h. **Increase Indent**: Move text away from margin.

    i. **Decrease Indent**: Move text closer to margin

    j. **Text Alignment**: Left, Center, Right.

    k. **Insert image**: Enter URL of an external image to display.

    l. **Insert hyperlink**: Enter display text and URL to add a hyperlink.

    m. **Insert Horizontal Rule**: Adds a horizontal line.

    n. **Insert Initials**: Adds an area to the template for guest to tap and input their initials.

    o. **Insert Signature**: Adds an area to the template for guest to tap and input their signature.

13. **HTML Source option**. Select the **Source radio button** to view and edit the HTML source code for the template. This enables you to add or paste HTML elements not supported by the Rich Text Editor directly to the HTML source code.

    For example, you could update an IMG tag with width and height attributes to reduce the size of an image: `<img src=logo.jpg" with="500" height=600">`.

Table 10-1   Supported HTML tags:

"a"	"tt"	"h2"	"th"
"p"	"strong"	"h3"	"tr"
"div"	"br"	"h4"	"html"
"i"	"ul"	"h5"	"body"
"b"	"ol"	"h6"	"hr"
"em"	"li"	"table"	"font"
"blockquote"	"h1"	"td"	"img"

14. Click **Save**.

Previewing Templates

Use the Preview feature to view the appearance of your template.

1. From the Administration menu, select **Enterprise**, select **Chain and Property Management**, and select **Electronic Registration Card**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, select the row level **vertical ellipsis** of the template and select **Preview**.

4. Click the **X** to close the preview.

Editing Templates

1. From the Administration menu, select **Enterprise**, select **Chain and Property Management**, and select **Electronic Registration Card**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, select the row level **vertical ellipsis** of the template and select **Edit**.

4. Make the desired changes.

> **✎ Note:**
>
> To delete a merge code, place cursor in front or behind the Merge Code and click either the delete key or the backspace key.

5. Click **Save**.

Copying Templates

You can copy (clone) templates to current or other properties, other languages, and/or membership types as needed. As part of the copy process you can customize the layout of the new template(s), for example, copy the layout, update the boilerplate text, and change to a different language in the new template.

1. From the Administration menu, select **Enterprise**, select **Chain and Property Management**, and select **Electronic Registration Card**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, select the row level **vertical ellipsis** of the template and select **Copy**.

4. In the Target Electronic Registration Card Details section, select the **destination property**, the **language** of the new template, and a **Membership Type**.

5. Make required changes by editing text, merge codes, images.

6. Click **Save**.

Deleting Templates

1. From the Administration menu, select **Enterprise**, select **Chain and Property Management**, and select **Electronic Registration Card**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, select the row level **vertical ellipsis** of the template and select **Delete**.

4. Click **Delete** to confirm.

• Prerequisites for Electronic Registration Cards

Prerequisites for Electronic Registration Cards

OPERA Controls

Group: Front Desk

Functions: eSign Registration Card

OPERA Cloud Tasks

Enterprise Admin: Chain and Property Management

Electronic Registration Card

• New/Edit Electronic Registration Card

• Delete Electronic Registration Card

Configuring Hubs

A default DFLT_[TENANT] hub is created automatically upon provisioning of a tenant. By default all properties within that tenancy are associated to this hub.

You can configure additional hubs and associate a subset of properties with one or more hubs, enabling you to cluster properties according to your business need.

You can then assign one or more hubs to users to grant them access to these properties. If a user is not assigned a hub, the user will not be able to log in. You use hubs in combination with chain and property roles to control user access.

Adding a Hub

1. Select the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and then select **Hubs**.

2. Click **New** and complete the following fields:

   a. **Hub**. Enter a Hub.

   b. **Name**. Enter the full descriptive name for the Hub/CRO.

    c.   **Address**. Enter the street address.

    d.   **City**. Enter the city location for the Hub/CRO from the list.

    e.   **Postal Code**. Enter the zip or postal code number.

    f.   **Country**. Select the country location for the Hub/CRO from the list.

    g.   **State**. Select the state location for the Hub/CRO from the state list of values.

    h.   **Telephone**. Enter an international phone number for the Hub/CRO.

    i.   **Toll Free**. Enter a toll–free 1-800 number for the Hub/CRO.

    j.   **Email**. Enter the email address to associate with the Hub.

    k.   **Currency**. Select the currency for the Hub/CRO. This is used as the default for all currency calculations unless specified elsewhere.

    l.   **Currency Format**. Select the currency format for the Hub.

    m.   **Short Date Format**. Select a format type for the short date.

    n.   **Long Date Format**. Select a format type for the long date (for example, ddth Month YYYY or Month ddth YYYY).

    o.   **Time Format**. Select the time format from the list of values. This is the format for the time stamp used by the property

    p.   **Time Zone**. Select the time zone where the Hub/CRO is located.

    q.   **Base Language**. Select a base language for the Hub.

3. Click **Save**.

Assigning Properties to a Hub

1. On the Hubs screen, enter a **Hub** and click **Search**.

2. Click the **vertical ellipsis** button for the Hub and select **Edit**.

3. Click the **Manage** link located under the Associated Properties section.

4. Under **Available Properties**, select the property you want to associate with the hub and click the **down arrow** to move the selected property to the Associated Properties grid.

5. Click **Save**.

Editing a Hub

1. On the Hubs screen, enter a **Hub** and click **Search**.

2. Click the **vertical ellipsis** button for the Hub and select **Edit**.

3. Update the configuration and click **Save**.

Deleting a Hub

1. On the Hubs screen, enter a **Hub** and click **Search**.

2. In the search results, click the **vertical ellipsis** button for the Hub.

3. Click **Delete** and confirm the deletion.

Related Topics

Configuring Job Titles

You can configure job titles for employees at your property for the purpose of associating a specific job to the person.

Adding a Job Title

1. Select the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and then select **Job Titles**.

   > **✎ Note:**
   >
   > When the multi-property, add-on subscription is active, Job Titles are configured in the template and copied to multiple properties. To configure in the templates, select the **Template** tab. To configure and edit codes for specific properties, select the **Property** button and choose the property.

2. Click **New** and complete the following fields:

   a. **Job Code**. Enter a code for the job title (for example, BAN, CM, SET, or GM).

   b. **Description**. Enter the full name for the job code (for example, Banquet Manager, Catering Manager, Convention Setup Manager, or General Manager).

   c. **Manage Translations**. Select to translate the description into another language.

3. Click **Save**.

Editing a Job Title

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a Job Title

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete** and confirm the deletion.

Configuring Property Brochure Master Data

Property Details and the Property Brochure reference information and images configured in various other areas of OPERA Cloud Administration. Refer to the following table for configuring master data content used in the Property Brochure.

Table 10-2   Tabs

Property Brochure Tabs	Paths to Property Brochure Configuration
Property Note Types	Administration > Enterprise > Chain and Property Management > Note Types > (Note Group = PROPERTY). You can use the preconfigured Note Types for Directions or configure your own.
Airports	Administration > Enterprise > Chain and Property Management > Airports.
Transportation	Administration > Enterprise > Chain and Property Management > Transportation.
Amenities	Administration > Enterprise > Chain and Property Management > Amenities.
Attractions	Administration > Enterprise > Chain and Property Management > Attractions.
Attraction Categories	Administration > Enterprise > Chain and Property Management > Attraction Categories
Images	Administration > Enterprise > Image Management. Upload images in PNG, JPG, JPEG, GIF formats to the following menus: • Maps • Property • Site Plan

You can copy master data to other properties. Copying Configuration Codes to Multiple Properties
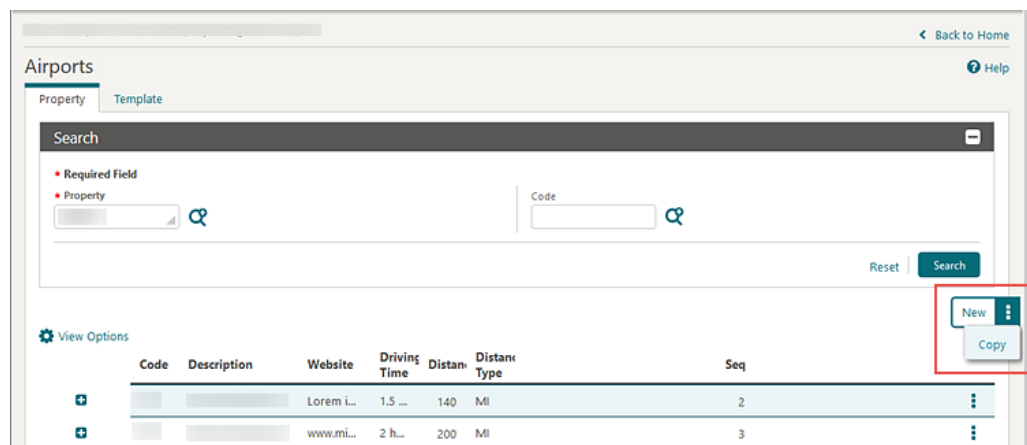
Configuring Properties

Adding Property Details

> **Note:**
>
> When the multi-property cloud service is active, new Property Details are created by selecting the Template tab. Once created, you can copy Property Details to specific properties using **Copy** the action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Details**.

2. Click **New** and complete the following

    a. **Code**. Enter a code for the Property Detail.

    b. **Category**. Select the Property Details Category from the list.

    c. **Sequence**. Enter a display sequence.

        i. Property Detail Values

        ii. To add a Property Detail value, click **New** and complete the following

            i. **Code**. Enter a code for the property detail value.

            ii. **Description**. Enter a description for the property detail value.

            iii. **Sequence** . Enter a display sequence.

        iii. To delete a Property Detail Value

            i. Click a code, click Vertical Ellipse and select **Delete**.

3. Click **Save**.

Editing Property Details

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Details**.

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

3. Select the Property Details, click the vertical ellipsis and select **Edit**.

4. Update the configuration.

5. Click **Save**.

Deleting Property Details

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Details**.

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

3. Select the Property Details, click the vertical ellipsis and select **Delete**.

4. Click **Delete** to confirm.

Adding the Property Image to the Business Card

You can add an image (PNG, JPG, JPEG, or GIF formats) on the business card; the image selected as the primary image appears in the business card.

1. From the Administration menu, select **Enterprise**, select **Image Management**, and then select **Property**.

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

3. Click **New**.

4. Select or enter the **Property** name.

5. Select **Set Image as Primary** and provide a description of the image.

6. Select either the image or URL path to the image:

    a. Click **Choose Image** to upload an image from your local computer.

    b. Or, enter the **URL** path of a secured website image in the External Image via URL field to display an image from the internet or from an internal content management system.

7. Click **Save**.

Updating Property Image

1. From the Administration menu, select **Enterprise**, select **Image Management**, and then select **Property**.

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

3. Click **Search**.

4. Click the **vertical ellipsis** on the image and select **Edit**.

5. Use **Choose an Image Source** to select the image from either your computer or from a secured website image or content management system.

6. Select **Set Image as Primary**.

7. Click **Save**.

Configuring Closing Scripts

Prerequisites for Closing Scripts

Closing scripts appear to reservation agents after completing or updating an individual reservation via the Look to Book sales screen. Agents can read the script to callers to confirm their reservation details.

When **Multi Language** is active under the General group in OPERA Controls, you can configure closing scripts in multiple languages for multi-lingual reservation agents and callers. You can also configure closing scripts for various membership types.

Adding a Closing Script

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and select **Closing Scripts**.

2. Click **New**.

3. Confirm or select the **Property** or **Hub**. You can select multiple properties when your session is initialized from a Hub location.

4. Confirm or select the **Language(s)** if the **Multi Language** function is active in OPERA Controls.

5. Enter or select the **Membership Type(s)**. If one is not selected, the script applies to all membership types.

6. Select **Rich Text** to use the Rich Text Editor or select **View Source** to view and edit HTML source code.

7. Enter or paste (CTRL+V) text (in the applicable language) to the script body and insert merge codes for reservation and profile values where required. These merge codes are replaced with actual values when the closing script is generated.

8. Displaying and Adding Merge Codes:

   a. Click **Merge Codes** to open a panel listing all merge codes that can be added to the template.

   b. Click the location on the template where you want the merge code to appear.

   c. Click the **plus (+)** symbol to add a merge code at the current cursor location.

   You can also add links to display external images (such as a property logo) and insert horizontal lines to format your template.

9. Using the **Rich Text WYSIWYG Editor**: Select the **Rich Text** option to use the Rich Text Editor toolbar and format text as needed.

   a. **Font**: Select the font.

   b. **Size**: Select the font size.

   c. **Style**: Select the font style (bold, italic).

   d. **Font Color**: Select the font color.

   e. **Background Color**: Select the color of background

   f. **Bullet list**: Create a bulleted list

   g. **Number list**: Create a numbered list

   h. **Increase Indent**: Move text away from margin

   i. **Decrease Indent**: Move text closer to margin

   j. **Text Alignment**: Left, Center, Right.

   k. **Insert hyperlink**: Enter the display text and URL to add a hyperlink.

   l. **Insert Horizontal Rule**: Adds a horizontal line.

10. Adding **Conditional Text**: Select the **Condition** button on the toolbar to add conditional text. This block of text only appears when the condition is true.

    a. **Insert Condition** – Select a **Merge Code** field, select an **Operator**, and then enter a value for the condition. Click **Insert**.

    b. Add the conditional text between the red IF and END IF blocks.

11. Adding **Repeating Text**: Select the **Repeating** button on the toolbar to repeat the text and fields located between the Rpt tags for each leg of the reservation, based on different confirmation numbers. This option is useful when creating closing scripts for hubs or properties where itinerary reservations are created.

12. Using **HTML Source**: Select the **Source** option to view and edit the HTML source code for the template. This enables you to add or paste HTML elements not supported by the Rich Text Editor directly to the HTML source code.

    For example, you could update an IMG tag with width and height attributes to reduce the size of an image: `<img src=logo.jpg" with="500" height=600">`.

Table 10-3   Supported HTML Tags:

"a"	"tt"	"h2"	"th"
"p"	"strong"	"h3"	"tr"
"div"	"br"	"h4"	"html"
"i"	"ul"	"h5"	"body"
"b"	"ol"	"h6"	"hr"
"em"	"li"	"table"	"font"
"blockquote"	"h1"	"td"	"img"

13. Click **Save** when finished.

Editing a Closing Script

1. From the Administration menu, select **Enterprise**, select **Chain and Property Management**, and select **Closing Scripts**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From the search results, click the row-level **vertical ellipsis** for the script and select **Edit**.

4. Make the desired changes.

5. Click **Save**.

Deleting a Closing Script

1. From the Administration menu, select **Enterprise**, select **Chain and Property Management**, and select **Closing Scripts**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From the search results, click the row-level **vertical ellipsis** for the script and select **Delete**.

4. Click **Delete** to confirm.

• Prerequisites for Closing Scripts

Prerequisites for Closing Scripts

OPERA Controls

Group: Reservations

Closing Script New and Update Reservation

OPERA Cloud Tasks

Group : Chain and Property Management

Closing Scripts

- New/Edit Closing Scripts
- Delete Closing Scripts

Configuring Amenities

Configure the various amenities available at your properties. Amenities are classes as either General or Meeting and referenced in Property configuration.

If some amenities are seasonal enter date range accordingly.

Adding Amenities

> **✎ Note:**
>
> When the multi-property cloud service is active, new Amenities are created by selecting the Template tab. Once created, you can copy Amenities to specific properties using the **Copy** action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Enterprise**, select**Chain and Property** and select **Amenities**.
2. Click **New** and complete the following
   a. **Code**. Enter a code for the amenity .
   b. **Description**. Enter the name of the amenity.
   c. **Type**. Select a type from the list: General or Meeting
   d. **Start Date**. Enter or select a start date
   e. **End Date**. Enter or select an end date
   f. **Sequence**. Enter a sequence number that determines the position of this amenity in listings.
   g. **Notes**. Enter any notes regarding this amenity
3. Click **Save**.

Editing Amenities

1. From the **Administration** menu, select **Enterprise**, select**Chain and Property** and select **Amenities**.

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

3. Select the Amenity, click the vertical ellipsis and select **Edit**.

4. Update the configuration.

5. Click **Save**.

Deleting Amenities

1. From the **Administration** menu, select **Enterprise**, select**Chain and Property** and select **Amenities**.

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

3. Select the Amenity, click the vertical ellipsis and select **Delete**.

4. Click **Delete** and confirm the deletion.

Configuring Attraction Categories

Create categories for attractions - such as amusement parks, historic sites, zoos, or museums. This categorisation provides users with the ability to search for a category of attractions first and then view the individual attractions within that category.

Adding Attraction Categories

> **✎ Note:**
>
> When the multi-property cloud service is active, new Attraction Categories are created by selecting the Template tab. Once created, you can copy Attraction Categories to specific properties using the **Copy**action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Attraction Categories**.

2. Click **New** and complete the following

   a. **Code**. Enter an attraction category code.

   b. **Description**. Enter the description for the attraction category.

      i. **Manage Translation**. Select to open the multi-language descriptions screen and configure a translated menu name for each language

   c. **Sequence**. Enter a display sequence.

3. Click **Save**.

Editing Attraction Categories

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Attraction Categories**.

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

3. Select the Attraction category, click the vertical ellipsis and select **Edit**.

4. Update the configuration.

5. Click **Save**.

Deleting Attraction Categories

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Attraction Categories**.

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

3. Select the Attraction category, click the vertical ellipsis and select **Delete**.

4. Click **Delete** and confirm the deletion.

Configuring Attractions

Local attractions such as amusement parks, theme parks, historic sites, zoos, and museums can be created and described.

Adding Attractions

> **✎ Note:**
>
> When the multi-property cloud service is active, new Attractions are created by selecting the Template tab. Once created, you can copy Attractions codes to specific properties using the **Copy** action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Enterprise**, select**Chain and Property** and select **Attractions**.

2. Click **New** and complete the following

   a. **Attraction Code**. Enter an attraction code.

   b. **Attraction Name**. Enter the description for the attraction (Walt Disney World, Sears Tower, Air and Space museum, Regal Casino, The Galleria).

   c. **Attraction Category**. Select the attraction category which the attraction belongs

   d. **City**. Enter the city where the attraction is located.

   e. **State**. Select the state from the list

   f. **Distance**. Enter the distance from the property to the attraction.

   g. **Distance Type**. Select the distance type (miles, kilometers, blocks) for the distance

    h. **Driving Time**. Time required to drive to the attraction from the property.

    i. **Price Range**. Enter the lowest to the highest cost this attraction charges.

    j. **Hours of Operation**. The hours (time frame) this attraction is open.

    k. **Latitude**. Enter latitude for location of attraction

    l. **Longitude**. Enter longitude for location of attraction

    m. **General Directions**. General directions related to finding or navigating to the attraction.

3. Click **Save**.

Editing Attractions

1. From the **Administration** menu, select **Enterprise**, select**Chain and Property** and select **Attractions**.

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

3. Select the Attraction, click the vertical ellipsis and select **Edit**.

4. Update the configuration.

5. Click **Save**.

Deleting Attractions

1. From the **Administration** menu, select **Enterprise**, select**Chain and Property** and select **Attractions**.

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

3. Select the Attraction, click the vertical ellipsis and select **Delete**.

4. Click **Delete** and confirm the deletion.

Configuring Airports

Adding Airports

> **Note:**
>
> When the multi-property cloud service is active, new Airport codes are created by selecting the Template tab. Once created, you can copy Airport codes to specific properties using the **Copy** action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Airports**.

2. Click **New** and complete the following

    a. **Code**. Enter the Airport code.

    b. **Description**. Enter the Airport name.

    c. **Website**. Enter Airport website URL

ORACLE®

    d. **Driving Directions**. Enter driving directions from the airport to the property, or geographical direction of the airport from the property.

    e. **Driving Time**. Enter the time needed to drive between the airport and the property.

    f. **Distance**. Enter the distance of the airport from the hotel property.

    g. **Distance Type**. Select the distance measurement (e.g., miles, kilometers)

    h. **Sequence**. Enter a sequence number that determines the position of this airport in listings.

    i. **Transportation**. Select the transportation carriers/services available at the airport. See Transportation for details.

3. Click **Save**.

Editing Airports

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Airports**.

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

3. Select the Airport, click the vertical ellipsis and select **Edit**.

4. Update the configuration.

5. Click **Save**.

Deleting Airports

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Airports**.

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

3. Select the Airport, click the vertical ellipsis and select **Delete**.

4. Click **Delete** and confirm the deletion.

Configuring Note Types

Notes are available for documenting various kinds of information that can then be made available at points throughout OPERA Cloud. For example, notes can be added to profiles, to reservations, to events, to business blocks and so on. Notes can be accessed in a variety of ways, but generally you can view and manage notes by selecting the Notes details link from the **I Want to . . .** or presentation page

Adding Note Types

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Note Types**.

2. Click **New** and complete the following

    a. **Notes Group**. Select the note group from list for which this note type belongs.

    b. **Code**. Enter a code for this note type.

> **✎ Note:**
>
> Note type codes cannot contain ampersands (&). Any note type code containing an ampersand will only display the characters just before/ just after the ampersand. For example a note type code of S&C would display only as SC.

c. **Description**. Enter a description for this note type code.

d. **Display Seq**. Enter a number that controls the position of the note type in the Note Types in list. If left blank, notes will appear in alphabetical order.

e. **Internal**. Select this check box to designate notes of this type as internal by default when they are created. Notes marked as "internal" will not be included in the OXI or OXI-HUB message to integrated systems.

f. **Override Internal**. Select this check box if the user creating a note of this type is able to have the option of making the note internal or not internal. This option works with Internal.

> **✎ Note:**
>
> If Internal is selected and Override Internal is not selected, the note of this type will be designated as internal and the user will not have the option of removing the internal designation (the Internal check box will not appear on the note creation form). If Internal and Override Internal are both selected, the note of this type will, by default, be designated as internal, but the user may un-select the Internal check box to remove the internal designation. If Override Internal is selected and Internal is not selected, the note of this type will, by default, not be designated as internal, but the Internal option will be available for the user to choose.

g. **Default Note Type**. Select to specify the current note type as the default. The default note type will display whenever a note of that notes group is created within OPERA Cloud. This applies to Account Notes, Business Block Notes, Individual/Contact Notes, Event Notes, Lead Notes, Potential Notes, Property Notes and Contract Notes. When the Default Note Type has Default Note Text applied to it (see Default Note Text below), the default note text will also display when the note type is defaulted in the application.

h. **Default Note Text**. Select to create a default note that will display when the current Note Type and the Notes option is selected in OPERA Cloud. When selected, the Note Text box appears where you can enter the default note, up to 2000 characters. Users can modify this note when Notes are called from within the application. The default note text will appear in Sales Account Notes, Business Block Notes, Individual/Contact Notes, Event Notes, Property Notes and Contract Notes. .

3. Click **Save**.

Editing Note Types

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Note Types**.

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

3. Select the note type, click the vertical ellipsis and select **Edit**.

4. Update the configuration.

5. **Inactive**. Once a note type has been applied to a note, it cannot be deleted. Use the Inactive check box to remove the note type from use. Inactive notes will not be displayed in OPERA Cloud and will be treated as if they have been deleted. Inactive notes will be purged after 7 days by the purge process.

6. Click **Save**.

Deleting Note Types

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Note Types**.

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

3. Select the note type, click the vertical ellipsis and select **Delete**.

4. Click **Delete** and confirm the deletion.

Configuring Transportation

Adding Transportation

> **✎ Note:**
>
> When the multi-property cloud service is active, new Transportation codes are created by selecting the Template tab. Once created, you can copy Transportation to specific properties using the **Copy** action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Transportation**.

2. Click **New** and complete the following

   a. **Transportation Code**. Enter the transportation code. .

   b. **Label**. Enter a single-character code to designate this transportation carrier.

   c. **Description**. Enter a description of the transportation service.

   d. **Note**. This entry is required in order to make this carrier available in Airport setup. See Airports for details.

   e. **Phone**. Enter the phone number for this transportation carrier.

   f. **Distance**. The distance from the property to the transportation center/ company.

   g. **Distance Type**. A distance type (miles, kilometers, blocks) for the transportation

   h. **Price Range**. Enter the lowest to the highest cost this transportation carrier charges for its services.

    i. **Notes**. Enter supplementary annotations or remarks about the transportation carrier that may be helpful to a reservation agent.

    j. **Display Sequence**. Enter the display sequence for items to appear in lists by assigning them a numeric order.

3. Click **Save**.

Editing Transportation

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Transportation**.

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

3. Select the transport, click the vertical ellipsis and select **Edit**.

4. Update the configuration.

5. Click **Save**.

Deleting Transportation

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Transportation**.

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

3. Select the transport, click the vertical ellipsis and select **Delete**.

4. Click **Delete** and confirm the deletion.

Configuring Service Request Priorities

Prerequisites for Configuring Service Request Priorities

Adding Service Request Priorities

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Service Request Priorities**.

2. Click **New** and complete the following

    a. **Code**. The Service Request code.

    b. **Description**. The description of the Service Request Priority

        i. **Manage Translation**. Select to open the multi-language descriptions screen and configure a translated menu name for each language

    c. **Sequence**. Enter a display sequence.

3. Click **Save**.

Editing Service Request Priorities

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Service Request Priorities**.

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

3. Select the Service Request Priority, click the vertical ellipsis and select **Edit**.

4. Update the configuration.

5. **Inactive**. When selected the code will become inactive and by will not be displayed in the search list results.

6. Click **Save**.

Deleting Service Request Priorities

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Service Request Priorities**.

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

3. Select the **Service Type Priority**, click the vertical ellipsis and select **Delete**.

4. Click **Delete** and confirm the deletion.

• Prerequisites for Configuring Service Request Priorities

Prerequisites for Configuring Service Request Priorities

OPERA Controls

Group: Front Desk

Function: Service Requests

OPERA Cloud Tasks

Group : Chain and Property Management

Service Requests

• Override Change Restriction

• New/Edit Service Requests

• Delete Service Requests

Configuring Service Request Codes

Prerequisites for Configuring Service Request Codes

Adding Service Request Codes

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Service Request Codes**.

2. Click **New** and complete the following

   a. **Code**. The Service Request code.

   b. **Description**. The description of the Service Request code.

   c. **Department**. Select department from the list to associated with this Service Request.

   d. **Restrict Changes**. Check to restrict changes.

3. Click **Save**.

Editing Service Request Codes

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Service Request Codes**.

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

3. Select the note type, click the vertical ellipsis and select **Edit**.

4. Update the configuration.

5. **Inactive**. Use the Inactive check box to remove the service request code from use. Inactive codes will not be displayed in OPERA Cloud and will be treated as if they have been deleted.

6. Click **Save**.

Deleting Service Request Codes

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Service Request Codes**.

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

3. Select the note type, click the vertical ellipsis and select **Delete**.

4. Click **Delete** and confirm the deletion.

- Prerequisites for Configuring Service Request Codes

Prerequisites for Configuring Service Request Codes

OPERA Controls

Group: Front Desk

Function: Service Requests

OPERA Cloud Tasks

Group : Chain and Property Management

Service Requests

- Override Change Restriction
- New/Edit Service Requests
- Delete Service Requests

Configuring Communication Methods

Adding Communication Methods

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Communication Methods**.

2. Click **New** and complete the following

   a. **Code**. The Service Request code.

b. **Description**. The description of the Service Request Priority

    i. **Manage Translation**. Select to open the multi-language descriptions screen and configure a translated menu name for each language

c. **Sequence**. Enter a display sequence.

3. Click **Save** or **Save and Continue** to add another.

Editing Communication Methods

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Communication Methods**.

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

3. Select the Communication Method, click the vertical ellipsis and select **Edit**.

4. Update the configuration.

5. Click **Save**.

Deleting Communication Methods

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Communication Methods**.

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

3. Select the Communication Method, click the vertical ellipsis and select **Delete**.

4. Click **Delete** to confirm

Configuring Owner Teams

Prerequisites for Configuring Owner Teams

Sales Managers can be assigned groups or "teams" that may then be used as search criteria on the Business Block Ownership and Account Ownership screen when establishing or updating ownership.

Owner Teams are not property-specific and they have no impact on user tasks.

Adding Owner Teams

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Owner Teams**.

2. Click **New** and complete the following

a. **Code**. Enter a code for the team.

b. **Description**. Enter a description for the owner team.

    i. **Manage Translation**. Select to open the multi-language descriptions screen and configure a translated menu name for each language.

c. **Sequence**. Enter a display sequence.

3. Click **Save** or **Save and Continue** to add another.

Editing Owner Teams

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Owner Teams**.

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

3. Select the Owner Team, click the vertical ellipsis and select **Edit**.

4. Update the configuration.

5. Click **Save**.

Deleting Owner Teams

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Owner Teams**.

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

3. Select the Owner Team, click the vertical ellipsis and select **Delete**.

4. Click **Delete** to confirm.

• Prerequisites for Configuring Owner Teams

Prerequisites for Configuring Owner Teams

OPERA Controls

Group: General

Function: Owner

OPERA Cloud Tasks

Group : Chain and Property Management

Owner Teams

• New/Edit Owner Teams

• Delete Owner Teams

Configuring Property Types

Create categories of various types of properties that will be referenced in Property Configuration. Use Property Types to categorize your properties by their characteristics (Resort, 4 Star, Apartment, etc).

Adding Property Types

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Types**.

2. Click **New** and complete the following

   a. **Code**. Enter a code for the property type.

   b. **Description**. Enter a description for the property type.

        i. **Manage Translation**. Select to open the multi-language descriptions screen and configure a translated menu name for each language.

    c. **Sequence**. Enter a display sequence.

3. Click **Save** or **Save and Continue** to add another.

Editing Property Types

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Types**.

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

3. Select the Property Type, click the vertical ellipsis and select **Edit**.

4. Update the configuration.

5. Click **Save**.

Deleting Property Types

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Types**.

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

3. Select the Property Type, click the vertical ellipsis and select **Delete**.

4. Click **Delete** to confirm.

Configuring Property Detail Categories

Adding Property Detail Categories

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Detail Categories**.

2. Click **New** and complete the following

    a. **Code**. Enter a code for the Property Detail Category.

    b. **Description**.Enter a description for the Property Detail Category.

        i. **Manage Translation**. Select to open the multi-language descriptions screen and configure a translated menu name for each language.

    c. **Sequence**. Enter a display sequence.

3. Click **Save** or **Save and Continue** to add another.

Editing Property Detail Categories

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Detail Categories**.

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

3. Select the Property Detail Category, click the vertical ellipsis and select **Edit**.

4. Update the configuration.

5. Click **Save**.

Deleting Property Detail Categories

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Detail Categories**.

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

3. Select the Property Detail Category, click the vertical ellipsis and select **Delete**.

4. Click **Delete** to confirm

.

Image Management

Use Image Management to upload or reference the external images or property logos that appear throughout OPERA Cloud, for example, in the property brochure or on the Look To Book Sales screen. The property logo image also appears on stationery and reports.

Access this feature from the **OPERA Cloud Administration** menu by selecting **Enterprise** and then selecting **Image Management**.

The following options are available for image management:

- **Choose Image** — Click to select and upload an image from your computer. Images larger than 300 KB are automatically scaled and compressed upon upload.

- **External Image via URL** — Enter or paste the complete URL to an image published on a secured website or content management system.

You can upload PNG, JPG, JPEG, and GIF image types into categories for easy access. You should limit the file size to 300 KB. You can also edit or delete images.

You can store your uploaded images in these categories:

- **Attractions:** Images such as theme parks, historic sites, and so on. Configure these to appear in the property brochure.

- **Floor Plan:** Layouts of each floor. You can configure areas for the rooms on these floor plan images. For more information, see Configuring Floor Plans . Floor plan images are used in Rooms Management and Front Desk. See Viewing Floor Plans for more information.

- **Function Space:** Function space images that can be viewed from the Function Diary. See Function Space Management for more information.

- **Item Inventory:** Images of equipment, products, supplies, or services that are sold in reservations or events.

- **Logo:** Images of your property's logo. See Configuring Property Brochure Master Data for more information. The property logo image also appears on stationery and reports.

- **Maps:** Add a locator or road map and directions to your property for the property brochure maps and directions. See Configuring Property Brochure Master Data for more information.

- **Memberships:** Images of membership or awards cards. Configure these to appear on the guest profile, reservations, and so on. See Creating Membership Types for more information.

- **Nationality:** Images that symbolize different nationalities. See Configuring Nationality Codes for more information.

- **Out Of Order / Service:** Images assigned to Out of Order and Out of Service codes as visual aides. Configure these for Room Management Floor Plan, Out of Order/Out of Service, EZ Task, or Task Companion. See Configuring Out of Order and Out of Service Reasons for more information.

- **Package:** Images representing packages and package components. Configure these for Reservations and Book Now enhancements. See Package Codes for more information.

- **Property:** Property images to appear in the property brochure. See Configuring Property Brochure Master Data for more information.

- **Room:** Images of specific rooms by room number/room name. See Configuring Room Codes for more information.

- **Room Condition:** Images that indicate room conditions. See Room Conditions for more information.

- **Room Maintenance:** Images for room maintenance requests. See Room Maintenance for more information.

- **Room Type:** Images of types, such as king or deluxe. See Configuring Room Types for more information.

- **Site Plan:** Images of the property layout, buildings, pools, restaurants, and so on. See Configuring Property Brochure Master Data for more information.

- **Track It Type:** Images that symbolize the different types of Track It items. See Configuring Track It Types for more information.

- Configuring Floor Plans

Configuring Floor Plans

Floor plan configuration enables you to upload floor plan images and then draw areas (for rooms) on the image and link those areas to rooms.

Adding a Floor Plan

1. Select the **Administration** menu, select **Enterprise**, select **Image Management**, and then select **Floor Plan**.

2. Click **New** and complete the following fields:

   a. **Floor Plan**. Enter a floor number.

   b. **Description**. Enter a description of the floor plan.

3. Click **Choose Image** and select an image to upload. This can be a PNG, JPG, JPEG, or a GIF file.

> **Note:**
>
> External web images are not supported for floor plans.

4. Click **Save**.

Editing a Floor Plan

1. Select or confirm the **Property**.

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

3. In the search results, click the **vertical ellipsis** for the floor plan.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Floor Plan

1. Select or confirm the **Property**.

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

3. In the search results, click the **vertical ellipsis** for the floor plan.

4. Click **Delete** and confirm the deletion.

Mapping Rooms to an Area Drawn on a Floor Plan

1. Enter search criteria and click **Search** to Search for floor plans.

2. In the search results, click the **vertical ellipsis** for the floor plan and select **Map Rooms**.

3. In the Controls panel, activate the **Draw** control.

4. To begin drawing regions for each room on the image, click in the image, drag to draw the shape, and click again to finish.

    a. To draw rectangles or squares, activate the **Rectangle/Square** control in the Controls panel, click the first point / corner of the rectangle or square, and then move your cursor to the opposite corner and click again to complete it.

    b. To draw circles, activate the **Circle** control in the Controls panel, click where you want to draw the circle, drag to increase the size of the circle, and click again to complete it.

    c. To draw polygons, activate the **Polygon** control in the Controls panel, click each point of the polygon, and then click the first point (red point) again to complete the shape.

    d. To copy or paste onto the image, activate the **Copy/Paste** control in the Controls panel, click the shape you want to copy, and then click the area on the image where you want to paste it.

    e. To move a shape, activate the **Move** control in the Controls panel, click the shape to pick it up, drag it to the new position, and then click again to drop it in place.

    f. To delete a shape, active the **Delete** control in the Controls panel and then click the shape you want to delete.

g. To cancel a shape, move your cursor outside the drawing area.

5. Click **Clear All** to clear any shapes you have drawn.

6. Click **Edit/Update Selections** to link a selection (room region) from the floor plan to a respective room number.

   a. Search for and select the required room number for the selected room region.

7. Click **Save** when finished.

OPERA Controls

OPERA Controls provide the ability to customize OPERA Cloud functionality to your specific needs. You can do this by activating or deactivating Functions, turning Parameters on or off, and selecting values for Settings.

- OPERA Controls — Accounts Receivables
- OPERA Controls — Activity
- OPERA Controls — Blocks
- OPERA Controls — Cashiering
- OPERA Controls — Channel Management
- OPERA Controls — Commissions
- OPERA Controls — Country Specific
- OPERA Controls — Credit Card
- OPERA Controls — End of Day
- OPERA Controls — Events
- OPERA Controls — Exports
- OPERA Controls — Front Desk
- OPERA Controls — General
- OPERA Controls — IFC
- OPERA Controls — Inventory Management
- OPERA Controls — Look To Book Sales Screen
- OPERA Controls — Membership
- OPERA Controls — Profile
- OPERA Controls — Rate Management
- OPERA Controls — Reservations
- OPERA Controls — Room Management

OPERA Controls — Accounts Receivables

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Accounts Receivables group.

Table 10-4   OPERA Controls — Accounts Receivables Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACCOUNTS RECEIVABLE [ACCOUNTS_RECEIVABLES]		Activates functionality for management of all debtor accounts and invoices along with the associated collection processes such as generating statements and reminder letters.
FINANCE CHARGES [AR_FINANCE_CHARGES]		Enables the ability to post a calculated percentage or fixed amount charge based on reminder cycle days – typically used for charging late payment fees
	DEFAULT FINANCE CHARGES TRANSACTION CODE SETTING [AR_FINANCE_CHARGES_TRN_CODE]	Identifies the transaction code used when automatically generating finance charges on an accounts receivables account.
FIXED CHARGES [AR_FIXED_CHARGES]		Enables the ability to auto-post a charge to an Accounts Receivables (AR) account based on defined posting cycle – daily, weekly, monthly
TRACES [AR_TRACES]		Enables the ability to record an actionable date-driven reminder on an Accounts Receivables (AR) account

Table 10-5   OPERA Controls — Accounts Receivables Parameters

PARAMETER	DESCRIPTION
AUTOMATIC TRANSFER OF DIRECT BILL FOLIOS [AUTO_TRANSFER_AR]	Activates the automatic transfer of direct bill settled folios from front office to their respective accounts receivables during End of Day routine. When inactive all front office folios settled to direct bill must be manually transferred to their AR Accounts via the Transfer Front Office option.
CHARGES TRANSFER [AR_POSTINGS_TRANSFER]	Enables you to transfer individual charges from one invoice to another invoice between different AR accounts. In order to enable, the **AR>No Modify** application parameter must be inactive and the **Cashiering>Folio No Reprint** application parameter must be inactive.
CONSOLIDATE CREDIT CARDS [CONSOLIDATE_CC]	Activated the automatic compression and transfer of credit card settlements to their respective AR accounts during the End of Day process. When inactive, all credit card settlements must be manually compressed into an invoice and the invoices manually transferred to their respective AR Accounts.
CREATE INVOICES WITH NEGATIVE AMOUNTS [CREATE_INVOICES_WITH_NEGATIVE_AMOUNTS]	Allow creation of invoices in AR with a total amount less than zero (that is, credit notes).

Table 10-5   (Cont.) OPERA Controls — Accounts Receivables Parameters

PARAMETER	DESCRIPTION
CREDITS AGING [AGE_CREDIT]	When active, unallocated payments will be included the respective aging buckets calculations. When inactive, unallocated payments always remain in the "Current" age bucket.
DELAY DAYS REPORT [DELAY_DAYS_REPORT]	Ability to create an **AR Unpaid Invoices** report with delay days defined on the account type.
INVOICE FINALIZE DATE [AR_CLOSE_INVOICE]	Enables functionality to finalize each invoice to prevent any further modifications. The invoice aging can then be based on the finalized date. Refer DATE FOR AGING setting.
MARK INVOICES AS PRINTED [AR_INVOICES_PRINTED_CHECK]	After generating a statement, mark the invoices listed on the statement as printed. This indicator appears in invoice management.
NO MODIFY INVOICE [AR_NOMODIFY_INVOICE]	Prevents an invoice from being modified (adjusted) after it is generated. Any adjustment must be made via a new invoice (that is, credit note). The **CREATE INVOICES WITH NEGATIVE AMOUNTS** parameter should be activated when this parameter is active.
SIMPLE REMINDER [SIMPLE_REMINDER]	When the parameter is active, the Reminder Details screen sorts reminder letters in the order in which they were set up, starting with the first letter configured. This is typically the order in which these letters are generated for reminder letter mailings. There may be more than one letter "queued" to be generated for the account depending on the age of the account balance and which letters have already been generated. When the parameter is inactive, reminder letters are sorted based on the number of days in the reminder cycle, lowest to highest. For this parameter setting, reminder letters are generated depending on the age of the account balance, not on which letters have already been mailed. For example, assuming there are 30, 60, and 90-day cycles, if the account balance is 63 days old when letters are generated, the 60 day letter is sent, regardless of whether the 30 day letter was sent.
STATEMENT NUMBERS [STATEMENT_NUMBERING]	Assigns a number to all AR statements generated, enabling you to search and manage invoices by statement number reference. Note - You must customize an AR statement template, using the sample_statement_numbering template, and reference your custom template in all AR account types as the template to generate.
UNALLOCATED PAYMENTS ON REMINDERS [UNALLOCATED_PAYMENT_ON_REMINDER]	When the parameter is active, any unallocated payments in an AR account will be included on the AR reminder letter generated.
PAYMENT DUE DAYS [PAYMENT_DUE_DAYS]	Enables defining the number of days when an invoice is paid on an accounts receivable account. If the Month End Calculation check box is also selected, the specified number of days are added to the last day of the month when the invoice was generated to determine the date the invoice is paid.

Table 10-6   OPERA Controls — Accounts Receivables Settings

SETTING	DESCRIPTION
ACCOUNT PICTURE [ACCOUNT_PICTURE]	Defines the account number format mask used when creating new AR accounts. • X represents alphanumeric characters. • A represents letters. • 9 represents numbers. • Dash (-) is used to separate values by using double quotation marks "-". A dash cannot be at the end of the account number format. For example, XA99"-"99 permits values such as ZD35-93, 2E76-12, and so on.
AGING LEVEL DETAILS [AGING_LEVEL_DETAILS]	Defines the aging periods for invoices. Set the ending number of days, and OPERA Cloud calculates the next beginning number. For example, if you enter 30 in the first field, aging period one (current) is 0 - 30 days. OPERA Cloud calculates that aging period two begins at day 31 and asks you to supply the end day for that period, such as 60. OPERA Cloud calculates the beginning of aging period three as day 61 and asks for the end of this aging period, and so on. This pattern continues until you have filled out all five fields. The last field calculates automatically as everything over the last number you entered.
CREDIT CARD TRANSACTION CODE [AR_CREDIT_TRX_CODE]	Identifies the transaction code to use when consolidating credit cards settlements as an invoice in AR.
DATE FOR AGING [DATE_FOR_AGING]	Ages invoices based on this date value. • ART (AR Transfer from Front Office Date) • INC (Invoice Finalized Date) • COD (Check Out Date) • ING (Invoice Generation Date)
DEFAULT AR FOLIO STYLE [AR_FOLIO_STYLE]	Identifies the folio style used when printing a folio from accounts receivables.
DEFAULT MARKET CODE [AR_MARKET_CODE]	Identifies the default market code for new postings and new invoices.
DEFAULT ROOM CLASS [AR_ROOM_CLASS]	Identifies the default room class for new postings, new invoices, and payments.
DEFAULT SOURCE CODE [AR_SOURCE_CODE]	Identifies the default source code for new postings and new invoices.
MINIMUM REMINDER DAYS [MINIMUM_REMINDER_DAYS]	Identifies the number of minimum days between sending 2 reminder letters to the same account.
OLD BALANCE TRANSACTION CODE [AR_BAL_TRX_CODE]	Identifies the old balance transaction code.

Table 10-6   (Cont.) OPERA Controls — Accounts Receivables Settings

SETTING	DESCRIPTION
RESTRICT FOLIO TYPES FOR PARTIAL TRANSFER OF INVOICES [RESTRICT_FOLIO_TYP ES_TRANSFER_INVOIC E]	Selected folio types restrict users from changing the invoice amount to be transferred between accounts.
ZERO INVOICE PURGE DAYS ZERO_INVOICE_PURG E_DAYS	Number of days to purge zero balance invoices.
MANDATORY AR ACCOUNT FOR DIRECT BILL PAYMENT TYPE MANDATORY_AR_ACC OUNT_FOR_DIRECT_BI LL_PAYMENT_TYPE	Create Reservation or check-in is not possible with Direct Bill payment for a reservation with no AR Account.
AR INVOICE ADJUSTMENT PERIOD AR_INVOICE_ADJUSTM ENT_PERIOD	Specifies allowance Period for Adjustments (DWMYU). This parameter is used to determine how long a charge can remain open to adjustment after it was posted in (or transferred to) Accounts Receivable. The possible entries here are: - D = within 1 day - W = up to one week - M = up to one month - Y = up to one year - U = unlimited time (the transaction may be adjusted any length of time after its posting).

OPERA Controls — Activity

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Activity group if you have the Sales and Event Management Standard Cloud Service subscription.

Table 10-7   OPERA Controls — Activity Parameters

PARAMETER	DESCRIPTION
ACTIVITY RESULTS [ACTIVITY_RESULTS]	When active, values can be configured that the user can select from as the resolution when an Activity is completed,.

Table 10-8   OPERA Controls — Activity Settings

SETTING	DESCRIPTION
ACTIVITY PURGE DAYS [ACTIVITY_PURGE_DA YS]	This will be used to decide which records will be purged. Activity records with a Completed Date greater than this many days in the past will be purged. We will also purge non Activity records that were created earlier than this many days in the past. If no value is entered, no records in the activity change log will be purged..
DEFAULT DURATION [DEFAULT_DURATION]	The default activity duration (in minutes).
DEFAULT NUMBER OF DAYS TO KEEP TO DO ACTIVITIES ON TO DO TILE [DAYS_TO_KEEP_TO_D O_ITEMS_ON_CALEND AR]	Default Number of Days to keep To Do Activities on To Do Tile
DEFAULT START TIME [DEFAULT_STARTTIME]	The default start time (HH24:MI) for activity creation.

OPERA Controls — Blocks

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Blocks group.

Table 10-9   OPERA Controls — Blocks Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
BUSINESS BLOCK [BUSINESS_BLOCK]		Enables the ability to reserve multiple rooms of various room types between a start and end date range. Rooms can be held in non-deduct or deduct status and the inventory held can be washed manually or automatically based on a wash cycle. Individual reservations are then input via rooming list to deduct rooms from the block inventory rather than house inventory.
ALTERNATE DATES [ALTERNATE_DATES]		Exposes Alternate Date fields on Block Header; these fields are used to identify alternative start dates for the block and all specified dates are then shown in the result grids.
BLOCK RESTRICTIONS [SET_BLOCK_PICKUP_ RESTRICTIONS]		Enables the ability to set restrictions for specific block and specific room types by date.

Table 10-9   (Cont.) OPERA Controls — Blocks Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
GROUP ROOMING LIST IMPORT [GROUP_ROOMING_LIST_IMPORT]		Enables the ability to import reservation data from an external file to form basis of rooming list entry for a group block
MASTER SUB ALLOCATIONS [MASTER_SUB_ALLOCATIONS]		Master and Sub allocation for allows for more control over the number of rooms designated for wholesale reservations by allowing for all required inventory to be placed on the Master so that the Sub-Allocation can pull its inventory from the Master. The Master Allocation, in turn pulls the allotted inventory from house availability.
MASTER SUB BLOCKS [MASTER_SUB_BLOCKS]		Enables a 'roll-up' parent/sub hierarchy for group blocks for single or multiple properties. Updates to master blocks can be automatically synchronized to all sub-blocks.
	SYNCHRONIZE MASTER SUB BLOCKS PARAMETER [SYNCHRONIZE_MASTER_SUB]	Enables the synchronization of data from the master block to the sub block.
SALES ALLOWANCE [SALES_ALLOWANCE_ACTIVE]		Activate Sales Allowance Functionality allows you to set an availability ceiling for group rooms on a day-by-day basis, requiring the user to have the Overbook Sales Allowance user task to over book the sales allowance.
TOUR SERIES [TOUR_SERIES]		The tour series functionality allows the setup of reoccurring blocks on a define frequency.
TRACES [BLOCK_TRACES]		Enables the ability to setup actionable date-driven reminders for specific blocks.

Table 10-10   OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ALIAS [BOOKING_ALIAS]		Enables the entry of alias name that can be used instead of a Block name when searching for a block.
ALLOW RATE EDITING WITH RATE CODE [ALLOW_RATE_EDITING_WITH_RATE_CODE]		Provides the ability to change the rate amounts on a block room grid even when a rate code has been linked to the block.

Table 10-10   (Cont.) OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTO ASSIGN SUB BLOCK CODE [AUTO_SUB_BLOCK_C ODES]		Automatically generates sub block codes. Enables Periodic Tour Series in addition to custom tour series. When Inactive (N),Periodic Tour Series option is not available in Tour Series functionality.
BLANK BUSINESS BLOCK START DATE [DEFAULT_BLANK_BB_ START_DATE]		Sets the start date to blank for new block. If not active the Start Date is defaulted to the current business date.
BLOCK CODE TEMPLATE [BLOCK_CODE_TEMPL ATE]		Activates the block code template pattern used for Central Reservation Systems.
	TEMPLATE PATTERN SETTING [BUSINESS_BLOCK_TE MPLATE]	Specifies the block code format to be used when a new block is created. Allows the user to configure the naming convention used in automatically generating block codes for new blocks. MON can be used as a code to insert the first three letters of the current month. Many properties have specific block template requirements for Central Reservation Systems. Note: this pattern must match the BLOCK CODE GENERATION PATTERN.
BLOCK CONTRACT GRID [BLOCK_CONTRACT]		Shows the contract as a selectable option in the room rate grid. Contract grid is used to track the inventory commitments for a block. The Contact grid does not affect house inventory, it is only used for tracking purposes.
	AUTOLOAD CONTRACT GRID PARAMETER [AUTOLOAD_CONTRA CT_GRID]	When active, the Original Grid is auto loaded into Contract grid. User has an option to 'Stop Auto Load Contract' on a block level.
BLOCK OWNER LOCKING [BLOCK_OWNER_LOC KING]		Once activated, user can select from what block status forward a block owners field will be uneditable.
	BLOCK OWNER LOCKING STATUS SETTING [BLOCK_OWNER_LOC KING_STATUS]	Specifies the status at which the Owner field becomes locked within the block status flow.

Table 10-10 (Cont.) OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
BLOCK RANKING [RANKING]		Enables a Ranking field on blocks. The Ranking list field can be used to indicate the rank (or priority) of a block. This field will be editable on for blocks having a status configured as INQUIRY or NON DEDUCT. Ranking is displayed on the Group Rooms Control screen, Function Diary, and the Business Block Short List reports. [PREMIUM]
BLOCK RATE CODE NO OVERLAP [BLOCK_RATECODE_N O_OVERLAP]		Disables blocks with overlapping dates from having the same rate code.
BUSINESS BLOCK TYPE [BUSINESS_BLOCK_TY PE]		This feature allows users to attach a "category of business" designation to each booking. For example, they can identify the booking as a wedding, a tour, a conference, a meeting, a convention, and so on. This information can be used later for reporting purposes.
CATERING ONLY BLOCK		Controls the functionality of the Catering Only check box in the following manner: • If the parameter is set to Y and the check box is checked on a block, the Room Details section on the Block Details is hidden. In addition, Room & Rate Grid is not available for this block. User will not be able to allocate inventory for 'Catering Only' block. However, block reservations are allowed for this type of blocks. 'Catering Only' check box is also used in reports. • If the parameter is set to N and the check box is checked on a block, no changes applied to the block and the check box is ONLY used for reports.
CONVERSION [CONVERSION]		Enables Conversion field to be available on business blocks. Block conversion gives sales managers a way to assign a likelihood of conversion to blocks.
COPY WITH DATE OPTION [COPY_WITH_DATE_O PTION]		Copies blocks with the option to select a date range from the source block.

Table 10-10   (Cont.) OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CUTOFF [CUTOFF]		Do you want OPERA Cloud to automatically release non-picked up block rooms back to the house on a given date or do you wish to manual manage the release of allocations? Allotted rooms for a group that are not picked up by a certain date or number of days prior to the group's arrival can be released back to house inventory for pickup by other group or individual reservations. To release all unused allotments at one time, the cutoff function is used. Rooms can be cut off for an individual block or for all blocks at one time. If the cutoff functionality is not activated, then OPERA Cloud will internally see the cutoff values for each of the days of the block as the actual block date and as such internally the rooms will be cutoff on the night that they were due to be used. This function does not affect the manual Cutoff button. A block can still be cutoff manually through the Cutoff button.
ELASTIC BLOCK [ELASTIC_BLOCK]		Activates the elastic block functionality that gives ability to book group reservations outside of the block dates, or for room types not included in the block.
	SELL LIMITS [SELL_LIMITS]	This function provides the ability to define a set number of rooms per room type that can be borrowed from house availability once the total rooms within the block have been picked up. Once the maximum number of rooms in the limit is reached, the user must have the appropriate permissions to continue pick up of reservation above the sell limit. Sell limits are not deducted from inventory and are based on house availability.
	SHOULDER DATES [SHOULDER_DATES]	If the block is marked as Elastic or Sell Limits in the Inventory Control section of the Block Details, shoulder dates can be added to the block prior to the start date and/or following the end date of the block. These dates are marked with red corner on the Rooms Grid. These 2 fields can be used to define a shoulder period start date and shoulder period end date. The start shoulder period will run from the Shoulder Start date until the start date of the block. The shoulder end period will run from the end date of the block to the Shoulder End date.

Table 10-10   (Cont.) OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	MAXIMUM SHOULDER DAYS [MAX_SHOULDER_DAYS]	Some guests may arrive earlier or depart later than the start or end date for a block. This parameter controls the maximum number of days that the start or end date can exceed the group's dates.
ENFORCE BLOCK CODE PATTERN LENGTH [ENFORCE_BLOCKCODE_TEMPLATE_LENGTH]		Enforces the maximum length based on the block code pattern for manual entry when the block code template is not defined. This control is only visible when the control fpr Block Code Template is not active.
LOWEST GUARANTEED RATE [RATE_PROTECT]		Enabled a Rate Protect checkbox on blocks. This is an indicator that no other groups should be booked using rates lower than those assigned to the block that is flagged as rate protect. The rate protect flag can be applied to all or selected dates of the flagged block. (OPERA does not enforce this restriction.) An indicator is displayed on the Group Rooms Control screen for any date that has a rate protect booking. [PREMIUM]
MULTI BLOCK RATES [MULTI_BLOCK_RATES]		When the parameter is active, users can select the Rate Codes for the block from a multi-select Rate Code LOV on the Create Block and Block Details screen. The multiple selected rates display on the Rooming List Pickup screen. If the parameter is not active, the Rate Code LOV only provides a single rate code selection.
	MAXIMUM BLOCK RATES [MAXIMUM_BLOCK_RATES]	If multiple rate codes are selected for a block, the Rate Code field will display a total count of them as a special indiator. If you select more than one rate code, one rate code must be selected as the primary rate code. The primary rate you select will be displayed in Rate Code field and carried over to the Room Grid. If the Elastic check box is selected, or if the Inventory Control value is Elastic or Sell Limits, you may select rate codes to apply to Allotments, Begin and End Shoulder periods, as applicable.

Table 10-10   (Cont.) OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
NAME VALIDATION IN ROOMING LIST NAME_VALIDATION_R OOMING_LIST		When enabled, first and last name entries in Group rooming list will require a minimum number of alpha-numeric characters. Last name requires 2 characters and first name requires 1 character. When disabled name field entries will not be validated
NON_COMPETE [NON_COMPETE]		Makes Non-Compete flag available on business blocks. The Non Compete flag on a block can be used to indicate that no competing accounts (accounts having the designated NC Industry code) should be booked at the same time as this block. The non compete flag may be applied to all or selected dates of the flagged block. (OPERA Cloud does not enforce this restriction.) An indicator is displayed on the Group Rooms Control screen and Function Diary for any date that has a non compete booking.
OCCUPANCY SPLIT PER ROOM TYPE [USE_OCCUPANCY_FO R_ROOMBLOCK]		Determines whether rates for blocks can be split by occupancy or not. When the parameter is Y, room grids will be built based on room type and occupancy. The number of rooms for each occupancy level must be entered separately. This will result in a more accurate forecasting of the number of persons arriving with a group as well as the total revenue if rooms are priced differently based on the number of people in the room. When the parameter is set to N, room grids are built using only the total number of rooms of each room type and forecasted revenues are based on single occupancy of all rooms.
RATE CODE MANDATORY BLOCK HEADER [MANDATORY_RATE_C ODE_BLOCKS]		Determines whether or not a rate code is a mandatory field for blocks. If rate code is not mandatory, blocks can be made without a rate code.
RETURN BLOCK TO HOUSE [BLK_TO_HOUSE]		After a block has been cutoff, this parameter can either return the unused rooms (cancelled block reservations or no shows from a block) to house availability or maintain them for the group. If this is not active, the rooms for cancelled reservations will always be returned to the block first, even after the cutoff date. However, the next night audit will cut the rooms off again.

Table 10-10   (Cont.) OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ROOM TRANSACTION CODE ON BLOCK [ROOM_TRX_CODE_ON_BLOCK]		When active, the field Room Revenue Transaction Code is available on the block, Room Details section of the Block Details screen. It identifies the Transaction Code to be used when posting the room charge for reservations linked to the block. If the code entered is a valid Lodging Transaction Code, that Transaction Code is used when posting Room Revenue for Reservations linked to the current block. If the Transaction Code is not valid, or the field is left blank, then the Transaction Code linked to the Rate Code will be used. Or, if no Rate Code is attached to the Block, the Default Transaction Code will be used.
SHIFT DATE [SHIFT_DATE]		Enables the ability to move a block to a new arrival and departure dates when a block grid already exists. If there are any reservations (beside PM reservations) attached to the block, you will not be able to shift dates for the booking.
UNIQUE BLOCK CODE [UNIQUE_BLOCKCODE]		This parameter controls whether or not each block must have a unique block code. If the control is set to "N", the same block code can be used for several blocks. In the user interface, this will change certain features such as selecting a block code on a reservation, as the user will in the case of duplicate codes need to select the block they want to use based on and assuming that a different block name has been entered. Internally, OPERA stores the block ID so it know exactly which block the reservation is associated to for the purposes of availability, statistics, etc.
USE SINGLE BLOCK STATUS FOR ROOMS AND CATERING [USE_SINGLE_BLOCK_STATUS]		This parameter is only available when OPERA Controls Catering Eventsis active. It controls the visibility of the Block Catering Status the Block. When this parameter is active, the Catering Status is hidden. Instead, the rooms, catering, and event statuses are controlled by the Block Status. When this parameter is set to N, the Catering Status and Room Status are visible on a block.
WASH SCHEDULE [WASH_SCHEDULE]		Enables you to configure the wash schedule.

Table 10-10   (Cont.) OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CONVERSION		Providing sales managers with a way to grade the likelihood of conversion (signing a contract) to blocks. The conversion rating is selected in the Block Overview panel and is visible on the Group Rooms Control screen and on the Function Diary. The conversion rating is also displayed in reports including the Group Rooms Reservation Sheet and the Business Block Short List reports. [PREMIUM]
NON-COMPETE		The Non Compete flag on a block can be used to indicate that no competing accounts (accounts having the designated NC Industry code) should be booked at the same time as this block. The non compete flag may be applied to all or selected dates of the flagged block. (OPERA Cloud does not enforce this restriction.) An indicator is displayed on the Group Rooms Control screen and Function Diary for any date that has a non compete booking. [PREMIUM]

Table 10-11   OPERA Controls — Blocks Settings

SETTING	DESCRIPTION
BLOCK CODE GENERATION PATTERN [DEFAULT_BLOCK_CODE_TEMPLATE]	Defines the block code pattern to auto generate the block code. Allows the user to configure the naming convention used in automatically generating block codes for new blocks. If BLOCK CODE TEMPLATE is active, the BLOCK CODE GENERATION PATTERN must match the TEMPLATE PATTERN SETTING. Valid values: • 'Y', 'YY', 'YYYY' for year • 'M', 'MM', for month number • 'MON' for the month name • 'D', 'DD' for the day number • '?' to define the increment position • 'A' for any alpha
BLOCK CODE VALIDATION RULE [BLOCK_CODE_VALIDATION_RULE]	Controls the validation of when a specific block code can be reused. Note: this setting is only available when the Unique Block Code parameter is inactive. Valid values: • NON_OVERLAPPING_DATES • START_OF_INVENTORY_WEEK For example, if the parameter value is set to 90 and the block is 91 nights, the block room nights and revenue will not be calculated when you access the Block presentation until you select the Calculate link.

Table 10-11   (Cont.) OPERA Controls — Blocks Settings

SETTING	DESCRIPTION
CALCULATE BLOCK STATISTICS	When a property defines a variable for this setting, for example, 90 days, the room and revenue details will not be calculated automatically for bookings lasting longer than 90 days when opening the block screen in order to improve the speed with which the screen opens. If a block lasts longer than 90 days, user can click on 'Calculate' button on the Block Overview in order to have the statistics displayed on the Block Overview.
CATERING STATUS WHEN COPYING AN EVENT [COPY_CATERING_ST ATUS]	Identifies the catering status when copying an event. Valid values: • All status codes where the catering deduct inventory = N and starting status = Y.
COPY BOOKING NOTES [COPY_BOOKING_NOT ES]	Copies booking notes by default. Valid values: • Yes • No
COPY BOOKING STATUS [COPY_BOOKING_STA TUS]	Identifies the booking status while copying a booking. Valid values: • All status codes where the starting status = Y.
DEFAULT CATERING STATUS	This is the default catering status assigned to a block when new blocks are created. Valid values: All status codes where the catering deduct inventory = N and starting status = Y.
DEFAULT NEW BLOCK STATUS [DEFAULT_NEW_BLOC K_STATUS]	Identifies the default block status for new blocks. Valid values: • All status codes where the starting status = Y.
MAX BLOCK AVAIL DAYS [MAX_BLOCK_AVAIL_D AYS]	Defines the maximum number of days from the current business date, for which a block can be created.
MAXIMUM BLOCK ADVANCED BOOKING DAYS [MAX_BLOCK_ADV_BO OKING_DAYS]	Defines how far into the future from the current business date a group block can be created.
MAXIMUM NUMBER OF NIGHTS FOR BLOCK RESERVATION [MAX_BLOCK_DAYS]	Defines the maximum number of nights a block reservation can be booked.
MAXIMUM NUMBER OF BLOCK DAYS [MAXIMUM_NIGHTS_F OR_BLOCK_RESERVA TIONS]	Defines the maximum number of nights allowed for a block.

Table 10-11   (Cont.) OPERA Controls — Blocks Settings

SETTING	DESCRIPTION
PROFILE PROMPT FOR BLOCKS [PROMPT_PROFILE_BB]	This control determines if the user will be prompted to associate a profile to a block if one has not been attached. The control can be set to N (None), P (Prompt) or R (Require a profile for all blocks).
ROOMING LIST RESERVATION METHODS [RESV_METHOD_TYPE]	Identifies the reservation methods that enable entry of the rooming list due date. Valid values: • All booking methods.
TURN BOOKING INTO ACTUAL UPON [TURN_BOOKING_INTO_ACTUAL_UPON]	Turns a booking into status ACTUAL upon booking arrival / booking departure. Valid values: • ARRIVAL (bookings turn to ACTUAL on the booking arrival date) • DEPARTURE (bookings turn to ACTUAL on the booking departure date) • NOTUSED (bookings do not turn to ACTUAL) When Not Used is selected, the booking will NOT be automatically updated to ACTUAL status, users will have to change the booking status manually.

OPERA Controls — Cashiering

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Cashiering group.

Table 10-12   OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ADVANCED GENERATES [ADVANCED_GENERATES]		Stops posting generates after specified days, adjustment of generates after a certain number of days.
ARTICLES [ARTICLES]		Articles allows the posting of individual items linked back to a single transaction code – mini bar items for example. Each article has a default price so users do not need to recall amount to post.
AUTO SETTLEMENT RULES [AUTO_FOLIO_SETTLEMENT]		This functions allows for folios to be automatically settled every X number of days during the end of day routine or manually settled via the batch folio option. Useful for extended-stay properties with guests who require their balance to be settled every X days for expense claiming purposes.

Table 10-12   (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PROMPT PAYMENT SCREEN FOR AUTO FOLIO SETTLEMENTS PARAMETER [PROMPT_PAYMENT_SCREEN_FOR_AUTO_FOLIO_SETTLEMENTS	The Payment screen appears before processing each Folio Settlement.
	AUTO SETTLEMENT TO BE PERFORMED DURING END OF DAY PARAMETER [AUTO_FOLIO_SETTLE_EOD]	On/Off control that schedules automatic settlement to be performed during end of day activities. Enables or disables automatic settlement for end of day activities.
	TRANSFER CHARGES TO WINDOW 8 PARAMETER [AUTO_FOLIO_MOVE_TO_WIN]	Activates the transferring of settled charges to billing window 8.
	END OF DAY AUTO FOLIO SETTLEMENT TYPES SETTING [AUTO_FOLIO_SETTLE_TYPE]	Specifies the auto folio settlement types to be settled automatically during the end of day routine.
	BILLING WINDOWS TO PROCESS DURING END OF DAY SETTING [AUTO_FOLIO_SETTLE_WIN]	Specifies the billing windows (1–8) to be selected by default for automatic settlement during the end of day process.
	DEFAULT AUTO SETTLEMENT ON RESERVATION PARAMETER [AUTO_FOLIO_DEF_RSV]	Specifies whether or not auto settlement is the default setting for reservations during creation. Enables or disables Auto Folio Settlement as the default value for reservation creation.

Table 10-12   (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	AUTO FOLIO SETTLEMENT PREFERENCE SETTING [AUTO FOLIO SETTLEMENT PREFERENCE]	Specifies the order of operations: to settle the charges and then transfer the folio, or transfer the charges and then settle the folio. Valid values: • Transfer and Settle — The charges on the selected billing windows are first transferred to window 8 and then settled to the payment method on window 8. If none of the billing windows are selected for transfer, then OPERA settles those billing windows that are associated with the selected Payment Types. The check box for Window 1 is checked by default. • Settle and Transfer — The charges on the selected billing windows are first settled based on the selected Payment Types and then transferred to window 8 if any of the windows are selected for transfer; if none of the billing windows are settled, then transfer of unsettled charges does not occur either.
	DEFAULT FOLIO STYLE SETTING [AUTO_FOLIO_DEF_STYLE]	Enables you to select the default folio style to use when printing the settled folios.
	PAYMENT METHODS SETTING [AUTO_FOLIO_PAY_TYPE]	Enables you to select the payment methods that qualify for automatic settlement. Cash and check are not eligible payment methods for automatic settlement. Valid values: • AX (American Express) • MC (Master Card) • VA (Visa) • DB (Direct Bill)
	SETTLE EVERY X DAYS SINCE LAST AUTO SETTLEMENT DAYS SETTING [AUTO_FOLIO_SETTLE_DAYS]	Enables you to configure the number of days to automatically settle the folio since the last automatic settlement was completed.
BATCH POSTING [BATCH_POSTING]		Enables the ability to post same transaction to selectable, multiple rooms in single batch transaction; the amount posted can be per room or per person.

Table 10-12   (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
BUDGET FORECAST [BUDGETS]		Activates the Budget Forecast functionality
CANCELLATION HANDLING [CANCELLATION_HAN DLING]		Enabled the ability to define cancellation rules and scheduled for rates and enforce deposit retention when applicable.
	CANCEL WITH DEPOSIT PARAMETER [CANCEL_WITH_DEPO SIT]	Enables reservations with deposits to be canceled.
CREDIT BILL [CREDIT_BILL]		Enables you to generate credit bills for folios.
	ALLOW CREDIT BILL FOR CREDIT BILL FOLIOS PARAMETER [CB_ALLOW_ON_CRED IT_FOLIOS]	Enables you to create credit bills for credit bill folios.
	CHECK ALLOW CREDIT FLAG ON FOLIO TYPES PARAMETER [CB_ALLOW_CREDIT_F LAG]	Activates a check on the Allow Credit Flag on the Folio Type to determine if a credit bill can be generated for that folio type. Note: This is a country specific functionality.
	CHECK ALREADY GENERATED PARAMETER [CB_ALREADY_GENER ATED_CHECK]	Disallows credit bills on a folio for which a credit bill was already generated.
	CHECK FOR CREDIT BILL FOLIO ON SETTLEMENT PARAMETER [CB_CHECK_ON_SETT LEMENT]	Checks for credit bill folio on settlement for windows with a negative revenue amount.
	DO NOT CHECK ON DB AMOUNT PARAMETER [CB_DO_NOT_CHECK_ ON_DB]	Credit bills can be made for folios with DB amounts.
	DO NOT CHECK ON ORIGINAL FOLIO AMOUNT PARAMETER [CB_DO_NOT_CHECK_ ON_GROSS]	Check will not be done on the gross amount of the original folio.

Table 10-12   (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	NO CREDIT BILL ON CONVERSION FOLIO TYPES PARAMETER [CB_CHECK_CONVERT_FLAG]	Disallows credit bills to be created for conversion folio types. Note: This is a country specific functionality.
	RESTRICT TRANSACTION CODES AND AMOUNTS PARAMETER [CB_RESTRICT_TRX_CODES_AND_AMOUNTS]	Credit bill can have transactions and the amounts which were posted on the original folio.
	MAX CREDIT DAYS BASED ON PROFILE TYPE PARAMETER [CB_CHECK_ON_PROFILE_TYPE_MAX_CREDIT_DAYS]	The number of maximum credit days to be used for credit bills will be based on the profile type (Individuals or Others).
	SAME DAY CREDIT BILLS SETTING [CB_ALLOW_SAMEDAY_CREDIT]	Credit bills can be created on folios on the same date the folio was generated.
	MAXIMUM CREDIT DAYS SETTING [MAX_CREDIT_DAYS]	Defines the period in which a credit bill can be issued.
	MAXIMUM CREDIT DAYS FOR INDIVIDUALS SETTING [MAX_CREDIT_DAYS_INDIVIDUALS]	Defines the period in which a credit bill can be issued for individual guests.
	MAXIMUM CREDIT DAYS FOR NON-INDIVIDUALS SETTING [MAX_CREDIT_DAYS_OTHERS]	Defines the period in which a credit bill can be issued for other guests.
DEPOSIT HANDLING [DEPOSIT_HANDLING]		Enables the ability to define deposit rules and schedule for rates and enforce deposit collection when applicable
	ADVANCED DEPOSIT MATURITY AND ALLOCATION PARAMETER [ADVANCED_DEPOSIT_MATURITY_AND_ALLOCATION]	Applies the deposit maturity preference on the selected rate code to reservations. In addition, this gives more flexibility for managing deposits when modifications are done to reservations that impact deposits.

Table 10-12   (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ADVANCED TAX HANDLING FOR DEPOSITS PARAMETER [ADVANCED_TAX_HANDLING_FOR_DEPOSITS]	Enables you to set transaction codes exclusively for deposit postings.
	USE FOLIO NUMBER FOR DEPOSIT RECEIPT PARAMETER [DEPOSIT_FOLNO]	Prints a folio number on the deposit receipt. If On, the next available folio number is assigned to each deposit receipt generated. If Off, a unique sequential number is assigned to each deposit receipt generated.
	DEPOSIT REFUND RECEIPT [DEPOSIT REFUND RECEIPT]	Enables a Reverse (refund) action within Reservation Dep/CXL and generates a Deposit Refund Receipt.
	ADVANCED DEPOSIT HANDLING SETTING [EXT_DEPOSIT_HANDLING]	Specifies the advanced deposit handling setting.
	DEFAULT RESERVATION TYPE FOR DEPOSIT PAYMENTS SETTING [DEPOSIT_RESERVATION_TYPE]	Specifies the default reservation type for deposit payments setting.
	DEPOSIT LEDGER TRANSACTION CODE SETTING [DEPOSIT_LED_TRX_CODE]	Specifies the internal transaction code used to transfer deposit balances from the deposit ledger to the guest ledger at the time of check in.
	DEPOSIT LEDGER TAX TRANSACTION CODE SETTING [DEPOSIT_LED_TAX_TRX_CODE]	Specifies the tax transaction code used to transfer deposit tax amounts from the deposit ledger to the guest ledger at the time of deposit creation.
	PSEUDO ROOM TO KEEP DEPOSITS SETTING [PSEUDO_ROOM_TO_KEEP_DEPOSITS]	Specifies the pseudo room where all deposits forfeited by guests are transferred.
	PSEUDO ROOM TO RETURN DEPOSITS SETTING [PSEUDO_ROOM_TO_RETURN_DEPOSITS]	Specifies the pseudo room where all deposits to be refunded are transferred.

Table 10-12   (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	DEPOSIT MATURITY PREFERENCE SETTING [DEPOSIT_MATURITY_ PREFERENCE]	Sets the preference for when deposits are transferred to the reservation folio.
EARLY DEPARTURE PENALTY [EARLY_DEPARTURE_ PENALTY]		Enforces the posting of an early departure penalty if a guest reduces nights to less than min length of stay for the rate code.
	CALCULATION RULE FOR THE EARLY DEPARTURE PENALTY AMOUNT SETTING [CALCULATION_OF_EA RLY_DEPARTURE_AM OUNT]	Specifies the calculation rule for the early departure penalty amount.
	EARLY DEPARTURE PENALTY FUNCTIONALITY TRANSACTION CODE SETTING [EARLY_DEPARTURE_ PENALTY_TRANSACTI ON_CODE]	Specifies the early departure penalty functionality transaction code.
FIXED CHARGES [FIXED_CHARGES]		Enables recurring charges to be automatically posted to guest account during the end of day routine or whenever an advanced bill is generated. The Fixed Charges feature also offers a convenient way to automatically post a fixed charge once, on a specific date of the guest's stay.
FOLIO ARRANGEMENTS [FOLIO_ARRANGEMEN TS]		Folio arrangements are a way in which to group similar transactions together and print the folio using this 'cosmetic' summarized style. For example: transaction codes for breakfast food and breakfast beverage can be linked to an arrangement code for Breakfast Charge. When the guest folio is printed in arrangement code style the individual postings for food and beverage are consolidated and printed as a single line item "Breakfast Charge".
FOREIGN CURRENCY CODES [FOREIGN_CURRENCY _HANDLING]		Enables handling foreign currency payments, performing currency exchanges, configuring foreign currencies, and using the currency calculator.

Table 10-12   (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	EXCHANGE SERVICE TAX PARAMETER [INDIA_EXCHANGE_SERVICE_TAX]	Activates the Service Tax functionality for currency exchange.
	CURRENCY EXCHANGE TAXABLE TRANSACTION CODE SETTING [CURRENCY_EXCHANGE_TAX]	Transaction code to post taxable value determined based on the calculated local amount during Foreign Currency Exchange
	SERVICE TAX BASED ON TRANSACTION CODE GENERATES PARAMETER [SERVICE_TAX_BASED_ON_TRX_GENERATES]	Service tax calculated based on Transaction Code Generates attached to the Transaction Code defined in the 'Currency Exchange Taxable Transaction Code' setting. When active, the option to set up a Base Amount for the calculation will be available. The folio and receipt will be generated for currency exchanges.
	CURRENCY EXCHANGE TAXABLE OFFSET TRANSACTION CODE SETTING [CURRENCY_EXCHANGE_TAX_OFFSET]	Transaction code to post offset of taxable value determined based on the calculated local amount during Foreign Currency Exchange
	FOREIGN CURRENCY LIMITS [FOREIGN_CURRENCY_LIMITS]	Ability to configure Per Transaction Limits, Daily Limits and Monthly Limits for foreign and local currency transactions. When active in order to post a currency exchange or cash transaction, an Individual Profile is required with Nationality and any documentation selected in the Cashiering Setting for Mandatory Documents for Foreign Currency Limits.
	SELL CURRENCY PARAMETER [SELL_FOREIGN_CURRENCY]	Enables selling foreign currency.
	CURRENCY EXCHANGE PAID OUT TRANSACTION CODE SETTING [CURRENCY_EXG_PAIDOUT]	Specifies the transaction code to record a currency exchange paid out.

Table 10-12   (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	REFERENCE CURRENCY CODE SETTING [SUMMARY_CURRENCY_CODE]	Specifies the currency code used when printing folios.
NO SHOW AND CANCELLATION POSTINGS [NOSHOW_AND_CANCELLATION_POSTINGS]		This functionality enables a property to post revenue or deposit refund against a no-show or cancelled reservation in order to recognize the revenue and clear the deposit from deposit ledger. The reservation remains in no-show status for historical and statistical purposes. When the billing screen is accessed for a canceled or no show reservation with a deposit balance a prompt asks the users if they would like to post the deposit amount to the folio.
	POST REVENUE TO NO SHOWS PARAMETER [POST_REVENUE_TO_NO_SHOWS]	Posts No Show charges to reservations based on No Show Posting rules and matures the deposit during the End of Day process.
	NO SHOW POSTING TRANSACTION CODE SETTING [NOSHOW_POSTING_TRN_CODE]	Specifies which transaction code to use during the End of Day no show posting process.
PERIOD DEFINITION [FISCAL_PERIOD_REPORTING]		Allows a property to setup fiscal periods and years, and have key reports give information based on Fiscal and/or Calendar periods.
POST STAY CHARGES [POST_STAY_CHARGES]		Allows sales charges to be posted to reservation with specific payment methods after departure of the reservation.
	DEFAULT POST STAY CHARGES ON RESERVATION PARAMETER [POST_STAY_CHG_RSV]	Selects the check box for Post Stay Charging on the reservation Payment Instructions screen by default and reservations are enabled for posting charges after check out regardless of the payment type associated with the reservation.
	OPEN FOLIO PARAMETER [OPEN_FOLIO]	Activates the Open Folio functionality.

Table 10-12   (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	OPEN FOLIO CLOSING PREFERENCES SETTING [OPEN_FOLIO_CLOSING_LIMIT]	Determines when an open folio needs to be closed. Valid values: • SAMEDAY — The user cannot leave the billing screen with an open folio. • UNRESTRICTED — The user is allowed to leave the billing screen with a folio in an open status.
	RESERVATION PAYMENT TYPES SETTING [POST_RSV_PAYMENT_TYPE]	Defines the payment types that can be associated to a reservation to enable post stay charging.
	ZERO BALANCE OPEN FOLIO CLOSE DAYS [ZERO_BALANCE_OPEN_FOLIO_CLOSE_DAYS]	Specifies the number of days after checkout that an open folio with a zero balance will be automatically closed during end of day.
PRE STAY CHARGES [PRE_STAY_CHARGES]		Allows sales charges to be posted to reservation with specific payment methods prior to check in of a reservation.
	DEFAULT PRE STAY CHARGES ON RESERVATION PARAMETER [PRE_STAY_CHRG_RSV]	Enables the Pre Stay Charging option by default on the guests Privileges screen.
	ONLY POST IF RESERVATION IS ON QUEUE PARAMETER [POST_RSV_QUEUE]	Specifies that the reservation will be available for pre-stay charges only if the reservation is on queue and waiting to be checked in.
	DAYS PRIOR TO ARRIVAL SETTING [DAYS_PRIOR_TO_ARRIVAL]	Limits the number of days before the guests arrival that charges can be posted to their account.
	RESERVATION PAYMENT TYPES SETTING [PRE_RSV_PAYMENT_TYPE]	Defines the payment types that can be associated to a reservation to enable pre stay charging.
	RESERVATION TYPES SETTING [RSV_TYPE]	Defines the reservation types that can be associated to a reservation to enable pre stay charging.
ROUTING [ROUTING]		Activate Routing Functionality.

Table 10-12   (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	REFRESH ROOM ROUTING PARAMETER [REFRESH ROOM ROUTING]	Enables transferring the transactions using the Refresh Room Routing screen whenever a room routing instruction is created, edited or deleted, so that the latest room routing instructions are applied to the existing charges.
	ALLOW ROUTING OF TAX TRANSACTIONS PARAMETER [TAXROUTING_YN]	Enables the selection of tax transaction codes when setting room routing or window routing.
	EXCLUDE DEPOSIT FROM AUTHORIZATION BASED ON ROUTING PARAMETER [EXCLUDE_DEPOSIT_FROM_AUTH_BASED_ON_ROUTING]	Excludes deposits paid from the authorization amount when the deposit ledger transaction code is either routed to a window where the payee in the routing instructions is not the same as the guest, or it is routed to another reservation.
	EXCLUDE RATE FROM AUTHORIZATION BASED ON ROUTING PARAMETER [EXCLUDE_RATE_FROM_AUTH_BASED_ON_ROUTING]	Excludes the rate from authorization if the source payee name in the routing instruction is not the same as the target, and the transaction code for the accommodation exists in the routing instruction code. Also when the gaming license is active and the comp routing is being set up to an authorizer with the Accommodation Transaction code for window 101-108, the rate is excluded from the authorization amount.
ROUTING LIMITS [ROUTING_LIMITS]		Routing Limits imposes a limit on the total value of a transaction that can be routed to a sub-account; the overage remaining in the default account.
SCHEDULED CHECK OUT [SCHEDULED_CHECKOUT]		This feature allows for automatic checkout of reservations at a specified time. Only reservations with a zero balance can be scheduled for check out. The reservation status remains due out and be will automatically updated to checked out at the specified time, provided the account balance remains at zero.
	ROOM STATUS FOR SCHEDULED CHECK OUTS SETTING [SCHEDULED_CHECKOUT_ROOM_STATUS]	Specifies the status of the room after a scheduled check out.

Table 10-12   (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
SERVICE TYPES [SERVICE_TYPES]		Associate a service type value with Revenue and Wrapper type transaction codes.
TRANSACTION CODE BY USER ROLE [TRANSACTION_USER_GROUPS]		Enables the ability to link transaction codes to users roles; limiting the types of charges users of specific role can post.
TRANSACTION DIVERSIONS [TRANSACTION_DIVERSIONS]		This feature enables the automatic diversion (routing) of charges for specific transaction codes to a specified pseudo room, based on a membership type and level or VIP code.
SERVICE TYPE [SERVICE_TYPE]		Associate a service type value with Revenue and Wrapper type transaction codes.

Table 10-13   OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACCOUNTS RECEIVABLES SETTLEMENTS VISIBLE ON FOLIO [SHOW_AR_SETTLEMENT]		Prints the account receivables settlement payment on the folio.
ADDITIONAL FOLIO TEXT [ADDITIONAL_FOLIO_TEXT]		Shows additional fields on the folio when entered on a guest reservation.
ALLOW DEFERRED TAXES [ALLOW_DEFERRED_TAXES]		Defers calculating the VAT tax amounts until the point of check out.
APPEND PREFIX FOR FOLIO NUMBER [APPEND_PREFIX_FOR_FOLIO_NUMBER]		A static numeric or alphanumeric prefix value of 4 characters can be associated with each bill number assigned in OPERA.This 4 character prefix is unique per property.
ALLOW DUPLICATE ACCOUNT NUMBERS [ALLOW_DUPLICATE_AR_NUMBERS]		Enables using the same accounts receivable account number on multiple accounts.

Table 10-13 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTOMATICALLY ASSIGN ACCOUNT NUMBER [AUTOMATIC_ASSIGN_ AR_NUMBER]		Assigns an accounts receivable account number automatically while creating a new account.
	DEFINE ACCOUNT SEQUENCE PARAMETER	Uses the account sequence defined by the Start Account Number and End Account Number setting.
	START ACCOUNT NUMBER SETTING	Specifies the start account number automatically assigned.
	END ACCOUNT NUMBER SETTING	Specifies the end account number automatically assigned.
AUTOMATICALLY CHECK OUT ZERO BALANCE SHARED RESERVATIONS [AUTO_OPEN_SHARE_ WITHS]		On check out of a shared reservation, automatically checks out share reservations with a zero balance.
AUTOMATICALLY TRANSFER GENERATES WITH MAIN TRANSACTION [TRANSFER_GENERAT ED_TRX]		Transfers any generates attached to a transaction code automatically if the main or parent transaction code is transferred or routed.
BLIND CASHIER DROP [BLIND_CASH_DROP_ YN]		Activates the Blind Drop Cashier Closure functionality, which hides all cash transactions from reports and cashier closure.
	ENTER SHIFT DROP AMOUNTS [ENTER_SHIFT_DROP_ AMOUNTS]	Determines if the user must enter the Actual Shift drop amounts during cashier shift closure.
CALCULATE CHANGE DUE [CALCULATE CHANGE DUE]		Activates the Change Due functionality when performing a settlement with cash payment method. The payment screen shows an additional field for Amount Received and a prompt shows for change due if the cash amount received is greater than the amount due.
CREDIT CARD REBATE VALIDATION [CREDIT_CARD_REBA TE_VALIDATION]		Enables making a rebate by credit card and verifies that the rebate amount does not exceed the previously charged amount to the credit card.
CREDIT CARD TRANSACTION SURCHARGE [CC_SURCHARGE]		Enables posting a surcharge amount for a credit card transaction.

Table 10-13   (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CUSTOM CHARGES [CUSTOM_CHARGES]		Custom Charges functionality allows you to configure a charge (ie Tax) to be posted during the End of Day Posting Room & Tax procedure and other scenarios where the room & tax charges are posted. Custom Charge posts per person, per night. In addition, you can configure exemptions to the Custom Charge, which can be setup on reservations for the entire stay or for specific dates of the stay.
	CUSTOM CHARGES TRANSACTION CODE CUSTOM_CHARGES_TRX_CODE	Transaction Code to be used when posting Custom Charges.
	DEFAULT SURCHARGE TRANSACTION CODE [DEFAULT_CC_SURCHARGE_TRX_CODE]	Default Transaction Code to use for Posting the Surcharge Amount.
CUSTOM NUMBERS CUSTOM_NUMBERS		Ability to configure formulas to define the generation and printing of Custom Numbers in folios for tracking of invoices.
	CUSTOM NUMBERS IN AR ACCOUNT INVOICES [CUSTOM_NUMBERS_IN_AR]	Enables filtering of invoices based on a Custom Number in Manage Account Invoices within Accounts Receivables
DAILY PLANS [FOLIO_PLANS]		Configures daily plan arrangements.
DEBIT BILL SUPPLEMENTAL_FOLIO		Ability to generate Debit Bill/Supplemental Folio for existing Folios. Used when additional charges are required to be posted and linked to the original folio.
DEPOSIT REFUND RECIEPT DEPOSIT_REFUND_RECIEPT	**DEPOSIT HANDLING FUNCTION**	Enables a Reverse (Refund) action within Reservation Dep/CXL for refund of deposit payment and generation of a Deposit Refund Receipt. An internal report group **Deposit Refund Receipt** is available to configure a deposit refund receipt using **sample_deprecpt.rtf** template.
EXCLUSIVE CASHIER ID [EXCLUSIVE_CASHIER_ID]		Cashiers are exclusively assigned to a single user.

Table 10-13   (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
FISCAL FOLIO PRINTING [FISCAL_FOLIO_PRINTING]		Enables fiscal folio printing.
	ASSOCIATED FOLIO DETAILS REQUIRED FOR A CREDIT BILL PARAMETER [ASSOCIATED_FOLIO_DETAILS_REQUIRED]	As Before generating a Credit Bill, information regarding the original bill for which the Credit Bill is being created is required. This will be sent to the Fiscal System.
	POSTING BUSINESS EVENTS FOR FISCAL [BILLING AND AR BUSINESS EVENTS]	Generate business events for Postings on billing windows 1 to 8 for Fiscal.
	PRINT FISCAL INFORMATION FOLIO PARAMETER [PRINT_FISCAL_INFO_FOLIO]	Prints a fiscal folio when generating an information folio.
	PRINT FISCAL RESPONSE ON FOLIO [PRINT FISCAL RESPONSE ON FOLIO]	When active fiscal responses will display at the bottom of the folio.
	RESEND FISCAL FOLIO PARAMETER [RESEND_FISCAL_FOLIO]	Re-sends the fiscal folio to the fiscal service for past generated folios.
	FISCAL SERVICE TERMINALS PARAMETER [FISCAL_SERVICE_TERMINALS]	Enables the Fiscal Executable on different terminals, and enables the user to select the terminal at the time of folio generation.
	OFFLINE FOLIO PARAMETER [OFFLINE_FOLIO]	When active the ability to generate a Folio in Folio History is available when the Fiscal Service is Offline and the Payment Method is not Direct Bill.
	FISCAL EXECUTABLE SETTING [FISCAL_EXECUTABLE]	Specifies the Fiscal Executable path and defines the location of the executable.
	FISCAL PARTNER [FISCAL_PARTNER]	Generates Business Events and partner specific payloads based on the selected setting value.

Table 10-13   (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	USE FISCAL SERVICE INVOICE CURRENCY PARAMETER [INVOICING_CURRENCIES]	Enables a fiscal invoice currency to be selected prior to calling the fiscal system.
FIX BILL RESERVATION [FIX_BILL_RESERVATION]		Fixed Bill Number per Guest per Stay. When a folio number is generated, use the same number for each subsequent checkout/interim bill/advanced bill generated for the reservation regardless of the window. This bill number can be used to pull up all folio window totals in history. The folio that is settled to the Accounts Receivable account, when viewing from an Accounts Receivable account, shows the details for the respective transactions belonging to the invoice number that they were applied to. When the **Use Accounts Receivables Folio for Direct Bill Settlements** parameter is On and you are settling a Billing window that already has transactions settled to Direct Bill and has a bill number assigned, new charges without a bill number settled to a payment method other than Direct Bill use the Accounts Receivable Folio layout defined in Account Receivable Folios Report Group. This is because the folio already includes the direct bill transaction from the earlier settlement. If any one of the following parameters are set to **On**, the other parameters must be set to **Off**: **Fix Bill Reservation**, **Fix Bill Window**, **Folio No Reprint**, and **Folio Revision Number**. Therefore, only one of these parameters can be set to **On** at any given time. In addition, all in-house guests must be checked out before one of these parameters can be set to **On**.

Table 10-13   (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
FIX BILL WINDOW [FIX_BILL_WINDOW]		Fixed Bill Number per Folio Window per Guest per Stay. When a folio number is generated use a separate bill number for each window. Each window is located in history using a separate bill number. When the **Cashiering —Permanent Folio Storage** parameter is On, the last folio created for the Window for that day will be stored. When **Fix Bill Window** parameter is On and **Generate Zero Bill** is Off, if a payment transaction from a settled window 1 is moved to another window (for example, window 2) and the reservation is checked out again by making a payment against window 1, the folio correctly prints if the Print Folio check box is selected on the Payment screen. When the **Use Accounts Receivables Folio for Direct Bill Settlements** parameter is On and you are settling a Billing window that already has transactions settled to Direct Bill and has a bill number assigned, new charges without a bill number settled to a payment method other than Direct Bill use the Accounts Receivable Folio layout defined in Account Receivable Folios Report Group. This is because the folio already includes the direct bill transaction from the earlier settlement. If any one of the following parameters are set to **On**, the other parameters must be set to **Off**: **Fix Bill Reservation**, **Fix Bill Window**, **Folio No Reprint**, and **Folio Revision Number**. Therefore, only one of these parameters can be set to **On** at any given time. In addition, all in-house guests must be checked out before one of these parameters can be set to **On**.

Table 10-13   (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
FOLIO NO REPRINT [FOLIO_NOREPRINT]		Do not allow Reprint, Split, Transfer, Adjustments, or Corrections for postings with Bill Numbers.
		When printing a bill, those postings that have been previously printed (have a bill number) will not show on the folio. Charges that have been invoiced cannot be altered unless you first void the folio. When Voiding a Folio, the invoice is cancelled and the user can then make the necessary changes and re-issue the folio. If you void a Direct Bill invoice, the Accounts Receivable charge will also be removed. You cannot void an invoice that has already been transferred to Accounts Receivable. You cannot drag and drop transactions if the parameter is On and a folio has already been printed.
		If any one of the following parameters are set to **On**, the other parameters must be set to **Off**: **Fix Bill Reservation**, **Fix Bill Window**, **Folio No Reprint**, and **Folio Revision Number**. Therefore, only one of these parameters can be set to **On** at any given time. In addition, all in-house guests must be checked out before one of these parameters can be set to **On**.
FOLIO REVISION NUMBER [FOLIO_REVISION_NU MBER]		Enables correcting a folio with a revision number attached.
FOLIO STYLES [FOLIO_STYLES]		Uses folio style options to select a folio style when printing folios.
FORCE CASHIER LOGIN [FORCE_CASHIER_LO GIN]		Prompts users with the cashier login screen every time cashiering functions are accessed.
GENERATE PROFORMA INVOICE [PROFORMA_INVOICE]		Creates Pro Forma invoices for reservations.
GENERATE TAX REGISTRATION NUMBER [GENERATE_TAX_REG ISTRATION_NO]		A registration number will be assigned to each arrival reservation during the End of Day procedure and displayed in the Tax Registration Number field in Reservation Stay Details. A registration number will not be assigned to Pseudo Room reservations.

Table 10-13   (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
GENERATE ZERO BILL [GENERATE_ZERO_BILL]		Enables printing an invoice that has a zero balance.
MANDATORY REFERENCE NEGATIVE PAYMENTS [MANDATORY_REF_NEGATIVE_PAYMENTS]		Makes the Reference field on the Cashiering, Deposit and Accounts Receivable Payment screens mandatory when posting a negative payment using a payment method of any type.
NEGATIVE CASH SHIFT DROP [NEGATIVE_CASH_SHIFT_DROP]		Enables cashiers to enter a negative cash shift drop when performing their shift cashier closure.
PACKAGE ALLOWANCE CONSUMPTION WHEN NOPOST OR POST STAY FLAG [CONSUME ALLOWANCE WHEN NOPOST OR POST STAY FLAG]		Activates package allowance consumption for in-house reservations overriding No Post flag up to the allowance balance only when consumption posting via an interface, overage will not be generated. In case of manual postings against allowance, overage will be generated. Package Allowance consumption for Checked out Reservations on the day of departure until End of Day if Post Stay Privilege assigned. If No Post is checked then consumption posting only up to the Allowance balance will be accepted from an interface, Overage will not be generated however in case of manual postings against allowance overage will be generated. If No Post is not checked then after allowance consumption, Overage will be generated as applicable for interface as well as manual postings.
PACKAGE ALLOWANCE LINKING [PACKAGE_ALLOWANCE_LINKING]		Enables linking package allowances with other rooms.
PERIODIC FOLIOS [PERIODIC_FOLIOS]		Enables generating folios on a periodic basis (weekly, monthly, etc.).
PERMANENT FOLIO STORAGE [PERMANENT_FOLIO_STORAGE]		Enables a property to store printed folios to be viewed/printed without re-generation.

Table 10-13   (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PERMANENT FOLIO STORAGE FILE NAME FORMAT SETTING	Specifies the file name for the permanent folio storage. The values can be concatenated to each other to form a format string. Possible values are: <BILL_NO> <BILL_GENERATION_DAY> <BILL_GENERATION_MONTH> <BILL_GENERATION_YEAR> <FOLIO_VIEW> <FOLIO_TYPE> - Use this only when FISCAL_FOLIO_PRINTING or CREDIT BILL parameter on. <REVISION_NO> - Use this only when FOLIO FOLIO_REVISION_NUMBER parameter on. <QUEUE_NAME> - Use this only when PRINT_QUEUE_HANDLING ,FISCAL_FOLIO_PRINTING and FISCAL_XML_PAYMENTS parameter on.
POSITIVE CASHIER DROP [POSITIVE_CASHIER_ DROP]		Enables cashiers to be closed with a negative shift drop. ✏ **Note:** Do not allow cashier to be closed with a negative shift drop.
POST IT [POSTIT_O9]		Activates the Post It functionality, which enables users to access Charge It and Fast Postings.
	RESTRICT NEGATIVE SALE IN CHARGE IT PARAMETER [PASSERBY_MARKET_ CODE]	Disallows completing a sale with a negative balance in Charge It.
	DEFAULT MARKET CODE FOR POST IT SETTING [PASSERBY_SOURCE_ CODE]	Specifies the default market code when using the Post It screen.
	DEFAULT SOURCE CODE FOR POST IT SETTING	Specifies the default source code when using the Post It screen.

Table 10-13   (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
PROMPT FOR EXPENSE FOLIO UPON CHECK OUT [EXPFOLIO_SHOW_CHECKOUT]		Prompts to print an expense folio during check out.
RESTRICT FOLIOS WITH DEPOSIT FOR FULL CREDIT BILL [RESTRICT_FOLIOS_WITH_DEPOSIT_FOR_FULL_CREDIT_BILL]		When activated the user can only credit individual transactions if the folio for which a credit bill is going to be generated includes a deposit folio.
ROLLUP TRANSACTIONS [ROLLUP_YN]		Shows transactions that were made on the same day with the same check number as rolled on the Manage Billing screen. Selecting the expand arrow shows postings as separate line Items.
ROUNDING FACTOR [ROUNDING_FACTOR]		Activates the Currency Rounding functionality for properties in countries that require monetary amounts to be rounded by a legal standard factor because certain coin denominations are discontinued.
	ROUNDING MULTIPLE SETTING [ROUNDING_MULTIPLE]	Determines the rounding multiple used. Rounding options are provided for rounding to the nearest multiple of the selected rounding multiple.
	ROUNDING MULTIPLE CODE SETTING [ROUNDING_MULTIPLE_CODE]	Determines the rounding multiple transaction code used for posting a rounding difference.
SERVICE RECOVERY ADJUSTMENT [SERVICE_RECOVERY_ADJUSTMENT]		Enables posting a service recovery adjustment.
SHIFT DROP LOCATION AND BAG NUMBERS [SHIFT_DROP_LOCATION_AND_BAG_NUMBERS]	Ability to associate shift drop location and bag number for Cash and Others payment types during cashier shift closure.	
TAX BRACKET CALCULATION [TAX_BRACKET_CALCULATION]		Enables calculation of discretionary taxes based on tax brackets when the property is in US country mode.
TAX TYPES [TAX_TYPES]		Activates the tax type to calculate taxes based on prices.

Table 10-13   (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	DEFAULT TAX TYPE SETTING [DFLT_NAME_TAX_TYPE]	Defines the tax type default for new reservations or new profiles depending on the tax type calculation selected.
	TAX TYPE CALCULATION SETTING [TAX_TYPE_CALCULATION]	Calculates tax types based on the profile or the reservation.
TRANSACTION CODE OWNERSHIP [CORPORATE_PROTECTION]		Enables flagging a transaction code as owned by Central or Property and controls the ability to edit based on this flag.
TRANSACTION STATUS [TRANSACTION_STATUS]		Enables adding an approval status to transactions in the posting journal and makes additional approval codes and status columns available in the posting journal.
USE ACCOUNTS RECEIVABLES FOLIO FOR DIRECT BILL SETTLEMENTS [AR_SETTLEMENT_PRINT_TASK]		Specifies direct bill folios to use the accounts receivables folio layout defined in the Account Receivable Folios Report group.
VAT OFFSET [VAT_OFFSET]		Post an offsetting payment transaction equivalent to the total VAT for the folio being settled
	VAT OFFSET PAYMENT TYPE	
	VAT OFFSET TRANSFER AT C/I	
VOID FOLIO [VOID_BILL]		Voids guest folios.
	DO NOT NULLIFY THE VOID FOLIO'S INFORMATION PARAMETER [DO_NOT_NULLIFY_VOID_BILL]	Retains the folio's information when voiding the folio.
	CREDIT BILL FOR VOID PARAMETER [CREDIT_BILL_FOR_VOID]	When active, a Credit Bill is sent via the fiscal service before voiding the folio.

ORACLE®

Table 10-13   (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	SEND FISCAL FOLIO PRIOR TO VOIDING PARAMETER [FISCAL_FOLIO_PRIOR _TO_VOIDING]	When active, a Void Folio is sent via the fiscal service before voiding the folio.
	FOLIO NUMBER PREFIX VALUE	A static numeric or alphanumeric prefix value of 4 characters that will be associated with each bill number. This value must be between 0001 to 9999 if it is entered as numeric.
	FOLIO NUMBER PREFIX VALUE VALIDATION	Select the type of value that can be entered in the Folio Number Prefix Value application setting.
Offline Folio [Offline_Folio]		When active the ability to generate a Folio in Folio History is available when the Fiscal Service is Offline and the Payment Method is not Direct Bill.

Table 10-14   OPERA Controls — Cashiering Settings

SETTING	DESCRIPTION
ADDRESS CHECK FOR FOLIO GENERATION [ADDRESS_CHECK_FOR _FOLIO_GENERATION]	List of mandatory payee address elements that will be validated at the time of folio generation.
ADDRESS CHECK PAYMENT METHODS [ADDRESS_CHECK_PAY MENT_METHODS]	In conjunction with the Setting 'Address Check For Folio Generation', this setting allows the user to select the payment methods that would require the address check validation prior to folio generation.
BANK CODE [BANK_CODE]	The identification code of the financial institution associated with the property. For example: SWIFT Code
BANK ID CODE [BANK_ID_CODE]	The identification code/number of the account held by the property with the financial institution. For example: IBAN Number
BANK ID TYPE [BANK_ID_TYPE]	The type of designation used to identify an account with a financial institution. For example: IBAN
BANK NAME [BANK_NAME]	The name of the financial institution associated with the property.
CASH SHIFT DROP [CASH_SHIFT_DROP]	Specifies the transaction code used to record a shift cash drop.
CASH TRANSACTION CODE [CASH_TRXCODE]	Specifies the cash exchange transaction code.

Table 10-14   (Cont.) OPERA Controls — Cashiering Settings

SETTING	DESCRIPTION
CHECK SHIFT DROP [CHECK_SHIFT_DROP]	Specifies the transaction code used to record a shift check drop.
CHECK TRANSACTION CODE [CHECK_TRXCODE]	Specifies the check transaction code.
DECIMAL CALCULATION [DECIMAL_CALCULATIO N]	Specifies the number of decimals to maintain in the database for the calculated amount such as net amount, etc., pertaining to inclusive taxes/generates.
DIRECT BILL SETTLEMENT CODE [AR_SETTLE_CODE]	Specifies the Transaction Code used for folios settled to Accounts Receivables
EXCLUDE FOLIO STYLES [CONCEALED_FOLIO_ST YLES]	Specifies that a folio cannot be generated using the folio styles selected. The Folio Styles screen will exclude these folio style options. These will also not be available for selection as default Accounts Receivables or Cashiering Folio Styles.
FISCAL COMMANDS [FISCAL_COMMANDS]	Send fiscal commands via the generic fiscal payload
FOLIO COPY LEGEND [FOLIO_COPY_LEGEND]	Specifies the folio copy legend.
FONT SIZE OF FOLIO LEGEND TEXT [FOLIO_COPY_LEGEND_ FONT_SIZE]	Specifies the font size of the folio legend text on folios.
HORIZONTAL POSITION OF FOLIO LEGEND TEXT [FOLIO_COPY_LEGEND_ XPOS]	Specifies the number of pixels from the left corner of the page to put the folio legend text on folios.
VERTICAL POSITION OF FOLIO LEGEND TEXT [FOLIO_COPY_LEGEND_ YPOS]	Specifies the number of pixels from the bottom of the page to put the folio legend text on folios.
FOLIO STYLE [FOLIO_STYLE]	Specifies the folio style used when printing a folio.
PREPAID CARD PURCHASE TRANSACTION CODE [STORED_VALUE_PURC HASE_TRN]	Non-revenue sales charge transaction code used to post a charge for the purchase of prepaid card to reservation account. Enabled when a Stored Value System Interface (SVS) integration service is active
PRINT CASHIER CLOSURE REPORTS [O9_CASHIER_CLOSUR E_REPORTS]	Activates the Automatically Print Cashier Closure Reports functionality, which stores the printer selected for closure reports and uses it without displaying the report configuration screen.

ORACLE

Table 10-14   (Cont.) OPERA Controls — Cashiering Settings

SETTING	DESCRIPTION
PRINT DEPOSIT REQUEST RECEIPTS [O9_PRINT_DEPOSIT_R EQUEST_RECEIPT]	Activates the Automatically Print Deposit Request Receipts functionality.
PRINT FOLIO [O9_PRINT_FOLIO]	Activates the Automatically Print Folio functionality, which stores the printer selected for folios and uses it without displaying the report configuration screen.
PRINT PAYMENT RECEIPTS [O9_PRINT_PAYMENT_R ECEIPT]	Activates the Automatically Print Payment Receipts functionality, which stores the printer selected for receipts and uses it without displaying the report configuration screen.
REPORTS TAX BUCKETS [REPORTS_TAX_BUCKE TS]	Enables identification of 10 tax buckets, which will be included on all reports that display a breakdown of up to 10 net and tax amounts.
FOLIO TYPE METHOD [FOLIO_TYPE_METHOD]	Method used for Folio Type Setup. Added **Service Type**.
Fiscal Partner [FISCAL_PARTNER]	Generates Business Events and partner specific payloads based on the selected setting value.

OPERA Controls — Channel Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Channel Management group.

Table 10-15   OPERA Controls — Channel Management Functions

FUNCTION	DESCRIPTION
CHANNEL RESTRICTIONS [CHANNEL_RESTRICTI ONS]	Chain level global function that enables setting rate and room restrictions on the channel level.
ENHANCED ROOM RATE DESCRIPTION [ENHANCED_ROOM_R ATE_DESCRIPTION]	Activates enhanced room and rate descriptions in channel conversion screens.

Table 10-16   OPERA Controls — Channel Management Parameters

PARAMETER	DESCRIPTION
ADVANCED OWS PRODUCTS [ADVANCED_OWS_PRODUCTS]	Chain Level global parameter that provides ability to control enables separately sold packages to be configured as web bookable. If the parameter is on, only packages that meet the requirement of being both separately sold and web bookable are available for web booking. If the parameter is off, all separately sold packages are available for web booking.
ALLOW MODIFY INHOUSE RESERVATION [ALLOW_MODIFY_INHOUSE_RESERVATION]	Enables modifying in-house reservation dates.
ALWAYS USE MEMBERSHIP FROM REQUEST MESSAGE [ALWAYS_USE_MEMBERSHIP_FROM_REQUEST_MESSAGE]	Chain level global parameter that, when this parameter is on, only the memberships sent in create booking request messages are attached to the reservation. When this parameter is off, all memberships of the profile are attached to the reservation.
APPEND BLOCK NAME BEFORE RATE DESCRIPTION [APPEND_BLOCK_NAME_BEFORE_RATE_DESCRIPTION]	Enables OWS to append a block name with a rate description.
AUDIT DETAILS [AUDIT_DETAILS]	Records logs of OEDS processes in audit details.
CONVERT OWS AND GDS COMMENTS AS TRACES [ADD_COMMENTS_GDS_SINREM_TRACE]	Converts OWS comments and GDS Service information (SIN) messages to traces in ORS. The trace date is created with the insert date of the booking instead of the arrival date. Traces are created using the trace department configured under the OEDS parameter setting OEDS Trace Department. When the parameter is set to N, the OWS comments and GDS Service information (SIN) and Remark (REM) texts will not be converted to traces but will be inserted as Reservation Comments in OPERA. The parameter setting OEDS Trace Department will not be displayed.
MODIFY CANCEL GDS BOOKING FROM WEB [MODIFY_CANCEL_GDSBOOKING_FROMWEB]	Chain level global parameter that enables guests to make changes that do not impact inventory or cancellations to their GDS/ADS/ODS bookings using OWS, regardless of the source of the reservation.
SEND CONFIRMATION LETTER AT BOOKING [SEND_CONFIRMATION_LETTER_AT_BOOKING]	Sends a confirmation letter at booking.

Table 10-17   OPERA Controls — Channel Management Settings

SETTING	DESCRIPTION
CANCEL WINDOW [CANCEL_WINDOW]	Chain level global setting that specifies the number of minutes after booking when the reservation can be canceled without penalty.
CHANNEL CONSUMER NAME [CHANNEL_CONSUMER_NAME]	This setting appears when the Global parameter MULTI CONSUMER SETUP is enabled and allows the property to configure Channel Consumers for each resort. Based on this configuration, the GWIZ Business Event Service will utilize multiple threads to de-queue business events for each Channel Consumer. Also, Micros ADS Hurdle Processor service will utilize multiple threads to process hurdles for each Channel Consumer.
FETCH RESERVATION [FETCH_RESERVATION]	Enables the OPERA Web Suite Engine to retrieve reservations for either all reservations (regardless of entry point) or for only created through OWS.
SEARCH FOR MEMBERSHIP NO. [SEARCH_FOR_MEMBERSHIP_NO]	Chain level global setting that enables the match of a profile based on any one of the criteria selected in addition to the profile membership number.

OPERA Controls — Commissions

The following tables outline the parameters and settings that can be configured in the OPERA Controls Commissions group.

Table 10-18   OPERA Controls — Commissions Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTOMATIC CALCULATION OF VALUE ADDED TAX OVER THE COMMISSION PAID [CALC_VAT_ON_COMMISSIONS]		Automatically calculates the value added tax over the commission paid automatically.
EFT Export [EFT_EXPORT]		Commissions EFT Data Export functionality.
	EXPORT TYPE [EFT_EXPORT_FORMAT]	The Export Type is based on the EFT add on license active for the Property.
	CHAIN ID [EFT_EXPORT_CHAINID]	Enter an alphanumeric chain identification code, six characters minimum.
	LOCATION ID [EFT_EXPORT_LOCATIONID]	Enter a location identification code, 6-10 characters.

Table 10-18   (Cont.) OPERA Controls — Commissions Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	CHAIN NAME [EFT_EXPORT_CHAIN_NAME]	Select the name of the property/chain.
	REPORTING CURRENCY [EFT_EXPORT_REPORTING_CURRENCY]	Select a country code for reporting currency.
	TRANSMISSION ID [EFT_EXPORT_TRANSMISSIONID]	Select the transmission ID provided by WTP.
	REPORTING METHOD [EFT_EXPORT_REPORTING_METHOD]	This is an optional field currently not used by the export.
	USE COUNTRY CODE FOR ISO CODE [USE_COUNTRY_CODE_FOR_ISO_CODE]	Activate to use country code as the ISO code.
	COUNTRY OF TAXING AUTHORITY [EFT_EXPORT_COUNTRY]	Select the country code of the property.
	TAX TYPE [EFT_EXPORT_TAX_TYPE]	Select the required Tax Type.
	COMPANY [EFT_EXPORT_COMPANY]	Select the Clearinghouse company name.
	ADDRESS [EFT_EXPORT_ADDRESS]	Select the Address of the clearinghouse.
	TELEPHONE [EFT_EXPORT_TELEPHONE]	Enter the telephone number of the clearinghouse.
	FAX [EFT_EXPORT_FAX]	Enter the FAX number of the clearinghouse.
	DELIVERY METHOD [EFT_EXPORT_SFTP_SETUP]	Set the delivery method to be used for the EFT Export.
	TARGET DIRECTORY [EFT_EXPORT_FTP_PATH]	Select the name of the directory (including path) on the File System where the export file will be stored.
POSITIVE PAY CHECK EXPORT [POSITIVE_PAY_CHECK_EXPORT]		Enables positive pay checks to be exported.

Table 10-18   (Cont.) OPERA Controls — Commissions Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
SEND ZERO COMMISSIONS RECORDS TO PAYMENT PROCESSING [ZERO_COMMISSI ON_YN]		Sends zero commissions records to payment processing. Upon processing of commissions, the zero commissions records are sent to payment history with Paid = On. If set to Off, the zero commission records are sent directly to payment history with Paid = Off.
STOP PROCESSING REASON CODES [ENTER_HOLD_RE ASON_CODES]		Enables the use of commission processing reasons for holding and detaching commissions.
TRANSFER NO SHOWS AND CANCELS [TRANS_COMM_N OSHOW_CANC]		Transfers no show and cancelled reservations to the commission module.
USE PRE-PRINTED CHECKS FOR COMMISSIONS		Enables the use of pre-printed checks for commissions. This internally voids a check/ stub number if a check number was used due to another check exceeding one page.

Table 10-19   OPERA Controls — Commissions Settings

SETTING	DESCRIPTION
COMMISSION CODES NOT TO PROCESS [NO_PROCESS_COMMIS SION_CODES]	Specify the commission codes to not process for commission calculation.
DEFAULT COMMISSION [DEFAULT_COMMISSIO N]	Specify the default commission code used if the travel agent / source has no commission code associated defined.
DEFAULT REASON CODE [DEFAULT_REASON_CO DE]	Select the default hold reason code.
DEFAULT TRANSACTION CODE FOR PREPAID CUSTOMERS [DEFAULT_PREPAID_CO MM]	Select the default transaction code for prepaid commissions.

Table 10-19   (Cont.) OPERA Controls — Commissions Settings

SETTING	DESCRIPTION
PROFILE UPDATE RESTRICTED COMMISSION PAYMENT TYPE PROFILE_UPDATE_RES TRICTED_PAYMENT_TY PES	Select the Commission Payment type(s) to be considered for the Profile Update Restriction. When a Payment Type is selected here, users cannot modify the name of a profile or remove the profile from a reservation, if that profile is linked with a Commission Bank Account using the selected Payment Type.
PROFILE UPDATE RESTRICTED RESERVATION STATUS [PROFILE_UPDATE_RES TRICTED_RESV_STATU S]	Select the Reservation Status(es) to be considered for the Profile Update Restriction.

OPERA Controls — Country Specific

The following tables outline the settings that can be configured in the OPERA Controls Country Specific group.

Table 10-20   OPERA Controls — Country Specific Parameters

PARAMETERS	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTO POST STAMP DUTY [AUTO_POST_STAMP_DUTY]		Upon entering billing Stamp Duty will be automatically posted if the threshold is exceeded.
DEPOSIT REFUND		Deposit Refund functionality activates the Deposit Refund option on the Billing screen to process the Refund for Deposit transactions.

Table 10-21   OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
BLACKLIST REPORT THRESHOLD [BLACK_LIST_THRESHO LD]	Only documents above this value will be included in the Blacklist Report Export [Italy]
BLACKLIST REPORT THRESHOLD EVALUATION MODE [BLACK_LIST_USENET]	If set to NET, the threshold will be applied to the net amount of the document, otherwise the gross amount will be used for the blacklist report export [Italy].

Table 10-21 (Cont.) OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
BLACKLIST REPORT THRESHOLD TYPE [BLACK_LIST_THRESHOLD_TYPE]	Specifies if the threshold value should be applied to all documents of the payee (C = Cumulative) or individual documents (D = Document) [Italy].
CITY TAX 2ND INCREMENT AMOUNT [CITY_TAX_2ND_INCREMENT_AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 2 [Italy].
CITY TAX 3RD INCREMENT AMOUNT [CITY_TAX_3RD_INCREMENT_AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 3 [Italy].
CITY TAX 4TH INCREMENT AMOUNT [CITY_TAX_4TH_INCREMENT_AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 4 [Italy].
CITY TAX 5TH INCREMENT AMOUNT [CITY_TAX_5TH_INCREMENT_AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 5 [Italy].
CITY TAX APPLICABLE ROOM NIGHTS [CITY_TAX_APPLICABLE_ROOM_NIGHTS]	Number of nights to be considered for City Tax calculation [Italy].
CITY TAX BUCKET NUMBER [CITY_TAX_BUCKET_NUMBER]	Number of the tax column holding City Tax postings [Italy].
CITY TAX CALCULATION START DATE [CITY_TAX_CALCULATION_START_DATE]	Date from which the City Tax will be calculated (DD-MON-YYYY) [Italy].
CITY TAX CORRECTIONS TRANSACTION CODE [CITY_TAX_CORRECTIONS_TRANSACTION_CODE]	Transaction code to be used by operators when doing Correction/Rebate/Adjustment Postings for the City Tax [Italy].
CITY TAX EXEMPTION DESCRIPTION 1 [CITY_TAX_EXEMPTION_DESCRIPTION1]	Description of exemption nr. 1. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 10 [CITY_TAX_EXEMPTION_DESCRIPTION10]	Description of exemption nr. 10. Only used in Reports [Italy].

Table 10-21   (Cont.) OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX EXEMPTION DESCRIPTION 2 [CITY_TAX_EXEMPTION_DESCRIPTION2]	Description of exemption nr. 2. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 3 [CITY_TAX_EXEMPTION_DESCRIPTION3]	Description of exemption nr. 3. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 4 [CITY_TAX_EXEMPTION_DESCRIPTION4]	Description of exemption nr. 4. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 5 [CITY_TAX_EXEMPTION_DESCRIPTION5]	Description of exemption nr. 5. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 6 [CITY_TAX_EXEMPTION_DESCRIPTION6]	Description of exemption nr. 6. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 7 [CITY_TAX_EXEMPTION_DESCRIPTION7]	Description of exemption nr. 7. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 8 [CITY_TAX_EXEMPTION_DESCRIPTION8]	Description of exemption nr. 8. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 9 [CITY_TAX_EXEMPTION_DESCRIPTION9]	Description of exemption nr. 9. Only used in Reports [Italy].
CITY TAX EXEMPTION PERCENTAGE 1 [CITY_TAX_EXEMPTION_PERCENTAGE1]	Percentage of exemption for exemption nr. 1. Defines the percentage applicable to exemption 1: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 10 [CITY_TAX_EXEMPTION_PERCENTAGE10]	Percentage of exemption for exemption nr. 10. Defines the percentage applicable to exemption 10: 100 means full exemption, 0 means no exemption, NEGATIVE values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 2 [CITY_TAX_EXEMPTION_PERCENTAGE2]	Percentage of exemption for exemption nr. 2. Defines the percentage applicable to exemption 2: 100 means full exemption, 0 means no exemption, NEGATIVE values are interpreted as absolute, instead of percentages [Italy].

Table 10-21   (Cont.) OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX EXEMPTION PERCENTAGE 3 [CITY_TAX_EXEMPTION _PERCENTAGE3]	Percentage of exemption for exemption nr. 3. Defines the percentage applicable to exemption 3: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 4 [CITY_TAX_EXEMPTION _PERCENTAGE4]	Percentage of exemption for exemption nr. 4. Defines the percentage applicable to exemption 4: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 5 [CITY_TAX_EXEMPTION _PERCENTAGE5]	Percentage of exemption for exemption nr. 5. Defines the percentage applicable to exemption 5: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 6 [CITY_TAX_EXEMPTION _PERCENTAGE6]	Percentage of exemption for exemption nr. 6. Defines the percentage applicable to exemption 6: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 7 [CITY_TAX_EXEMPTION _PERCENTAGE7]	Percentage of exemption for exemption nr. 7. Defines the percentage applicable to exemption 7: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 8 [CITY_TAX_EXEMPTION _PERCENTAGE8]	Percentage of exemption for exemption nr. 8. Defines the percentage applicable to exemption 8: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 9 [CITY_TAX_EXEMPTION _PERCENTAGE9]	Percentage of exemption for exemption nr. 9. Defines the percentage applicable to exemption 9: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION UDF 1 [CITY_TAX_EXEMPTION _UDF1]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 1 is stored [Italy].
CITY TAX EXEMPTION UDF 10 [CITY_TAX_EXEMPTION _UDF10]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 10 is stored [Italy].
CITY TAX EXEMPTION UDF 2 [CITY_TAX_EXEMPTION _UDF2]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 2 is stored [Italy.
CITY TAX EXEMPTION UDF 3 [CITY_TAX_EXEMPTION _UDF3]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 3 is stored [Italy].

Table 10-21   (Cont.) OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX EXEMPTION UDF 4 [CITY_TAX_EXEMPTION _UDF4]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 4 is stored [Italy].
CITY TAX EXEMPTION UDF 5 [CITY_TAX_EXEMPTION _UDF5]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 5 is stored [Italy].
CITY TAX EXEMPTION UDF 6 [CITY_TAX_EXEMPTION _UDF6]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 6 is stored [Italy].
CITY TAX EXEMPTION UDF 7 [CITY_TAX_EXEMPTION _UDF7]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 7 is stored [Italy].
CITY TAX EXEMPTION UDF 8 [CITY_TAX_EXEMPTION _UDF8]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 8 is stored [Italy].
CITY TAX EXEMPTION UDF 9 [CITY_TAX_EXEMPTION _UDF9]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 9 is stored [Italy].
CITY TAX INCREMENT AMOUNT 1 [CITY_TAX_1ST_INCRE MENT_AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 1 [Italy].
CITY TAX POSTINGS TRANSACTION CODE [CITY_TAX_POSTINGS_ TRANSACTION_CODE]	Transaction code used to perform Postings for the City Tax [Italy].
CITY TAX PRICE PER PERSON CALCULATION [CITY_TAX_PRICE_PER_ PERSON_CALCULATION]	Price to be applied to each person eligible for City Tax calculation [Italy].
CITY TAX THRESHOLD AMOUNT FOR VARIANT 1 [FIRST_THRESHOLD_A MOUNT_FOR_VARIANT_ CITY_TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 1 will be added to the city tax amount [Italy].

ORACLE®

Table 10-21   (Cont.) OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX THRESHOLD AMOUNT FOR VARIANT 2 [SECOND_THRESHOLD_ AMOUNT_FOR_VARIANT _CITY_TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 2 will be added to the city tax amount [Italy].
CITY TAX THRESHOLD AMOUNT FOR VARIANT 3 [THIRD_THRESHOLD_A MOUNT_FOR_VARIANT_ CITY_TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 3 will be added to the city tax amount [Italy].
CITY TAX THRESHOLD AMOUNT FOR VARIANT 4 [FOURTH_THRESHOLD_ AMOUNT_FOR_VARIANT _CITY_TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 4 will be added to the city tax amount [Italy].
CITY TAX THRESHOLD AMOUNT FOR VARIANT 5 [FIFTH_THRESHOLD_AM OUNT_FOR_VARIANT_C ITY_TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 5 will be added to the city tax amount [Italy].
CITY TAX VARIANCE AFTER NIGHTS [CITY_TAX_VARIANCE_ AFTER_NIGHTS]	Number of nights after which the City Tax amount will be varied based on the setting CITY TAX VARIANCE VALUE [Italy].
CITY TAX VARIANCE AMOUNT [CITY_TAX_VARIANCE AMOUNT]	Amount used to change City Tax after the number of nights specified in setting CITY TAX TO VARY AFTER NIGHTS [Italy]
COUNTRIES FOR BLACKLIST REPORT [BLACK_LIST_COUNTRI ES]	Comma separated list of countries to be included in the Blacklist report (it_fiscal_blist) [Italy]
STAMP DUTY TRANSACTION CODE STAMP_DUTY_TRANSA CTION_CODE	The transaction code that will be used for posting Stamp Duty tax.
STAMP DUTY THRESHOLD STAMP_DUTY_THRESH OLD	When the gross amount of exempt transactions exceeds this threshold the stamp duty tax will be automatically posted.
STAMP DUTY VALUE STAMP_DUTY_VALUE	The amount of tax that will be posted once the Stamp Duty threshold is exceeded.

OPERA Controls — Credit Card

The following tables outline the parameters and settings that can be configured in the OPERA Controls Credit Card group.

Table 10-22   OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTOMATIC AUTHORIZATION [AUTO_AUTH_ACTIVE_YN]		Turns on the Automatic Credit Card Authorization Scheduling functionality.
		The **Automatic Authorization Interval Time** setting and the **Automatic Authorization Failure No Post Flag** and **Exclude No Post Reservations From Automatic Authorization** parameters are visible when the Automatic Authorization parameter is On and a credit card interface is configured in the property.
	AUTOMATIC AUTHORIZATION INTERVAL TIME SETTING	Specifies the interval in minutes after completion of an automatic credit card authorization and the start of the next instance.
	[AUTO_AUTH_INTERVAL]	The minimum value is 30 minutes.
		When a time is set in the Automatic Authorization Interval Time setting, the automatic credit card authorization will start on the set interval of time after a previous instance of the automatic credit card authorization process has been completed.
	AUTOMATIC AUTHORIZATION FAILURE NO POST FLAG PARAMETER [AUTOMATIC_AUTH_FAILURE_NO_POST_FLAG]	When this parameter is On, the No Post checkbox on a reservation is automatically selected when the Credit Card Authorization fails during any automatic processes for Credit Card Authorizations.
		When the Automatic Authorization Failure No Post Flag parameter is On, a reservation where the credit card has been declined or a non-approved authorization message is received during the credit card authorization process, the No Post checkbox for that reservation will be selected, setting the reservation to No Post.

Table 10-22   (Cont.) OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	EXCLUDE NO POST RESERVATIONS FROM AUTOMATIC AUTHORIZATION PARAMETER [EXCLUDE_NO_POST_RESERVATIONS_FROM_AUTOMATIC_CC_AUTH]	When this parameter is On, reservations flagged as No Post are not included in any automatic processes for Credit Card Authorizations. When the "Exclude No Post Reservations From Automatic Authorization" parameter is Off, reservations flagged as "No Post" will be included in the credit card authorization process. When the "Exclude No Post Reservations From Automatic Authorization" parameter is On, reservations flagged as "No Post" will be excluded from the credit card authorization process.
BATCH SETTLEMENT [CC_BATCH_SETTLEMENT]		Activates Batch Settlements functionality for supported systems, where payments/ settlements posted in OPERA Cloud are kept for later processing in batch as part of the end-of-day routine or manually initiated . This parameter and Online Settlement parameter are mutually exclusive.
CHIP AND PIN [CHIP_AND_PIN]		Activates the Chip and PIN functionality. Note: Either the Online Settlement parameter must be On or the Authorization Settlement at Checkout setting must be configured. The Batch Settlement parameter cannot be On.
	CHIP AND PIN PAYMENT METHOD SETTING [CHIP_AND_PIN_PAY_LOV]	Specifies the credit card types that should exhibit Chip and PIN functionality when using a Chip and PIN enabled terminal.
CREDIT CARD TYPE CHECK/USAGES [CC_USAGE_CHOICES]		Enables a cross check between the credit card type and usages for that card type. This is used for any credit card types where a separate transaction code is applied to each specific usage of the card.

Table 10-22   (Cont.) OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CREDIT LIMIT OVERAGE PAYMENTS [CREDIT_LIMIT_OVERAGE_PAYMENTS]		Enables the processing of automatic payments for the total balance of a folio when the balance is equal or higher than the credit limit set for that credit card payment method. Automatic Credit Limit Overage payments are processed based on the Credit Limit Overage Payments Interval Time setting.
		Provides additional controls to automatically make credit card payments in folios when the credit limit is equal or exceeds, as well allows users to access the Credit Limit Overages screen and process payments on demand.
		Note: the Online Settlement parameter must be On for the property.
	DEFAULT CREDIT LIMIT OVERAGE PAYMENTS AUTO PAY PARAMETER [DEFAULT_OVERAGE_PAYMENTS_AUTO_PAY]	When this parameter is On, the Credit Limit Auto Pay check box on new reservations is selected by default.
	CREDIT LIMIT OVERAGE PAYMENT FAILURE NO POST FLAG PARAMETER [OVERAGE_PAYMENT_FAILURE_NO_POST_FLAG]	When this parameter is On, the No Post check box is automatically selected when a Credit Limit Overage payment fails in a reservation.
		When the Credit Limit Overage Payment Failure No Post Flag parameter is Off, a reservation that has failed to apply a payment to any folio window during the Credit Limit Overage process, the No Post check box for that reservation will remain unchanged from its current status.
		When the Credit Limit Overage Payment Failure No Post Flag parameter is On, a reservation that has failed to apply a payment to any folio window during the Credit Limit Overage process, the "No Post" check box for that reservation will be selected setting it to No Post.

Table 10-22   (Cont.) OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	EXCLUDE NO POST RESERVATIONS FOR CREDIT LIMIT OVERAGE PAYMENTS PARAMETER [EXCLUDE_NO_POST_ RESERVATIONS_FOR_ OVERAGE_PAYMENTS]	When this parameter is On, reservations flagged as No Post are not processed in Credit Limit Overages. When the Exclude No Post Reservations For Credit Limit Overage Payments parameter is Off, reservations that have been flagged as No Post are included in the Credit Limit Overage process. When the Exclude No Post Reservations For Credit Limit Overage Payments parameter is On, reservations that have been flagged as No Post are excluded from the Credit Limit Overage process.
	CREDIT LIMIT OVERAGE PAYMENTS INTERVAL TIME SETTING [OVERAGE_PAYMENT S_INTERVAL_TIME]	Specifies the interval in minutes after completion of an automatic Credit Limit Overage processing of Payments and the start of the next instance. The minimum value is 30 minutes. When set to 0 minutes, the automatic Credit Limit Overage processing of payments will not be executed. When a time interval is set in the Credit Limit Overage Payments Interval Time setting, the Automatic Credit Limit Overage process will start on the set interval of time after a previous instance of the process has been completed.
	CREDIT LIMIT OVERAGE PAYMENT METHODS SETTING [CREDIT_LIMIT_OVERA GE_PAYMENT_METHO DS]	Set the Credit Card Payment Methods to qualify for automatic Credit Limit Overage processing of payments. The processing of automatic payments cannot begin unless at least one credit card payment method is selected for the Credit Limit Overage Payment Methods setting. Only cards of the selected payment method are processed.
MANUAL AUTHORIZATION NOTIFICATION [MANUAL_AUTH]		Delivers an authorization message to the credit card processing vendor when a manual credit card authorization code is obtained and entered in the reservation. This is available if the credit card interface uses web-enabled transaction processing via VPN or secure HTTP.
ONLINE SETTLEMENT [CC_ONLINE_SETTLEM ENT]		Activates Online Settlements functionality for supported systems, to allow sending to the bank payments/settlements upon processing in OPERA Cloud, This parameter and Batch Settlement parameter are mutually exclusive.

Table 10-22   (Cont.) OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	TEMPORARILY STORE OFFLINE SETTLEMENTS PARAMETER [CC_OFFLINE_SETTLE MENT]	Stores failed online settlements (due to the credit card interface not running) and processes them offline at the end of the day.
SEND TOTAL TAX IN SETTLEMENTS [SEND_TOTAL_TAX]		Sends total tax amounts in settlement requests to the interface.

Table 10-23   OPERA Controls — Credit Card Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTHORIZATION REVERSAL ALLOWED [AUTH_REVERSAL_ALL OWED_LOV]		Specifies the credit card types that have authorization reversal permitted by the credit card vendor. Existing authorizations for selected credit card types are reversed if a different credit card or method of payment is used at check out.
AUTHORIZATION AT CHECK IN [AUTH_AT_CHECKIN_L OV]		Specifies the credit card types that require an automatic authorization at check in.
	FORCE AUTO DURING CHECK-IN/ INTERACTIVE AUTH WINDOW PARAMETER [AUTH_REQUIRE_AT_ CHECKIN]	Specifies that credit card authorization must be obtained to check in a reservation, and the credit card authorization window interactively appears until the authorization process is finalized. If set to Off, credit card authorization is not required at check-in and the authorization screen is minimized; you do not have to wait until authorization is successfully completed.
	NIGHT AUDIT REMOVE AUTHORIZATION PARAMETER [NIGHT_AUDIT_REMOT E_AUTH]	Enables End of Day remote authorization, where available.
AUTHORIZATION DURING STAY/ DEPOSIT [AUTH_DURING_STAY_ LOV]		Specifies the credit card types that permit manual and automatic authorization checks for deposits, and following check in and prior to check out and settlement. This setting must be enabled to permit authorizations by the End of Day routine.

Table 10-23   (Cont.) OPERA Controls — Credit Card Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTHORIZATION SETTLEMENT AT CHECK OUT [AUTH_STLMT_AT_CHECK_OUT_LOV]		Specifies the credit card types for authorization and settlement during check out.
DAYS TO PURGE CREDIT CARD AUTHORIZATION LOG [PURGE_CC_AUTH_LOG_DAYS]		Specifies the number of days when the credit card authorization log is removed. Valid values: • Any number of days can be entered. If left blank, then the purge occurs every 30 days.
DAYS TO PURGE CREDIT CARDS [DAYS_TO_PURGE_CREDIT_CARDS]		Global setting that specifies the number of days when the credit card information is removed when no transactions or reservations are active.
DEPOSIT ADDRESS VERIFICATION [ADDRESS_VERIFICATION_LOV]		Specifies the credit card types that require the billing address during payment.
DEPOSIT CVV2 CHECK [CVV2_CHECK_LOV]		Specifies the credit card types for which the Credit Card Security Code (CVV2) is required when making a payment.
HOTEL ID [CC_HOTEL_ID]		Specifies the hotel ID.
SETTLEMENT AUTHORIZATION CODE [SETTLEMENT_AUTHORIZATION_CODE]		Specifies the authorization code used at settlement if multiple authorization codes exist.

OPERA Controls — End of Day

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls End of Day group.

Table 10-24   OPERA Controls — End of Day Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
INCOME AUDIT [INCOME_AUDIT]		Enables the ability to advance the business date forward during end of day but not close the business date. Final reports and procedures are not run when business date is not closed. Properties can perform audit tasks during regular business hours and then close the date once final revenue adjustments are made. Income audit allows for 5 business dates to remain open. Final reports are generated once business date is closed.
	INCOME AUDIT CASHIER SETTING [INCOME_AUDIT_CASHIER_ID]	Specifies the cashier ID for the income audit postings. This setting is only available when the Income Audit function is active.

Table 10-25   OPERA Controls — End of Day Parameters

PARAMETER	DESCRIPTION
ARRIVALS WITH DEPOSIT BALANCE [ARRIVALS WITH DEPOSIT BALANCE CHECK]	When activated, an additional check for arrivals with a deposit balance is added to the Night Audit process. During this check, the Night Audit will stop if there are any such arrivals identified and cannot be continued unless all of these reservations are checked in or their deposit balance is zero. This parameter is available when the Deposit Handling function in the Cashiering group is active
AUDIT [AUDIT]	Forces the validation of transaction code totals during the night audit.
AUTO ASSIGN CHECK NUMBER [AUTO_CHKNO]	Assigns an internal check number automatically to the room and tax postings, as well as fixed charges. This is useful if the Rollup Transactions parameter in the Cashiering group is active.
AUTO CLOSE CASHIERS [AUTO_CLOSE_CASHIERS]	Closes all cashiers automatically that have not been closed.
AUTO CONTINUE [AUTO_CONTINUE]	Continues the night audit automatically without asking the user to continue after every process.
AUTO NO SHOW ARRIVALS [AUTO_NOSHOW_ARRIVALS]	Sets reservations automatically that are due to arrive as no show.
MULTIPLE END OF DAYS [MULTIPLE_END_OF_DAYS]	Enables the user to automatically run the End of Day multiple times.

Table 10-25   (Cont.) OPERA Controls — End of Day Parameters

PARAMETER	DESCRIPTION
RESERVATION PACE [RESERVATION_PACE]	Populates information for comparing the Reservation Booking Pace Report on different days.
STATE CHECK [STATE_CHECK]	Warns users and provides a way to update the state of a reservation's profile while running the End of Day.
WEATHER OR NOTES [WEATHER_NOTES]	Warns users and provides a way to add weather or notes.

Table 10-26   OPERA Controls — End of Day Settings

SETTING	DESCRIPTION
AUTO ROLL DATE MINUTES [AUTO_ROLL_DATE_MINUTES]	Minutes to wait before OPERA Cloud updates the Business Date.
COUNTRY CHECK [COUNTRY_CHECK]	Warns users and provides a way to update the country of a reservation's profile while running the End of Day. Valid values: • CHECK IN / END OF DAY • END OF DAY • NO COUNTRY CHECK
END OF DAY EMAIL ADDRESS [EOD_EMAIL_ADDRESS]	Specifies the default End of Day email address. A completion email will be sent to this email address after end of day is completed
MAXIMUM NUMBER OF OPEN BUSINESS DATES [MAXIMUM NUMBER OF OPEN BUSINESS DATES]	Specifies the number of business dates that can remain open without completing the Print Final Reports process of End of Day. Valid values: • 1-365
NIGHT AUDIT CASHIER [NIGHT_AUDIT_CASHIER_ID]	Specifies the cashier ID for End of Day postings.

OPERA Controls — Events

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Events group.

Table 10-27   OPERA Controls — Events Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
SIMPLE EVENTS		Activates the Function Diary and Simple Events functionality with a PMS Standard or Premium subscription.
		With simple events, you can schedule an event for a specific date, time, and number of attendees, assign an Event Space and specifiy the Event Type, and set up Style. Event notes can be added to track the various resource requirements for the event. Simple Events then appear in an Events Diary
		NOTE: This function only applies when there is no OPERA Cloud Sales and Event Management subscription active.
CATERING EVENTS		Enables the ability to schedule an event and block a function space for a specific date and time. Events can be reserved in non-deduct or deduct status.
ALTERNATE SPACE FUNCTION [ALTERNATE_SPACE]		Enable Alternate Space Functionality
	ALTERNATE SPACE EVENT NAME SETTING [ALTERNATE_SPACE_EVENT_NAME]	Default name for an event in an Alternate Space.
EVENT PACKAGES		Enables the ability to create a collection of events and their associated menus, inventory items, and function space. These events are configured together to allow for quickly adding them to a block in one action. Once added to a block, they function as a package with inherited attendees and pricing (either per person or on a flat basis).
EVENT POSTING		Enables the ability to post the actual charges for an event directly to the posting master account for the related block.
	DEFAULT CATERING FOLIO STYLE	The Folio Style automatically used when generating a Folio for Catering.
EVENT RESOURCES		Enables the ability configure menus and inventory items and attach them to catering events. These event resources are used to build the details of the event and produce the Banquet Event Order.
	EVENT REVENUE ACTUALIZATION	Setting determines whether catering revenue is tracked at the event or resource level.

Table 10-27   (Cont.) OPERA Controls — Events Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
EVENT TEMPLATES		Enables the ability to create a collection of events and their associated menus, inventory items, and function space. These events are configured together to allow for quickly adding them to a block in one action. Once added to a block, they function as independent events with their own individual pricing.
EVENT WAITLIST		Enables the ability to reserve function space already reserved for another block in a deduct from inventory status. These events are put on a waitlist in the order they have been created, but that order can be manually updated. If the function space becomes available, the waitlisted event with the first priority will automatically come off the waitlist and be moved to a deduct from inventory status.
	WAITLIST ACTIVITY TYPE	This activity type is used to notify a user that an event, which was waitlisted, has been assigned to a function space.
SUB EVENTS		Enables the ability to create events that are linked to other events, either in the same function space or a different space. These events can then be printed together on Banquet Event Orders to illustrate their connected nature.
	DEFAULT SUB EVENT RATE CODE	Default Sub Event Rate Code.

Table 10-28   OPERA Controls — Events Parameters

PARAMETER	DESCRIPTION
BOOK SHAREABLE SPACE AS EXCLUSIVE [BOOK_SHAREABLE_S PACE_AS_EXCLUSIVE]	When enabled, users are able to override the shareable functionality and reserve the space for a single event.
CATERING MEAL PERIODS [CATERING_MEAL_PE RIODS]	Provides the ability to configure meal periods and link event types to a specific meal period for reporting purposes.
CONSUMPTION MENU FORECASTING [CONSUMPTION_MEN U_FORECASTING]	Allows for a Menu Price to be added to a Consumption Menu in Menu Configuration and when editing a Menu that has been attached to an Event.
COPY EVENT NOTES [COPY_EVENT_NOTES]	Copy Event Notes when copying an Event.

Table 10-28   (Cont.) OPERA Controls — Events Parameters

PARAMETER	DESCRIPTION
COPY FORECAST FIGURES [COPY_FORECAST_FIGURES]	Copy Event Forecast Figures when copying an Event.
COPY RESOURCE NOTES [COPY_RESOURCE_NOTES]	Copy Resource Notes when copying a Resource.
ITEM INVENTORY WARNING [ITEM_INVENTORY_WARNING]	Show Inventory Warnings for Items.
KEEP EVENT DETAILS ON TYPE CHANGE [KEEP_EVENT_DETAILS_ON_TYPE_CHANGE]	Keep Event Details as they are when the event type is changed.
MENU ITEM DEMAND [MENU_ITEM_DEMAND_FACTOR]	Expose demand factor on menu items when configuring menus.
RESOURCE COST [RESOURCE_COST]	Expose cost fields for catering resources.
USE FORECAST REVENUE [USE_FORECAST_REVENUE]	The On the Books Revenue calculation will use the forecast-ed revenue until "Use Forecast Revenue" checkbox is unchecked.
WARN WHEN SPACE BOOKED [WARN_WHEN_SPACE_BOOKED]	User will receive a warning message indicating the space is booked by another event.

Table 10-29   OPERA Controls — Events Settings

SETTING	DESCRIPTION
DEFAULT SPACE REVENUE TYPE [DEFAULT_SPACE_REVENUE_TYPE]	Defines the default revenue type that will populate when configuring rental amounts for function space. Valid values: Select from the configured revenue types.
MEASUREMENT [MEASUREMENT]	Specifies the measurement system used for the function space. Valid values: • METRIC • IMPERIAL
NO SPACE WARNING IN EVENT SEARCH [NO_SPACE_WARNING_IN_EVENT_SEARCH]	Status for which users will be warned that one or more events exist that do not have space assigned. The message will only appear when the search criteria includes Block ID. Valid values: Multi-select from the configured status codes.

OPERA Controls — Exports

The following tables outline the functions and parameters that can be configured in the OPERA Controls Exports group.

Table 10-30   OPERA Controls — Exports Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
GENERAL EXPORTS [GENERAL_EXPORTS]		Function allows access to export General, Membership, and Back Office files to view and save.

Table 10-31   OPERA Controls — Exports Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
USE BACK OFFICE EXPORT MAPPING [BACKOFFICE_EXPORT_MAPPING]		Activates export mapping for back office exports.
USE COUNTRY SPECIFIC EXPORTS [COUNTRY_EXPORTS]		Activates the Export functionality for country specific requirements.
	GROUP MASTER UDF FIELD SETTING [GROUP_MASTER_UDF]	Specifies the two digit numeric value of the reservation UDFC field for the group master flag (IT-Alloggiati). Valid values: • 01–40
	CMFLEX PROPERTY KEY SETTING [CMFLEX_KEY]	Specifies the property key for CMFlex export [Brazil].
	CMFLEX FISCAL QUEUE NAME SETTING [CMFLEX_QUEUE_NAME]	Specifies the fiscal queue name for CMFlex export [Brazil].
	CMFLEX PROFILE UDF FIELD CORRESPONDING TO CNPJ SETTING [CMFLEX_UDF_CNPJ]	Specifies the profile UDF field corresponding to CNPJ for CMFlex export [Brazil].
	CMFLEX PROFILE UDF FIELD CORRESPONDING TO INSC EST SETTING [CMFLEX_UDF_INSC_EST]	Specifies the profile UDF field corresponding to Insc. Est. for CMFlex export [Brazil].

Table 10-31   (Cont.) OPERA Controls — Exports Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	CMFLEX PROFILE UDF FIELD CORRESPONDING TO INSC MUN SETTING [CMFLEX_UDF_INSC_MUN]	Specifies the profile UDF field corresponding to Insc. Mun. for CMFlex export [Brazil].
	CMFLEX PROFILE UDF FIELD CORRESPONDING TO CPF SETTING [CMFLEX_UDF_CPF]	Specifies the profile UDF field corresponding to CPF for CMFlex export [Brazil].

OPERA Controls — Front Desk

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Front Desk group.

Table 10-32   OPERA Controls — Front Desk Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
SERVICE REQUESTS [SERVICE_REQUESTS]		The ability to add a service request to guest and/or reservation for follow-up at a future date. Service Recovery is used to report incidents that occur and require actionable follow-up and subsequent closure by other staff members.
ESIGN REGISTRATION CARD [ESIGN_REGISTRATION_CARD]		Enable eSign Registration Card functionality on reservations for getting electronic Signature and Initials.
	DAYS TO PURGE E-SIGNED REGISTRATION CARDS [ESIGN_REGISTRATION_CARD]	Number of days for e-Signed Registration Cards to be purged after a reservation is checked out.

Table 10-33   OPERA Controls — Front Desk Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
REGISTRATION CARDS [REGISTRATION_CARDS]		Activates registration card functionality.
	DEFAULT REGISTRATION CARD SETTING [DEFAULT_REGISTRATION_CARD]	Sets the registration card used by default for all check ins.
	GENERATE REGISTRATION CARDS AT CHECK IN SETTING [PRINT_REGCARD_AT_CI]	Generates registration cards at check in. Valid values: • NEVER GENERATE • PROMPT TO GENERATE • SELECT DESTINATION
	PRINT REGISTRATION CARDS FOR ACCOMPANYING GUESTS [PRINT_REGISTRATION_CARDS_FOR_ACCOMPANYING_GUESTS]	Enables the printing of individual registration cards for each accompanying guest from a reservation. The Registration Cards parameter and the Accompanying Guest function must be On for this parameter to be available.
	AGE THRESHOLD TO PRINT REGISTRATION CARD [AGE_THRESHOLD_TO_PRINT_REGISTRATION_CARD]	Guests for this age or older are eligible for an individual registration card when their profile is used as an accompanying guest. Select a numeric value to represent the minimum age required for a guest to have an individual registration card. The Print Registration Cards for Accompanying Guests parameter must be active for this setting to be available
DEFAULT CHECK IN STEP		

Table 10-34   OPERA Controls — Front Desk Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CHECK IN PREPAY RULES [CHECK_IN_PREPAY_RULES]		Enables posting anticipated accommodation charges and collecting payment.

Table 10-34 (Cont.) OPERA Controls — Front Desk Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ADVANCE FOLIO PAYMENT TYPE SETTING [ADVANCE_FOLIO_PAYMENT_TYPE]	Applies reservation prepay rules to the specified method(s) of payment.
	MINIMUM NUMBER OF NIGHTS SETTING [ADVANCE_PAYMENT_MIN_NIGHTS]	Specifies the minimum number of nights to enforce reservation prepay rules.
	PREPAY FOLIO FUNCTION [PREPAY_FOLIO]	Enables the ability to collect payment in advance for additional nights in a reservation.
CUSTOM CHECK IN STEPS [EXPOSE_ADDITIONAL_CHECKIN_TRAIN_STOPS]		Allows adding steps to the Check In, and provides the option to set the order in which these steps show. The Room Selection and Review Payment steps are required and selected by default.
	Default Check In Step [DEFAULT_CHECK_IN_STEP]	When the parameter is on, the Check In defaults to the first step selected in the Custom Check In Steps setting. When the parameter is off, the Check In defaults to the first step that requires attention. When no step requires attention, the Check In defaults to the Verify Payment step.
ROOM MOVE ROOM STATUS ROOM_MOVE_ROOM_STATUS		During a Room Move, this is the default status of the departing room

OPERA Controls — General

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls General group.

Table 10-35 OPERA Controls — General Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACTIVATE REPORT SCHEDULER FUNCTIONALITY [REPORT_SCHEDULER]		Activates the Report Scheduler functionality. You can schedule reports to auto generate periodically in a variety of file formats. You can also schedule reports to e-mail to a recipient.

Table 10-35   (Cont.) OPERA Controls — General Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ENROLLMENT [ENROLLMENT]		Enables the membership enrollment feature for integrated loyalty systems.
	ENROLLMENT SYSTEMS THAT ARE ACTIVE TO OPERA SETTING [ENROLLMENT_TYPE]	Enables the ability to attach external files to reservations and group blocks. Files are retained for life of the reservation and purged after departure.
FILE ATTACHMENTS [ATTACHMENTS]		Enables the ability to attach files to reservations, blocks and profiles.
		Reservation and block attachments are retained for the life of the reservation or block and purged after departure.
LOG IT [LOGBOOK]		Enables the ability to create log book entries for various departments.
MULTI LANGUAGE [GUEST_LANGUAGE]		Enables multi-language functionality for translation of values on guest stationery. This function also actives alternate name functionality which allows CRS integrated properties to record guest names in the national character set for searching and output on guest stationery.
OWNER [OWNER]		Provides the ability to define and associate a sales owner code for each account (company/agent) profile and business block. The owner code can be referenced for filter criteria within reporting and searching within the application.
TEXT MESSAGE HANDLING [SMS_CONFIRMATIONS]		Activates integration to SMS service providers for SMS text message delivery of confirmations, guest messages and queue room ready notifications to guests plus queue rush rooms alerts to housekeeping room attendants.
		Requires a subscription with local SMS service provider that supports email-to-sms or HTTP POST.
TRACK IT [TRACK_IT]		Track-It enables the management of tasks for the delivery and collection of guest luggage, vehicles, parcels, and other items which need to be tracked.
		Track-It also supports tracking of lost and found items.
		Track-It functionality is also available on a smartphone via the OPERA Cloud / mobile web application.

Table 10-35   (Cont.) OPERA Controls — General Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	DEFAULT PARCEL LOCATION SETTING [DEFAULT_PARCEL_LOCATION]	Specifies the default location for Parcel type.
	DEFAULT PARCEL ACTION SETTING [DEFAULT_PARCEL_ACTION]	Specifies the default action for Parcel type.
	DEFAULT PARCEL TYPE SETTING [DEFAULT_PARCEL_TYPE]	Specifies the default type for Parcel type.
	DEFAULT VALET LOCATION SETTING [DEFAULT_VALET_LOCATION]	Specifies the default location for Valet type.
	DEFAULT VALET ACTION SETTING [DEFAULT_VALET_ACTION]	Specifies the default action for Valet type.
	DEFAULT VALET TYPE SETTING [DEFAULT_VALET_TYPE]	Specifies the default type for Valet type.
	DEFAULT BAGGAGE LOCATION SETTING [DEFAULT_BAGGAGE_LOCATION]	Specifies the default location for Baggage type.
	DEFAULT BAGGAGE ACTION SETTING [DEFAULT_BAGGAGE_ACTION]	Specifies the default action for Baggage type.
	DEFAULT BAGGAGE TYPE SETTING [DEFAULT_BAGGAGE_TYPE]	Specifies the default type for Baggage type.
	DEFAULT LOST LOCATION SETTING [DEFAULT_LOST_LOCATION]	Specifies the default location for Lost type.
	DEFAULT LOST ACTION SETTING [DEFAULT_LOST_ACTION]	Specifies the default action for Lost type.

Table 10-35   (Cont.) OPERA Controls — General Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	DEFAULT LOST TYPE SETTING [DEFAULT_LOST_TYPE]	Specifies the default type for Lost type.

Table 10-36   OPERA Controls — General Parameters

PARAMETER	SETTING	DESCRIPTION
ACCESS EXCLUSION [ACCESS_EXCLUSION]		Enables access exclusion for the block. When a block access exclusion is configured for a business block, specific central reservation offices (CROs) cannot edit the block (i.e., add a new reservation or modify an existing reservation in the block; cancel a reservation in the block, or both).
1099 REPORTING [1099]		Activates 1099 Reporting functionality.
ACTIVATE TEMPLATE TASKS ON ALL DEPENDENT PROPERTY ROLES [TEMPLATE_TASK_ACTIVATION_ON_PROPERTY_ROLES]		Activates newly selected or deselected template tasks for all dependent property roles.
ENABLE WATERMARK FOR REPORTS [REPORT_WATERMARK]		Enables adding a watermark to all reports created in PDF format.
INFORMATION COLLECTION [INFORMATION_COLLECTION]		Activate Information Collection functionality to allow for the collection of information at specific locations in OPERA. This includes the ability to configure which type of information collection functionality is active in the property.
	INFORMATION COLLECTION METHODS SETTING [INFORMATION_COLLECTION_METHODS]	Select the method(s) which will be used for Information Collection functionality.
NUMERIC KEYBOARD FOR ROOM NUMBER [DEVICE_NUMERIC_KEYBOARD]		Activates the mobile device keyboard to default to the numeric keyboard on selection of the Room Number field.

Table 10-36   (Cont.) OPERA Controls — General Parameters

PARAMETER	SETTING	DESCRIPTION
PROPERTY ROLES WITHOUT TEMPLATE [PROPERTY_ROLES_ WITHOUT_TEMPLATE]		Enables you to create property roles and assign tasks to the roles without needing to copy roles from template.
REPORTS GLOBAL ONLY [REPORTS_GLOBAL_O NLY]		Only display global reports for CRO access.
RESTRICT CREDIT CARD MANUAL ENTRY [RESTRICT_CC_MANU AL_ENTRY]		Prohibits manual inputting of credit card details in payment windows.
STORE IP ADDRESS IN CHANGES LOG [STORE_IP_ADDRESS_ USER_ACTIVITY_LOG]		When active the IP Address will be displayed in the Changes Log.
VIEW RECENTLY USED RECORDS [RECENT_USED_RECO RDS_MENU]		Shows the View Recent Records within the I Want To Options of the Profile, Reservation, Events, and Block search screens.

Table 10-37   OPERA Controls — General Settings

SETTING	DESCRIPTION
BACKGROUND [OPERA9_BACKGROU ND]	. The color of the strip displayed at the top of the application.
CONFIGURE WATERMARK SETTINGS [REPORT_WATERMAR K_MODE]	Specifies the watermark settings to be applied to all reports in all properties where watermark functionality is active. This setting can be overridden by customizing watermarks on the report group or individual report level.
INFORMATION COLLECTION METHODS [INFORMATION_COLLE CTION_METHODS]	Select the method(s) which will be used for Information Collection functionality.
CUSTOM TRANSLATION TYPE [CUSTOM_TRANSLATI ON_TYPE]	Specifies the chain specific custom translation.
DEFAULT SEARCH MODE [DEFAULT_SEARCH_M ODE]	Specifies the default search type used in Manage Profiles, Blocks, and Reservations.

Table 10-37   (Cont.) OPERA Controls — General Settings

SETTING	DESCRIPTION
EXPORT CHARACTER SET [EXPORT_CHARACTER_SET]	Specifies the character set used to write the export files.
GOVERNMENT ID [GOVERNMENT_ID]	The government identification associated with the property.
PROPERTY TAX ID [PROPERTY_TAX_ID]	Specifies the tax identification number for the property.
PROXY CREDENTIALS [PROXY_CREDENTIALS]	Specifies the proxy server's username and password (e.g., username:password).
PROXY SERVER [PROXY_SERVER]	Specifies the proxy server for HTTP calls from within the database server.
PROXY SERVER BYPASS [PROXY_SERVER_BYPASS]	Specifies the bypass proxy server for the configured local addresses. Addresses are entered separated with , (comma). Whole domains can be entered in the format *.<DOMAIN.NAME>
WEEKEND DAYS [WEEKEND_DAYS]	Specifies the weekend days.
Government ID [GOVERNMENT_ID]	The government identification associated with the property.

OPERA Controls — IFC

The following tables outline the parameters and settings that can be configured in the OPERA Controls IFC group.

Table 10-38   OPERA Controls — IFC Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
VIDEO CHECKOUT [VIDEO_CHECKOUT]		Activate Video Check Out Functionality. Allows the guest to view their folio and check out from their room via the in-room television.
	VIDEO CHECK OUT START TIME SETTING [VIDEO_CO_START]	Time of Day the Video Check Out is to start.
	VIDEO CHECK OUT STOP TIME SETTING [VIDEO_CO_STOP]	Time of Day the Video Check Out is to stop.

Table 10-38 (Cont.) OPERA Controls — IFC Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	VIDEO CHECK OUT EMAIL SETTING [VIDEO_CO_EMAIL]	Address used to receive Video Check Out folios. When this setting is configured and when a Video Checkout of a reservation is done, copy of folios are emailed based on this configured email.

Table 10-39 OPERA Controls — IFC Parameters

PARAMETER	DESCRIPTION
ADVANCED AUTHORIZATION RULES [ADVANCED_AUTHORIZATION_RULES]	Enables you to define authorization rules based on the Room Type, Room Class, Rate Code, Rate Category, Reservation Type, and Source Code.
EXCLUSIVE TAXES WILL BE POSTED AS ITEMIZERS BY THE POS INTERFACE [EXCL_TAX_BY_IFC]	Posts exclusive taxes as Itemizers by the POS interface.
PROMPT FOR TERMINAL [PROMPT_FOR_TERMINAL]	Enables a terminal to be selected for credit card transactions.

Table 10-40 OPERA Controls — IFC Settings

SETTING	DESCRIPTION
ADDRESS CLEANSING SYSTEM [ADDRESS_CLEANSING_SYSTEM]	Specifies the address cleansing system handler. Valid values: • ADDRESSDOCTORV4 • ADDRESSDOCTORV5 • GROUP1CODE1 • SAP DATA SERVICES

Table 10-40   (Cont.) OPERA Controls — IFC Settings

SETTING	DESCRIPTION
DEFAULT KEYS EXPIRY TIME [DEFAULT_KEYS_EXPIRY_TIME]	For room key card use: The setting to use as the default value for the **Valid Until Time** field in the Create Key screen. Values are reservation Expected Time of Departure (ETD) or the OPERA Controls setting Key Expiry Time as the default on the Valid Until Time field in Create Key screen. The Valid Until Time value sets the time of the day after which the room key card expires. If creating a duplicate key, the previous key Valid Until Time is the default value. Rules: If left blank, the Valid Until Time field in the Create Key screen defaults to the reservation ETD (Expected Time of Departure). If there is no ETD set, then the OPERA Controls setting for Key Expiry Time is used. If the Key Expiry Time setting is not set, then the default is set at 12:00 PM.
IFC CLOUD LOG LEVEL [IFC_CLOUD_LOG_LEVEL]	Overrides the log level of the requests received by OPERA CLOUD from IFC interface. The default is WARNING. This can be set to FINE or FINEST only while troubleshooting an issue with Property Interfaces.
KEY EXPIRY DAYS [KEYS_EXPIRY_DAYS]	Specifies the number of days after the check out date for the key card to expire.
KEY EXPIRY TIME [KEYS_EXPIRY_TIME]	Specifies the time of the day when the key card expires.
KEY RESPONSE [KEY_RESPONSE]	Specifies the key response. Valid values: • NONE • WAIT (select to display the Door Locking System's response to the UI) • BROADCAST (broadcast the key response when it is available)
KEY VALID START TIME [KEY_VALID_START_TIME]	For room key card use: The time of day default value for the Valid Start Time field in the Create Key screen. Value is in 24 hour time format. The Valid Start Time value sets the time that the room key card is enabled for use. When left blank the Valid Start Time (when available on the Create Key Screen) populates with the current property system time. If creating a duplicate key, the previous key Valid Start Time is the default value. Note: The Valid Start Time field is available on the Create Key screen when the Property Interface Control **Send Valid Start Date/ Time** check box is checked.
ROOM NUMBER TO WHICH ANY LOST INTERFACE POSTINGS WILL BE SENT [DEFAULT_POSTING_ROOM]	Specifies the room number to which any lost posting (that is, when the reservation information is not valid) is sent.

OPERA Controls — Inventory Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Inventory Management group.

Table 10-41   OPERA Controls — Inventory Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
RESTRICTIONS [ADVANCE_RATE_RES TRICTION]		Ability to set restrictions on rates and room types for specific dates. Rate strategies rules can be configured to automate restrictions being applied to rates.
	RATE CATEGORY RESTRICTIONS PARAMETER [RESTRICTION_RATEC ATEGORY]	Enables setting restrictions at the rate category level.
	RESTRICTION TYPE SETTING [RESTRICTION_TYPES]	Specifies the restriction types available at the property. Valid values: • Arrival • Departure • Stay Through • Length of Stay • Advance Booking • Length of Stay Not Available
ROOM CLASS [ROOMCLASS_YN]		Room class functionality enables the allocation of room types to a room class hierarchy. Within OPERA Cloud Services all search panels and reports can be filtered by room class. This is useful for properties with a club floor(s) or different styles of accommodation that operationally need to exclude other rooms types for daily processing.
SELL LIMITS [SELL LIMITS]		Enables overbooking functionality to control the number of rooms that can be booked per room type beyond the physical inventory. Sell limits could also be an under-booking value to prevent the full room inventory from being sold.

Table 10-42   OPERA Controls — Inventory Management Settings

SETTING	DESCRIPTION
UPDATE THE ROOM STATUS FOR NO SHOW AND CANCELED RESERVATIONS [UPDATE_NO_SHOW_ ASSIGNED_ROOM_ST ATUS]	Updates the status for no show and canceled reservations. Valid values: • CL — Clean • DI — Dirty • IP — Inspected • PU — Pickup

OPERA Controls — Look To Book Sales Screen

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Look To Book Sales Screen group.

Table 10-43   OPERA Controls — Look To Book Sales Screen Functions

FUNCTION	DESCRIPTION
TURNAWAY FUNCTIONALITY [TURNAWAYS]	Enables the tracking of denied or refused reservations and the associated reason for the turnaway of the reservation for statistical purposes.

Table 10-44   OPERA Controls — Look To Book Sales Screen Parameters

PARAMETER	DESCRIPTION
AUTOMATIC CREATION OF PROFILE [AUTO_CREATE_PROF ILE]	Automatically creates a profile when no records match the name entered in the search area.
DEFAULT BLANK ARRIVAL DATE [DEFAULT_BLANK_AR RIVAL_DATE]	Sets the arrival date to blank for new reservations.
DISPLAY RATE DESCRIPTION [LTB_DISPLAY_RATE_ DESC]	Shows the rate description on the Look To Book Sales screen.
DISPLAY RATE LONG INFORMATION [LTB_DISPLAY_RATE_ LONG_INFO]	Shows the rate long information on the Look To Book Sales screen.
DISPLAY RATE SHORT INFORMATION [LTB_DISPLAY_RATE_ SHORT_INFO]	Shows the rate short information on the Look To Book Sales screen.

Table 10-44   (Cont.) OPERA Controls — Look To Book Sales Screen Parameters

PARAMETER	DESCRIPTION
DISPLAY ROOM DESCRIPTION [LTB_DISPLAY_ROOM_DESC]	Shows the room description on the Look To Book Sales screen.
DISPLAY ROOM LONG DESCRIPTION [LTB_DISPLAY_ROOM_LONG_DESC]	Shows the room long description on the Look To Book Sales screen.
SHOW ALTERNATE PROPERTIES [DEFAULT_ALTERNATE_PROPERTIES]	Shows alternate properties while checking availability.

Table 10-45   OPERA Controls — Look To Book Sales Screen Settings

SETTING	DESCRIPTION
AUTO EXPAND AVAILABILITY FOR PROPERTIES [AUTO_FETCH_PROP_AVAIL_COUNT]	Shows the property availability for this number of properties when searching.
BLOCK CREATION PROMPT THRESHOLD ROOMS [BLOCK_CREATION_THRESHOLD_ROOMS]	Specifies the number of rooms threshold to prompt for block creation in the Look to Book Sales screen at the time of Book Now.
DEFAULT AVAILABILITY OPTION [DEFAULT_AVAILABILITY_OPTION]	Includes closed rates for rate availability according to this selection. Valid values: • Only Available Rates — When the Closed check box is not selected, any closed rates are not shown. • Include Closed Occupancy — When the Closed check box is not selected, closed rates due to occupancy restrictions are still included in the result. • Include Closed Rates — When the Closed check box is not selected, any closed rates are not shown.
DEFAULT AVAILABILITY VIEW [DEFAULT_AVAILABILITY_VIEW]	Specifies the display set view in the Look to Book screen. Valid values: • Initial Display Set • All Display Sets
DEFAULT DISPLAY SET [O9_DEFAULT_DISPLAY_SET]	Specifies the display set for the Availability grid. Valid values: • All active display sets.

Table 10-45   (Cont.) OPERA Controls — Look To Book Sales Screen Settings

SETTING	DESCRIPTION
DEFAULT RESERVATION TYPE FOR A NEW RESERVATION [RESERVATION_TYPE]	Specifies the reservation type for a new reservation. Valid values: • All configured reservation types that are active for the property.
LTB ARRIVAL DATE HANDLING [DEFAULT_BLANK_AR RIVAL_DATE]	
LTB ARRIVAL DATE HANDLING FOR HUB [DEFAULT_BLANK_AR RIVAL_DATE_HUB]	
PROPERTY ORDER [PROPERTY_ORDER]	Specifies the property order pattern on the Look to Book screen.
RESERVATION ORIGIN CODE [DEFAULT_ORIGIN_CO DE]	Specifies the origin code for new reservations.

OPERA Controls — Membership

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Membership group.

Table 10-46   OPERA Controls — Membership Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AWARD POINTS REDEMPTION [AWARD_REDEMPTIO N]		Activates the Award Points Redemption functionality.
AWARDS PROGRAM [AWARDS_MODULE]		Activates the Guest Awards Program functionality.
INSTANT REDEMPTION [INSTANT_REDEMPTIO N]		Activates Instant Redemption Functionality
FLEXIBLE BENEFITS AWARDS FLEXIBLE_BENEFITS_ AWARDS]		Flexible Benefit Award functionality.

Table 10-47   OPERA Controls — Membership Parameters

PARAMETER	DESCRIPTION
EXPORT AWARDS [MEM_AW_EXP]	Allows you to add data in UDF when creating an export file of awards.
GLOBAL MEMBERSHIP HANDLING [GLOBAL_MEMBERSHIP_HANDLING]	Provides global membership configurations.
GUARANTEED AVAILABILITY FOR MEMBERS [MEMBER_GUARANTEED_AVL]	Activates guaranteed availability functionality for members.
LOYALTY MEMBERSHIP CONFIGURATION [OCIS_MEM_CONF]	Allows configuration of certain aspects of the loyalty primary membership in an environment when loyalty cloud services are not active.
MEMBER PROFILE UPDATE RESTRICTION [MEMBER_PROFILE_UPDATE_RESTRICTION]	When enabled, profile with a membership associated to a reservation, the name on the reservation cannot be changed,nor can the profile be removed from the reservation. Also first name, last name and Merge attributes will not be available.
MEMBERSHIP EXCEPTION [MEMBERSHIP_EXCEPTION]	
MEMBERSHIP LEVEL FOLIO TEXT [MEMBERSHIP_LEVEL_FOLIO]	Enables folio texts for membership levels.
MEMBERSHIP LINK [MEMBERSHIP_LINK]	Enables linking a profile membership of the property default membership type to a reservation with a different profile.
MEMBERSHIP RATES [MEMBERSHIP_RATES]	Activates membership rates for linking a rate code to a membership type/membership level.
PREFERRED CARD [MEM_PREF_CARD]	Permits a member to choose one preferred card.

Table 10-48   OPERA Controls — Membership Settings

SETTING	DESCRIPTION
DEFAULT MEMBERSHIP SOURCE [DEFAULT_MEMBERSHIP_SOURCE]	This is the default source of enrollment that will be appended and added to the membership number when CROSS BRAND RECOGNITION parameter is activated. User should use this application setting to set the enrollment source code that will be added to membership enrolling in this chain.

Table 10-48   (Cont.) OPERA Controls — Membership Settings

SETTING	DESCRIPTION
MEMBER INFO DOWNLOAD RANGE (YEARS) [MEMBER_INFO_YRS_RANGE]	Specifies the number of years that membership information is summarized. Valid values: • 1–9
DEFAULT MEMBERSHIP SOURCE [DEFAULT_MEMBERSHIP_SOURCE]	This is the default source of enrollment that will be appended and added to the membership number when CROSS BRAND RECOGNITION parameter is activated. User should use this application setting to set the enrollment source code that will be added to membership enrolling in this chain.

OPERA Controls — Profile

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Profile group.

Table 10-49   OPERA Controls — Profile Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CONTACTS [CONTACTS]		Enables the creation of contact profiles linked to company or agent profiles. A guest profile can be flagged as a contact profile also. Contacts can be linked to reservations as the reservation contact.
	ADDRESS TYPE TO COPY WHEN CREATING LINKED PROFILE SETTING [COPY_ACC_CON_ADDRESSTYPE_COPY]	Specifies the address information copied automatically when creating a linked profile based on the address type. Valid values: • All configured address types
	DEFAULT CONTACT ADDRESS TYPE SETTING [DEFAULT_CONTACT_ADDRESSTYPE]	Specifies the default contact address type. Valid values: • All configured address types
	DEFAULT PHONE TYPE FOR A CONTACT SETTING [DEFAULT_CONTACT_PHONETYPE]	Specifies the default phone type for a contact. Valid values: • All configured communication types

Table 10-49   (Cont.) OPERA Controls — Profile Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PHONE TYPE TO COPY WHEN CREATING LINKED PROFILE SETTING [COPY_ACC_CON_PHONETYPE_COPY]	Specifies the phone information copied automatically when creating a linked profile based on the phone type. Valid values: • All configured communication types
FUTURE & PAST STAYS [FUTURE_AND_PAST_STAYS]		Enables viewing information from existing future and past reservations connected to a profile.
IATA COMPANY TYPE [IATA_COMP_TYPE_ACTIVE]		Shows the IATA/Company type in company and travel agent profiles.
INCOGNITO [INCOGNITO]		Enables the ability to identify specific guests as incognito and use a pseudonym while resident at the property (celebrities, for example).
KEYWORD [KEYWORD]		Keywords are defined on company and agents profiles and it's possible to search for profiles using keyword value. A keyword example would be AMEX.
PROFILE LOOKUP [LOOKUP]		Enables performing lookups from the external system based on the configuration mode running.
	FORCE AUTOMATIC CENTRAL LOOKUP PARAMETER [FORCE_AUTO_CENTRAL_LOOKUP]	Performs central lookup automatically.
	PROFILE TYPES FOR LOOKUP SETTING [PROFILE_LOOKUP_TYPES]	Performs central lookup for the selected profile types. Valid values: • D - Guest • C - Company • T- Travel Agent • S - Source • G - Group
PROFILE MAILING PRIVACY [PRIVACY]		Enables the privacy panel displaying fields related to guest to opt-in or opt-out of receiving promotional mailings.
	PRIVACY DEFAULT PARAMETER [PRIVACY_DEFAULT_OPTED_IN]	Sets profiles to receive promotional information, participate in market research, receive third party information, and autoenroll in the loyalty program.
PROFILE PROTECT [PROFILE_PROTECT]		Ability to lock a CRS subscribed profile and prevent updates in OPERA Cloud.

Table 10-49   (Cont.) OPERA Controls — Profile Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PROFILE PROTECTION SETTING [PROFILE_PROTECTION]	Enables specifying the type of profile protection. Valid values: • By Profile Type • By Profile
PROFILE REVENUE BUCKETS [PROFILE_REVENUE_BUCKETS]		Shows revenue bucket summary information on the Reservation History screen within profile statistics.
RELATIONSHIPS [RELATIONSHIPS]		With this enabled, various relationship between the profiles can be established. Family relationship such as mother-daughter or corporate relationship such as parent-company and subsidiary are configurable. Rate entitlements (negotiated rates) can also be inherited to related profiles using relationships.
	RELATIONSHIPS RATE INHERIT [RELATIONSHIPS_RATE_INHERIT]	Enables reservations to inherit rates from associated relationships of profile types.
VIP [VIP_STATUS]		Track VIP level on guest profiles and filter reservation searches and reports based on VIP value..

Table 10-50   OPERA Controls — Profile Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ADVANCED TITLE [ADVANCED_TITLE]		Enables advanced title configuration.
ALLOW DUPLICATE IDS [ALLOW_DUPLICATE_IATA]		Permits duplicate IDs for travel agent, source, and company profile types.
AUTO GENERATE CLIENT ID [AUTO_GENERATE_CLIENT_ID]		Generates an ID automatically for an OPERA profile if the ID is empty. This ID is Client ID for Guest/Group, Corporate ID for Company, and IATA for Travel Agent/ Source.
	GENERATE ID FOR PROFILE TYPES SETTING [AUTO_GENERATE_ID _TYPES]	Indicates the profile types for which the client ID will be generated automatically.

Table 10-50   (Cont.) OPERA Controls — Profile Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
BYPASS CORP ID VALIDATION [BYPASS_CORP_ID_VA LIDATION]		When enabled, If a ZZ is placed in front of Corp ID by the user, OPERA does not initiate the number validation process.
EXTENDED ACCOUNT NAME SEARCH [EXTENDED_ACCOUNT _NAME_SEARCH]		Account Name Search to Include Name 2 and Name 3. Using this search may increase the search time.
IATA VALIDATION [IATA_YN]		Validates the IATA number entered in the profile. All numbers are checked against the IATA validation routine. A new option is available enabling subscribers to perform Travel Agency IATA validation using the IATA Rest API. Validation occurs when profiles are updated with information provided by IATA (based on subscription level).
OCIS E-CERTIFICATES [OCIS_ECERTIFICATE]		Activates the OCIS e-certificate feature. This should only be turned on if your system is connected to the OCIS central system where e-certificates are configured and issued. For any other type of voucher/e-certificate functionality, this should be left off.
PERSONAL INFORMATION PROTECTION [PERSONAL_INFORMA TION_PROTECTION]		Activates additional security procedures which include anonymization of profile data.
	NUMBER OF DAYS UNTIL ANONYMIZATION SETTING [NUMBER_OF_DAYS_F OR_ANONYMIZATION]	Defines the number of days after the last activity occurs in which the requested profile can be anonymized.
PROFILE DISCOUNTS [PROFILE_DISCOUNTS]		Enables configuring discounts for negotiated rates.
	DEFAULT PROFILE DISCOUNT REASON SETTING [DEFAULT_PROFILE_D ISCOUNT_REASON]	Specifies the default discount reason in the Discount Reason field of the reservation when a profile with a discount is attached. Valid values: • All configured reservation discount reasons.

Table 10-50   (Cont.) OPERA Controls — Profile Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PROFILE DISCOUNTS PRIORITY SETTING [PROFILE_DISCOUNTS_PRIORITY]	Specifies the priority when applying profile discounts on a reservation when multiple eligible profiles exist. Valid values: • Profile Type (Company, Travel, Guest, Group, Contact) • Lowest
PROFILE NAME VALIDATIONS [PROFILE_NAME_STRING]		Performs a match and validation on a configured profile type and name string each time a new profile is manually created from Profile Search or from Account Search to see if the name string matches with the profile type.
PROPERTY ACTION CODES [PROPERTY_ACTIONCODES]		Specifies if profile action codes are property specific.
RESTRICT PROFILE MERGE WITH CURRENT AND FUTURE RESERVATIONS [DISALLOW_PROF_MERGE_CURR_FUT_RESV]		Enables merging source and travel agent profiles with current or future reservations.
RESTRICTION / FLAGGED REASONS [RESTRICTION_FLAGGED_REASONS]		Enables specifying a list of values for profile restriction and AR flagged reasons.
SALES INFORMATION [SALES_INFORMATION]		Activates Sales Information functionality.
	PROPERTY COMPETITION CODES PARAMETER [PROPERTY_COMPETITION_CODES]	Determines if property competition codes are property specific or centrally administered.
	PROPERTY PRIORITY PARAMETER [PROPERTY_PRIORITY]	Determines if property priorities are property specific or centrally administered.
	PROPERTY ROOMS POTENTIAL CODES PARAMETER [PROPERTY_ROOMS_POTENTIALS]	Determines if property rooms potential codes are property specific or centrally administered.

Table 10-50   (Cont.) OPERA Controls — Profile Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
SUBSCRIPTION MANAGEMENT [SUBSCRIPTION_MGMT]		This parameter activates profile subscription management functionality. When OPERA Cloud is integrated to OPERA Customer Loyalty Tracking , profiles can be subscribed to one or more properties within the chain. When a profile is updated by a property, the changes will be automatically updated to all subscribed properties.

Table 10-51   OPERA Controls — Profile Settings

SETTING	DESCRIPTION
COMPANY ADDRESS TYPE [COMPANY_ADDRESS_TYPE]	Specifies the default address type for non-guest profiles. Valid values: • All active address types, except for the Protected address type.
COMPANY PHONE TYPE [COMPANY_PHONE_TYPE]	Specifies the default phone type for non-guest profiles. Valid values: • All phone types.
DEFAULT MEMBERSHIP TYPE [DEFAULT_MEMBERSHIP_TYPE]	Populates the selected membership type automatically when adding a new membership to a profile and the membership used for linking a profile membership to a reservation. Valid values: • All active membership types.
GUEST ADDRESS TYPE [INDIVIDUAL_ADDRESS_TYPE]	Specifies the default address type for a guest profile. Valid values: • All configured address types, except for the Protected address type.
GUEST EMAIL TYPE [GUEST_EMAIL_TYPE]	Specifies the default email type for a guest profile. Valid values: • All configured email types.
GUEST PHONE TYPE [INDIVIDUAL_PHONE_TYPE]	Specifies the default phone type for a guest profile. Valid values: • All configured phone types.
PURGE ADDRESS COUNTRY [PURGE_ADDRESS_COUNTRY]	Purges guest profiles only from the selected country codes. Valid values: • All country codes.
PURGE DAYS [INACTIVE_DAYS_FOR_GUEST_PURGE]	Purges guest profiles after this number of days of no activity. Valid values: • 90 — 3650

Table 10-51   (Cont.) OPERA Controls — Profile Settings

SETTING	DESCRIPTION
PURGE DAYS FOR INCOMPLETE PROFILES [PURGE_INCOMPLETE _PROFILE_DAYS]	Purges guest profiles after this number of days of no activity and without Address1, Address2, and a defined Communication Method (for example, phone, fax, or email). Valid values: • Any number of days.
PURGE LAST STAY DAYS [PURGE_LAST_STAY_ DAYS]	Purges guest profiles after this number of days of no stay activity. Valid values: • Must be greater than the number of the Purge Days setting.
PURGE MINIMUM STAYS [PURGE_MIN_STAYS]	Purges guest profiles whose number of stays is less than this number. Valid values: • 1 — 20, or null.
RESTRICT PROFILE FIELDS CHANGES AFTER FOLIO CREATION [O9_RESTRICT_FOLIO _PROFILE_CHANGES]	Restricts users from changing profile fields after a folio has been created for a payee and/or guest. Valid values: • Name • Tax ID
SCHEDULED ACTIVITIES [PROFILE_ACTIVITIES]	Enables viewing reservation activities / scheduled activities. Valid values: • Yes • No
WEB USER ACCOUNT PASSWORD REMINDER [OWS_USERIDPASS_R EMINDER]	This setting value will determine the report that is sent out for the Web User Account Password Reminder.

OPERA Controls — Rate Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Rate Management group.

Table 10-52   OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ADVANCED DYNAMIC BASE RATES [ADVANCED_DYNAMIC _BASE_RATES]		Advanced Dynamic Base Rates Functionality. Dependent rates can be configured in which they are dynamically based off of other rate codes by rate set.

Table 10-52   (Cont.) OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ADVANCED PACKAGES [ADVANCED_PACKAGES]		Enables allowance based package items to be configured . Allowances defines a maximum spend only with the actual revenue for the package item posted via an external system such as point of sale or video system . OPERA Cloud accurately tracks allowances and revenue offset and handles any under-consumption or overage.
BASE RATES [BASE_RATES]		Enables a rate code pricing schedule to be derived from pricing schedule of another rate code, adjusted by a flat amount of percentage. When the pricing schedule is updated from the parent rate all derived rates are adjusted accordingly.
	BASE RATE EXTRA PERSON CALCULATION PARAMETER [BASE_CALC_EXTRA_PERSON]	Applies base rate calculations to extra adult and extra child amounts.
BEST AVAILABLE RATES [BEST_AVAILABLE_RATES]		Enables logic to determine and display the best available rate per room type in the Look to Book sales screen for new reservations.
	BEST AVAILABLE RATE TYPE SETTING [BEST_AVAILABLE_RATE_TYPE]	Determines how to handle Best Available Rates (BAR). Valid values: • BAR BY DAY — Up to 25 rate codes per day can be configured for consideration of the best available rate. The rate query returns up to four rate amounts per room type for the best available rate. • BAR BY LOS — The best available rate is determined based on the length of stay. Only one rate code per length of stay per day can be created as the best available rate. The rate query only shows one rate amount per room type as the best available rate. • BEST BAR BY DAY — Out of all best available rates, only the best rate code shows. Also, you can set up BAR based rate codes to calculate the rate amount based on the best BAR rate code's amount.

Table 10-52   (Cont.) OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CHILD RATES BY DEFINED BUCKETS [CHILD_RATES]		Controls display of child rate fields in rate configuration and Look to Book Sales screen - the rate amount for stay is calculated based on child age range buckets.
	FREE CHILD RATES BY DEFINED BUCKETS [FREE_CHILD_RATES]	Controls whether child rate bucket fields (0 - 2, etc.) appear; Enables free stay for one child when x-number of children are booked per room.
	MIN AGE RATE BUCKET 1 SETTING [MIN_CHILD_AGE_BUCKET1]	Defines the lower number of bucket 1 (i.e., the 0 of 0 - 2).
	MAX AGE RATE BUCKET 1 SETTING [MAX_CHILD_AGE_BUCKET1]	Defines the upper number of bucket 1 (i.e., the 2 of 0 - 2).
	MIN AGE RATE BUCKET 2 SETTING [MIN_CHILD_AGE_BUCKET2]	Defines the lower number of bucket 2 (i.e., the 4 of 4 - 6).
	MAX AGE RATE BUCKET 2 SETTING [MAX_CHILD_AGE_BUCKET2]	Defines the upper number of bucket 2 (i.e., the 6 of 4 - 6).
	MIN AGE RATE BUCKET 3 SETTING [MIN_CHILD_AGE_BUCKET3]	Defines the lower number of bucket 3 (i.e., the 8 of 8 - 10).
	MAX AGE RATE BUCKET 3 SETTING [MAX_CHILD_AGE_BUCKET3]	Defines the upper number of bucket 3 (i.e., the 10 of 8 - 10).
	RATE BUCKET 4 [CHILD4_LABEL]	Specifies the label for the fourth rate bucket. Rate amounts cannot be defined for this bucket in rate code configuration. The field and label only show in reservations.
	RATE BUCKET 5 [CHILD5_LABEL]	Specifies the label for the fifth rate bucket. Rate amounts cannot be defined for this bucket in rate code configuration. The field and label only show in reservations.
DAILY RATES [DAILY_RATES]		When active the price for a rate can be defined on a daily basis rather than date range. A maximum of 10 daily rate codes can be configured for per property.

Table 10-52 (Cont.) OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ADVANCED DAILY RATES ADVANCED_DAILY_RA TES	An Advanced Daily Rate behaves like a regular Daily Rate with the exception that its Rate Details are populated by indicating the Daily Base Rate for each date instead of manually typing its rate amounts.
	DAILY RATES MAX DAYS SETTING [DAILY_RATES_MAX_D AYS]	Specifies the maximum number of days that can be configured for the daily rates functionality.
DAY TYPES [DAY_TYPES]		Day type codes can be configured to either increased or decreased the rate for eligible rate codes on selected dates on a calendar. Without having to create new pricing schedules rates can be adjusted on specific days throughout a year for event such as a public holiday or Easter. Note - OTA's and other external systems do not support day type rate adjustments.
DYNAMIC BASE RATES [DYNAMIC_BASE_RAT ES]		Enables you to setup derived rate codes which dynamically calculates price based on daily or regular rate code, with option to compare with a static pricing schedule on derived rate to offer the lowest rate of the two.
NEGOTIATED RATES [NEGOTIATED_RATES]		Ability to save one or more rate codes on a profile. When creating new reservation for existing profile in Look to Book sales screen OPERA Cloud will display the negotiated rate for profile to ensure the correct rate is quoted to the caller.
OCCUPANT THRESHOLD PRICING METHOD [OCCUPANT_THRESH OLD_PRICING_METHO D]		Enables the pricing method that calculates an extra charge based on the occupants.
PROMOTIONS MODULE [PROMOTIONS_MODU LE]		Promotions enables rates codes to linked to a promotion code and sold via query for promotion from Look to Book sales screen; limited used coupons can also be generated for promotions.
	HIDE PROMOTION RATES PARAMETER [HIDE_PROMOTION_R ATES]	Hides rate codes attached to promotions in the Look to Book Sales screen unless selecting the specific promotion code.

Table 10-52 (Cont.) OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PROMOTION COUPON CODES PARAMETER [PROMOTION_COUPON_CODES]	Enables generating limited use coupon codes linked to a promotion code.
RATE CODE APPROVAL [RATE_CODE_APPROVAL]		Allows to set a layer of approval for all Rates prior to them being activated for use across the Enterprise.
RATE CODE UPLOAD TO ORACLE DISTRIBUTION [MYFIDELIO_RATE_UPLOAD]		When active, a new component checkbox will be displayed in rate code configuration allowing users to select which rate codes should be uploaded to the Oracle Distribution. This should only be enabled if your OPERA ORS has an Oracle Distribution central connector.
RATE SEASONS [RATE_SEASONS]		Rate seasons enable season codes to be configured with start and end dates. When configuring pricing schedules the season code can be selected.
RATE TIERS [RATE TIERS]		Activates rate tier functionality to configure length of stay tiers and rate schedules by defined lengths of stay.
	RATE TIER DETAILS SETTING [RATE_TIER_DETAILS]	Defines the length of stay tiers that rate schedules can be created under. Valid values: 1-2 3-7 8-20 21+
REAL TIME RATE ROOM AVAILABILITY [REALTIME_RATE_ROOM_AVAILABILITY]		Activates real time rate and inventory retrievals for integration with external CRS system.
REVENUE POSTING BY ROOM TYPE/ROOM CLASS [RATE HEADER MULTIPLE ROOM TRN CODE LINKAGE]		Enables linking multiple transaction codes by Room Class / Room Type on the Financial Details. Note: If the Revenue Posting by Market Code control is active, this function is used as a secondary posting method.
SUPPRESS RATE [SUPPRESS_RATE]		This functionality supports confidential rates - an 'SR" is displayed instead of the rate amount in Look to Book sales screen and the reservation. Only users with the elevated privilege 'VIEW SUPPRESSED RATE DETAILS' are able to view the rate amount details.

Table 10-53   OPERA Controls — Rate Management Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ABILITY TO QUOTE RATES IN FOREIGN CURRENCIES [MULTI_CURRENCY]		Enables quoting rates in foreign currencies.
	REFERENCE CURRENCY CALCULATION SETTING [REFERENCE_CURRENCY_CALCULATION]	Determines how the reference currency appears on the folio. Valid values: • CURRENT — The reference currency amounts are based on the exchange rate calculation for the date the folio is printed/previewed. • ACTUAL — The reference currency amounts are based on the exchange rate calculation for the date the transaction was posted.
ADVANCED RATE CODE POSTING RHYTHM [ADVANCED_RATE_CODE_POSTING_RHYTHM]		When activated you can define posting rhythms for specific date ranges. You can indicate if the posting rhythm can be repeated within the Stay or Sell segment within the Stay.
DEFAULT MEMBERSHIP FLAG [DEFAULT_MEMBERSHIP_FLAG_ON_RATE_HEADER]		Selects the Membership check box automatically for all newly created rate codes.
MAXIMUM RATE ALLOWED [MAXIMUM_RATE_ALLOWED]		Enables entry of a maximum rate amount for single and double rate amounts on the Rate Schedules screen. This amount is evaluated at the time of booking and substituted for any night where the discount calculated for the rate exceeds the maximum rate amount.
MINIMUM RATE ALLOWED [MINIMUM_RATE_ALLOWED]		Enables entry of a minimum rate amount for single and double rate amounts on the Rate Schedules screen. This amount is evaluated at the time of booking and substituted for any night where the discount calculated for the rate is lower than the minimum rate amount.
PACKAGE PRICING AND AVAILABILITY ATTRIBUTES [PACKAGE PRICING AND AVAILABILITY ATTRIBUTES]		Enables specifying begin and end sell dates on a package and specifying min/max nights and min/max persons for each date range on a package.

Table 10-53   (Cont.) OPERA Controls — Rate Management Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
PACKAGES SOLD SEPARATELY [PACKAGES_SOLD_SEPARATELY]		Enables flagging packages as Sell Separate in configuration.
PRIVILEGED RATES [PRIVILEGED_RATES]		Activates privileged rates functionality.
RATE CODE POSTING RHYTHM [DISCOUNT_FREE_NTS]		When active you can define if the rate code amount posts every night or every X nights.
RATE CODE RESTRICTIONS [RESTRICTION_RATECODE]		Enables setting restrictions at the rate code level.
RATE FLOOR [RATE_FLOOR]		Activates rate floors functionality to set a minimum rate amount for rate schedules.
	RATE FLOOR LEVEL OF CONTROL SETTING [RATE_FLOOR_LEVEL_OF_CONTROL]	Determines the level that rate floors are set. Valid values: • RATE LEVEL • ROOM TYPE LEVEL
RATE OWNERSHIP HANDLING [RATE_OWNERSHIP]		Exposes additional columns on the rate code protection screen for property and central. Also enables flagging rate codes as property or centrally owned.
REFRESH MANUALLY ADDED PACKAGES [REFRESH MANUAL PACKAGES]		Refreshes the attributes of manually added packages on a reservation based on the existing package configuration.
REVENUE POSTING BY MARKET CODE [REVENUE_POSTING_BY_MARKET_CODE]		Determines if revenue posts based on Rate Code Configuration or Market Code Mappings.
SHOW ADD SEPARATE LINE PACKAGES TO RATES IN THE LTB [INCL_PRINT_SEP_PKGS_IN_RATE_QUERY]		Includes packages that are 'Add Rate Separate Line' in the rate amount in the Look To Book Sales screen.
TICKET PACKAGES [TICKET_PACKAGES]		Enables packages to be flagged as a ticket and for tickets to be associated to a reservation and show in a ticket panel for action.

Table 10-54   OPERA Controls — Rate Management Settings

SETTING	DESCRIPTION
DEFAULT PACKAGE TRANSACTION CODE [DFLT_PKG_TRAN_CODE]	Defines the default transaction code for packages on rate codes.
DEFAULT TRANSACTION CODE [DFLT_TRAN_CODE]	Defines the default transaction code for rate codes. Valid values: • All transaction codes associated with a Revenue group and In House Sales = N, In House Payment = N, and In House Deposit = N. This excludes comp transaction codes.
PACKAGE ATTRIBUTES FOR EXTERNAL RATES [PACKAGE_ATTRIBUTES_FOR_EXTERNAL_RATES]	Enables selecting attributes so that the packages with selected attributes can be attached to externally controlled rate codes. Valid values: • Included in Rate • Add Rate Separate Line • Add Rate Combined Line
PACKAGE LOSS [PACKAGE_LOSS]	Defines the package loss transaction code. Valid values: • All transaction codes except those marked as internal only.
PACKAGE PROFIT [PACKAGE_PROFIT]	Defines the package profit transaction code. Valid values: • All transaction codes except those marked as internal only.
RATE INFORMATION TEMPLATE [RATE_INFO_TEMPLATE]	Defines the rate information template to configure generic text that is common for most rate codes. When configuring rate plans, the rate information template for the property can be populated in the rate code's long information field and further modified to suit the individual rate code as needed.

OPERA Controls — Reservations

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Reservations group.

Table 10-55   OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AI ROOM ASSIGNMENT [AI_ROOM_ASSIGNME NT]		Enables Automated Intelligence Room Assignment feature. AI Room Assignment would understand wear & tear of each room, matches preferences of guests to room features, gap minimization of reservations for each room, understands Accessibility and smoking preferences of guests and then finally assign rooms to guests automatically by saving lot of time for front desk persons.
		Note: This function cannot be used in conjunction with ENHANCE D ROOM ASSIGNME NT function or ROOM TYPE AUTO ROOM ASSIGN parameter.
	LOCK IN DAYS SETTING [LOCK_IN_DAYS]	Number of upcoming days for which the rooms are assigned.
	ACCESSIBILITY PREFERENCE CODES SETTING [ACCESSIBILITY_PREF _CODES]	Preference Codes used to categorize accessibility requests.
	OPTIMIZATION OBJECTIVE SETTING [OPTIMIZATION_OBJE CTIVE]	Business objective (Guest Satisfaction or Operational Efficiency) to be favored during room assignment. Select "Balanced" to give equal weightage to both objectives.
	ALLOW AUTOMATIC ROOM UPGRADES PARAMETER [ALLOW_AUTOMATIC_ ROOM_UPGRADES]	Determines if the room assignment process can automatically upgrade guests according to the settings in Room Types Hierarchy.

Table 10-55 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACCOMPANYING GUEST [ACCOMPANYING_GUEST]		Allows for additional guest profiles to be associated with a reservation to identify multiple guests occupying one room. Eliminates needing to create share reservations.
ADVANCE CHECK IN [ADVANCE_CHECK_IN]		Master control that activates the Advance Check In functionality, which provides the option of flagging one or multiple arrival reservations as Advance Checked In reservations with the option to also record the estimated time of return to the property. Housekeeping is alerted of the ETR when performing their tasks. Note: Pseudo room reservations cannot be flagged for Advance Check In. Note: To flag a reservation for Advance Check In the reservation must have a valid payment method.
	AUTO CHECK IN OF ADVANCED CHECKED IN RESERVATIONS PARAMETER [AUTO_CHECK_IN_ADVANCE_CHECK_IN_RES]	Automatically checks in Advance Checked In reservations when the room housekeeping status of the reservation's room number matches the room housekeeping status set in the Room Status for Auto Check In of Advance Checked In Reservations. Available when Advance Check In function is Active. When turned On makes the following available: • Room Status for Auto Check In of Advance Checked In Reservations setting Enables the Auto Check In Processor in the Toolbox Utilities - Processors
	EXPECTED TIME OF RETURN (ETR) PARAMETER [EXPECTED_TIME_OF_RETURN]	Enables the option to provide an Expected Time of Return (ETR) and/or an Expected Time of Return Comment on reservations, and adds ETR search capabilities for arrival reservations when an ETR is provided. Available when the Advance Check In function is Active. Expected Time of Return value is in property time format. Expected Time of Return comment allows up to 200 characters.

Table 10-55   (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ROOM STATUS FOR AUTO CHECK IN OF ADVANCE CHECKED IN RESERVATIONS SETTING [ROOM_STATUS_FOR _AUTO_CHECK_IN_AD VANCE_CHECK_IN_RE S]	Defines the room housekeeping status (or multiple statuses) that triggers the Auto Check in for Advance Checked In reservations. Available when Auto Check In of Advance Checked In Reservations parameter is turned On. Values for the room housekeeping status are multi–select from all room housekeeping statuses available at the property. Default list values are Clean and Dirty room status. This list can also show values for Inspected, Pickup and Out of Service when their respective OPERA Control functions for "Inspected Status", "Pickup Status" and "Out of Service" in Room Management are active. Note: If a value is not set in the Room Status for Auto Check In of Advance Checked In Reservations setting, Advance Checked In reservations will not be automatically checked in even though the Auto Check In Advance Checked In Reservations parameter is On.
ADVANCED DISCOUNT [ADVANCED_DISCOUN T_REASONS]		The Advanced Discount functionality will enable calculation rules on the discount reasons that can be attached to reservation with the auto attach functionality.
ALERTS [ALERTS]		Alerts can be manually entered for a specific reservation and set to display on screen or print. Global alerts rules can also be configured with conditions as to when the alert should trigger. When the condition is met the alert appears on screen or is printed..
	POPUP ALERTS PARAMETER [FULLSCREEN_ALERT S]	Shows alerts in a pop-up.
	WELCOME OFFER PARAMETER [WELCOME_OFFER_A LERT]	Activates the welcome offer alert functionality to offer certain predefined choices for the guest to select upon check in.

Table 10-55   (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	WELCOME OFFER PAYMENT TRANSACTION CODE SETTING [WELCOME_OFFER_PAYMENT_TRANSACTION_CODE]	Defines the transaction code used to settle the Post It transaction selected during the welcome offer process so that it is posted to the PM room specified in the Reservations: Welcome Offer Posting Master application setting.
	WELCOME OFFER OPTIONS SETTING [WELCOME_OFFER_OPTIONS]	Specifies the options available for the guest to select as a welcome offer. Valid values: • eCoupons: Select eCoupon codes to attach to a reservation. • Items: Select and associate a value from item inventory to the reservation. • Post It: Select an article from the Post It screen, post and settle to a PM room.
	WELCOME OFFER POSTING MASTER SETTING [WELCOME_OFFER_PM_ROOM]	Defines the Posting Master that the Post It transaction is settled to during the welcome offer process.
CALLER INFORMATION [CALLER_INFORMATION]		Caller information can be entered and tracked for all new and updates to reservation. Caller history details is then available.
CENTRALIZED CONFIRMATIONS [CENTRALIZED_CONFIRMATIONS]		Enables sending centralized confirmation letters via the CRS external system.
COPY RESERVATION [ADD_ON]		Enables the ability to copy (clone) a reservation and make further modifications as needed.
CREDIT RATINGS [ADVANCED_POLICIES]		Credit ratings are profile-based and can be referenced in deposit and cancellation rule configuration. When creating a new reservation or block the credit rating for the linked profile is considered in the calculation of the deposit and cancellation schedule.
DO NOT MOVE ROOM [DO_NOT_MOVE_ROOM]		Enables a Do Not Move flag on the reservation once a room is assigned. Only users with elevated privilege can remove the do not move flag and modify the room number value.

Table 10-55   (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ENHANCED ROOM ASSIGNMENT [ENHANCED_ROOM_A SSIGNMENT]		When active, users will have the ability to define the Rating/Points for specific Reservation attributes. OPERA will then use this logic when conducting a Room Assignment during Pre-Arrival planning or at the time of arrival. ✎ **Note:** Cannot be used in conjunction with AI ROOM ASSIGNME NT function or ROOM TYPE AUTO ROOM ASSIGN parameter.
	MEMBERSHIPS IN ROOM ASSIGNMENT WORKFLOW SETTING [MEMBERSHIPS_IN_R OOM_ASSINGMENT_W ORKFLOW]	Specifies the membership types for the configured membership levels that are available on the Membership Levels tab of the Room Assignment Workflow used when calculating the hierarchy to assign the best room to the best guest.
FIXED RATES [USE_FIXED_RATE_FU NCTIONALITY]		Enables the ability to manually override the rate amount based on rate code pricing schedule and fix the amount for date(s).
	ALWAYS USE FIXED RATES PARAMETER [ALWAYS_FIXED_RAT ES]	Stores all reservations created or modified in the system as fixed rate reservations.
	DISCOUNT FOR FIXED RATE PARAMETER [USE_DISCOUNT_FOR _FIXED_RATE]	Calculates the discount for the fixed rate.

Table 10-55   (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	SHARE RATE SPLITTING FOR FIXED RESERVATIONS PARAMETER [SHARE_RATE_SPLITTING_FOR_FIXED_RESERVATIONS]	Enables share rate splitting on reservations marked as fixed with the same rate code.
GUEST LOCATORS [LOCATORS]		Enables the ability to set a temporary location for a particular guest in order to inform other users, such as telephone operators, of the guests' current whereabouts on or off premises.
ITEM INVENTORY [ITEM_INVENTORY]		Enables functionality to track items that can be added to a reservation or sold via a package code; the stock inventory levels are then tracked as items are sold. The availability of inventory items can then be viewed for each date.
	ITEM INVENTORY POOL PARAMETER [ITEM_INVENTORY_POOL]	Activates the item inventory pool functionality, which enables items to be sold with a maximum pool ceiling quantity.
	ALLOW INVENTORY ITEMS OUTSIDE OF STAY DATES PARAMETER [ALLOW_INV_ITMS_OUTSIDE_STAY]	When activated, Inventory Items can be configured as Outside of Stay Dates which enable you to attach the item beginning before and/or ending after the stay dates of the Reservation.
	SELL CONTROL ITEMS PARAMETER [SELL_CONTROL_ITEMS]	When active, the sale of the item will be restricted if there is no inventory available for the selected dates. Users with the task for Override Item Sell Control will be able to book items when there is no inventory available for the selected dates.
MESSAGES [MESSAGES]		Enables the ability to enter, notify, and print messages for a guest. Messages can be sent to all guests, individually, by group block and other filter criteria. Messages can be flagged received or not received and printed a user-configurable format. With the appropriate interfaces active the messages will trigger the message-waiting lamp on the telephone in guest room or will send the message directly to the video system.
PRE-REGISTRATION CHECK IN [INTERNET_CHECK_IN]		Activates the pre registration functionality, flagging the reservation as pre-registered for check-in via third-party mobile app or hotel website.

Table 10-55 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PRE-REGISTRATION EXTERNAL SYSTEM ALERT SETTING [INTERNET_CHECK_IN _ALERT_CODE]	Stores the external system alert code used for alerts created for internet checked-in reservations.
	PRE-REGISTRATION EXTERNAL SYSTEM TRACE SETTING [INTERNET_CHECK_IN _TRACE_DEPT]	Stores the external system trace department code used for traces created for internet checked-in reservations.
RESERVATION AUTO-ATTACH ELEMENTS [RESV_AUTO_ATTACH]		When enabled it is possible to configure rules to auto-update new reservations created in OPERA Cloud or received from integration system and populate values to fields and details based on a defined condition. For example – a reservation for a VIP may be auto-updated with a package item for fruit platter or a trace to housekeeping for special amenities to be placed in the room.
RESERVATION CONTACT [RESERVATION_CONT ACT]		Specifies whether contact profiles functionality is used/shown on the Reservation screen.
RESERVATION DISCOUNTS [RESERVATION_DISCO UNTS]		When enabled discount fields for flat amount, percentage and reason are enabled on reservation details. The rate amount for eligible rate code can then be adjusted for a reservation by the specified discount amount or percentage.
RESERVATION PREFERENCE SOURCES [CONSOLIDATED_PRE FERENCES]		Makes reservation preferences from different external sources functionality available.
	EXCLUSIVE PREFERENCES PARAMETER [EXCLUSIVE_PREFER ENCES]	Enables OPERA Cloud to define the exclusive preferences.
	PREFERENCE SOURCE HIERARCHY SETTING [PREF_SOURCE_HIER ARCHY]	Defines the precedence of the source system for preference.

Table 10-55   (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
RESERVATION TRACES [RESERVATION_TRAC ES]		Enables the ability to setup actionable date-driven reminders for specific department on a reservation.
RESERVATION UPGRADE [RESERVATION_UPSE LL]		Activates the upgrade functionality to control the price of the upgrade and when it is offered. A reservation upgrade option, based on user tasks, is available while booking a new reservation, changing the stay details of an existing reservation, and to offer to arriving guests during the check in process, for reservations that match the upgrade rules and settings.
	ALLOW FIXED RATE RESERVATIONS PARAMETER [ALLOW_FIXED_RATE]	Enables upgrading reservations that have a fixed rate code attached.
	ALLOW RESERVATION DISCOUNTS PARAMETER [ALLOW_RESERVATIO N_DISCOUNTS]	Enables reservations that have discounts already attached to be available for upgrade.
	ROOM STATUS SETTING [ROOM_TYPE_ROOM_ STATUS]	Determines the minimum housekeeping status of a room to be offered for upgrade during check-in.
	MAXIMUM LENGTH OF STAY SETTING [MAXIMUM_LENGTH_O F_STAY]	Determines the maximum length of stay for a reservation to be considered for an upgrade.
	MAXIMUM NUMBER OF OFFERS DISPLAYED SETTING [MAXIMUM_NUMBER_ OF_OFFERS]	Specifies the maximum number of upgrade offers available.
	TRANSACTION CODE SETTING [TRANSACTION_CODE]	Specifies the transaction code where the upgrade revenue posts.
	OCCUPANCY LEVEL DETAILS SETTING [UPSELL_OCCUP_LEV ELS]	Defines the number and ranges for the occupancy levels.

Table 10-55   (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
SHARES [SHARES]		Enables the ability to create a share reservations; with more than one reservation allocated to a room for the same stay dates, with the option to split the rate between each reservation and posting charges to each reservation account.
	AUTOMATICALLY CHECK IN SHARE RESERVATIONS [AUTO_CHECKIN_SHARE_WITH_RESERVATION]	Share reservations will be presented for Check In one after the other.
	CUSTOMER SPLIT FOR SHARES [CUSTOM_SPLIT_SHARE]	Activate the ability to create sharing reservations with custom split rate amounts.
	ENFORCE SAME STAY DATES FOR SHARING GUESTS [FORCE_SAME_STAY_AMONG_SHARES]	Activate the ability to maintain the same stay dates among sharing reservations.
	ENFORCE SAME RATE CODE FOR SHARING GUESTS [FORCE_SAME_RATE_CODE_AMONG_SHARES]	Activate the ability to maintain the same rate code among sharing reservations.
	ENFORCE CREDIT CARD ENTRY FOR CREDIT CARD GUARANTEED DURING BREAK SHARE [CC_REQUIRED_ON_BREAK_SHARE]	During separate share, a list of credit card guaranteed reservations which does not have credit card details will be presented in addition to the payment screen to enter new credit card details to be attached to those reservations.
WAITLIST [WAITLIST_RESERVATION]		Enables the ability to create reservation in waitlist status and confirm the reservation at a future date when the room type or rate availability is open.
	SHOW WAITLIST FOR OPEN RATES PARAMETER [SHOW_WAITLIST_FOR_OPEN_RATES]	Shows the waitlist for open rates on the Look To Book Sales screen. Enables the ability to create reservation in waitlist status and confirm the reservation at a future date when the room type or rate availability is open.
WAKE UP CALLS [WAKEUP]		Enables the ability to setup PBX wakeup calls for reservations.

Table 10-55   (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
MERGE RESERVATIONS		Enables the option to merge one or more reservations to a main reservation if stay nights are sequential.

Table 10-56   OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ALWAYS SHOW SELL MESSAGES [ALWAYS_SHOW_SELL _MESSAGES]		When inactive, users will not see sell messages in the reservation presentation. Unless, it is a new reservation.
ATTACH TRAVEL AGENT / SOURCE PROFILES TO RESERVATIONS [ALLOW_TA_AND_SOU RCE_ON_RESV]		Allow attachment of Travel Agent and Source profiles to reservations.
AUTO CHECK IN ARRIVAL PSEUDO ROOMS [AUTO_CHECKIN_ARRI VAL_PSEUDO_ROOM]		Arrival pseudo room reservations are automatically checked in during the End of Day process.
AUTO CHECK IN PSEUDO ROOMS AFTER CHECK OUT [AUTO_CHECKIN_PSE UDO_ROOM]		Pseudo room reservations flagged as "Always Checked In" are copied and checked in after they are checked out.
AUTO CHECK OUT [AUTO_CHECK_OUT]		Auto Check Out provides the ability to initiate a process that will automatically post payments and settle billing windows for departing reservations and then proceed with checking them out. Folios or receipts will not be printed or emailed during this process.
AUTO DEPOSIT COLLECTION [AUTO DEPOSIT SCREEN]		The deposit screen on reservations with existing deposit schedules will automatically appear when the user saves the reservation and it may also take the user one step further and automatically open the deposit payment form with deposit amount pre-populated based on configuration.

Table 10-56   (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
BLANK OUT METHOD OF PAYMENT FOR ARRIVAL RESERVATIONS [BLANK_OUT_METHOD _OF_PAYMENT_FOR_A RRIVALS]		Blank out method of payment for arrival reservations.
CANCEL ACTIVITY [CANCEL_ACTIVITY]		Allow OPERA Users to send Cancel Activities Message to external system.
CLOSING SCRIPT NEW AND UPDATE RESERVATION [ENDSCRIPT]		Display the Closing Script while creating or updating a reservation on the Look To Book Sales Screen
CONFIRMATION LETTER TO PARTNER SOLUTION CONFIRMATION_EMAI L_TO_PARTNER		When enabled, all confirmation letters will be emailed to a partner solution
	PARTNER EMAIL ID FOR CONFIRMATION LETTER SETTING	This setting stores the recipient email address of the partner, to override the Confirmation letter send operation. If this setting is left blank, the confirmation letter email is sent to the (guest/caller) recipient email address designated by the user
CONFIRMATION LETTER FOR CANCEL RESERVATION [CONFIRMATION_LETT ER_CANCEL_RESERV ATION]		Confirmation Letter to be generated when a Reservation is Cancelled.
COPY PROFILE RESERVATION NOTES TO RESERVATION [RESERVATION_COMM ENTS]		Reservation Notes on profile will be automatically copied to new reservations

Table 10-56   (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CREATE INTERNAL CHARGE NUMBER [CREATE_INTERNAL_CHARGE_NUMBER]		Controls the automatic creation of an internal charge number for each reservation.
		When this parameter is set to Off, no internal charge number will be automatically created for any reservation.
		When this parameter is set to On, OPERA Cloud will automatically create an internal charge number for each new reservation. The charge number is created at the time that a reservation is created in the property management system. The system will also create an internal charge number when a new reservation is inserted from a third party system. In other words, when this parameter is set to On, the system will create an internal charge number when a confirmation number is generated. Note that when a reservation is moved from one property to another, a new charge card number will be created as the moved to property may support a different format.
	CHARGE NUMBER PATTERN PREFIX SETTING [CHARGE_NUMBER_PATTERN_PREFIX]	Enables you to define a specific alpha or numeric code with which the hotel charge card number should begin.
		Adds a prefix to all newly generated hotel charge card numbers. For example, enter DL in this field if you want all hotel charge card numbers to begin with the letters DL.
	CHARGE NUMBER PATTERN SETTING [CHARGE_NUMBER_PATTERN]	Defines the pattern to be used when generating hotel charge card numbers.
		Multiple selections can be defined for the pattern.
		For example, you can press Ctrl and click to select PROPERTY and NAME ID from the multi-selection pane. This will tell the system to use the property code and the guest's name ID when creating new hotel charge card numbers. Leave this field blank to use the default Oracle Sequence Number.
	CHARGE NUMBER PATTERN SUFFIX SETTING [CHARGE_NUMBER_PATTERN_SUFFIX]	Enables you to define a specific alpha or numeric code with which the hotel charge card number should end. For example, enter ORL in this field if you want all hotel charge card numbers to end with the letters ORL.

Table 10-56   (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	CHARGE NUMBER MAXIMUM SIZE SETTING [CHARGE_NUMBER_M AXIMUM_SIZE]	Enables you to define any size limitations to the hotel charge card number. The resulting charge number must contain between five and 60 characters. This is dependent on any restrictions for the 3rd party system.
CROSS BRAND RECOGNITION [CROSS_BRAND_REC OGNITION]		When this parameter is turned ON, Guest members (of a central loyalty membership program) will be recognized by a pop up message when accessing their reservation, this will help the user identify where this guest originally enrolled and treat accordingly.
ENFORCE THE MINIMUM OCCUPANCY SET ON THE ROOM TYPE [ENFORCE_ROOM_TY PE_MIN_OCCUPANCY]		Enforce the Minimum Occupancy set on the Room Type.
EXTERNAL NOTIFICATIONS [RESERVATION_EXTE RNAL_NOTIFICATIONS]		Ability to flag a reservation for guest opt-in to receive external notifications related to their stay. Note: Business event configuration and subscription are required to receive notification when this flag is updated on a reservation.
GENERATE KEY PACKETS [CUSTOMIZED_KEY_P ACKET_LABELS]		Activates the key packets functionality which allows the Property to generate Key Packet labels for individual or block reservations.
GUEST PAY ONLY FILTER WITHIN THE RATE INFO SCREEN [GUEST_PAY_FILTER_I N_RATE_INFO]		Ability to see the Guest Pay Only Filter within the Rate Info screen.
MANDATORY METHOD OF PAYMENT [MANDATORY_MOP]		Method of Payment is Mandatory at the Time of Reservation.
MANDATORY ROOM MOVE REASONS [MANDATORY_ROOM_ MOVE_REASONS]		Activating this Parameter will make the Reason field mandatory on the Room Move screen.

Table 10-56 (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
POPULATE PRIMARY PROFILES FOR RESERVATIONS [POPULATE_PRIMARY _PROFILES_FOR_NEW _RESV]		Populate Primary Company, Travel Agent, and Source profiles for the Guest for New Availability searches.
PRE-AUTHORIZE CREDIT CARDS PRIOR TO CHECK IN [CC_PRE_CHECK_IN_A UTHORIZATION]		Ability to pre-authorize credit cards on reservations up to 10 days prior to check in.
PROPERTY CALENDAR [PROPERTY_CALENDA R]		Activates the property calendar functionality.
RATE CODE MANDATORY FOR BLOCK PICKUP [RATE_CODE_MANDAT ORY_BLOCK]		Rate Code Mandatory for Reservations picked up from block.
REFRESH RATES FOR EXTENSION DATES ONLY [REFRESH_RATES_FO R_EXTENSION_DATES _ONLY]		Refresh rates for extension dates only when extending the stay period on an existing reservation.
REGISTRATION CARD SCRIPT [REGISTRATION_CARD _SCRIPT_RSV]		Display Web Registration Card for reservation for getting Signature and Initial.
REINSTATE EARLY DEPARTURE TO LAST DEPARTURE DATE [REINSTATE_TO_LAST _DEPARTURE_DATE]		When reinstating an Early Departure, the departure date to default to the departure date prior to checkout.
RESERVATION LOOKUP [RESERVATION_LOOK UP]		Activates the reservation lookup functionality.
RESERVATION ROOM FEATURES [RESERVATION_ROOM _FEATURES]		This parameter is used in conjunction with Room Features associated with reservations and profiles. When On, Room Features associated with the reservation are carried over to the room availability screen.

Table 10-56   (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
RESERVATIONS SMOKING PREFERENCE [RESERVATION_SMOKING_PREFERENCE]		If active when Assigning a room number for a reservation, populates the Smoking Preference filter based on the Reservation Smoking Preference, not the Profile Smoking Preference.
ROOM TYPE AUTO POPULATE [ROOM_TYPE_AUTO_POPULATE]		Enables Auto Populate check box at Property Level for Room Type Configuration. By selecting this Auto Populate check box, this room type will automatically default for all new Rate Codes in the Room Type field on the Rate Code Header screen.
ROOM TYPE AUTO ROOM ASSIGN [ROOM_TYPE_AUTO_ROOM_ASSIGN]		Enables Auto Room Assign check box at Property Level for Room Type Configuration. By selecting this Auto Room Assign check box, OPERA will auto-assign a room number to a new reservation when a reservation is made for the room type and a room has not been manually assigned for the reservation. This functionality will occur only for newly created reservations should this parameter be active. **Note:** Cannot be used in conjunction with AI ROOM ASSIGNMENT or ENHANCED ROOM ASSIGNMENT function.
ROOM TYPE TO CHARGE [ROOM_TYPE_CHARGE]		Exposes the Room Type to Charge field for reservations. With this Room Type to Charge field, it is possible to have a reservation be inventoried on one room type and charged as if it was of another differing room type.
TA RECORD LOCATOR [TA_RECORD_LOCATOR]		Allow Travel Agent Record Locator entry and search on Reservation Screen

Table 10-56   (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
TRANSPORTATION [TRANSPORTATION]		Enables the Transportation panel in reservation; for entry of arrival and departure transportation requirements. Reservation transport requirements can be listed on the Transport Requirements report.
UNIQUE CONFIRMATION NUMBER FOR LINKED RESERVATION [UNIQUE_LINKED_RES _CONF_NO]		Unique Confirmation Number for Linked Reservation.
ECOUPONS [ECOUPONS]		Activates the eCoupons functionality which allows a property to configure eCoupon code specific for items that can be redeemed in outlets via the Point of Sales system by a guest which will be posted automatically to the specific posting master room.
	ATTACH ECOUPON PRIOR TO THE ARRIVAL DATE PARAMETER [ATTACH_ECOUPONS _PRIOR_ARRIVAL]	When active, eCoupons can be attached to a reservation as soon as the reservation is created. When inactive, the eCoupon panel will be displayed under a reservation only from its arrival date and the user can attach eCoupons only when the reservation arrival date is reached.
TAX FREE GUESTS		Allows the User to make a distinction between Taxable and Tax Free Guests (by Adults & Children) that will be reported on the statistical report for stat_countrybyday as indicated on each reservation.
ALLOW MERGE RESERVATIONS FOR FUTURE ARRIVALS		When active, the merge reservation option is available for current and future arrivals. If inactive, then merge reservation option is available only for today's arrivals.
CROSS BRAND RECOGNITION		When this parameter is turned ON, members (of a central loyalty membership program) will be recognized by a pop up message when accessing their reservation, this will help you identify where this guest originally enrolled and treat accordingly.

Table 10-57 OPERA Controls — Reservations Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTOMATICALLY REFRESH RATES ON RESERVATION [AUTO RATE REFRESH CRITERIA]		Automatically refresh rates on reservation based on the selected values.
COMMISSION PAY [COMMISSION_PAY]		Select to Pay Commission to the Travel Agent only, Source only or both the Travel Agent and Source attached to the Reservation.
DEFAULT CHAIN COMPANY CONFIRMATION LETTER [DEFAULT_CHAIN_CO MPANY_CONF_LETTE R]		Default Chain Confirmation Letter used for Company Profiles.
DEFAULT CHAIN CONTACT CONFIRMATION LETTER [DEFAULT_CHAIN_CO NTACT_CONF_LETTER]		Default Chain Confirmation Letter to be used for Contact Profiles.
DEFAULT CHAIN GROUP CONFIRMATION LETTER [DEFAULT_CHAIN_GR OUP_CONF_LETTER]		Default Chain Confirmation Letter to be used for Group Profiles.
DEFAULT CHAIN GUEST CONFIRMATION LETTER [DEFAULT_CHAIN_GUE ST_CONF_LETTER]		Default Chain Confirmation Letter used for Guest Profiles.
DEFAULT CHAIN SOURCE CONFIRMATION LETTER [DEFAULT_CHAIN_SOU RCE_CONF_LETTER]		Default Chain Confirmation Letter to be used for Source Profiles.
DEFAULT CHAIN TRAVEL AGENT CONFIRMATION LETTER [DEFAULT_CHAIN_TR_ AGENT_CONF_LETTER]		Default Chain Confirmation Letter to be used for Travel Agent Profiles.

Table 10-57 (Cont.) OPERA Controls — Reservations Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
DEFAULT PROPERTY COMPANY CONFIRMATION LETTER [DEFAULT_PROPERTY _COMPANY_CONF_LE TTER]		Default Property Confirmation Letter to be used for Company Profiles.
DEFAULT PROPERTY CONTACT CONFIRMATION LETTER [DEFAULT_PROPERTY _CONTACT_CONF_LET TER]		Default Property Confirmation Letter to be used for Contact Profiles.
DEFAULT PROPERTY GROUP CONFIRMATION LETTER [DEFAULT_PROPERTY _GROUP_CONF_LETT ER]		Default Property Confirmation Letter to be used for Group Profiles.
DEFAULT PROPERTY GUEST CONFIRMATION LETTER [DEFAULT_PROPERTY _GUEST_CONF_LETTE R]		Default Property Confirmation Letter used for Guest Profiles.
DEFAULT PROPERTY SOURCE CONFIRMATION LETTER [DEFAULT_PROPERTY _SOURCE_CONF_LETT ER]		Default Property Confirmation Letter used for Source Profiles.
DEFAULT PROPERTY TRAVEL AGENT CONFIRMATION LETTER [DEFAULT_PROPERTY _TR_AGENT_CONF_LE TTER]		Default Property Confirmation Letter used for Travel Agent Profiles.
EXTERNAL REFERENCE TO DISPLAY [EXTERNAL_REF_NUM BER_TO_DISPLAY]		External Reference to display in Reservations Additional Details.

Table 10-57   (Cont.) OPERA Controls — Reservations Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
GUEST STAY INDICATION [GUESTSTAY_INDICATION]		Controls how the Guest Stay Indicator will show in each Reservation.
MANDATORY AR ACCOUNT FOR DIRECT BILL PAYMENT TYPE [MANDATORY_AR_ACCOUNT_FOR_DIRECT_BILL_PAYMENT_TYPE]		Create Reservation or check-in is not possible with Direct Bill payment for a reservation with no AR Account.
MAXIMUM NUMBER OF ROOMS PER RESERVATION [RESV_MAX_NIGHTS]		The Maximum Number of Rooms a Reservation can be booked. If a user has the Max Rooms Upper Limit task granted, effective max rooms will be the higher setting between this and Hub level Room Limit Per Reservation setting otherwise lower setting will be effective.
MAXIMUM NUMBER OF NIGHTS — HUB LEVEL [MAX_NO_OF_NIGHTS]		The Maximum Number of Nights a Reservation can be Booked and the maximum length on a business block header. This value is also used to determine In House Bookings that display within the Business Block screen.
MAXIMUM NUMBER OF NIGHTS PER RESERVATION [RESV_MAX_ROOMS]		The Maximum Number of Rooms a Reservation can be booked. If user have a Max Rooms Upper Limit task, effective max rooms will be the higher setting between this and Hub level Room Limit Per Reservation setting otherwise lower setting will be effective.
MAXIMUM RESERVATION ADVANCED BOOKING DAYS [MAX_RESV_ADV_BOOKING_DAYS]		Controls how far into the future from the current business date a reservation can be created.

Table 10-57 (Cont.) OPERA Controls — Reservations Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
RESERVATION COLOR DEFINITION [RESERVATION_COLO R_DEFINITION]		A color indicator can be applied to either a reservation or to a guest as a quick reference to users when performing searches. The description for the colors can be anything that is required to uniquely identify specific reservations or guests • MARKET_CODE- Use color of the market code selected in the reservation • MEMBERSHIP_LEVEL-Use color of the Levels for Default Membership Type (only visible when a value is defined for Profiles > Default Membership Type) • VIP_LEVEL- Use color of the VIP Level of the Guest (visible when the VIP function is active) • RESERVATION- Use a color selected in the Reservation (Stay Details - Display Color field) • NONE- No Colors
ROLLING NO SHOW [OWNER_NOSHOW]		Reservations with reservation type selected in the parameter will not be automatically no showed during End of Day. Instead the arrival date will be extended to the next day.
	ROLLING NO SHOW PREFERENCE SETTING [ROLLING_NOSHOW_ PREFERENCE]	Determines whether the arrival date will be automatically rolled until the departure day (default) or the last night of the reservation.
ROOM DISPLAY ORDER [ROOM_DISPLAY_ORD ER]		In the room lookup screens, the order of the rooms displayed can be least used ascending, least used descending, back to back ascending, back to back descending, ascending, descending or by display sequence based on the parameter set here.
ROOM LIMIT PER RESERVATION — HUB LEVEL [PER_RESERVATION_ ROOM_LIMIT]		Maximum Number of Rooms Sold per Reservation.
CANCEL REASON CODE FOR MERGE RESERVATIONS		Select the Cancel Reason code to be used while reservations(s) are cancelled due to Reservation Merge.

OPERA Controls — Room Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Room Management group.

Table 10-58   OPERA Controls — Room Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
BUILDING MANAGEMENT [BUILDINGS]		Provides the ability to configure Buildings and Building Groups and associate Rooms to the Buildings. This configuration can be used with the Task Sheet Work flow functionality to breakout task sheets by buildings.
COMPONENT SUITES [COMPONENT_SUITES]		Enables the configuration of a virtual room type that is comprised of one or more physical room types. Virtual room numbers are then configured for the component rooms. A component room is typically two or more inter-connecting rooms sold as 1. It is possible to configure rate schedules for component room types as well as the physical rooms. Only 1 reservation for component room type is created, deducting multiple physical rooms from inventory.
DISCREPANT ROOMS [DISCREPANT_ROOMS]		Activate Discrepant Room functionality to identify variance between HK and FO stats of the room.
GUEST SERVICE STATUS [GUEST_SERVICE_STA TUS]		Enables a Guest Service Status flag for Do Not Disturb (DND) or Make Up Room to be set for an occupied room (in-house reservation).
HOLD ROOMS [HOLD_ROOMS]		Enables the ability to reserve vacant rooms for a defined period of time. Tthe reservation prevents other users from selecting the held room(s) for assignment to reservations. This function is dependent on Room Conditions function also being active.

Table 10-58　(Cont.) OPERA Controls — Room Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
HOUSEKEEPING TASK SCHEDULING [FACILITY_MANAGEMENT]		Task scheduling functionality allows for configuration of housekeeping tasks such as Full Service, Light touch, and so on, and facility codes for the items associated with the facility task (such as Hand towel, Bath Amenities, Pillowcase). Task schedules are then configured for each room type with OPERA Cloud determining which task to schedule per day per room. Users with rights can override the computed schedule to customize according to guests unique requirements. Task forecast reports are also available to assist with labor forecasting.
	ADVANCED CREDIT RULES FUNCTION [TASK_ASSIGNMENT_ WORKFLOW]	When active a new option will be available in the setting for Housekeeping Credit for Room Task Rules which will allow a property to allocate credits based on configured rules.
	ADVANCED TASK SCHEDULING PARAMETER [ADVANCED_FACILITY _TASKS]	Task Scheduling based on Rate Codes, Specials, Market Codes and VIP. This parameter is available when the VIP control in the Profile group is active
INSPECTED STATUS [USE_INSPECTED_STATUS]		Activate the Room Status called Inspected.
MAINTENANCE [MAINTENANCE]		Enables functionality to create maintenance requests for guest rooms. Tasks be can assigned to specific maintenance staff or added to a "pool" of requests. Maintenance functionality is on smartphone as well as desktop/tablet.
OUT OF ORDER [OUT_OF_ORDER]		Enables inventory rooms to be set of our order for a date range; removing the room from the inventory count. A reservation cannot be allocated to a room in out of order status.
OUT OF SERVICE [OUT_OF_SERVICE]		Enables inventory rooms to be set of our service for a date range; out of service rooms are still considered in room inventory count. A reservation can be allocated to a room in out of service status.
PICKUP STATUS [PICKUP_STATUS]		Enables the Pickup (Touch-up) room status to track rooms that require a quick service to return to a clean status.

Table 10-58   (Cont.) OPERA Controls — Room Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
QUEUE ROOMS [QUEUE_ROOMS]		Enables the ability to place arrival reservations for which the requested room type or room number room status is not ready (such as Inspected) for check-in on Queue. Housekeeping room attendants can view arrival reservations on queue via a mobile device in order to expedite the servicing of the assigned room or allocated room type. Once the room status is ready for check-in an SMS can be sent to the guest informing them their room is ready for check-in.
	QUEUE RUSH TEXT DEFAULT NUMBER SETTING [QRUSH_TEXT_DEFAULT_NUMBER]	Default mobile number to which queue rush messages will be sent to.
ROOM CONDITIONS [HOUSE_ASSIGNMENT]		Room conditions allow housekeeping to inform front office of the temporary condition of a room – such a king bed unzipped into twin. Rooms conditions can also be used to temporarily remove a vacant ready room from vacant room search; often used for show rooms used by sales staff.
ROOM POOL [ROOM_POOLS]		Enables the ability to group multiple room types together into a generic room type for the purpose of blocking generic room types in block room grids (summary room types).
TASK SHEETS [TASK_ASSIGNMENT]		Activates Task Sheet Assignment functionality. Allows creation of Task Sheets using the Generation of Task Sheets which provides customizable assignments based on the property needs. Task Sheets can be assigned using multiple codes to complete specific tasks for the rooms in the Task Sheet. Task Codes can be created in the Task Sheets jump within Accommodation Management.
	TASK COMPANION TIMER SETTING [TASK_COMPANION_TIMER]	Display Timer in the Task Companion. Valid values: • **DEC**— Displays time decreasing. • **INC**— Displays time increasing. • **OFF**— Does not display time.

Table 10-58 (Cont.) OPERA Controls — Room Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ABILITY TO HAVE ADDITIONAL TASK SHEETS GENERATED SETTING [ADDITIONAL_TASK_ASSIGNMENTS]	Additional task sheets to be created during the 'Generate Automatic Task Assignment' process. Leaving this setting blank keeps the original task assignment functionality. Valid values: • DND (Do Not Disturb task sheet) — All rooms that are set to do not disturb on the Guest Service Status screen are assigned to a separate task sheet. This setting is only available when Guest Service Status is active. • NSR (No Service task sheet) — An additional task sheet is created that contains all rooms that are not scheduled for service.
TURNDOWN [TURNDOWN]		Enables the ability to manage turndown task request for inhouse reservations. Eligibility for a reservation is derived from room number configuration with users having the ability to modify eligibility for specific reservations (such as blocks). Turndown management provides the statuses of Requested, Not Required, and Completed.

Table 10-59 OPERA Controls — Room Management Parameters

PARAMETER	DESCRIPTION
ATTENDANT CONSOLE [ATTENDANT_CONSOLE]	Activates the attendant console functionality.
ATTENDANT SCHEDULE [ATTENDANT_SCHEDULE]	Activates housekeeping attendant scheduling functionality. This parameter can only be activated if Housekeeping Task Scheduling is active.
CONNECTING ROOMS [CONNECTING_ROOMS]	Activates Connecting Rooms functionality.
HOUSEKEEPING SECTIONS [HOUSEKEEPING_SECTIONS]	Housekeeping Sections.

Table 10-59   (Cont.) OPERA Controls — Room Management Parameters

PARAMETER	DESCRIPTION
ROOM NUMBER PARITY [HOUSEKEEPING_ROOM_PARITY]	Ability to Filter Search Results Based on Even or Odd Room Numbers in the Housekeeping Board.
TASK COMPANION ASSISTANCE [TASK_COMP_ASSIST_NOTIF]	Controls if the ability to send notifications from the task companion is allowed.
TASK SHEET TEMPLATE [TASK_SHEET_TEMPLATE]	Allows the creation of a task sheet template.

Table 10-60   OPERA Controls — Room Management Settings

SETTING	DESCRIPTION
DEFAULT DAY USE ROOM STATUS [DEFAULT_DAY_USE_ROOM_STATUS]	Default Room Status of a Day Use Reservation automatically assigned at check out. If no status is selected the room status will not be changed upon check out. Valid values: • CLEAN • DIRTY • INSPECTED (available when Inspected Status is active) • PICKUP (available when Pickup Status is active)
DEFAULT LINEN CHANGE FREQUENCY [DEFAULT_LINEN_CHANGE_FREQUENCY]	Sets the default change frequency for linens, which is indicated on task sheets. The number provided indicates the number of days in between linen changes. For example, if the value is 2, linens will be added to the task sheet to be changed every second day that the reservation is in-house. Valid values: • 1+
HOUSEKEEPING CREDITS [HOUSEKEEPING_CREDITS]	Use Credit Assignments in Housekeeping. Valid values: • NONE • ROOM NUMBER • FACILITY TASK (available when Housekeeping Task Scheduling is active) • ROOM_TASK_RULE (calculated based on room number, task weight, and assignment credit rules; available when Housekeeping Task Scheduling is active)
MAX CREDITS PER ATTENDANT [HK_MAX_CREDITS_PER_ATTENDANT]	Defines the maximum number of credits per attendant.
TASK COMPANION TRACES [HK_TRACE_DEPT]	Select department(s) associated to Housekeeping Traces for displaying current business date traces within the Task Companion.

Table 10-60   (Cont.) OPERA Controls — Room Management Settings

SETTING	DESCRIPTION
UPDATE OCCUPIED ROOM STATUS [UPDATE_OCCUPIED_ROOM_STATUS]	The night audit procedure hkpgk.update_room_status_proc will update all occupied rooms to the room status selected here. If no status is selected then the room status of the occupied rooms will not be changed. Valid values: • DI (dirty) • CL (clean) • PU (pickup; available when Pickup Status is active) • IP (inspected; available when Inspected Status is active)
UPDATE VACANT ROOM STATUS [UPDATE_VACANT_ROOM_STATUS]	The housekeeping module of the night audit procedure will update all vacant rooms with a higher room status in the hierarchy to the status selected here. If no status is selected then the room status of vacant rooms will not be changed. The room status hierarchy is either Dirty->Clean->Pickup->Inspected (when Inspected active) or Dirty->Pickup->Clean (when Inspected not active). Valid values: • DI (dirty) • CL (clean) • PU (pickup; available when Pickup Status is active) • IP (inspected; available when Inspected Status is active)
TRAVELING TASK CREDITSTRAVELING_TASK_CREDITS	Defines the number of credits that are being added to a task sheet with rooms from multiple floors. The number of credits entered here will be added for each additional floor.

Configure Track It

Prerequisites for Track It

Prior to using Track It, the Track It Types, Track It Locations, and Track It Actions should be configured.

Track It Types

Track It types are typically items, vehicles, and other valuables belonging to guests. OPERA Cloud lets you organize Track It Types into four pre-defined Track It groups: Baggage, Parcel, Valet, and Lost. Properties configure the Track It types and the groups into which the types belong. The following is an example:

Table 10-61   Track It Type Examples

Group	Track It Type Examples
Baggage	Golf Bag, Laptop Bag, Suitcase, Suit-bag
Parcel	Package, Envelope, Flowers
Lost	Eyeglasses, Jewelry, Clothing, Shoes, Watch
Valet	Pickup Truck, Sedan, SUV, Minivan

You can assign Track It types to multiple Track It groups, for example, Suitcase, Laptop, and Golf Clubs might belong to both the Baggage group and the Lost group.

Track It Locations

Track It locations identify the whereabouts of Parcel, Baggage, Lost, or Valet tickets. For example:

- Parcel, Baggage, or Lost locations might include Storage Room, Guest Room, Front Desk, Building A, Conference Services Desk, Purser, and so on.

- Valet locations might be Carpark L1/Zone1, Carpark L1/Zone2, Car Wash Bay, Driveway, or Porte Cochère.

A location can be defined for multiple Track It groups, and you can configure an unlimited number of locations for each Track It group (for example, Parcel, Baggage, Lost, and Valet).

Track It Actions

Track It actions are the tasks for a Track It ticket in each Track It group for which you can take action. For example:

- For Parcel or Baggage tickets, actions might be Store in Hold, Deliver to Room, and so on.

- For Lost group, actions might be Hold for Guest or Deliver to Room.

- For Valet group, actions might include Park Vehicle, Retrieve Vehicle, Refuel, Wash, and so on.

Actions have a status which indicates whether the Track It ticket is unresolved/open or resolved/closed .

An Action type 'Deliver' would be marked as Open status, whereas an Action type 'Delivered,' 'Done,' or 'Completed' would be marked as closed (resolved).

For example, you could configure and make available in all Track It groups an Action type 'DONE' with a closed status.

You can configure an unlimited number of actions for each Track It group (that is, Parcel, Baggage, Lost, and Valet).

- Prerequisites for Track It
- Configuring Track It Types
- Configuring Track It Locations
- Configuring Track It Actions

Prerequisites for Track It

OPERA Controls

Group: General

The **Track It** function must be active.

_

Configuring Track It Types

Adding Track It Types

1. From the **Administration** menu, select **Enterprise**, select **Track It,** and then select **Track It Types**.

2. Click **New**.

3. Enter a **Code** that uniquely identifies the type.

4. Enter a **Description** of the type.

5. Enter an optional **Website URL** for this type. For example, for FedEx or UPS Parcel types, you might want to provide the URL of the tracking site. For immediate access to the tracking site, the web link appears on the Track It ticket details when this type is assigned to the ticket.

6. Select the check boxes for the **Track It Group** to which this **Track it type** applies.

7. Select an optional **Sequence** number indicating the type's order of appearance in a list.

8. Select the **Send Message** check box to be prompted to add a message to the reservation when tickets of this type are attached to the guest's reservation (Available when the Reservations > Guest Messages function is active).

9. If you select **Send Message**, select a **Message Code** template to be sent to the reservation, for example, "Please contact concierge to arrange delivery or collection of a parcel received."

10. Click **Save**.

Editing a Track It Type

1. On the Track It Types presentation screen, enter **search criteria** and click **Search**.

2. From search results, select the row level **vertical ellipsis** and select **Edit**.

3. Make your updates.

4. Select the **Inactive** check box to make the Type inactive. Inactive types are unavailable when creating or editing ticket records (you cannot delete Types if they have been associated with a ticket number, but you can make them inactive).

5. Click **Save**.

Deleting a Track It Type

1. On the Track It Types presentation screen, enter **search criteria** and click **Search**.

2. From search results, select the row level **vertical ellipsis** and select **Delete**.

3. Confirm your decision and click **Delete**.

Related Topics

• Guest Message Templates

Configuring Track It Locations

Adding Track it Locations

1. From the **Administration** menu, select **Enterprise**, select **Track It**, and then select **Track It Locations**.

2. Click **New**.

3. Complete the following fields:

    • **Code**. Enter a unique code that identifies the location.

    • **Description**. Enter a description of the location.

    • **Track It Group**. Select the Track It groups to which the location is available.

    • **Sequence**. Select the sequence number that determines the position of the location in lists.

Editing a Track It Location

1. On the Track It Location presentation screen, enter **search criteria** and then click **Search**.

2. From the search results, select the row level **vertical ellipsis** and select **Edit**.

3. Make your updates.

4. Select the **Inactive** check box to make the location inactive. Inactive locations are unavailable when creating or editing ticket records. (You cannot delete locations if they are associated with a ticket number, but you can make them inactive.)

5. Click **Save**.

Deleting a Track It Location

1. On the Track It Location presentation screen, enter **search criteria** and then click **Search**.

2. From the search results, select the row level **vertical ellipsis** and select **Delete**.

3. Confirm your decision and click **Delete**.

Configuring Track It Actions

Adding a Track it Action

1. From the **Administration** menu, select **Enterprise**, select **Track It**, and then select **Track It Actions**.

2. Click **New**.

3. Complete the following fields:

    • **Code**. Enter a unique code that identifies the Action.

    • **Description**. Enter a description of the action.

    • **Status**. Select Open or Closed for the action's status. Open actions are open / unresolved. Closed actions are completed / resolved.

- **Track It Group**. Select the Track It groups to which the action is available.

- **Sequence**. Select the sequence number that determines the position of the action in lists. Edit the action or use the Move Up and Move Down buttons to change the sequence number of the action

Editing a Track It Action

1. On the Track It Actions presentation screen, enter **search criteria** and then click **Search**.

2. From the search results, select the row level **vertical ellipsis** and select **Edit**.

3. Make your updates.

4. Select the **Inactive** check box to make the action inactive. Inactive Actions are unavailable when creating or editing ticket records. (You cannot delete Actions if they are associated with a ticket number, but you can make them inactive.)

5. Click **Save**.

Deleting a Track It Action

1. On the Track It Actions presentation screen, enter **search criteria** and then click **Search**.

2. From the search results, select the row level **vertical ellipsis** and select **Delete**.

3. Confirm your decision and click **Delete**.

11

Inventory Administration

- Accommodation Management
- Function Space Management
- Task Sheets

Accommodation Management

Accommodation Management enables you to configure a variety of options related to room inventory and rooms management (housekeeping). The available options are dependant on the active controls at your property.

- Housekeeping Section Groups and Sections
- Housekeeping Attendants
- Out of Order and Out of Service Reason Codes
- Room Conditions
- Configuring Rooms
- Configuring Room Hierarchy (Room) Classes
- Configuring Room Hierarchy (Room) Types
- Configuring Room Features
- Room Maintenance
- Configuring Room Pools
- Configuring Room Pool Mapping

Housekeeping Section Groups and Sections

Housekeeping Section Groups and Sections can be used to group rooms into sections or divisions meaningful to the housekeeping attendants with respect to floor numbers, various buildings, and group of rooms typically cleaned by one attendant during the day or turndowns during the evening. OPERA allows for both day and evening sections, where the day section is for regular room cleaning and the evening section is for turndown service. When you print the housekeeping report, the dirty rooms can be divided into the sections defined here. This simplifies the process of assigning rooms to attendants for daily cleaning.

- Configuring Housekeeping Section Codes
- Configuring Housekeeping Section Groups

Configuring Housekeeping Section Codes

Adding Housekeeping Section Codes

To create housekeeping section codes, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Codes**.

2. On the **Housekeeping Section Codes** screen, click **New**. Enter the following details.

   • **Code**: Enter the housekeeping section code. It can only contain numbers.

   • **Description**: Enter an appropriate description for housekeeping section code.

   • **Section Group**: Enter the section group to which the section code belongs. For more information, see Configuring Housekeeping Section Groups

   • **Target Credit**: Enter the target credit for this section when processing the breakout by section.

   • (view only) **Rooms**: The number of Rooms that are associated with this Section.

   • (view only**) Credits**: The credit value for all the Rooms associated to that Section. (this is the sum of the base credits).

   • **Sequence**: Enter a number to determine the order in which housekeeping section codes are displayed when listed.

   • **Inactive**: Select the check box to make the section code inactive. Inactive housekeeping sections are not available for selection when assigning rooms to the day and evening sections on the Manage Rooms screen.

3. Click **Save** to save and exit or click **Save and Continue** to save the Housekeeping Section Code and add another.

Editing Housekeeping Section Codes

To modify an existing housekeeping section Codes in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Codes**.

2. On the Housekeeping Section Codes screen, search and select the required housekeeping section code that you want to edit and then click on the vertical ellipses.

3. Click Edit, edit the Housekeeping Section Codes code **Description**, **Target Credit**, and **Sequence**.

4. Click **Save**.

Deleting Housekeeping Section Codes

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.

2. On the Housekeeping Section Codes screen, search and select the required housekeeping code.

3. Click on the vertical ellipses and then click **Delete**.

4. Confirm the deletion.

5. Click **Save**.

Configuring Housekeeping Section Groups

Adding Housekeeping Section Groups

Housekeeping Section Groups can be used as hard stops when you Generate Task Sheets. To create housekeeping section groups, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.

2. On the **Housekeeping Section Groups** screen, click **New**. Enter the following details.

    a. **Code**: Enter the housekeeping section group code. It can contain only numbers.

    b. **Description**: Enter an appropriate description for housekeeping section group code.

    c. **Target Credit**: Enter the target credit for this section group when processing the breakout by section.

    d. **Sequence**: Enter a number to determine the order in which housekeeping section group codes are displayed when listed.

3. Click **Save** to save and exit or click **Save and Continue** to save the Housekeeping Section Group and add another.

Editing Housekeeping Section Groups

To edit an existing housekeeping section Codes in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.

2. On the Housekeeping Section Groups screen, search and select the required housekeeping section group that you want to edit and then click on the vertical ellipses.

3. Click Edit, edit the Housekeeping Section Codes **Description**, **Section Group** , **Target Credit**, and **Sequence**.

4. Click **Save**.

Deleting Housekeeping Section Groups

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.

2. On the Housekeeping Section Groups screen, search and select the required housekeeping section groups code.

3. Click on the vertical ellipses and then click **Delete**.

4. Confirm the deletion.

5. Click **Save**.

Housekeeping Attendants

OPERA enables you to store housekeeping attendant information, daily assignments, and tracks credits or number of rooms cleaned by each attendant. Housekeeping attendants can be assigned to a section or a floor number. Housekeeping attendants can be identified by name or by an attendant number and listed with an active or inactive status. Also, the Housekeeping Attendant functionality lets you create attendant schedules, which identify attendants, their assigned section or floor, working days, and other information. After creating schedules, you can assign the attendants to housekeeping task sheets.

- Configuring Housekeeping Attendant Information

Configuring Housekeeping Attendant Information

Adding Housekeeping Attendant Information

To add information about a housekeeping attendant, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, select **Housekeeping Attendants**.

2. Click **New** and enter the following information.

   - **Code**: Enter a unique code to identify the housekeeping attendant. The code can contains a maximum of 8 alpha-numeric characters.

   - **Description**: Enter the name or information of the housekeeping attendant.

   - **Application User**: Search and select the application user that you want to associate the attendant. This is useful when using the Task Companion.

   - **Section**: Enter the section that you want to assign to the attendant.

   - **Floor**: Enter the floor number that you want to assign to the attendant.

   - **Mobile Number**: Attendant's mobile phone number. This number can be used to contact the attendant when the General > Text Message Handling application function is Active. For example, text messages can be sent to attendant's cell phones when the Queue Rush Rooms feature is used. See Queue Rush Rooms for details.

   - **Working Days**: Select to remove the day(s) of the week from the attendant's schedule. By default, all days of the week are assigned to the attendant. This information is used when assigning task sheets to Attendants. The attendants are shown as available for task sheet assignment on days that are selected here.

   - **Inactive**: Select this check box to mark the attendant inactive. If marked inactive, the housekeeping attendant is excluded from the display lists within Housekeeping. Any housekeeping attendant can be inactivated as long as they are not included in any current date task sheets.

3. Click **Save**.

Editing Housekeeping Attendant Information

To modify information about a housekeeping attendant, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, select **Housekeeping Attendants**.

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

3. In the search results, select the code and click the vertical ellipsis.

4. Click **Edit**.

5. Make the required change

   .

6. Click **Inactive** to make a code inactive; inactive codes are not available for selection.

7. Click **Save**.

Deleting Housekeeping Attendant Information

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, select **Housekeeping Attendants**.

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

3. In the search results, select the code and click the vertical ellipsis.

4. Click **Delete** and confirm the deletion.

5. Click **Save**.

Out of Order and Out of Service Reason Codes

Prerequisites Out of Order and Out of Service Reasons

Out of Order (OO) and Out of Service (OS) are two additional housekeeping statuses. These options are used when changing the status for rooms that should not be sold due to damage, maintenance, low occupancy wing, and so on. The difference between the two is:

- Out of Order rooms are removed from room inventory and are not available for assignments to reservations. OO status is typically used for rooms removed from inventory for staff accommodation or for seasonal periods of low occupancy when rooms are dormant and not sold.

- Out of Service rooms remain in room inventory and can still be reserved for a reservation. OS status is typically used for rooms with a temporary maintenance issue not preventing sale of the room.

Out of order rooms are removed from the total room inventory counts, reducing the total number of rooms available in your hotel. Therefore, for the period a room remains out of order, 100% occupancy is calculated based on Inventory Rooms - Out of Order Rooms. For example, if you have a 100-room property and 5 rooms are set to out of order status, 100% occupancy is reached when 95 rooms are occupied. Rooms in Out of Service status therefore impact Average Room Rate and RevPAR calculations.

If a room is placed Out of Service, it is available for the front desk for assignment and it remains in the total room inventory count.

- Prerequisites Out of Order and Out of Service Reasons
- Configuring Out of Order and Out of Service Reasons

Prerequisites Out of Order and Out of Service Reasons

OPERA Controls

Group: Rooms Management

Functions:

- Out of Order
- Out of Service

Configuring Out of Order and Out of Service Reasons

Adding an Out of Order / Service Reason

1. From the **Administration** menu, select **Inventory**, select **Rooms Management**, and then select **Out of Order /Service Reasons**.

2. Click **New** and complete the following fields:

   > **Note:**
   >
   > When the multi-property service is active, new Out of Order and Out Of Service codes are created by selecting the Template tab. Once created, you can copy Out of Order and Out Of Service codes to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

   a. **Code**. Enter a code for the reason.

   b. **Description**. Enter a Descriptive explanation for the reason code.

   c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing an Out of Order / Service Reason

1. From the **Administration** menu, select **Inventory**, select **Rooms Management**, and then select **Out of Order /Service Reasons**.

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

3. In the search results, select the **code** and click the **vertical ellipsis**.

4. Click **Edit**.

5. Make the required changes.

6. Click **Inactive** to make a code inactive; inactive codes are not available for selection.

7. Click **Save**.

Deleting an Out of Order / Service Reason

1. From the **Administration** menu, select **Inventory**, select **Rooms Management**, and then select **Out of Order /Service Reasons**.

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

3. In the search results, select the **code** and click the **vertical ellipsis**.

4. Click **Delete** and confirm the deletion.

Room Conditions

Room Condition functionality allows you to assign room condition codes to rooms, for example, to designate rooms that are available for show, rooms that are set aside for special housekeeping attention, or rooms that are to be treated differently for any other reason. Rooms that have a room condition assigned may or may not be available by default within the Room Assignment screen depending on how you configure the room condition code.

Room condition codes can also be attached to rooms to identify them for special purposes or situations. For example, rooms might be set aside for an afternoon sales tour, or for the finishing touches on a room repair, or so housekeeping can perform a final inspection, and so on.

In a multi-property environment, room conditions are created on the template level and then copied to each property. To be consistent among all hotels in the environment, best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties. When the setting for hold rooms is on, the setting is on the template level, but times for the holds are set at the property level.

- Prerequisites for Rooms Conditions
- Configuring Room Conditions
- Configuring Hold Room Conditions

Prerequisites for Rooms Conditions

OPERA Controls

Group: Rooms Management

Function:

- Room Conditions
- Hold Rooms (optional)

OPERA Cloud Tasks

Manage Accommodations

- Room Conditions

- New/Edit Room Conditions
- Delete Room Conditions

Configuring Room Conditions

Prerequisites for Rooms Conditions

In a multi-property environment, room conditions are created on the template level and then copied to each property.

Adding Room Condition Codes

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Conditions**.

2. Click **New**. On the **Room Conditions** screen, enter the following details and click **Save**.

   a. **Code**: Enter a unique code that identifies the room condition. You can enter up to 8 letters and/or numbers. After the condition code has been saved, it may not be edited. Use the Inactive check box to make the code unavailable for further use.

   b. **Sequence**: Enter a number by entering it in the field, or using the plus and minus buttons to determines the position of the room condition code in listings. Room condition codes that do not have a sequence number are listed in alphabetical order following those codes that have a sequence number assigned.

   c. **Display in Available Room Search**: Select or deselect the check box to control whether a room having this room condition code assigned will appear by default on the Room Availability screen.

   d. **Inactive**: Select the check box to inactivate the room condition code. The inactive room conditions do not appear as a selection option when assigning room conditions.

   e. **Description**: Enter a description that explains the condition code. For example, Last sell, Missing amenity, Pet in room, Show room, and so on.

   f. **Notes**: Enter any information you want to add that pertains to the room condition.

Editing or Deleting Room Condition Codes

To modify an existing room class in your property, do the following:

1. Search and select the required room condition code you want to modify and then click the **vertical ellipsis** next to it. You can perform the following modifications:

   a. **Edit**. Click to modify the room condition code information and click **Save**.

   b. **Delete**. Click to delete the room condition code.

Copying Room Condition Codes to Properties

When the OPP_MHOT Multi-property add on license is active, you can copy one or more room condition codes from one property to other at the template level.

To copy room condition codes to other properties, do the following:

1. Click **Copy**. On the **Copy Room Conditions** screen, do the following:

   a. Search and select the room condition codes that you want to copy

   b. Select the target properties to which you want to copy the selected room condition codes and click **Save**.

   c. Review and confirm the copied codes.

Configuring Hold Room Conditions

When the Hold Room function is Active, room condition codes HOLD1 to HOLD4 are listed by default as OPERA SID data.

The hold condition codes may be used to place rooms on hold for a set period of time —from 1 to 1440 minutes (24 hours) or for an unlimited time, depending on the HOLD condition code configuration.

A hold room can be assigned to a reservation only by the user who has placed it on hold. A special permission is required to take a room off hold if it was placed on hold by another user. The room is automatically taken off the hold, when the hold period expires and when a guest is checked into the room before the hold period elapses.

This feature might be used in the following scenario. Assume you are assigning rooms to a group of four arriving guests who want adjoining rooms. If your property has several agents making room assignments simultaneously, it might be difficult or impossible to work fast enough to assign the desired four rooms to the reservations you are handling. You could, however, place the four rooms you want into a HOLD condition for, say, three minutes. Then you can select those rooms for the reservations to which you making room assignments. After three minutes, if you have not assigned the rooms you placed on hold, they then become available to other agents.

These codes for hold rooms cannot be changed, but the times for the holds can be configured. To edit a hold room condition, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Conditions**.

2. Search and select the required hold room condition code whose length of hold you want to modify.

3. From the **Actions** vertical ellipsis, select **Edit**, and enter the number of minutes (1 to 1440) that defines the duration of the on-hold period. Leave this field blank to set an unlimited hold period.

4. Click **Save**.

   When you leave the field blank, and click Save, a message appears —Leaving the Minutes field blank results in an unlimited hold time for this Condition Code. Click OK to proceed.

Configuring Rooms

You may have different types of rooms in your property that range in size, luxury, and amenities. OPERA enables you to classify these rooms into different room classes and room types, so it becomes easy for you to search and assign the rooms to reservations according to the guest preferences.

Room Types with similar characteristics can be grouped under a Room Class and you can associate rooms to these Room Types. Assume your property has Room Classes indicative of the physical location of the rooms namely Tower, Plaza, and Suite, which have Room Types such as Standard, Deluxe and Executive. You can associate Standard room type to Tower; Deluxe and Executive room types to Plaza and Suite.

Using Room Classes and Room Types and associating them to Rooms, you can organize and manage your housekeeping and inventory activities better. More than the simple advantage of finding the room statistics information, it becomes easy for you to track the room revenue in reports.

- Room Features
- Configuring Room Classes
- Configuring Room Types
- Configuring Room Codes

Room Features

A feature is a characteristic of the room which does not significantly affect the rate or the demand on the room. Room Features functionality makes it easier for you to search and assign rooms according to guest preferences.

You can think of a feature as being any aspect of the room for which a specific availability does not need to be kept. For example, room features can be rooms near an elevator, rooms on a high floor, rooms with accessibility facilities, rooms with a fireplace, rooms with air-condition, or rooms with a specific view. Obviously, there are some cases where features need to be considered a room type. In a property that has a limited amount of rooms with a fireplace which are specifically requested by the regular guests, then an availability must be kept and in result, the fireplace rooms would have their own room type. If the bed type is not directly related to the rate, then bed type can be considered a feature rather than a separate room type. During check in time or when pre-assigning rooms, OPERA can search for rooms by feature as well as by room type.

Mapped Preferences: Multiple guest preferences can be mapped to a room feature (Available when the AI Room Assignment OPERA Control is active).

Configuring Room Classes

Prerequisites for Room Classes

A room class is a collection of room types having similar characteristics (for example — all room types on Club floors or all apartment accommodation). You can create Room Classes to group similar room types for easier and more highly controlled room inventory management an statistical reporting. Dashboard tiles, application search panels and reports can be filtered by room class.

Creating a Room Class

To create a room class, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Class**.

2. Click **New** and enter the following information, and then click **Save**:

- **Code**: Enter a unique code to identify the room class. It is a best practice to evolve a naming convention around giving Room Class Codes - it makes easy for you to search and associate Room Types at a later stage.

- **Description**: Enter an appropriate description for the Room Class - the description should ideally describe what the Room Class is about. For example, Use this room class to group Standard and Deluxe room types.

- **Manage Translations**: Click Manage Translations to enter the description in other languages.

- **Sequence**: Enter a number to determine the order in which room class codes are displayed when listed. If you do not enter a sequence number, the system defaults to alphabetical order by code.

Modifying a Room Class

To modify an existing room class in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Class**.

2. Search and select the required room class that you want to modify and then click Actions. You can perform the following modifications:

   - Delete: Click **Delete** to delete the room class.

   - Edit: Click **Edit** to modify the room class code, description, and the sequence number, and then click **Save**.

Copying Room Classes to other Properties

> **Note:**
>
> When the multi-property service is active, new room classes are created by selecting the Template tab. After creating the template, you can copy room classes to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties.

- Prerequisites for Room Classes

Prerequisites for Room Classes

OPERA Controls

Group: General

Function: Room Class

OPERA Cloud Tasks

Group : Manage Accommodations

Room Class

- New/Edit Room Classes
- Delete Room Classes

Configuring Room Types

You can classify rooms in your property into different room types based on their primary characteristics. This classification makes it easy for you to calculate the availability of rooms in your property. Hence, it is important to make this classification logically to track room availability and statistics.

Creating a Room Type

To create a room type, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Type**.

2. Click **New**.

> **Note:**
>
> If you're logged in at multi property level, select Template to create a set of room type templates, which can be copied to individual properties and can be customized as necessary.

3. Enter the following information, and then click **Save**:

   - **Physical**: Select to configure the room as a physical room to include in the inventory.

   - **Pseudo**: Select to configure the room as a posting master room. Pseudo rooms do not affect your property's inventory. The room type selected as Pseudo at the template level cannot be changed when it is copied to other properties.

   - **Component Room**: Select to configure the room type as Component Room. A component room is comprised of multiple inter-connecting rooms (two or more room types), which define the new Component Room room type. When a reservation is made for a Component Room, OPERA deducts one room from the Component Room room type, and one room from each of the component room's physical rooms.

   - **Accessible Room Type**: Select to configure the Room Type as Accessible Room Type. All the rooms configured for the room type would automatically default to Accessible Rooms.

   - **Inactive**: Select to make the Room Type inactive. For example, you may mark it inactive when there is no inventory available for this room type at the property. The same validation checks for deleting a room type remain in effect for inactivating a room type. These include the following: the room type cannot be associated with a rate code; it cannot be associated with a current and/or future reservation; it cannot be associated with an active business block; it cannot have room numbers associated with it; and it cannot be part of a component room type configuration. The inactive room types do not appear when creating a reservation.

   - **Room Type**: Enter a unique code to identify the room class. It is a best practice to evolve a naming convention around giving Room Class Codes - it makes easy for you to search and associate Rooms at a later stage.

- **Description**: Enter an appropriate description for the Room Type - the description should ideally describe what the Room Class is about.

- **Manage Translations**: Click Manage Translations to enter the description in other languages.

- **Long Description**: Enter furthermore description of the Room Type. This information appears on different screens in OPERA.

- **Room Info URL**: Enter the room info URL.

- **Room Class**: Search and select the Room Class to which you want to associate the room type (available when the Room Class OPERA Control is active).

- **Yield Status**: Select if the room type is yieldable or non-yieldable.

- **Yield Category**: Select a yield category for the room type.

- **Bed Type**: Search and select the bed type.

- **Smoking**: Select the smoking preference to indicate if this room type is smoking or non-smoking room.

- **Rooms**: This field auto-populates with the number of rooms of this room type that have been configured for the property. This view-only column is always 0 for templates.

- **Activate Date**: The date the room type is available for sale. Enter the date or use the calendar to select a date.

- **Sequence**: Enter a number to determine the order in which room type codes are displayed when listed. When two or more room types have the same sequence number, they are displayed alphabetically.

- **Meeting**: Select to configure the room type as meeting room. The room type selected as Meeting at the template level cannot be changed when it is copied to other properties.

- **Housekeeping**: Select to enable the room for all the housekeeping functions. Rooms that are configured as pseudo and meeting can also be selected for housekeeping to set them for out of order and out of service.

- **Send to IFC**: Select to send a check in message to the various property interfaces for this room type. For example, you may wish to activate the phone interface or the in-room movie system.

- **Maintenance**: Select to make the room type available for Maintenance requests (available when the Maintenance OPERA Control is active).

- **Default Occupancy**: Enter the number of people required for a room to be occupied. For Pseudo Room, enter 0.

- **Minimum Occupancy**: Enter the minimum number of people that can occupy the room for this room type.

- **Maximum Occupancy**: Enter the maximum number of people that can occupy the room for this room type.

- **Maximum Adults**: Enter the maximum number of adults that can occupy the room for this room type.

- **Maximum Children**: Enter the maximum number of children that can occupy the room for this room type.

> **Note:**
>
> Maximum Occupancy can be used alone or in combination with Maximum Adults and/or Maximum Children. These values are referenced throughout OPERA, for example, when a room is assigned to a reservation, when rates are set up based on occupancy, and when a room move is performed. A message prompts you when the maximum number of persons exceed for a specific room.When used alone, Maximum Occupancy sets the limit on the number of persons (adults and children) that may occupy rooms of this room type. For example, if Maximum Occupancy is 3 and Maximum Adults and Maximum Children are not defined (null values), the room could be occupied by any mix of adults and children not to exceed 3 persons: by 3 adults, or by 2 adults and 1 child, or by 1 adult and 2 children, or by 3 children, etc. When Maximum Occupancy is used with Maximum Adults and/or Maximum Children, the number of persons occupying the room may not exceed Maximum Occupancy, nor may the individual limits on the number of adults (Maximum Adults) and/or the number of children (Maximum Children) be exceeded. This means that the Maximum Adults value and the Maximum Children values cannot be individually greater than the Maximum Occupancy value.

- **Room Features**: Click New and select the required room feature. The room features selected here become the default room features for this room type, and are copied to all rooms created with this room type. These defaults may be changed for individual rooms of this room type when the room is configured. For more information, refer Manage Room Features.

Modifying a Room Type

To modify and existing room type in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Type**.

2. Search and select the required room Type that you want to delete and then click **Actions**. You can perform the following modifications:

   - Delete - Click **Delete** to delete the room type.

     > **Note:**
     >
     > A room type can only be deleted when it has no dependencies associated with it. This means that it cannot be linked to any reservations, activities, rooms, and so on.

   - Edit - Click **Edit** and modify the required information. Click **Save.**

Copying Room Types to Properties

You can copy one or more room types from one property to other at the template level in case of a multi-property OPERA PMS installation as well as at the property level in case of single-property standalone OPERA PMS installation.

To copy room types to other properties, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Type**.

2. From the **Actions** vertical ellipse, select **Copy** and on the **Copy Room Types** screen, do the following:

   • Search and select the room type codes that you want to copy.

   • Select the target properties to copy the selected room types and then click **Save**.

   • Review and confirm the copied codes.

Configuring Room Codes

Room Classes, Room Types, and Room Features should be defined before you create room codes for your property. Room Code setup enables you to define characteristics for each sellable room in your property for it to be used. For example, for a two bedroom parlor suite, you may need to create each of the two bedrooms and the parlor separately if you want sell them separately or create a single suite as one room if you want to sell it as a single entity.

Creating Room Codes

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Rooms**.

2. On the **Manage Rooms** screen, enter the following details and click **Save**:

   • **Property**: Select the property for which you want to create the room.

   • **Room**: Enter a code for the room. The code can contain a maximum of 6 alphanumeric characters. It is a best practice to evolve a naming convention around giving Room Codes - doing so will also make it easy for you to search for Rooms easily.

   • **Room Type**: Select the Room Type for which you want to associate the room. For more information, see Managing Room Types

   • **(View Only) Room Class**: The Room Class appears based on the Room Type selected.

   • **Accessible Room**: Select to configure the room as Accessible Room.

   • **Description**: Enter an appropriate description for the Room.

   • **Manage Translation**: Click Manage Translations to enter the description in other languages.

   • **Maximum Occupancy**: Enter the maximum number of people that can occupy the room.

   • **Published Rate Code**: OPERA uses this rate code to calculate the typical rate for the room to print variance reports and has no bearing on the reservation.

   • **Published Rate Amount**: Enter the rate amount to calculate the rate variance. Generally, this amount is used when you do not have a standard rate code for this room or if you want to use an amount that is different from the standard rate to calculate the variance.

- **Floors**: Select a floor preference for this room. This help you to search, select and assign a room according to the guest preference.

- **Square Units**: Enter the area (square feet or square meter) of the room.

- **Measurement**: Enter the dimensions (length and width) of the room.

- **Phone Number**: Enter the phone number assigned to the room.

- **Key Options**: Select the default key option when keys ate cut for guests assigned to this room. Key Options depend on the capabilities of the key interface; typically they can be used to designate selected rooms or hotel areas. For example, Pools, Gym, Parking lot, and so on and can be included in the specifications when keys are generated for a guest's room.

- **Smoking**: Specify if the room is a smoking or non- smoking room. This helps you to assign an appropriate room according to the guest preference.

- **Sequence**: Enter a number to determine the order in which room codes are displayed when listed.

- **Events**. Select the check box to enable booking the room for events. Premium Refer to: Configuring Function Spaces.

- **Day Section**: Enter the day section to which the room belongs. For more information, see Configuring Housekeeping Section Codes

- **Evening Section**: Enter the evening section to which the room belongs. For more information, see Configuring Housekeeping Section Codes

- **Pickup Credits, Stayover Credits, and Departure Credits**: Credits are the cleaning units to measure the housekeeping efforts to clean a room. Specify the number of credits needed to clean the room in case of a Pickup, Stayover and Departure respectively.

- **Room Features**: Click **New** and Search and select the room features. For more information, see Room Features

- **Connecting Rooms**: If the room that is being configured has a connecting room, click New and search and select the require connecting room.

Modifying a Room Code

To modify an existing room code in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Rooms**.

2. Search and select the required room code that you want to modify and then click **Actions**. You can perform the following modifications:

   - Delete - Select **Delete** to delete the room code.

   - Edit - Select **Edit** to modify the room code information and click **Save.**

Configuring Room Hierarchy (Room) Classes

Prerequisites for Configuring Room Hierarchy (Room) Classes

Room Class hierarchies are available for selection in the Upgrade Rules configuration.

Adding Room Hierarchy Class

1. Select the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Hierarchy Classes**.

2. Click **New** and enter the following details:

   a. **From Room Class**: Select a Room Class from the list.

   b. **To Room Class**: Select one or room classes from the list.

   c. **Sequence**: Enter a number for the display sequence or the order in which the upsell room hierarchy is listed.

3. Click **Save**.

Editing Room Hierarchy Class

1. Select the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Hierarchy Classes**.

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

3. Select the room class hierarchy, click **Vertical Ellipse** and select **Edit**.

4. Update details.

5. Click **Save**.

Deleting Room Hierarchy Class

1. Select the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Hierarchy Classes**.

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

3. Select the room class hierarchy, click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm

- Prerequisites for Configuring Room Hierarchy (Room) Classes

Prerequisites for Configuring Room Hierarchy (Room) Classes

OPERA Controls

Group: Reservations

Function: Reservation Upgrade

OPERA Cloud Tasks

Manage Accommodations

- Room Hierarchy

   – New/Edit Room Hierarchy

   – Delete Room Hierarchy

Configuring Room Hierarchy (Room) Types

Prerequisites for Configuring Room Hierarchy (Room) Types

Room Type hierarchies are available for selection in the Upgrade Rules configuration.

Auto Generate Room Hierarchy Types

Available when AI Room Assignment OPERA Control is active and upgrade rules are not configured.

1. Click **Auto-Generate**.

2. Select the property and results are displayed automatically.

Adding Room Hierarchy Type

1. Select the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Hierarchy Types**.

2. Click **New** and enter the following details:

    a. **From Room Type**: Select a Room type from the list.

    b. **To Room Type**: Select one or room types from the list.

    c. **Sequence**: Enter a number for the display sequence or the order in which the upsell room hierarchy is listed.

3. Click **Save**.

Editing Room Hierarchy Type

1. Select the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Hierarchy Types**.

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

3. Select the room Type hierarchy, click **Vertical Ellipse** and select **Edit**.

4. Update details.

5. Click **Save**.

Deleting Room Hierarchy Type

1. Select the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Hierarchy Types**.

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

3. Select the room Type hierarchy, click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm

- Prerequisites for Configuring Room Hierarchy (Room) Types

Prerequisites for Configuring Room Hierarchy (Room) Types

OPERA Controls

Group: Reservations

Function:

• Reservation Upgrade

• AI Room Assignment (optional)

OPERA Cloud Tasks

Manage Accommodations

• Room Hierarchy

– New/Edit Room Hierarchy

– Delete Room Hierarchy

Configuring Room Features

A feature is a characteristic or attribute of the room which does not significantly affect the rate or the demand on the room. Room feature functionality makes it easier for you to search and assign rooms according to guest preferences. Room features configured here are also displayed as profile preferences (of type: room feature). See Preferences for more information.

You can think of a feature as being any attribute of the room for which specific availability does not need to be tracked. For example, room features can be rooms near or away from an elevator, rooms with accessibility facilities or rooms with a specific view. There may however be some cases where features need to be considered as a specific room type. If your property has a limited amount of rooms with an ocean view, for which a higher price is charged, then ocean view rooms would have their own room type (and room feature).

Once configured room features are selected on each room type and/or room. See Configuring Rooms for more details.

During check in or when pre-allocating rooms, OPERA Cloud can search for available rooms by room feature as well as by room type; with room feature, smoking and floor preferences defaulted from the reservation and/or profile.

> ✏ **Note:**
>
> Smoking and Floor are not configured as a room feature as there are separate, distinct preference types for these.

Adding Room Features

> **Note:**
>
> When the multi-property service is active, new Room Features are created by selecting the Template tab. Once created, you can copy Room Feature codes to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Features**.

2. Click **New** and enter the following details:

   a. **Code**: Enter a code for the room feature.

   b. **Description**: Enter a description of the room feature.

   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   d. **Global**: Select the make the room feature available in all properties.

3. Click **Save** or **Save and Continue** to add another.

Editing Room Features

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Features**.

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

3. Select the Room Feature, click **Vertical Ellipse** and select **Edit**.

4. Update details.

5. Click **Save**.

Deleting Room Features

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Features**.

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

3. Select the Room Feature, click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Room Maintenance

Room Maintenance codes are the various reasons/categories of maintenance tasks created for rooms. Users select a maintenance reason/category and can then enter additional notes to describe the issue/request. Examples:

- Air Conditioning

- • Plumbing

- • Electrical

- • Lighting

- • Carpet

- • Bedding

- • Painting

- • Prerequisites for Room Maintenance

- • Configuring Room Maintenance Codes

Related Topics

- • Managing Room Maintenance Requests

- • Room Maintenance

Prerequisites for Room Maintenance

OPERA Controls

Group: Room Management

Setting: Maintenance

Configuring Room Maintenance Codes

Adding Room Maintenance Codes

1. From the Administration menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**.

   In a multi-property environment, room maintenance codes are created on the template level and then copied to each property. To be consistent with all hotels in the environment, the best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties.

2. On the Room Maintenance screen, click **New**.

   - • Enter an unique **Code** to identify the room maintenance request code.

   - • Enter an appropriate **Description** for the Room Maintenance request, the description should ideally describe what the repair or room maintenance is about.

   - • Enter a **Sequence** number to determine the order in which room maintenance codes are displayed when listed. When two or more room maintenance have the same sequence number, they are displayed alphabetically.

3. Click **Save**.

Editing Room Maintenance Codes

To edit an existing room maintenance code in your property, do the following:

1. From the Administration menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**.

2. On the Room Maintenance screen, search and select the required room maintenance code that you want to edit and then click on the vertical ellipses.

3. Click **Edit**.

4. Update configuration.

5. Click **Inactive** to mark inactive.

6. Click **Save**.

Deleting Room Maintenance Codes

1. From the Administration menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**.

2. On the Room Maintenance screen, search and select the required room maintenance code that you want to delete.

3. Click on the vertical ellipses and then click **Delete**.

4. Confirm the deletion.

5. Click **Save**.

Copying Room Maintenance Codes

When the OPP_MHOT Multi-property add on license is active, you may copy reason codes from the Template to the properties. After you copy codes to a property, the codes may be edited as necessary.

For more information, see Copying Configuration Codes to Multiple Properties .

Configuring Room Pools

Prerequisites for Configuring Room Pool Mapping

Room Pools allow to you group room types together into more generic categories. Often the physical room types are too specific than what is required by sales agents creating inquiry (leads) blocks; room pools provide a way to enable a way to simply this. For example, you might create a Room Pool for STD:Standard and then map all the physical rooms type that fit this description, say Kings and Doubles, to room pool of "STD". When a sales agent books 5 STD rooms in a block, they actually book 5 rooms that are either Kings or Doubles. When configured you then map the physical room types to room pools, see Configuring Room Pool Mapping for more information.

Adding Room Pools

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Pool Codes**.

2. Click **New** and enter the following details:

   a. **Property**: Enter or confirm the property.

   b. **Room Pool**: Enter a code for the room pool.

   c. **Description**: Enter a description of the room pool.

      i. **Manage Translation**: Click to enter translations for the description.

    d. Sequence. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** or **Save and Continue** to add another room pool.

Editing Room Pools

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Pool Codes**.

2. Confirm the property and click **Search**.

3. Select the Room Pool, click **Vertical Ellipse** and select **Edit**.

4. Update details.

5. Click **Save**.

Deleting Room Pools

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Pool Codes**.

2. Confirm the property and click **Search**.

3. Select the Room Pool, click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Configuring Room Pool Mapping

Prerequisites for Configuring Room Pool Mapping

Room Pools allow you group room types together into more generic categories. Often the physical room types are too specific than what is required by sales agents creating inquiry (leads) blocks; room pools provide a way to enable a way to simply this. For example, you might create a Room Pool for STD: Standard and then map all the physical rooms type that fit this description, say Kings and Doubles, to room pool of "STD". When a sales agent books five STD rooms in a block, they actually book five rooms that are either Kings or Doubles.

Mapping Room Types to Room Pools

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Pool Mapping**.

2. Confirm the property and click **Search**.

3. Click **Edit**.

4. For each room type listed enter the following details:

    a. Room Pool: Select a Room Pool from the list.

    b. Sequence: Defines the sequence of the Room Pools when displaying in the Room Grid.

5. Click **Save**.

• Prerequisites for Configuring Room Pool Mapping

Prerequisites for Configuring Room Pool Mapping

OPERA Controls

Group: Rooms Management

Function: Room Pool

OPERA Cloud Tasks

Manage Accommodations

- Room Pool
    - New/Edit Room Pool
    - Delete Room Pool

Function Space Management

Function Space Management enables you to configure event spaces that are sellable for various event types such as weddings, conferences, banquets, and so on. You can also set up styles for these event spaces.

- Prerequisites for Function Space Management
- Configuring Function Spaces
- Configuring Function Space Types
- Configuring Function Space Locations
- Configuring Event Types
- Configuring Rental Codes
- Configuring Setup Styles

Prerequisites for Function Space Management

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Group: Events

Function: Catering Events

Configuring Function Spaces

Prerequisites for Function Space Management

The Function Space features enables you to identify rooms and other spaces as sellable for events such as weddings, conferences, banquets, pool parties, and so on.

Before you configure function spaces, your property must have configured room types, space types, room classes, setup styles, rental codes, and revenue types.

Adding a Function Space

1. From the Administration menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.

2. Click **New** and complete the following fields.

   a. **Property**. The property to which this function space is associated.

   b. **Room Type**. The appropriate room type for the function space you are configuring.

   c. **Room**. Enter the code for the function space you are configuring. OPERA Cloud allows up to eight alphanumeric characters for the room. Rooms do not need to start with or include numbers and include letters. Spaces are not allowed inside the room.

   d. **Space Type** (available when either the OPERA Controls Catering Events or the Diary is On). Select the space type, such as BALL (Ballroom) or CONF (Conference Room) for the function space you are configuring. The space type can serve as a filter in the Function Diary.Configuring Function Space Types

   e. **Minimum Capacity**. Enter the minimum number of people required to book this function space. When associating setup styles to a function space, this is the minimum value you can enter for minimum capacity.

   f. **Maximum Capacity**. Enter the maximum number of people allowed in this function space (often the fire code maximum is used here). When associating setup styles to a function space, this is the maximum value you can enter for maximum capacity.

   g. **Space Name**. Enter the full name of this function space. The name identifies the function space on the Function Diary screen and in other OPERA Cloud screens and reports.

   h. **Manage Translations**. Select the link to provide language translations.

Additional Details

1. Enter the following additional details:

   a. **Short Name**. An abbreviated or alternate function space name. If a Short Name is provided, it appears instead of the Space Name on the Function Diary screen. For example, you can use this field to identify the Grand Continental Ballroom A as the Ballroom A on the Function Diary, if Ballroom A is commonly recognized by staff.

   b. **Location**. Select the location where the function space is situated. You can use Location filtering in the Function Diary.

   c. **Floor**. Select the floor where the function space is located.

   d. **Custom Order 1-3**. When you are working with the Function Diary, three custom orders are available for sorting the function space display. The custom orders are included as Sort By options in the Function Diary screen. Each custom order represents a group of selected function spaces appearing in a specific sequence. Use these three fields to identify the Function Diary custom order (or orders) to which the current function space should belong and the position of the function space in that custom order.

e. **Display in Diary**. Select the check box to show the function space in the Function Diary by default. If the check box is not selected, the function space appears in the Function Diary only if you select the filter criteria, Include Hidden Spaces check box.

f. **Shareable** (available when the OPERA Control Catering Events is On). Select the check box if the room is shareable (if two or more events from different blocks can simultaneously use the space). When the space is shareable, the property can set the maximum capacity and a limit for the maximum number of groups that can book the space for the same date and the same or overlapping time periods. When an event is booked in the space, the application validates that both the maximum capacity and maximum number of groups are exceeded. If the maximum capacity or maximum number of groups are exceeded, and you have the user task for Override Space Capacity, you can continue or cancel the process.

> **Note:**
>
> When scheduling an event in a space, you can designate the space as exclusive (not shareable) at the time the function space is selected (OPERA Controls Book Shareable Space as Exclusive parameter required). When this is the case, you cannot schedule the function space for another event at the same time.

g. **Accessible**. Select this check box if the room has handicap facilities.

h. **Maximum Groups**. If the room is shareable, enter the maximum number of groups allowed to share it. Maximum Groups controls the number of blocks that can book the space at the same time in deduct from inventory status.

i. **Force Alternate** (available with an active OPERA Cloud Sales and Event Management Premium Cloud Service. Select the check box if you want to force users to select an alternate (backup) space when this function space is booked for an event.

j. **Excluded Event Types** (available if the Force Alternate check box is selected). Use this option to select Event Types to exclude from the Force Alternate requirement. For example; if MTG (meeting) is selected as an Event Type for the Conference Room, then when booking the Conference Room for Event Type MTG, an Alternate space is not required, and you are not prompted to select one.

k. **100% Occupancy**. Defaults to 1440 minutes (24 Hours) with the creation of a function space. This value represents the amount of time the function space is considered at 100% utilization. The value is used in the Function Space Utilization report (rep_fs_utilization)

l. **Description**. Enter a description of the function space type, such as Grand Continental Ballroom.

m. **Manage Translations**. Select the link to provide language translations.

Dimensions and Details

The screen supports distance measurements in feet or meters and weight measurements in pounds or kilograms. As you add dimensions or weights in one unit, OPERA Cloud automatically computes the measurement in the other unit. Whether

you have access to the Meter/Kg or Feet/Lb fields depends on the value selected in OPERA Controls Measurement.

1. Add the following:

    a. **Area**. Area of the room (length x width).

    b. **Length**. The length dimension of the space.

    c. **Width**. The width dimension of the space.

    d. **Minimum Height**. The minimum height of the space. Minimum height might not be necessarily dictated by ceiling height. If chandeliers or similar structures are low-hanging, you might want to note them.

    e. **Maximum Height**. The maximum height of the space.

    f. **Weight**. The maximum load the floor can support in the function space.

    g. **Notes**. Any additional information of importance about the space.

2. Select **Next** to move to the Setup Styles panel.

3. Select **New** in the Setup Styles panel and complete the following fields:

    a. **Code**. Select the appropriate Setup Code. Refer to Configuring Setup Styles.

    b. **Default**. Select the check box if this Setup Style should be selected automatically when the function space is added to an event. You can select only one Setup Style per function space as the default. Note: Selecting this check box deselects the check box on another Setup Style where it has already been selected.

    c. **Minimum Capacity**. Enter the lowest number of attendees needed to book the function space with this setup style. If the attendee number on the event is lower than this number, OPERA Cloud prompts you about the discrepancy. The value entered here cannot be lower than the value entered in the Minimum Capacity field in the Primary Details section.

    d. **Maximum Capacity**. Enter the highest number of attendees allowed to book this function space with this setup style. If the attendee number on the event is higher than this number, OPERA Cloud prompts you about the discrepancy. Note: the value entered here cannot be higher than the value entered in the Maximum Capacity field in the Primary Details section.

    e. **Setup Time**. Enter the default number of minutes required to set this room up in the setup style. The number entered here defaults to the event when this function space and setup style are selected, but you can update the value at any time.

    f. **Setdown Time**. Enter the default number of minutes required to break down this room in this setup style. The number defaults to the event when you select this function space and setup style, but you can update the value at any time.

4. Click **Save** to save and close or click **Save and Continue** to save and add another setup style.

5. Select the Next button to move to the Rental Codes panel.

6. Select **New** on in the Rental Codes panel and complete the following fields (the Rental Code CUSTOM defaults when this panel is first selected):

    a. **Code**. Select the appropriate Rental Code. Refer to Configuring Rental Codes.

    b. **Revenue Type**. Select the appropriate Revenue Type from the LOV. Refer to: Configuring Catering Revenue Types. The value entered in the OPERA Control Default Space Revenue Type defaults to this field.

    c. **Charge Type**. Select the appropriate value based on whether the rental Amount should be calculated Per Room (flat charge) or Per Person (Rental Amount * Number of Attendees).

    d. **Amount**. Enter the Rental Amount for this Rental Code and function Space.

    e. **Set as Default**. Select the check box if the Rental Code should be automatically selected when you add the function space to an event. You can select only one Rental Code per function space as the default. Selecting this check box deselects it on another Rental Code where the check box is already selected.

    f. **Hourly Rate**. Select the check box if the Amount you entered should be charged based on the number of hours the function space is booked, for example, if the Amount you enter is 100.00 and space is booked on an event from 09:00 - 11:00, the Rental Amount calculates as 100.00 * 2 Hours).

7. Click **Save** to save and close or click **Save and Continue** to save and add another rental.

8. Select the **Next** button to move to the Combo Elements panel. This panel need only be accessed if the function space you are configuring is a Combination space (meaning that it can be broken into smaller function spaces that can be sold on their own and will be configured as a separate space).

    a. From the list on the left, select the function spaces that make up this combination space (you can select more than one space using the space bar).

    b. Move the selected spaces to the right side using the appropriate arrow button.

Editing a Function Space

1. From the Administration menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.

2. Enter or confirm the **Property** name, enter any additional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** and select **Edit**.

4. To edit the Additional Details panel, Dimensions and Details panel, or the Setup Styles panel:

    a. Click **Edit**.

    b. Make the required changes.

    c. Click **Save**.

5. You can delete a Setup Style only if it is not assigned to an event.

    a. Select **Delete** from the vertical ellipsis on a Setup Style record.

    b. Confirm by selecting **Delete** when prompted.

6. You can delete a Rental Code only if it is not assigned to an event.

    a. Select **Delete** from the vertical ellipsis on a Rental Code record.

    b. Confirm by selecting **Delete** when prompted.

7. Click the **Back to Function Spaces** link.

Deleting a Function Space

You can delete a Function Space only if it is not assigned to a Function Space.

1. From the Administration menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.

2. Enter or confirm the **Property** name, enter any additional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** and select **Delete**.

4. Click **Delete** to confirm.

Copying Function Spaces

1. From the Administration menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.

2. Enter or confirm the **Property** name, enter any additional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** and select **Copy**.

4. Enter or edit the following fields:

   a. **Room**. Enter the code for the function space.

   b. **Space Name**. The full name of the function space.

   c. **Short Name**. An abbreviated or alternate function space name.

   d. **Custom Order (1–3)**. A custom order represents a group of selected function spaces appearing in a specific sequence. Use the three Custom Order fields to identify the Function Diary custom order (or orders) to which the current function space should belong and the position of the function space in that custom order.

   e. **Combo Element** (available only if the source function space is marked as a combo room). This is the name of the function space associated with the combo room.

5. Click **Save**.

Configuring Function Space Types

Use the Function Space Types screen to configure the different types of function spaces available at your property, such as Ballroom, Boardroom, or Conference. This can be helpful in the Function Diary when filtering for a suitable function space.

Function Space Types are assigned to the function space using the Function Space Setup screen. For more information, see Configuring Function Spaces.

Adding a Function Space Type

1. Select the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Function Space Types.**

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code for the function space type, such as BALL.

      b. **Description**. Enter a description for the function space type, such as Ballroom.

      c. **Manage Translations**. Select to open the multi-language descriptions screen and configure a translated descriptions for each language.

      d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned

3. Click **Save** to save and close or click **Save and Continue** to save and create another record.

Editing a Function Space Type

1. On the Function Space Types screen, enter search criteria and click **Search**.

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Make the required change to Description or Sequence.

5. Click **Save**.

Deleting a Function Space Type

You can delete a Function Space Type only if it has not been assigned to a Function Space.

1. On the Function Space Types screen, enter search criteria and click **Search**.

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

Configuring Function Space Locations

Use the Function Space Locations screen to configure where a function space is located on the property, for example, the main building or outside. This can be helpful in the Function Diary when filtering for a suitable function space.

The Locations are assigned to the function space using the Function Space Setup screen. For more information, see : Configuring Function Spaces.

Adding a Location

1. Select the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Locations.**

2. Click **New** and complete the following fields:

      a. **Property.** Enter or confirm the property name.

      b. **Code.** Enter a code for the function space location, such as MAIN.

      c. **Description.** Enter a description for the function location, such as Main Building.

      d. **Manage Translations**. Select to open the multi-language descriptions screen and configure a translated descriptions for each language.

3. Click **Save** to save and close the record.

Editing a Location

1. On the Locations screen, enter search criteria and click **Search.**

2. In the search results, select the code and click the **vertical ellipsis.**

3. Click **Edit.**

4. Make the required change to the Description field.

5. Click **Save.**

Deleting a Location

You can delete a Location only if it is not assigned to a Function Space.

1. On the Locations screen, enter search criteria and click **Search**.

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

Configuring Event Types

Event Types describe the kind of activity taking place during a given meal period, such as meeting, lunch, exhibits, and so on. In addition, Event Types can streamline the booking process by defaulting start and end times. Event Types can also be linked to meal periods and used in forecasting, tracking, and posting event revenue.

Event types are also referenced in other areas of configuration, for example, when defining menus and menu items.

Adding an Event Type

1. Select the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Event Types**.

2. Click **New** and complete the following fields:

   a. **Code** Enter a code for the event type, such as MTG.

   b. **Description** Enter a Description for the event type, such as Meeting.

   c. **Manage Translations** Select to open the multi-language descriptions screen and configure a translated descriptions for each language.

   d. **Start Time** The time entered here is used as the default start time when an event is created with this Event Type. You can change the start time after it is defaulted on the event.

   e. **End Time** The time entered here is used as the default end time when an event is created with this Event Type. You can change the end time after it is defaulted on the event.

   f. **Meal Period** (Available when the Catering Meal Period OPERA Control is Active). Select the value to which this Event Type should be associated when reporting by Meal Period.

   g. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

     h.   **Bookable via web site** (visible when the OPERA WSC subscription is active). Select this check box if this event type should be available for selection when an event is booked using Meeting Rooms on the web.

3. Click **Save** to save and close.

Editing an Event Type

1. On the Event Types screen, enter search criteria and click **Search.**

2. In the search results, select the code and click the **vertical ellipsis.**

3. Click **Edit.**

4. Make the required changes.

5. Click **Save.**

Deleting an Event Type

You can delete an Event Type only if it is not configured with forecast figures or booked.

1. On the Event Types screen, enter search criteria and click **Search.**

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete.**

Configuring Rental Codes

The Function Space Rental Codes are used to specify the type of rate (Daily, Hourly, Per Person, or Custom) charged for a function space.

The Rental Codes are assigned to the function space using the Function Space Setup screen. For more information, see: Configuring Function Spaces.

Adding a Rental Code

1. Select the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Rental Codes.**

2. Click **New** and complete the following fields:

    a.   **Code**. Enter a code for the Rental Code, such as FULL.

    b.   **Description**. Enter a Description for the rental code, such as Full Day.

    c.   **Manage Translations**. Select to open the multi-language descriptions screen and configure a translated descriptions for each language.

    d.   **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and close the record.

Editing a Rental Code

1. On the Rental Codes screen, enter search criteria and click **Search.**

2. In the search results, select the code and click the **vertical ellipsis.**

3. Click **Edit.**

4. Make the required changes.

5. Click **Save.**

Deleting a Rental Code

You can delete a Rental Code only if it is not assigned to a Function Space.

1. On the Rental Codes screen, enter search criteria and click **Search.**

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete.**

Configuring Setup Styles

Use the Setup Styles screen to configure the setup styles for function spaces at the property. Setup styles might include seating arrangements, furniture and equipment placements, and so on.

Setup Styles are assigned to the function space from the Function Space Setup screen. For more information, see: Configuring Function Spaces.

Adding a Setup Style

1. Select the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Setup Styles.**

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code for the Setup Style Rental Code, such as CLS.

   b. **Description**. Enter a description of the Setup Style, such as Classroom Style.

   c. **Bookable via Website (visible when the OPERA WSC subscription is active).** Select this check box if this setup style should be available for selection when an event is booked using Meeting Rooms on the Web.

   d. **Setup Time in Minutes (visible when the OPERA WSC subscription is active).**This field is accessible when Bookable via Website is checked. Enter the number of minutes that should be booked for setup when this Setup Style is selected for an event booked using Meeting Rooms on the Web.

   e. **Tear Down Time in Minutes (visible when the OPERA WSC subscription is active).** This field is accessible when Bookable via Website is checked. Enter the number of minutes that should be booked for tear down when this Setup Style is selected for an event booked using Meeting Rooms on the Web.

   f. **Sequence** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Setup Style

1. On the Setup Style screen, enter search criteria and click **Search**.

2. In the search results, select the row level **vertical ellipsis** and click **Edit**.

3. Make the required change.

4. Click **Inactive** to make a code inactive; inactive codes are not available for selection.

5. Click **Save.**

Deleting a Setup Style

You can delete a Setup Style only if it is not assigned to a Function Space.

1. On the Setup Style screen, enter search criteria and click **Search.**

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete.**

Task Sheets

You can create task sheets at your property for housekeeping staff. With the optional **Housekeeping Task Scheduling** function enabled in OPERA Controls, you can also schedule these housekeeping tasks and the various housekeeping supplies for each room type.

- Housekeeping Task Scheduling
- Configuring (Task) Supplies
- Configuring Housekeeping Tasks
- Configuring Task Sheet Room Details

Housekeeping Task Scheduling

Prerequisites for Housekeeping Task Scheduling

Housekeeping task scheduling enables you to set up a schedule of tasks to occur on various days during a reservation stay. Task scheduling supports operations (for example, when a light service task is scheduled daily) with a full service task occurring once a week. To configure the task schedule, you must first configure each task code and then schedule the tasks for each room type. Additionally, you can also configure task supplies (that is, soap, towels, linens) which are supplied to the room as part of the scheduled task.

- Prerequisites for Housekeeping Task Scheduling
- Configuring Housekeeping Tasks for Scheduling
- Configuring (Room Type) Task Schedules

Prerequisites for Housekeeping Task Scheduling

OPERA Controls

Group: Room Management

The **Housekeeping Task Scheduling** function must be active.

OPERA Cloud Tasks

Main Task: Inventory Admin

Available Tasks: Manage Accommodations

Tasks

• New/Edit Tasks

• Delete Tasks

Configuring Housekeeping Tasks for Scheduling

You can create the task codes (for example, full service, light touch, no service, and so on) that are used for configuring a room type task schedule.

Adding a Task Code

1. Select the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Tasks**.

2. Click **New** and complete the following fields:

   a. **Property**. Enter a property or search for and select a property.

   b. **Code**. Enter a housekeeping task code (for example, LIGHT, FULL, NSR, and B&B).

   c. **Description**. Enter a description for the task (for example, Light touchup, Full Service, No Service, Empty Bins, and Make Bed Only).

   d. **Colors**. Select a color code for the task type. The task's defined color populates in the date box in the housekeeping task scheduler when viewed from the reservation details link and from within the Forecast screen in Housekeeping.

   e. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   f. **Task Instructions**. Enter a short description of the steps required to perform this task.

   g. **Departure Room Default Task**. Select to make this task code the default departure room task. OPERA Cloud requires that one task code must be marked as the Departure Room Default Task. This task code will be assigned and forecasted for all departure rooms within Housekeeping. This is typically a full service of the room.

   h. **Guest Requested Task**. Select to indicate this task is only available when requested by the Guest. Guest requested tasks are not automatically scheduled.

> ✏ **Note:**
>
> A task selected as a **Guest Requested Task** cannot also be
> selected as a **Departure Room Default Task**. When one option is
> selected, the check box for the other option becomes inactive.

    i. **Linen Change**. Select to signify the Task requires a linen change. This is
reflected in the Total Linen Change statistic within the Expanded Task Sheet
and noted for each corresponding task in the task sheet reports and task
companion.

3. Click **Save**.

Editing a Task Code

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the vertical ellipsis.

4. Click **Edit**.

5. Click **Inactive** to make a code inactive; inactive codes are not available for
selection.

6. Update the configuration and click **Save**.

Deleting a Task Code

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the vertical ellipsis.

4. Click **Delete** and confirm the deletion.

Configuring (Room Type) Task Schedules

Once Housekeeping Tasks and Task Supplies are configured, the next step is to
schedule these tasks for each room type. Each task scheduled for a room type is
given a priority and a frequency; therefore, when two tasks are scheduled to occur on
the same day, the higher priority task is scheduled. For example, a task scheduled for
every 2 days and a task scheduled for every 5 days will both occur on the 10th day of
the stay, and the task with the higher priority will be scheduled.

For each task scheduled, you can also select the various task supplies (such as linen,
soap, or shampoo) to be provided as part of the task scheduled.

Adding a Schedule

1. Select the **Administration** menu, select **Inventory**, select **Task Sheets**, and then
select **Schedules**.

2. Click **New** and complete the following fields:

    a. **Property**. Enter a property or search for and select a property.

    b. **Room Type**. Select the room type for which this task is being scheduled.

c. **Task**. Select the down arrow to choose a task.

> **Note:**
>
> Once a specific task has been attached to a room type, that task code is removed from the Task LOV. You can no longer change this information once it has been saved without deleting the task from the room type.

d. **Market Codes**. Enter or select **Market Codes** to limit the scheduling of the task.

e. **Special Requests**. Enter or select **Special Request** codes to limit the scheduling of the task.

> **Note:**
>
> Once a special code has been selected for a task schedule, you can no longer associate it to another task schedule. This prevents you from duplicating the request.

f. **Rate Codes**. Enter or select **Rate Codes** to limit the scheduling of the task.

g. **Priority**. Enter a number for the priority. When more than one task is scheduled for a room type, you define a priority number for each task. A priority is assigned to determine which task takes precedence when two or more tasks converge on a given day of the reservation stay dates. For example, if Full Service was scheduled for every 7 days, and Light Touch was scheduled for every 3 days, these tasks would overlap for any reservation that is in-house for 21 days. For such reservations, OPERA Cloud would choose the Full Service task with priority 1, rather than Light Touch with priority 2.

h. **VIP Levels**. (Available when the **VIP** application function in the **Profiles** group is active) Enter **VIP** codes to limit the scheduling of the task.

> **Note:**
>
> Once a **VIP** is attached to a task code, you can no longer associate it to another task of the same code. This prevents you from duplicating the code.

i. **Schedule**. Select from the following options:

- **Every X Days** — Select to schedule the task to occur every X number of days of the reservation. This field can be used in conjunction with the **Starting On Day** and the **Every XX Day** field to skip days in between when this task will be performed.

> **✎ Note:**
>
> If the **Start on Day** field is left blank, then the Task will start with the value entered into the **Every XX Days** field. For example, if the Arrival Date of a reservation is 04/11/11, Departure Date of 04/15/11, and has a Task schedule of Every 1 Day, then the Task would be scheduled to start on 04/12/11.

- **Everyday** — Select to complete the Task every day.

- **Departure Day Only** — (Available when the task has been configured as **Departure Room Default Task**) Select to only complete this Task on the departure date of the reservation.

- **Custom Schedule** — (Available when a Task has been configured as a **Guest Requested Task**) This task will not automatically be scheduled. You can customize the Schedule from Housekeeping Task Scheduler via the Reservations Options.

- **Not Required** — Select to exclude certain filter options (that is, a reservation with a specific rate code) from being scheduled with a task. For example, a room type is set up with 4 different tasks for each day. A group has negotiated a lower rate and one of the tasks is excluded for this group (by rate code). Then the frequency **Not Required** can be chosen for that particular task for that Rate Code.

- **Arrival Day Only** — Select to schedule on arrival day only.

j. **Number of Days**. Specify how often in days, following the reservations arrival date, the task is to be completed. For example, if the task is repeated every day following the arrival date, enter 1. If the task is completed every three days, enter a 3, and so on. Optionally, you can also define days of the week when this task can take place. See the 'Days of Week' field description below for details.

k. **Starting on Day**. Enter the number of the day of the reservation on which to start the Task schedule. For example, if 3 is entered, then the Task would not be scheduled until the 3rd day of the reservation.

l. **Include on Arrival Day**. Select if you would like the task to begin schedule on the guest's arrival date.

m. **Days of the Week**. This option works in conjunction with the **Number of Days** option to enable you to control the days of the week on which this task can take place. (If no days are selected, only the Number of Days frequency is considered regardless of the day of the week on which the task falls.) Use the check boxes to select the days of the week on which the task can be scheduled. If the day when the task should take place according to the specified frequency falls on a day of the week which is not selected, the task will take place on the next available day of the week.

> **✎ Note:**
>
> If a scheduled task is designated as the Departure Room Default Task, it will be scheduled for the checked-out room regardless of the frequency or the days of the week configured for that task.
>
> For example, assume you want to specify the Full Service (FS) task should take place Every 7 Days, except when the task would fall on a weekend (Saturday and Sunday options deselected, all other days selected). When a Full Service task falls on a Saturday or Sunday, it should be pushed to the next available weekday. In addition, Light Touch (LT) cleaning should be scheduled daily (Every 1 Day), Monday through Friday.
>
> The below table provides an example of how these tasks would be scheduled for a hypothetical stay. Only the priority (FS-Full Service) task is shown on dates when two tasks converge on the same day.

Table 11-1   Task Schedule

Date	Day of the Week	Task
23-Dec	Sunday	No Service (Arrival)
24-Dec	Monday	LT - Light Touchup
25-Dec	Tuesday	LT - Light Touchup
26-Dec	Wednesday	LT - Light Touchup
27-Dec	Thursday	LT - Light Touchup
28-Dec	Friday	LT - Light Touchup
29-Dec	Saturday	No Service
30-Dec	Sunday	No Service
31-Dec	Monday	FS- Full Service
1-Jan	Tuesday	LT - Light Touchup
2-Jan	Wednesday	LT - Light Touchup
3-Jan	Thursday	LT - Light Touchup
4-Jan	Friday	LT - Light Touchup
5-Jan	Saturday	No Service
6-Jan	Sunday	No Service
7-Jan	Monday	FS- Full Service
8-Jan	Tuesday	LT - Light Touchup
9-Jan	Wednesday	LT - Light Touchup
10-Jan	Thursday	FS- Full Service (Departure Task)

n. **Message Text**. Enter the task message. This message appears when you select the associated Task when creating Task schedules from the Customize button on the Reservation Task Scheduler.

3. Click **Save**.

Attaching Supplies

Once a task schedule has been created for a room type, you can associate the supply codes for the task.

1. Search for a task schedule, click the vertical ellipsis next to it, and select **Edit**.

2. Under Supplies, click **New** and complete the following fields:

   a. **Code**. Select the down arrow and choose the supply code you want to add to the task. When you have selected a code, its description appears to the right of the field.

   b. **Quantity**. Enter the number of the item to be provided for this task.

   Repeat these steps to add more supplies to the task scheduled.

3. Click **Save** when you are finished adding supplies.

> **Note:**
>
> To edit or delete a supply, click the **vertical ellipsis** next to the supply item and click **Edit** or **Delete**.

Editing a Schedule

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the vertical ellipsis.

4. Click **Edit**.

5. Click **Inactive** to make a code inactive; inactive codes are not available for selection.

6. Update the configuration and click **Save**.

Deleting a Schedule

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the vertical ellipsis.

4. Click **Delete** and confirm the deletion.

Configuring (Task) Supplies

Task supplies enable you to configure the various housekeeping supplies, such as Pillow Cases, Hand Towels, Bath Towels, Shampoo, and so on. You can then associate these supplies with the housekeeping tasks scheduled for reservations.

Adding a Supply Code

1. Select the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Supplies**.

2. Click **New** and complete the following fields:

   a. **Property**. Enter a property or search for and select a property.

   b. **Code**. Enter a supply code (for example, PC, HT, BT, SH).

   c. **Description**. Enter a description for the housekeeping supply item (for example, Pillow Cases, Hand Towels, Bath Towels, Shampoo).

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Supply Code

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the vertical ellipsis.

4. Click **Edit**.

5. Click **Inactive** to make a code inactive; inactive codes are not available for selection.

6. Update the configuration and click **Save**.

Deleting a Supply Code

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the vertical ellipsis.

4. Click **Delete** and confirm the deletion.

Configuring Housekeeping Tasks

Prerequisites for Housekeeping Tasks

Task codes enable you to create various housekeeping task sheets (for example, daily cleaning, mattress turning, inspections, turndown, and so on) for your property. Each task code can generate separate task sheets for room attendants to complete using either printed task sheet reports or the mobile task companion.

Adding a Task Code

1. Select the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Tasks**.

2. Click **New** and complete the following fields:

   a. **Property**. Enter a property or search for and select a property.

      b. **Code**. Enter a housekeeping task code (for example, VIP, TD, GC).

      c. **Description**. Enter a description for the housekeeping task (for example, VIP room prep, turndown, general cleaning).

      d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

      e. **Task Instructions**. Enter a short description of the steps required to perform this task.

3. Click **Save**.

Editing a Task Code

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Click **Inactive** to make a code inactive; inactive codes are not available for selection.

6. Update the configuration and click **Save**.

Deleting a Task Code

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete** and confirm the deletion.

- Prerequisites for Housekeeping Tasks

Related Topics

Prerequisites for Housekeeping Tasks

OPERA Controls

Group: Room Management

Task Sheets

OPERA Cloud Tasks

Group: Inventory Admin

Manage Accommodations

- New/Edit Tasks

- Delete Tasks

Configuring Task Sheet Room Details

Use this option to associate room attributes such as Floor, Building, Housekeeping sections and credits to each room in case they were not entered when the rooms were originally configured.

Editing Task Sheet Room Details

1. From the **OPERA Cloud** menu, select the **Administration**, select **Inventory**, select **Accommodation Management** then select **Task Sheet Rooms**.

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

3. Click **Edit** and enter details per room.

   a. **Building**: Select building code from list.

   b. **Floor**: Select a floor from the list.

   c. **Day Section**: Select a HK section from the list.

   d. **Evening (Turndown) Section**: Select a HK section from the list.

   e. **Stay over**: Enter credits for stay over (occupied dirty) status.

   f. **Departure**: Enter credits for departure (vacant dirty) status.

   g. **Pickup**: Enter credits for room in pickup status.

   h. **Turndown**: Enter credits for a turndown.

   i. **Sequence**: Enter a display sequence for the room.

4. Click **Save**.

12

Financial Administration

About Accounts Receivable Configuration

Prerequisites for Accounts Receivable Configuration

The Accounts Receivable module enables you to manage debtors' accounts, invoices, and remittance. AR also supports management of payment collection through the production of periodic statements and reminder letters.

You can also manage and track remittance from credit card merchants accounts receivables, with specific functionality available to compress individual credit card settlements into a single invoice. The single invoice is automatically transferred to the debtor ledger account for the payment type during the End of Day.

You can activate optional functionality for the Accounts Receivable module in OPERA Controls.

Financial Charges	Enables the ability to post a calculated percentage or fixed amount charge on a monthly cycle – typically used for charging overdue payment fees.
Fixed Charges	Enables the ability to auto-post a periodic charge to an AR Account based on defined cycle – daily, weekly, monthly.
Traces	Enables the ability to add an actionable date-driven reminder on AR accounts.

The following configuration is required in order to use the Accounts Receivable module:

- OPERA Controls — Accounts Receivables
- AR Statement templates.
- Reminder Letter templates.

- AR Account Types.
  - Financial Charges
  - Reminder Letter Cycles
- Restriction Reasons.

Related Topics:

Trace Texts

Departments

About Transaction Codes

About Stationery Editor (Oracle Business Intelligence (BI) Publisher)

Toolbox – Utilities – Data Management – Enter Old Balances

Accounts Receivables

- Prerequisites for Accounts Receivable Configuration
- Configuring Accounts Receivable Account Types
- Configuring AR Restricted Reasons

Prerequisites for Accounts Receivable Configuration

OPERA Controls

Group: Accounts Receivables

Function: Accounts Receivables

Configuring Accounts Receivable Account Types

Account Receivable account types enable you to categorize AR accounts. The account type selected in each AR Account is used for filtering in both the application and also on reports, such as when generating an AR aging report subtotaled by account type. Account types also determine the stationery templates to use when generating statements and reminder letters for each AR account.
To set up account types:

1. From the Administration menu, select **Financial**, select **Accounts Receivables Management**, and then select **Account Types**.

2. Click **New**.

3. Select or confirm the **Property** name.

4. Enter the **Account Type** code.

5. Enter a **Description** of the account type.

6. Enter a **Credit Limit** for the account type.

7. Select a **Statement Mode**. Statements for all accounts having this account type will be prepared using the statement modes selected from the following options:

- **Balance Forward**. A balance as of the MM/DD/YY field on the statement shows the total previous balance for the account. The last statement date and total amount from the last statement will be printed on the statement as the balance forward date and balance forward, respectively, by default unless overridden by a date in the Balance Forward From field.

- **Individual Open Items**. All open invoices making up the outstanding balance are listed as individual line items on the statement.

8. Select the **Reminder Cycle** mode for sending reminder letters. Options are:

- **End of Month**. Reminder letters are generated at the end of each month if the account has an outstanding balance. As an example, this option might be appropriate if you select appropriate if you select the Balance Brought Forward statement mode.

- **Days.** Reminder letters are generated based on the number of days the account has had an outstanding balance. Use this option if you want to send a reminder letter for outstanding balances of 30 days, 60 days, 90 days, or so on. This option might be appropriate if you select the Individual Open Items statement mode. Accounts Receivables Reminders and Reminder Cycles

9. **Letter Name** – select the reminder letter template you want to generate if you selected End of Month as the Reminder Cycle option.

10. **Statement Name** – select the statement template to use for this account type.

   a. Select **Print Invoices without details** if you do not want to print invoice details on the statement.

   b. Select **Print Invoices with details** to print invoice details on the statement. Invoice details appear under each invoice number, along with a subtotal per invoice. Invoice details include date, individual charges, and a description.

   c. Select **Print Separate Folios** to print the statement followed by the separate folios included in the statement. Folios must have a folio number; invoices entered using Toolbox > Utilities > Data Management > AR Enter Old Balances will not have a folio number and will not be printed. When you select this option for the account type, the Print Folios check box is selected by default when selecting Statement Options for the AR Account.

Finance Charges

Finance charges can be levied against outstanding AR balances if the AR > AR Finance Charges application function is set to Y. This feature enables OPERA Cloud to calculate and post either a flat amount or percentage charge based on a defined cycle within the month.

The age of the invoice is determined by the date the invoice is created.

The End of Day Post AR Finance Charges procedure posts finance charges using the transaction code specified by the AR > Default Finance Charge Transaction Code application setting.

Each finance charge posted appears on the AR account as a separate invoice. On this invoice, the Supplement text for the finance charge transaction reads: "Finance Charges Posted Automatically."

> **Note:**
>
> If the finance charge calculation results in a zero amount or a negative amount, no finance invoice is generated

a. In the Finance Charges section, enter a **Post On Day** for the day in the month when the End of Day procedure should run the AR Post Finance Charge procedure. Valid values are 1 to 28.

b. Enter a **Charges (Invoices) Older Than (n) Days** after which an outstanding balance triggers finance charges. For example, if invoices older than 30 days incur a finance charge, enter 30 in this field. When the Finance Charges process runs, it will identify open balance invoices older than 30 days.

c. Select **Percent** if the finance charge is to be a percentage of the outstanding balance. Enter the percentage in the field.

d. Select **Amount** if the finance charge is to be a flat amount regardless of the outstanding balance. Enter the amount in the field.

e. Select the **Include Unallocated Payments** check box to include unallocated payments posted to the AR account in the finance charge calculation. When the check box is selected, any unallocated payments are subtracted from the outstanding balance before the finance charge is calculated.

Example:

The Post AR Finance Charges process is scheduled to run for the AR account type on the 18th of each month for invoices older than 30 days and apply a 10% fee. Today's business date is June 18: The debtors account shows the following outstanding balances:

Table 12-1

Invoice Date	Age (from Invoice Date	Invoice Balance Due
Jan 13	156 days	$100
Feb 12	123 days	$200
Mar 11	99 days	$150
May 10	39 days	$100
May 11	38 days	–$100 (unallocated payment)
May 20	29 days	$175

- If the $100 unallocated payment is not included in the calculation, the total amount outstanding is $550 and the financial charge applied is $55.

- If the $100 unallocated payment is included in the calculation the amount outstanding is $450 and the finance charge applied is $45.

The finance charge is posted to the AR account as a new invoice dated June 18th. The outstanding invoice created on May 20th is not included in the calculation because it is less than 30 days old.

Daily Reminder Cycle Details

When the Reminder Cycle field is set to Days, the Daily Reminder Cycles configuration lets you determine which reminder letters are generated for AR

accounts with an outstanding balance for a given number of days. You can generate a different reminder letter for outstanding balances of 30 days, 60 days, and 90 days. The date when the aging "clock" starts, and thus when the first reminder cycle begins, is set by the AR > Date For Aging application setting.

> **Note:**
>
> When the AR > Simple Reminder application parameter is set to Y, the Reminder Details screen sorts reminder letters in the order in which they were set up, starting with the first letter that was configured. This is typically the order in which these letters are generated for reminder letter mailings. There may be more than one letter queued to be generated for the AR account depending on the age of the account balance and which letters have already been generated.

> **Note:**
>
> When the AR > Simple Reminder application parameter is set to N, reminder letters are sorted based on the number of days in the reminder cycle, lowest to highest. For this parameter setting, reminder letters are generated depending on the age of the account balance, not on the letters already generated. For example, assuming there are 30-, 60-, and 90-day reminder cycles, if the account balance is 63 days old when letters are generated, the 60 day letter is sent regardless whether the 30 day letter was previously generated.

    a. Click **New** to add customized Daily Reminder Cycle Details. You can set up multiple reminder cycles by clicking New multiple times.

    b. Enter the **number of days** between reminders.

    c. Select a **letter** from configured reminder letter templates.

    To Delete a record:

    a. Select the **reminder letter** and then select the **vertical ellipsis**.

    b. Select **Delete**, confirm your decision, and click **Delete**.

11. Click **Save**.

Editing Account Types

1. From the Account Types presentation screen, search for account types.

2. From search results, select an **account type** and then select the row-level **vertical ellipsis**.

3. Select **Edit**, make changes, and click **Save**.

Deleting Account Types

1. From the Account Types presentation screen, search for account types.

2. From search results, select an **account type** and then select the row-level **vertical ellipsis**.

ORACLE

3. Select **Delete**, confirm your decision, and click **Delete**.

Configuring AR Restricted Reasons

Prerequisites for AR Restricted Reasons Configuration

Restricted Reasons enable you to set a restricted status on an Account Receivables account created for company, travel agent, source, contact, individual, and group type profiles.

Adding AR Restricted Reasons

1. From the **Administration** menu, select **Financial**, select **Accounts Receivables Management**, and then select **Restricted Reasons**.

2. Click **New** and enter the following details:

   a. **Property**: Select or confirm the property.

   b. **Code**: Enter a code to identify the restricted reason.

   c. **Description**: Enter a description of the reason.

   d. **Sequence**: Enter a sequence number to indicate the placement of the restricted reason code when it appears in the profile account setup list of restrictions. Restricted reasons without a sequence number appear in alphabetical order following restriction reasons with a sequence number.

3. Click **Save**.

Editing AR Restriction Reasons

1. From the **Administration** menu, select **Financial**, select **Accounts Receivables Management**, and then select **Restricted Reasons**.

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

3. From search results, select a restricted reason , click the **Vertical Ellipse**, select **Edit**.

4. Update the configuration.

5. Click **Save**.

Deleting AR Restriction Reasons

1. From the **Administration** menu, select **Financial**, select **Accounts Receivables Management**, and then select **Restricted Reasons**.

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

3. From search results, select a restricted reason , click the **Vertical Ellipse**, select **Delete**.

4. Click **Save**.

• Prerequisites for AR Restricted Reasons Configuration

Prerequisites for AR Restricted Reasons Configuration

OPERA Controls

Group: Profiles

Parameters: Restriction / Flagged Reasons

Copying Configuration Codes to Multiple Properties

When the Multi-Property Cloud Service is active you can copy configuration from one property (or template) to other properties when working from a Hub location . This ability simplifies configuration and also ensures consistency of configuration throughout all properties. Provisioning of a new property can be easily achieved through the copy of the relevant configuration from a template or from other properties where applicable. OPERA Cloud provides two methods of copying configuration depending on the functionality:

Copy the configuration from one property to other properties

1. From the Administration menu, select a **Configuration** menu and navigate to the desired configuration screen.

2. Select the source Property in which the configuration codes reside and click **Search**.

3. Click the **vertical ellipse** next to the New button, and click **Copy**.

4. In the Configure Parameters panel complete the following:

    a. **Source Property**: Select the Source Property with the configuration you want to copy.

    b. **Codes**: Select the configuration codes to copy from the list.

    c. **Target Properties**: Select the properties to copy the configuration codes to (the properties listed are linked to your Hub location).

    d. Click **Save**.

    e. In the Review and Copy Codes panel,

        i. Verify the target property/properties and configuration code(s).

    f. Click **Copy And Continue**.

    g. In the Confirmation panel.

        i. Verify that no errors appear.

    h. Click **Print**.

> **Note:**
>
> Your browser opens a separate tab showing the details of your copy process. If errors appear in the Confirmation area, close the tab and select the application tab to make changes as necessary.

Copy the configuration from template to properties

> **Note:**
>
> Your assigned role(s) must be granted the Template Configuration tasks (New/Edit, Delete) to configure and copy codes in the template. For more information, see OPERA Cloud Tasks — General.

1. From the Administration menu, select a **Configuration** menu and navigate to the desired configuration screen.

2. Select the Template tab.

3. Click the **vertical ellipse** next to the New button, and click **Copy**.

4. In the Configure Parameters panel complete the following:

   a. **Codes**: Select the configuration codes to copy from the list.

   b. **Target Properties**: Select the properties to copy the configuration codes to (the properties listed are linked to your Hub location).

   c. Click **Save**.

   d. In the Review and Copy Codes panel,

      i. Verify the target property/properties and configuration code(s).

   e. Click **Copy And Continue**.

   f. In the Confirmation panel.

      i. Verify that no errors appear.

   g. Click **Print**.

   > **Note:**
   >
   > Your browser opens a separate tab showing the details of your copy process. If errors appear in the Confirmation area, close the tab and select the application tab to make changes as necessary.

Configuring Cashiering Components

Cashiering configurations affect the control and management of financial transactions at your property. You can configure cashiering components for articles for sale, cancellation handling, deposits, folios, settlements, adjustments, cashiers, and so on.

- Configuring Adjustment Reason Codes
- About Credit Card Authorization Rules
- Folio Grouping Codes
- Configuring Auto Folio Settlement Rules
- Configuring Folio Copy Legend
- Configuring Folio Types
- Configuring Cashiers
- Configuring Custom Numbers
- Configuring Fiscal Period Reporting
- About Foreign Currency Codes
- Setting Up No Show Posting Rules
- Translating Numbers to Words
- Configuring Shift Drop Locations
- Configuring Tax Types
- Configuring Currency Exchange Service Taxes

Configuring Adjustment Reason Codes

Adjustment codes provide pre-defined reasons for adjustments and deletions made to transactions posted to a guest or AR ledger account. Examples of adjustment code reasons would be a duplicate charge, error, overcharge, manager's discretion, and so on.

Adding Adjustment Reason Codes

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and select **Adjustment Codes**.
2. Click **New**.
3. Enter or confirm the **Property**.
4. Enter a **Code** to represent the adjustment reason, for example, MGR for manager's discretion.
5. Enter a **Description** of the adjustment, such as Manager's Discretion.
6. Select one of the following **Code Types**:
   a. **Adjustment.** Indicates an adjustment made to the guest's bill.
   b. **Deletion.** Indicates a deleted posting.
   c. **Service Recovery**. Indicates resolution of an issue with a dissatisfied guest.
7. Click **Save**.

Editing Adjustment Reason Codes

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and select **Adjustment Codes**.

2. Search and select the required Adjustment Codes that you want to edit and then click on the vertical ellipses.

3. Click **Edit**.

4. Update the configuration.

5. Click **Save**.

Deleting Adjustment Reason Codes

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and select **Adjustment Codes**.

2. Search and select the required Adjustment Codes that you want to edit and then click on the vertical ellipses.

3. Click **Delete** and confirm the deletion.

4. Click **Save**.

About Credit Card Authorization Rules

An authorization rule is a formula that determines the anticipated total expenses that will be charged to a credit card. The authorization rule, authorization history, and additional authorization options are available if payment integration is active at your property.

The authorization rule calculates the anticipated expense amount for the reservation and obtains the required credit card pre-authorization. The reservation is automatically updated with the new authorized amount and the approval code during the End of Day Credit Card Authorization (night_audit_authorization) procedure.

On the day of check out, an authorization executes using the authorization rule attached to the reservation the first time the hotel performs either a manual or batch authorization. This procedure helps to eliminate an excessive number of individual authorizations on the day of check out, particularly when guests stay and use the hotel facilities on the day of departure.

Properties usually set a default authorization rule. The rule is automatically applied to each guest's reservation. You can set the default rule using the Authorization Rule setting on the Credit Cards menu screen.

You will not normally need to change the default authorization rule for a guest's credit card unless there are unusual circumstances (for example, for guests with multiple night stays and/or when multiple guests are charging to the same credit card).

Two options are available for using this credit card authorization rules.

- The property can rely on a single default authorization rule that applies to all reservations (depending on whether the IFC > Advanced Authorization Rules is On or Off.)

- Or, the property can apply different authorization rules based on Room Type, Room Class, Rate Code, Rate Category, Reservation Type and Source Code or a combination of the same. If none of the combinations match with the reservation, a default authorization rule will apply.

The following Authorization Rules are configured in OPERA Cloud on the Administration menu> Financial>Cashiering Management>Authorization Rules screen.

Rule Number	Rule Description
1	Nights x (Daily Rate)
2	Nights x (Daily Rate + Amount)
3	Nights x (Daily Rate + (Persons*Amount))
4	Nights x (Daily Rate + Percentage)
5	Amounts
6	Nights x (Percentage)
7	Nights x (Daily Rate + Amount - Daily Rate)
8	Nights x (Daily Rate + (Persons*Amount) - Daily Rate)
9	(Nights x Daily Rate) + Amount

The Daily Rate value in these authorization rules is a sum of the Room Rate + Add to Rate Packages + Fixed Charges, plus the associated taxes.

Available Rules and Examples

The Daily Rate element defined in the rules is based on rate code configuration. When a rate code is tax exclusive, the prices and generates would be taken into consideration.

If there is a reservation for Mr. and Mrs. Smith (2 adults) for 3 nights with a Rack rate code of $100, and if the Rack rate code is configured as tax exclusive with 10% city tax configured in generates, then the authorization definitions and amounts would be as follows:

Rule 1 - Nights*(Daily Rate)

Example 1: The authorization amount would be for $330.

3 * (110) = 330

Rule 2 - Nights*(Daily Rate+Amount)

Example: If $20 is the default amount, the authorization amount would be for $390.

3 * (110 +20) = $390

Rule 3 - Nights*(Daily Rate + (Persons*Amount))

Example: If $20 dollars is the default amount, the authorization amount would be for $450.

3 * (110 + (2 *20) = $450

Rule 4 - Nights*(Daily Rate + Percentage)

Example: If 10% was configured in the setup, then the authorization amount would be for $363.

3 * (110) + 11 = $363

Rule 5 - Amount

Example: If the flat amount was defined for $50, then the authorization amount would be $50.

> **Note:**
>
> The first authorization (from either Batch, Scheduled, or Check-in authorization) would be the Amount specified for the rule + total balance (if reservation balance is > 0).
>
> - The amount specified for the rule (if reservation balance is < 0)
> - All Subsequent authorizations (from Batch, Scheduled, End of Day)
> - Total Reservation Balance – Existing approved amount
>
> There is no difference between the incidental approval and actual approval as in the other rules.

Rule 6 - Nights*(Percentage)

Example: If the configured percentage amount is 10%, then the authorization amount would be $33.

* 3 * (110) = $33.

Rule 7 - Nights*(Daily Rate + Amount - Daily Rate)

Example: If $20 dollars is the default amount, the authorization amount would be for $60.

3 * (110 + 20 - 110) = $60

> **Note:**
>
> When the Reservations > Exclude Rate From Auth Based On Routing application parameter is set to Y, Rule 7 and Rule 8 are not available for use with authorization rule schedules.

Rule 8 - Nights*(Daily Rate + (Persons*Amount) - Daily Rate)

Example: If $20 is the flat amount, the authorization amount would be for $120.

3 * (110 + (2 * 20) - 110) = $120

> **Note:**
>
> When the Reservations > Exclude Rate From Auth Based On Routing application parameter is set to Y, Rule 7 and Rule 8 are not available for use with authorization rule schedules.

Rule 9 - (Nights * Daily Rate) + Amount

Example: If $20 is the default amount, the authorization amount would be for $350.

(3 * 110) + 20 = $350

> **Note:**
>
> A single flat amount is applied to the (nights * daily rate) calculation, regardless of the length of stay. This flat amount applied also includes incidental charges for the entire stay and will not obtain more authorization during the End of Day process until the existing incidental approval amount is used up.

Scenario 1

- Create a Reservation for 2 nights, Rate amount $100.00 , Tax = 15.00.
- Attached authorization rule 9 , estimated approval = (2 * 115) + 50 = $280.00.
- Checked in the reservation and $280.00 was authorized.
- Posted a charge for 20.00 on the folio.
- Verify that the Estimated Approval Amount = 0.
- Run EOD.
- No additional authorization obtained during EOD.

Scenario 2

- Create a Reservation for 2 nights, Rate amount $100.00 , Tax = 15.00.
- Attached authorization rule 9 , estimated approval = (2 * 115) + 50 = $280.00.
- Checked in the reservation and $280.00 was authorized. Posted a charge for 200.00 on the folio.
- Verify that the Estimated Approval Amount = $200.
- Run EOD.
- Additional authorization for $200 obtained during EOD.
- (This is because $200 charge will consume the original incidental $50.00 authorization and rule 9 will again calculate estimated approval amount for remaining nights as (1 night * 115.00) + 50) = 165.00 + 35.00 (reservation balance over already approved amount (315.00 - 280.00) = 200.00.

Scenario 3

- Create a Reservation for 2 nights, Rate amount $150.00, Tax = 5.25.
- Attached authorization rule 9, estimated approval = (2 * 155.25) + 50 = $360.50.
- Checked in the reservation and $360.50 was authorized.
- Posted a charge for 200.00 on the folio.
- Verify that the Estimated Approval Amount = $200.
- Run EOD.
- Additional authorization for $200 obtained during EOD. (This is because $200 charge will consume the original incidental $50.00 authorization and rule 9 will again calculate estimated approval amount for remaining nights as (1 night *

ORACLE

155.25) + 50) = 205.25 - 5.25 (original approval 360.50 - reservation balance after EOD will be 355.25 (room /tax 155.25 + 200)) = 200.00.

Scenario 4

- Create a Reservation for 2 nights, Rate amount $100.00, Tax = 15.00.

- Attached authorization rule 9, estimated approval = (2 * 115.00) + 50 = $280.00.

- Checked in the reservation and $280.00 was authorized.

- Posted a charge for 20.00 on the folio

- Make a payment for $135 (= 1 Night + posted charge = 115 + 20).

- Verify that the Estimated Approval Amount = 165 (= Rate for the remainder of stay + amount = (1 night * 115.00) + 50.

- Run EOD.

- Additional authorization for $165 obtained during EOD.

Scenario 5

- Create a Reservation for 1 night, Rate amount $100.00 , Tax = 15.00.

- Attached authorization rule 9 , estimated approval = (1 * 115.00) + 50 = $165.00.

- Checked in the reservation and $165.00 was authorized.

- Extend the reservation stay to 2 nights.

- Verify that the Estimated Approval Amount = $115.00 (= 280.00 - 165.00).

- From Credit Card > Authorization > Additional >.

- Obtain an authorization for 115.00.

- Posted a charge for 20.00 on the folio.

- From RSEDIT click on Ellipses next to Payment method and verify that the Estimated Approval Amount = 0.

- Run EOD.

- No additional authorization obtained during EOD.

End of Day Authorization Amount/Percentage Calculation

For Amount or Percentage values defined in authorization rules, the End of Day authorization calculation will not consider the incidental amount/percentage for nights that have already passed.

For example, a reservation for 2 nights with a cash payment method has a rate amount of 200.00 per night and 10% tax. The reservation is checked in. After check in, the guest changes the payment method to a Visa credit card with authorization rule 2 — Nights *(Daily Rate + Amount). The amount for the authorization rule is $50.00.

For this reservation, if the authorization had been obtained during check-in or before End Of Day, assuming the credit card was attached prior to check in, the authorization amount would have been $540 (2*(220+50)). If authorization is obtained during the End of Day processing, the authorization would be obtained for $490; the End of Day authorization would not consider the incidental amount ($50 in this case) in the calculation of the authorization amount, since the night of the stay has already passed.

Multiple Authorization Rules - Rule Schedules (Advanced Authorization Rules)

The Advanced Authorization Rules feature allows you to specify a schedule that defines which authorization rule will apply to a reservation based on either or both the reservation type and the source code. When an authorization rule cannot be determined by the reservation type and/or source code belonging to the reservation, a default authorization rule, specified at the property level, applies.

OPERA Cloud evaluates rule schedules based on the following order of precedence when determining which authorization rule applies to a reservation:

- Rule schedule and reservation have matching Room Type, Room Class, Rate Code, Rate Category, Reservation Type, and Source Code.
- Rule schedule and reservation having matching Room Type.
- Rule schedule and reservation having matching Room Class.
- Rule schedule and reservation having matching Rate Code.
- Rule schedule and reservation having matching Rate Category.
- Rule schedule and reservation have matching Reservation Type.
- Rule schedule and reservation have matching Source Code.
- If none of these elements results in a match, the default authorization rule is applied.

Authorization Rule	Room Type	Room Class	Rate Code	Rate Category	Reservation Type	Source code
1	DLX	TOWER	AAA	NEG	6PM Hold	ORG
2	SNG					
3		TOWER				
4			AAA			
5				NEG		
6					6PM Hold	
7						ORG
8 (default)						

- [Adding Authorization Rules](#)

Adding Authorization Rules

Use Manage Authorization Rule to add authorizations rules.

1. From the Administration menu, select **Cashiering Management**, then select **Authorization Rules**.

2. Click **New**.

3. In Manage Authorization Rule, enter or confirm the **Property** name. Use this screen to attach an authorization rule to any of the following:

    a. **Room Type**. When you select a Room type, the associated Room Class automatically populates the Room Class field, and you cannot modify the Room Class field.

    b. **Room Class**.

   c. **Rate Code**. If you select a Rate Code, then a Rate Category attached to the Room Type will automatically be populated, and you cannot modify the Rate Category field.

   d. **Rate Category**.

   e. **Reservation Types**. Not available for the default (Property) authorization rule.

   f. **Source Code**. Not available for the default (Property) authorization rule.

4. Select the **Authorization Rules** to attach to the above.

1	Nights*(Daily Rate)
2	Nights*(Daily Rate + Amount)
3	Nights*(Daily Rate + (Persons*Amount)
4	Nights*(Daily Rate + Percentage)
5	Amount
6	Nights*(Percentage)
7	Nights*(Daily Rate + Amount – Daily Rate)
8	Nights*(Daily Rate + (Persons*Amount) - Daily Rate)
9	(Nights*Daily Rate) + Amount

> **Note:**
>
> The Daily Rate value in these authorization rules consists of the amount for the Room Rate, Packages, and Fixed Charges, along with associated taxes/generates.

5. After selecting the rule, select from the following:

   a. **Amount**. Default amount to be applied to all rules with an amount configured in the formula.

   b. **Percentage**. Default percentage to be applied to all rules with a percentage configured in the formula.

   c. **Max. Days to Authorize**. Enter a maximum of two digits to set the number of days to authorize for a credit card. If the field is left blank, authorizations will be done for the entire stay duration of the reservation. For example, if the Max. Days to Authorize is set for 7, then reservations for more than 7 days, the credit card can't be authorized for more than 7 days. If the reservation is less than 7 days, then the credit card will be authorized for that number of days for the reservation.

   d. **Ignore Advance Payments**. Select this check box if you want to ignore advance payments on reservations.

6. Click **Save**.

Folio Grouping Codes

Folio Groupings enable you to define codes that aggregate charges when printing a folio. You can define codes in the following groups:

- Folio arrangement codes can group similar transactions together. For example, if you have configured transaction codes for breakfast food and breakfast beverage separately, you can define an arrangement code Breakfast Charge that links these together. On the guest folio, the individual postings for food and beverage are consolidated and printed as a single posting – Breakfast Charge; details of the food and beverage component are hidden.

- Expense arrangement codes are for generating expense folios summarizing transactions for up to 12 expense buckets. For example, the folio prints with expenses grouped according to the codes.

- Group arrangement codes are available for folios generated for group accounts. For example, as group folio styles are defined separately, a different bucket configuration is possible and up to 12 group codes defined.

- Daily Plan codes can consolidate expenses for selected transaction codes by day. For example, two Daily Plan codes are available — LODGING and OTHERS. The LODGING code can only include Lodging type transaction codes or package transaction codes. OTHERS can include all other transaction codes, excluding payments; LODGING type transaction codes cannot be added to the OTHERS code group.

- Package arrangement codes can link to multiple packages. For example, if the package is configured with a package arrangement code, the package-related transactions are grouped together on the folio by package arrangement code. Grouping by package arrangement code is implemented regardless of the package configuration (for example, Included in Rate, Add to Rate/Combined Line, or Add to Rate/Separate Line). Transactions not included in the wrapper are listed separately.

- Adding Languages to the Description Field for Folio Grouping Codes

Adding Languages to the Description Field for Folio Grouping Codes

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select one of the following menu items:
   - Package Arrangement
   - Folio Arrangement Codes
   - Expense Arrangement Codes
   - Daily Plan Codes
   - Group Arrangement Codes
2. Select **New** and then click **Manage Translations**.
3. Select the language and then enter the translation.

Configuring Auto Folio Settlement Rules

Prerequisites for Configuring Auto Folio Settlement Rules

The Auto Folio Settlement feature enables properties to set up rules for automatically settling specific guest folios during the End of Day procedure. Auto folio settlement rules are configured in the Cashiering group of OPERA Controls. They are implemented by creating auto folio settlement types and attaching the types to profiles.

Configuring Auto Folio Settlement Types

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Auto Folio Settlement Types**.

2. Click **New** and enter the following details:

    a. **Code**: Enter a Code to represent the auto folio settlement type.

    b. **Description**: Enter a Description of the auto folio settlement type.

    c. **Manage Translation**: Click to add translated descriptions per language

    d. **Sequence**: Enter a Sequence to determine the order in which the type appears in the **Auto Folio Settlement Types** list.

3. Click **Save**.

Editing Auto Folio Settlement Types

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Auto Folio Settlement Types**.

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

3. Select a settlement type and click **Vertical Ellipse**, click **Edit**.

4. Update details.

5. Click **Save**.

Deleting Auto Folio Settlement Types

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Auto Folio Settlement Types**.

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

3. Select a settlement type and click**Vertical Ellipse**, click **Delete**.

4. Click **Delete** to confirm.

*   Prerequisites for Configuring Auto Folio Settlement Rules

Prerequisites for Configuring Auto Folio Settlement Rules

OPERA Controls

Group: Cashiering

Functions: Auto Settlement Rules

Configuring Folio Copy Legend

Prerequisites for Configuring Folio Copy Legend

When printing multiple copies of folios the configured folio copy legend. For example, Original, First Copy of Invoice, Second Copy of Invoice and so on. Prints on the folio when the Folio Copy Legend OPERA Control is set to Yes (Y) or Watermark (W).

You can select the folio type and enter the folio description to generate for the specific folio type.

When the multi-language OPERA Control you can also add translated descriptions for the legend descriptions.

The watermark folio copy legend is available only for report groups Folios, AR Folios, Post It Folios, and Passerby Folios.

Note: The folio copy legend appears on a folio only when actually printing the folio (and copies of the folio) at the time of settlement or check out from the Billing screen. The folio copy legend is not included when reprinting folios through Folio History.

Editing Descriptions

1. From the **Administration** menu, select **Financial**, then **Cashier Management**, then **Folio Copy Legend**.

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

3. Select a code, click **Vertical Ellipse** and select **Edit**.

4. **Description**: Enter a description.

5. Click **Save**.

Adding Folio Copy Legends

1. From the **Administration** menu, select **Financial**, then **Cashier Management**, then **Folio Copy Legend**.

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

3. Select a code, click **Vertical Ellipse** and select **Manage Folio Copy Legend**.

4. Click **New** and enter the following details:

    a. **Folio Type**: Select a folio type from the list

    b. **Folio Description**: Enter a folio copy description to generate

    c. **Manage Translations**: Click to add translated descriptions for each language

5. Click **Save**.

Editing Folio Copy Legends

1. From the **Administration** menu, select **Financial**, then **Cashier Management**, then **Folio Copy Legend**.

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

3. Select a code, click **Vertical Ellipse** and select **Manage Folio Copy Legend**.

4. Select a code, click **Vertical Ellipse** and select **Edit**.

5. Update details

6. Click **Save**.

Deleting Folio Copy Legends

1. From the **Administration** menu, select **Financial**, then **Cashier Management**, then **Folio Copy Legend**.

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

3. Select a code, click **Vertical Ellipse** and select **Manage Folio Copy Legend**.

4. Select a code, click **Vertical Ellipse** and select **Delete**.

- Prerequisites for Configuring Folio Copy Legend

Prerequisites for Configuring Folio Copy Legend

OPERA Controls

Group: Cashiering

Function: Folio Copy Legend set to Y or W

OPERA Cloud Tasks

- Cashiering Management
- Folio Copy Legend

Configuring Folio Types

Using Folio Types you can generate different types of folios depending on a given set of circumstances. A specific set of task conditions is then linked to a folio type which has an associated report file. The report file, in turn, controls what information is included on a folio and how the folio looks when printed.

> ✎ **Note:**
>
> Depending on your country mode and OPERA Controls active your configuration options may be different from those explained her.

Adding a Folio Type

1. From the **Administration** menu, select **Financials**, then **Cashier Management**, then **Folio Types**.

2. Click **New** and enter the following details:

   a. **Property**: Enter or select the property.

   b. **Folio Type**: Enter the name for the folio type.

   c. **Service Type**: Select G- Goods or S- Services from list (enabled when the Service Type OPERA Control is active).

   d. **Tax Types**: Select the tax type(s) for which the folio will be generated.

   e. **Credit and Deposit**: Select a check box to define the purpose of folio being configured. Only one folio type can be configured for each category.

   f. **Folio** : Select the folio template from the available list and click **[>]** to move the selected folio to the selected panel.

3. Click **Save**.

Editing a Folio Type

1. From the **Administration** menu, select **Financials**, then **Cashier Management**, then **Folio Types**.

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

3. Select the folio type and click **Vertical Ellipse** and select **Edit**.

4. Update the details.

5. Click **Save**.

Deleting a Folio Type

1. From the **Administration** menu, select **Financials**, then **Cashier Management**, then **Folio Types**.

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

3. Select the folio type and click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Configuring Cashiers

Cashier setup enables you to define and manage cashier IDs for your property's cashiers. A cashier ID is used to track each posting made to a reservation or AR account. The details are available on financial reports and cashier closure reports.

You must configure cashier IDs for the **Night Audit Cashier Id** and **Income Audit Cashier Id** settings in OPERA Controls (see OPERA Controls — End of Day for more information). Cashiers must also be configured for each integrated system that posts charges to OPERA Cloud. For example, Point of Sale, Video, Minibar, PBX / Call Accounting, and Leisure: Spa / Golf .

Adding a Cashier

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, then select **Cashiers**.

2. Click **New** and complete the fields and options on the Manage Cashier screen.

    a. **Cashier ID**: Enter a number to identify the cashier ID.

    > ✎ **Note:**
    >
    > 999999 is the highest number you can assign to a cashier.

    b. **Name**: Enter the cashier's name. This could be the name of a person, the name of a shift, or other descriptive term to associate with this cashier ID.

    c. **Starting Amount**. Enter the **local currency** starting balance assigned to the cash drawer for employees signing on with this cashier ID.

> **Note:**
>
> If you choose to work with fixed starting balances, enter the opening amount of each cashier's float (or bank) in this field. This is the amount the employee retains in the cash drawer and carries forward to the next day. If your policy requires cashiers to completely empty their cash drawer each night and deposit all the money in their banks into the safe, then your property is working without fixed starting balances and no entry is required. The starting amount is reflected on the Cashier Closure Report.

d. **Maximum Daily Uses**: Enter the number of times cashiers can close and re-open their cashier in one business day.

> **Note:**
>
> At the end of each shift, the cashier is balanced and closed. After closing, you must re-open before you can post another transaction. You can set the maximum daily user from 0 to 9999 (unlimited). For security purposes, you might want to restrict users to one or two uses per business day. Enter the **number 1** here if you do not want a cashier reopened after it has been closed.

e. **Float Over/Short**: Select if the cashier is able to drop above or below the required drop amount.

> **Note:**
>
> OPERA Cloud maintains a running total of any differences that might occur between the cash amount posted by the cashier and the cash amount the cashier actually entered during cashier closing. OPERA Cloud adds or subtracts the difference (depending on whether the cash amount is over or short) and updates the total accordingly.

f. **Cashier**: Select to configure this cashier ID for a standard user cashier. This is the default.

g. **LDAP Template**: Select to use this cashier ID as a template. This template is then used for automatically creating and assigning cashier IDs, to users granted the **<ORG>_OPERACASHIER** role, The cashier IDs created for users inherits the attributes set on this template Cashier (e.g., _Starting Amount, Maximum Daily Uses, etc.). The Cashier Name is taken from the login User Name and a Cashier ID number is assigned by OPERA Cloud . Only one LDAP Template cashier ID can be created.

h. **Interface Cashier**: Select if the cashier ID is reserved for use by interfaces.

i. **Kiosk Cashier**: Select the check box if this cashier ID is reserved for use by Kiosk applications. This cashier ID is not available for selection from the Cashier ID list of values on the Cashier Login screen. Only one Kiosk Cashier

can be created and it cannot be selected as LDAP Template. This option is enabled when the OPP_KSK integration service is active.

3. Click **Save**.

Editing a Cashier

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, then select **Cashiers**.

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

3. Click the row level vertical ellipsis for the cashier and select **Edit**.

4. Make the desired changes.

5. **Inactive**. Select to set the cashier inactive.

> ✎ **Note:**
>
> If a Cashier ID is attached to a user or a control setting, you cannot make the cashier inactive. (A message alerts you that dependencies exist.)

6. Click **Save**.

Configuring Custom Numbers

Prerequisites for Custom Numbers.

Custom numbers enable you to configure formulas and conditions for generating custom reference numbers on any type of folio or receipt. Certain countries require a number to be generated in a specific way for tracking invoices and payments, and some of these countries require certain formulas.

To configure custom numbers, you should have a general knowledge of MOD and Weights and other calculations needed for creating Advanced Formula based reference numbers. You can create custom numbers by combining values or elements of a reservation to generate the unique number. The numbers can be as basic as the confirmation number, invoice number, nationality, and so on. Or it can be a more complex calculation using Luhns Algorithm, MOD with Weights, or Structured Reference numbers.

A **Custom Numbers** group is available in the XML of the sample_folio and sample_payment templates; refer to About Stationery Editor (Oracle Business Intelligence (BI) Publisher). You can insert the group into your customized template to generate the custom reference numbers on the folio or payment receipt.
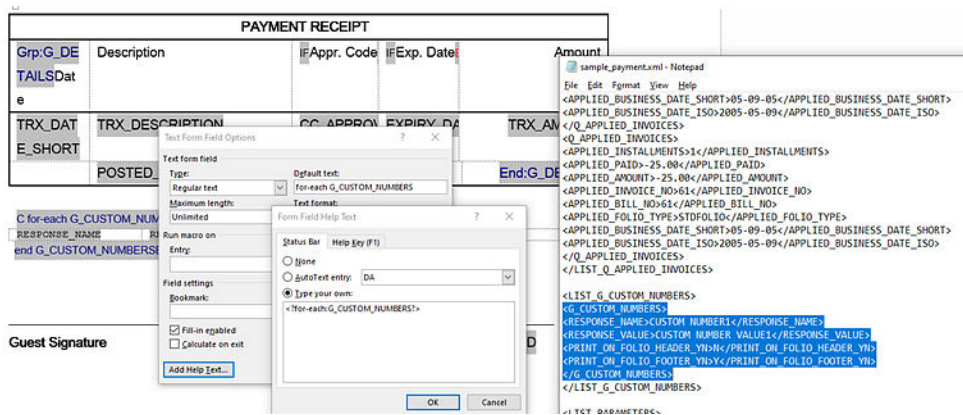
Stored Custom Number(s) are also available in the Back Office Export views, EXP_BOF_CITYLED_RECORDS, EXP_FOLIOTAX, EXP_ALL_TRANSACTION_VIEW, and EXP_BOF_ALL_TRANSACTIONS with five separate columns for Custom_number1, Custom_number2, Custom_number3, Custom_number4, and Custom_number5. An additional Custom_numbers column with all stored custom numbers is available in a comma delimited string.

> **Note:**
>
> To create or edit SQL expressions, use the Edit Formula box or the Edit Condition box available in the Generation Details section of the Custom Numbers screen. These panels provide selectable values to build an SQL expression using String, Number, Date, Boolean, and conversion functions. You can also select from a list of SQL functions, separators, operators, and table columns (fields) such as ADDRESS1, ADDRESS2, ARRIVAL, BILLING_CONTACT_NAME, BIRTH_COUNTRY, and so on. These columns are a combination of data from Property details, Profile, Reservation, and Folio tax tables; they are specific to the reservation for which the custom number is being generated.

> **Note:**
>
> To join multiple string elements together use the '||' concatenation operator in your expression.

Examples of Basic and Advanced Custom Number Formulas:

1. RESORT || '-' || DEPARTURE || '-' || CONFIRMATION_NO. Basic expression which generates a custom number that combines the property code, the departure date, and confirmation of a reservation; the resulting custom number could look like this: PROP1-04052020-780005823

2. OPERA_MISC.REFERENCE_NUMBER_WITH_WEIGHTS(INVOICE_NO, 731,'BACK')Advance expression which generates a custom number using the Reference Number with Weights function, based on the invoice number field, using 7-3-1 weights calculated from the back.

Examples of Custom Number Filter:

1. To generate a custom number only for Direct (AR) Bill invoices the filter condition would be the SQL expression: INVOICE_NO is not null

2. To generate a custom number only when folio window payment type is Mastercard, the filter condition would be the SQL expression : PAYMENT_METHOD='MC'

Adding Custom Numbers

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Custom Numbers**.

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

> **Note:**
>
> When the multi-property service is active, new custom numbers are created by selecting the Template tab. After creating the template, you can copy custom numbers to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties.

3. Click **New**.

4. Enter the following information:

   a. **Code**. Enter a unique code for the custom number. This identifier can be output along with the custom number on the folio or receipt – RESPONSE_NAME in XML.

   b. **Description**. Enter a description for the custom number.

   c. **Custom Number Type**. Select a value from the list to determine custom number type; this relates to the stationery template on which the custom number will be referenced. Options are FOLIO or (Payment) RECEIPT

   d. **Start Date**. Enables the custom number from this date forward.

    e. **End Date**. Disables the customer number on this date.

    f. **Sequence**. Enables you to specify where the new custom number appears in a sequence if you generate multiple custom numbers. A number appears automatically based on the code you select. Folio History and Receipt History show the first five configured custom numbers based on the sequence.

5. The Generation Details section enables you to create or edit basic and SQL-based reference numbers.

    a. **Custom Number Formula**. Click the pencil icon to create or edit an SQL expression for generating a custom number. Work with the list fields to select and insert an SQL function, text, number, field, or operator into the editor at the current cursor position, highlighted in yellow.

        i. Click **ADD** to add (insert) selection after the cursor.

        ii. Click **ADD BEFORE** to add (insert) the selection before the cursor.

        iii. Click **REPLACE** to replace the current value selected in the editor with your new selection.

        iv. Click **DELETE** to delete the current value selected in the editor.

        v. Click **<** to navigate to the left .

        vi. Click **<<** to navigate to the beginning of the expression.

        vii. Click **>** to navigate to the right.

        viii. Click **>>** to navigate to the end of the expression.

        ix. Click **Save**.

    b. **Filter Condition**. Click the pencil icon to define or edit an SQL expression to specify the conditions under which the custom number is to be generated. Work with the list fields to select and insert an SQL function, text, number, field, or operator into the editor at the current cursor position, highlighted in yellow.

        i. Click **ADD** to add (insert) selection after the cursor.

        ii. Click **ADD BEFORE** to add (insert) the selection before the cursor.

        iii. Click **REPLACE** to replace the current value selected in the editor with your new selection.

        iv. Click **DELETE** to delete the current value selected in the editor.

        v. Click **<** to navigate to the left .

        vi. Click **<<** to navigate to beginning of the expression.

        vii. Click **>**to navigate to the right.

        viii. Click **>>** to navigate to the end of the expression.

        ix. Click **Save**

.

> **✎ Note:**
>
> Refer to the **Oracle Database SQL Reference Guide** for details on string, datetime, number and conversion functions that can be used in the expression editor.

6. Click **Save**

Editing Custom Numbers
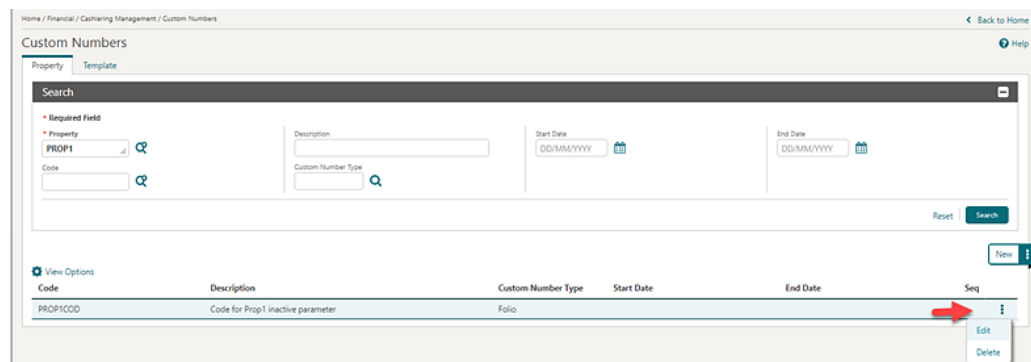
The Edit Formula dialog enables you to change the elements on a formula.

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Custom Numbers**.

2. Select or confirm the **Property**, enter additional search criteria, and click **Search**.

> **✎ Note:**
>
> You can show or hide inactive custom numbers from your search by clicking the page level vertical ellipsis.

3. From search results, click vertical ellipsis, and select **Edit**.

4. Update the available fields

5. **Inactive**. Select check box to mark this custom number inactive.

6. Click the **pencil** icons to update the Custom Number Formula or the Filter Condition.

7. Click **Save**.

Deleting Custom Numbers

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Custom Numbers**.

2. Select or confirm the **Property**, enter additional search criteria, and click **Search**.

3. From search results, select the Custom Number, click the **vertical ellipsis,** and select **Delete**.

4. Click **Delete** to confirm.

Function Examples

The following example uses the same variables for all APIs (except the pms.p.date function, which is standard). The variables are Invoice Number and 987654321 (to simulate a unique number for to the property). The Output column on the right shows the number generated based on each calculation. Numbers will vary based on the variables determined by the user.

The parameters (inputs) for these functions are numeric only, for example, NUMBER: OPERA_MISC.LUHN_ALGORITHM(<NUMBER>, 'Y' or 'N'). You can combine multiple numbers in the calculation, and they can be concatenated using the String Function **||** as shown in the following examples

Table 12-2   Functions

Functions	Description	Example	Outputs
PMS_P.BUSINESS_DATE()	Returns the current business date of the property	PMS_P.BUSINESS_DATE() -	01-JUN-20
Luhns Algorithm with Check digit OPERA_MISC.LUHN_ALGORITHM(<NUMBER>'Y' or 'N')	Luhns Algorithm with check digit	OPERA_MISC.LUHN_ALGORITHM (INVOICE_NO || 987654321 , 'Y')	86659876543216
Luhns Algorithm with no Check digit OPERA_MISC.LUHN_ALGORITHM (<NUMBER>, 'Y' or 'N')	Luhns Algorithm without check digit	OPERA_MISC.LUHN_ALGORITHM (INVOICE_NO || 987654321 , 'N')	866598765432154
Reference Number with Weights from back OPERA_MISC.REFERENCE_NUMBER_WITH_WEIGHTS (<NUMBER><NUMBER2>, 'Back' or 'Front')	NUMBER2 is max 3 digits	OPERA_MISC.REFERENCE_NUMBER_WITH_WEIGHTS (INVOICE_NO || 987654321, 731 , 'BACK')	86659876543218
Structured Reference Number without Padding OPERA_MISC.STRUCTURED_REFERENCE_NUMBER(<NUMBER>, <NUMBER2>)	Calculated reference number without padding	OPERA_MISC.STRUCTURED_REFERENCE_NUMBER (INVOICE_NO || 987654321)	RF828665987654321
Structured Reference Number with Padding OPERA_MISC.STRUCTURED_REFERENCE_NUMBER(<NUMBER>, <NUMBER2>)	Calculated reference number with left padding. NUMBER2 is maximum of 21	OPERA_MISC.STRUCTURED_REFERENCE_NUMBER (INVOICE_NO || 987654321 , 21)	RF82000000008665987654321

• [Prerequisites for Custom Numbers](#)

Prerequisites for Custom Numbers

OPERA Controls

Group: Cashiering

Parameter: Custom Numbers

OPERA Cloud Tasks

Financial Admin: Cashiering Management
Custom Numbers

- New/Edit Custom Numbers
- Delete Custom Numbers

Configuring Fiscal Period Reporting

Properties can set up their fiscal years based on either the calendar year (January 1 through December 31) or on any 12-month period (such as September 1 through August 31). They can also define fiscal periods for printing periodic property revenue reports during a given year.

> **Note:**
>
> The first fiscal period of the year might not start before the start date of the fiscal year, and the last fiscal period of the year might not end after the end date of the fiscal year. For example, if your fiscal year 2019 starts on July 1, 2019, then first fiscal period in 2019 cannot begin on or before June 30, 2019.

> **Note:**
>
> You cannot edit the Start/End Date fields after the year has been saved. When the Edit button is selected, the only editable field is the Description field.

Adding Period Definition Periods

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Period Definition Periods**.
2. Select **New**.
3. Select **Single Period** or **Cycle Period**.
4. If you select Single Period:
   a. Enter or confirm the **Property** name.

      b. Select the **Period Definition Years**. This is the calendar year in which the period will fall.

      c. Also, enter a **Period** name, a **Description** of the period (such as 3rd Quarter), and the **Start and End dates** of the year.

5. If you select Cycle Period:

      a. Enter or confirm the **Property** name.

      b. Select the **Period Definition Years**. This will be a fiscal year that you must configure prior to adding fiscal periods.

      c. Enter a **Period Prefix**. OPERA Cloud numbers the periods consecutively starting at 1, with the prefix defined in the Prefix field.

      d. Select the **Cycle** from five options. Each option offers a different length of time. Select the option that best meets your property's reporting time frame. Cycle options:

          • 1 = 4 Week (28 Day) Period

          • 2 = 4,4,5 Week Period

          • 3 = 4,5,4 Week Period

          • 4 = 5,4,4 Week Period

          • 5 = Calendar Period

6. Click **Save**.

Editing Period Definition Periods

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Period Definition Periods**.

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

3. In the search results, select the code and click the vertical ellipsis.

4. Click **Edit**.

5. Update the configuration.

6. Click **Save**.

Deleting Period Definition Periods

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Period Definition Periods**.

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

3. In the search results, select the code and click the vertical ellipsis.

4. Click **Delete** and confirm the deletion.

5. Click **Save**.

• Prerequisites for Configuring Fiscal Period Reporting

Prerequisites for Configuring Fiscal Period Reporting

OPERA Controls

Group: Cashiering

Function : Period Definition

About Foreign Currency Codes

This feature requires the Foreign Currency Codes function to be Active.

Foreign currency codes enable you to define and manage exchange rates for foreign currencies accepted and sold at your property. With the multi-currency rate parameter active, properties can configure rates and package prices in foreign currency amounts.

When setting up foreign currencies, follow these steps:

1. Create currency codes representing the various foreign currencies.

2. Set actual exchange rates for the codes created in step 1.

Each currency code can have up to seven different exchange rates based on various exchange types (purposes). The following exchange types are available:

- Exchange Cash

- Exchange Check

- Settlement

- Posting

- Commission

- Membership

- Certificate

Each currency code and exchange type combination can have its own exchange rate and start date. For example, for each currency, you could define one exchange rate for posting accommodation, another exchange rate for settlements, and another exchange rate for cash exchanges. Then, you could update the accommodations posting rate monthly and update the settlement and cash exchange rates daily.

OPERA Cloud accommodates both buying foreign currency (the usual transaction where the guest exchanges foreign currency for local currency) and selling foreign currency (exchanging local currency for foreign currency). When you configure currency codes, you can indicate whether selling that currency is supported.

- Prerequisites for Foreign Currency Codes

- Configuring Foreign Currency Codes

Related Topics

-

Prerequisites for Foreign Currency Codes

OPERA Controls

Group: Cashiering

Function: Foreign Currency Codes

- Exchange Service Tax
- Foreign Currency Limits
- Sell Currency

Configuring Foreign Currency Codes

Creating the Foreign Currency Codes

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Foreign Currency Codes**.

2. Click **New**.

3. Enter a **Code** representing the type of foreign currency, such as AUD for Australian dollar, USD for United States dollar, and so on.

4. Enter a **Description** associated with the currency, such Australian Dollar, Danish Krone, Hong Kong Dollar, and so on.

5. Enter the **Decimals** format for the currency, such as 0=$1, 1=$1.0, 2=$1.00, 3=$1.000, and so on. Each currency appears in its own decimal format on screens throughout OPERA Cloud.

6. Enter a **Currency Symbol** representing the currency, such as $=US Dollar, €=Euro countries, and so on.

   You can type a character in this currency symbol field by using its corresponding number from the Windows ANSI character set. Press the **NumLock key** to make the numeric keypad active. Press the **Alt key** while typing the ANSI number (including the leading zero) using the keys on the numeric keypad, and then release the **Alt key**. For example, to enter the symbol for the British Pound Sterling, use the key sequence Alt+0163; Alt+0165 to display the Japanese Yen; Alt+0128 displays the Euro symbol.

7. Select the **Sell Currency** check box to specify both a sell rate and sell commission as well as a buy rate and buy commission for the currency.

8. Select the **Inactive** check box to make the foreign currency code inactive at the property.

   You cannot make a foreign currency code inactive if exchange rates are already configured for the code. The check box will be disabled if the selected currency is defined as a local currency for the property. When a foreign currency code is inactive, it will not be available for selection in the following screens:

   - **Exchange Rates** for configuring exchange rates.

- **Rate Codes** screen for attaching a currency to a new or existing rate code that has a different currency already selected.

- **Package Codes** screen for attaching a currency to a new or existing package code that has a different currency already selected.

- **Reservation** screen for selecting another currency for the reservation. If an inactive currency is already selected for the reservation, you will not be forced to select another currency.

- **Rate Information** screen when selecting a currency. But, if an inactive currency is already selected, then the rate information will still be calculated using the inactive currency.

- **Currency Calculator** screen when selecting a currency.

- **Payment** screen when selecting or manually entering a currency code.

9. Optionally, enter **Currency Limits** (Local Daily, Foreign Daily, Local Monthly, Foreign Monthly) to control the maximum limit for daily and monthly currency exchange totals.

10. Click **Save**.

Editing Foreign Currency Codes

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Foreign Currency Codes**.

2. On the Foreign Currency Codes screen, search and select the required foreign currency code that you want to edit and then click on the vertical ellipses.

3. Click **Edit**.

4. Update configuration.

5. Click **Inactive** to mark inactive.

6. Click **Save**.

Deleting Foreign Currency Codes

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Foreign Currency Codes**.

2. On the Foreign Currency Codes screen, search and select the required foreign currency code that you want to delete.

3. Click on the vertical ellipses and then click **Delete**.

4. Confirm the deletion.

5. Click **Save**.

Setting Up No Show Posting Rules

Prerequisites for Setting Up No Show Posting Rules

No Show Posting Rules enable the property to post revenue against a no-show reservation. It allows the property to realize the revenue, transfer the deposit payment from the deposit ledger, and still show the reservation status as a No-Show for statistical purposes.

To enable the functionality, select Cashiering in OPERA Controls and do the following:

- Set the No Show and Cancellation Postings function to Active.

- Set the Post Revenue to No Shows parameter to Active.

- In the **Cashiering**, **No Show Posting Transaction Code** application setting, enter the revenue transaction code that the no-show revenue will be posted against during the End of Day No Show posting routine.

During End of Day processing, all arrival reservations marked as no show and whose reservation type and/or source code makes them subject to a no show posting based on the rules defined, will have any associated deposit payments transferred to the guest ledger. The appropriate no show revenue will post against the deposit amount based on the no show posting rule. Cashier billing functionality is available for cashiers to make any adjustments or settlements to the reservation account to ensure a zero balance.

Based on the no show posting rule applied, an outstanding balance (a no-show amount not covered by a deposit payment) may result on the reservation. Such charges are posted to the reservation by the End of Day processing on the proposed departure date.

- Prerequisites for Setting Up No Show Posting Rules
- Configuring No Show Posting Rules

Prerequisites for Setting Up No Show Posting Rules

OPERA Controls

Group: Cashiering

Functions: No Show Posting Rules

- New/Edit No Show Posting Rules
- Delete No Show Posting Rules

Configuring No Show Posting Rules

You can configure No Show Posting Rules based on the source code, reservation type, and a posting rule to determine how much revenue is posted to the no show reservation.

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **No Show Posting Rules**.

2. Enter or confirm the **Property** name. You can search for existing No Show Posting Rules or create new rules.

3. Click **New** to create a new No Show Posting Rule.

4. Select the **Property**.

5. Select one of the following Posting Rules:

    a. **All Nights**. This option will post the total rate amount for all nights of the reservation. If the reservation has multiple rate codes, the system determines the amount for each night and will post it accordingly.

    b. **First Night** . This option will post the amount of the first night of the reservation.

    c. **Deposit Only**. This option will post the amount of all deposits received.

6. Optionally, select a **Reservations Type** to which the No Show rule will apply. If left blank, the rule applies to all reservation types.

7. Optionally, select a **Source Code** to which the No Show rule will apply. If left blank, the rule applies to all source codes 8.

8. Click **Save**.

9. To edit or delete No Show Posting Rules, perform a search, select the vertical ellipsis associated with the rule, and select **Edit** or **Delete**.

Translating Numbers to Words

Money amounts often must be printed in word form and/or numeric form. The most familiar example of this might be when printing the amount on a check or a receipt. The words are usually considered to be the legal expression of the amount, making accuracy essential. For example, in German, a check for €125.67 would be printed as "Eins-Zwei-Fünf Euros und Sechs-Sieben Cents." In English, $125.67 would translate as One Hundred Twenty Five Dollars and Sixty Seven cents (or One Hundred Twenty Five Dollars and 67/100 Cents, depending on the format used for the printing of checks).

The Number To Words feature supports translation of numerals into words in multiple languages. By default, OPERA Cloud expresses numbers in English words.

If the Profile Language function is not being used, and the base language for the property is not English, you can use the Number To Words feature to translate the numbers into words. The translations also provided for words like "Dollars," "Cents," and "and," which might be required in expressions of written amounts.

Reports that reference a profile language, such as folios and receipts, automatically select the appropriate translation for the particular instance of the report, if available. When printing checks in Commissions Processing, the language associated with the bank account determines which language is used for the check amount written in words.

The Number to Words translation is literal (number for number) except for languages indicated by an X in the Grammatical column of the following table where grammatical idiosyncrasies are accommodated. For example, 1234.50 would be rendered as One Two Three Four Dollars and Five Zero Cents where the rendering is literal. Where a grammatical translation is provided, the amount is rendered as One Thousand Three Hundred and Four Dollars and Fifty Cents.

Language	Language Code	Grammatical
AR	Arabic	
BG	Bulgarian	

CA	Catalan	
CS	Czechoslovakian	
DA	Danish	
DE	German	
E	English	**X**
EL	Greek	
EN	English (ISO)	
ES	Spanish	
ET	Estonian	
EU	Basque	
FA	Persian	
FI	Finnish	
FR	French	
GL	Galician	
HR	Croatian	
HU	Hungarian	
IT	Italian	
JA	Japanese	
KO	Korean	
LT	Lithuanian	
LV	Latvian	
NL	Dutch	
NO	Norwegian	
PL	Polish	**X**
PT	Portuguese	
PT-BR	Brazilian Portuguese	
RO	Romanian	
RU	Russian	
SK	Slovakian	
SL	Slovanian	
SV	Swedish	
TH	Thai	
TR	Turkish	**X**
UK	Ukranian	
VI	Vietnamese	**X**
ZH-S	Chinese Simplified	
ZH-T	Chinese Traditional	

• Editing Number to Words Code Descriptions

Editing Number to Words Code Descriptions

The Number to Words feature controls whether numerals appear in printed format as numerals or as words in several languages. You can edit the Number to Words description.

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Number to Words**.

2. Select the **Code** or enter the **Description** representing the translation word. The code can be a number or a word (or an abbreviated word).

3. Click **Search**.

4. From Search results, locate the Code, select the row-level **vertical ellipsis** associated with it, and click **Edit**.

5. Edit the **Description**.

6. Click the **Manage Translations** link.

   a. Edit existing translations: enter revised translation text in the Translation field or click Remove to delete the translation.

   b. Add translations: click Add translations, select a language, and enter translation text in the Translation field.

7. Click **OK**.

8. Update the Description field and click **Save**.

Configuring Shift Drop Locations

Prerequisites: Shift Drop Locations and Bag Numbers

Adding Shift Drop Locations

You can configure shift drop locations for cashier shift closures. On the Cashier Closure screen, the shift drop locations you configure are associated with the cashier shift closure numbers.

1. Select the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Shift Drop Locations**.

   > ✎ **Note:**
   >
   > In a multi-property operation, Shift Drop Locations are configured in the template and then copied to properties; ensuring consistent configuration across all properties.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code for the Shift Drop Location.

   b. **Description**. Enter a description for the Shift Drop Location.

    c. **Manage Translations**. Select to open the multi-language descriptions screen and configure translated descriptions for each language.

    d. **Sequence**. Enter a number that controls the position of this code in lists. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

    e. Click **Save** to save and close or click **Save and Continue** if you want to configure additional shift drop locations.

Editing Shift Drop Locations

1. Select the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Shift Drop Locations**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Make the required changes

.

6. Click **Inactive** to make a code inactive; inactive codes are not available for selection

7. Click **Save**.

Deleting Shift Drop Locations

1. Select the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Shift Drop Locations**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete** and confirm the deletion.

Copying Shift Drop Locations Codes

When the OPP_MHOT Multi-property add on license is active, you may copy reason codes from the Template to the properties. After you copy codes to a property, the codes may be edited as necessary.

Related Topic: Copying Configuration Codes to Multiple Properties.

- Prerequisites: Shift Drop Locations and Bag Numbers

Prerequisites: Shift Drop Locations and Bag Numbers

OPERA Controls:

Group: Cashiering

Parameter: Shift Drop Location and Bag Numbers

Configuring Tax Types

Prerequisites for Managing Tax Types

The Tax Types feature enables you to define categories to identify specific guests/reservations and reference these tax types in tax generates configuration. In doing so you can setup varying tax calculations or tax exemption based on tax type.

By creating Tax Type codes such as Regular Guest, Sales Tax Exempt, Foreigner and so on, you can control whether a tax generate is applied to sale charges and how the amount is calculated. The feature can also determine the effective dates for the posting of particular tax generates.

After configuring tax types, you can select a default tax type in the Default Tax Type OPERA Control. The value selected is set for all new profiles or reservations created, depending on Tax Type Calculation OPERA Control.

As an option, you can enable the Tax Exempt report when configuring Tax Types. The report gives a detailed daily breakdown of room revenue and the tax exemptions held by each guest/reservation.

Adding Tax Types

- From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Tax Types**.

- Click **New** and complete the following

  1. **Property**: Enter or confirm the property.

  2. **Tax Type**: Enter a tax type code.

  3. **Description**: Enter a description of the tax type.

  4. As an option, complete the Tax Exempt Report Configuration selections.

     a. **Exempt Days**: specifies the number of days in the report date range after the guest becomes tax exempt.

     b. **Tax Percentage**: sets the tax types as a percentage, such as four percent or so on.

     c. **Print Auto Adjust**: enables printing Room Revenue for all days before the guest became tax exempt; Number of nights before the guest became tax exempt, and Tax paid on room revenue for all days before the guest became tax exempt.

- Click **Save.**

Editing Tax Types

- From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Tax Types**.

- Enter search criteria, click **Search**.

- Select the tax type, and click the **Vertical Ellipse**, select **Edit**.

- Update details.

- Click **Save**.

Deleting Tax Types

- From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Tax Types**.

- Enter search criteria, click **Search**.

- Select the tax type, and click the **Vertical Ellipse**, select **Delete**.

- Click **Delete** to confirm

  .

- Prerequisites for Managing Tax Types

Related Topics

Prerequisites for Managing Tax Types

OPERA Controls

Group: Cashiering

Setting:

- Tax Type Calculation

- Default Tax Type

Opera Cloud Tasks

Cashiering Management

- Tax Types

  – New/Edit Tax Types

  – Delete Tax Types

Example 12-1

Configuring Currency Exchange Service Taxes

Prerequisites for Configuring Currency Exchange Service Taxes

Exchange Service Taxes are used to generate and post taxes for currency exchange transactions. This feature is used in specific countries only..

Adding Exchange Service Tax Slabs

1. From the **Administration** menu, select **Financials**, then **Cashier Management** then **Exchange Service Taxes**.

2. Click **New** and enter the following details:

   a. **Amount From**: Enter a starting currency amount.

   b. **Amount To**: Enter a ending currency amount.

   c. **Percentage**: Enter a tax percentage.

   d. **Base Amount**: Enter a base amount.

   e. **Minimum**: Enter a minimum exchange amount.

   f. **Maximum**: Enter a maximum exchange amount.

3. Click **Save**.

> **Note:**
>
> You will not be able to configure overlapping amount ranges.

Editing Exchange Service Tax Slabs

1. From the **Administration** menu, select **Financials**, then **Cashier Management** then **Exchange Service Taxes**.

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

3. Select the exchange service tax and click **Vertical Ellipse** and select **Edit**.

4. Update the details.

5. Click **Save**.

Deleting Exchange Service Tax Slabs

1. From the **Administration** menu, select **Financials**, then **Cashier Management** then **Exchange Service Taxes**.

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

3. Select the exchange service tax and click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

- Prerequisites for Configuring Currency Exchange Service Taxes

Prerequisites for Configuring Currency Exchange Service Taxes

OPERA Controls

Group: Cashiering

Function: Foreign Currency Codes

Parameter:

- Exchange Service Tax
- Service Tax based on Transaction Code Generates (optional)

Setting:

- Currency Exchange Taxable Transaction Code
- Currency Exchange Taxable Offset Transaction Code (optional)

OPERA Cloud Tasks

Cashiering Management

- Exchange Service Tax
    - New/Edit Exchange Service Tax
    - Delete Exchange Service Tax

Commissions

The Administration Commissions feature enables you to set up commission codes, bank accounts, and so on to manage payments for travel agents and other sources of reservations at your hotel.

- Prerequisite for Commissions
- Configuring Commission Bank Accounts
- Commission Codes
- Stop Processing (Hold Payment) Reasons

Prerequisite for Commissions

OPERA License

The OPP_COM addon license must be active.

Example 12-2

Configuring Commission Bank Accounts

The Commission Processing module allows the user to easily set up single or multiple bank accounts for the payment of travel agent commissions. Since properties are often dealing with a great number of different travel agents and sources, the most convenient way for them to pay commissions is to work with multiple bank accounts. International chains/properties may work with several different bank accounts: accounts for payment in the local currency and accounts for payment in foreign currencies.

Besides commission payment using checks (CHK payment method), some accounts may be designated for electronic funds transfer commission payments (EFT payment method); and yet others may be used for central payment (CENT payment method) of commissions generated at several properties. In the central payment case, a data transfer from each property provides the necessary information for the central bank to handle actual commission payment, in check or EFT form.

Travel agents and source profiles are each associated with bank accounts that handle commissions payment for that source/agent. (The bank account designated as the "default bank account" is used for paying commissions to agents and sources that do not have a bank account selected.).

Bank accounts can be set up in various ways, depending on how your organization processes commissions. Here are some of the most typical bank account configurations:

- A separate bank account to handle commission processing in each currency. For example, a bank account for American Trust to handle US dollar payments and a bank account for Bank of Montreal to handle payments in Canadian dollars.

- Multiple bank accounts to handle payments in a single currency. For example, American Trust and Bank of America each have a bank account configured in US dollars.

- One bank account to process payments in multiple currencies. Set up multiple bank accounts for the same bank, with one bank account to handle payment in each currency. For example, if American Trust handles commission payments in US dollars and in Canadian dollars, set up two identical bank accounts, except for the currency. Although OPERA uses an internal numbering system to differentiate these bank accounts, it would be advisable to give each bank account a unique Bank Name (e.g., American Trust - USD, American Trust - CAD) to make it easy to identify the accounts when working in the Commissions module.

Each bank account can have a language associated with it. This language can be used to determine the language for check printing. Thus, bank account language and bank account currency may both play a part in determining how you configure bank accounts as well as which account is associated with a particular travel agent or source profile.

Adding Bank Account:

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Bank Accounts**.

2. Click **New** and enter the following details:

   a. **Bank Code**: Unique code for this bank account.

   b. **Branch Code**: Code for the branch of the bank. Must be unique for each Bank Code.

   c. **Bank Name**: Name of the bank account.

   d. **Branch Code**: Code for the branch of the bank. Must be unique for each Bank Code.

   e. **Bank Name**: Name of the bank account.

   f. **Routing Number**: Bank routing number.

   g. **Account Number**: Account number held by your organization at the bank.

   h. **Payment Method**: Select the down arrow to choose the type of payment that is associated with this bank account. Options are:

      i. **CHK**: Commission payment by check.

         - **Format**: Select the down arrow to choose the check format to be used to print checks for this bank account. Check formats are configured in Reports configuration (**Application** > **Reports** > **Configure Reports**) Select the Commission Check report group. Refer BI Publisher Stationery Editor.

         - **Next Check Number**: Next available check number in the series of checks. This number will be automatically updated each time commissions payments are processed and checks are printed.

         - **Min. Processing Amt**: Minimum amount of the commission for a travel agent/source before a commission payment is processed. This

is useful if you want to make sure you do not produce a check every time a commission is due but only after a reasonable commission amount has been accumulated.

- **Edit Check Number**: Select this check box to allow users to change the check numbers for this account. Deselect this check box to prevent users from editing check numbers once they are assigned (this is the default).

- **Check Stub Lines**: The number entered here is the number of printable lines (top to bottom) on the check stub. The check stub is always displayed above the check. The number entered here should match the number set by the Maximum Records Per Page value you set when you customized the sample_checkusd.rep. The default maximum records per page for the sample_checkusd report is 18. (See Customizing Reports for details).

ii. **CENT-Centrally paid commissions**: This selection is essentially the same as CHK, but is provided as a separate option that can be used with central reservation systems where commissions are paid from a central bank account.

iii. **EFT- Electronic funds transfer**: An export file is created by the commission payment process. EFT file formats can vary, depending on the clearinghouse used by the bank. EFT is available with one of the following add-on cloud services:

- OPP WTP (Electronic Commission Data Transfer for WTP)

- OPP HCC (Electronic Commission Data Transfer for HCC)

- OPP_EGS (Electronic Commission Data Transfer for EGS)

- OPP_NPC (Electronic Commission Data Transfer for NPC)

- OPP_INF (Electronic Commission Data Transfer for INF)

i. **Currency**: When the Foreign Currency Codes (Foreign Currency Handling) OPERA Control is active, select a currency from the list for this account. The same currency can be select in more than one bank account.

j. **Language**: Select a language for this bank account from the list. Your selection determines the language used to write amounts in words on checks when the Multi-language OPERA Control is active. If no language is selected here, OPERA Cloud defaults to the the base language for your property.

k. **Positive Pay Export**: Available when the Positive Pay Check Export OPERA Control is active. Select this check box so the bank will have the option to use the Positive Pay Export functionality. The Positive Pay Export identifies to the bank all of the Travel Agent Commission checks that have been processed by OPERA Cloud and can be paid out to the agent by the bank. For more information, see Positive Pay Checks for details.

l. **Default**: Select this check box if this bank account is to be the default in case no bank account is associated with the travel agent or source. A default bank account must be configured for a property and only one bank account can be selected as the default. An X appears in the X column for the default bank account.

m. **Default for Currency**:When an active OXI Interface is present, this option provides the ability to configure a default bank account per currency/property

and to link that bank account with the profile for commission processing when OXI inserts a commission code in an OPERA Cloud profile.

3. Click **Save**.

Editing Bank Account

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Bank Accounts**.

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

3. Select the account form search result, click **Vertical Ellipse** and click **Edit**.

4. Update the details.

5. Click **Save**.

Deleting Bank Account

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Bank Accounts**.

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

3. Select the account form search result, click **Vertical Ellipse** and click **Delete**.

4. Click **Delete** to confirm.

Commission Codes

Travel Agent commission is calculated after a reservation is checked out and is based on either of the following:

- The eligible revenue posted during the stay, usually the accommodation or package (including package items) revenue.

- A flat amount per night or per stay.

The calculation of commission is driven by commission codes and the business rules defined in them. Commission codes identify the eligible sale charge transaction codes for which to calculate commission, the commission calculation method, and any taxing method to be applied to the commission.

Properties must configure a NON or ZERO commission code for non-eligible travel agents or rate codes. This commission code, with a zero flat amount commission, calculates a zero amount payable to the agent. You can configure OPERA Cloud to transfer all zero commission payments directly to commission payment history or to list these commission payments as part of the commission payables processing.

The following hierarchy determines how OPERA Cloud calculates a commission payable for a reservation:

- A global default commission code is selected within OPERA Controls – Commissions. For example, this could be set to 10%; paying 10% of eligible revenue to Agents.

- The contracted commission payable is also selectable within each Travel Agent or Source profile and is used if the commission payable is different from the global default, for example, a travel agent company contracted to receive 7% of eligible revenue.

- Rate code configuration also has an option to select the applicable commission code, which overrides the system default and the commission code selected on the Travel Agent or Source profile. For example, the rate code SPAPKG with a commission code of NON would pay zero commission to any agent booking the rate code.

- A negotiated rate for a Travel Agent or Source may also have a commission code selected for when a specific rate is contracted to a specific Travel Agent or Source. This setting overrides all of the above. For example, when a travel agent company books the SPAPKG, the company is eligible for a 5% commission despite the rate code being set to NON zero commission.

- Configuring Commission Codes

Related Topics

- OPERA Controls - Commissions
- About Rate Codes
- Profile Negotiated Rates

Configuring Commission Codes

Creating Commission Codes

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Commission Codes**.

2. Click **New**.

3. Select or confirm the **Property** name.

4. Enter a **Code** to identify the commission. Use numbers or letters, for example 10%, 20%, $150, Flat, or NON.

5. Enter a text **Description** of the commission code. The description helps identify the code when selecting it from a list of values, for example, 10% Commission, 20% Commission, $75 Flat Commission per Night, or No Commission.

6. Enter a **Sequence** number that determines the position of the commission code in lists. Commission codes without a sequence number appear in alphabetical order following codes that have a number assigned. By default, the next available number in numerical sequence appears in this field.

7. Select the **Hold** status if you want the commission held for review prior to payment:

   a. **Always:** The commission detail record always has the Hold status (H) selected. Commission detail records with this status are not processed for payment until the hold is released.

   b. **Accounts Receivables:** The commission detail record has the Hold status (H) selected if the direct bill transaction code (defined by the Cashiering>AR Settlement Trn Code application setting) is associated with any of the folios generated by the reservation. The commission detail record also has the AR status (A) selected. AR status means the associated commission is used to offset the agent/source AR account. When records flagged for AR are processed, they are removed from the list of commission details without creating a check or an EFT payment record. The Payment Activity record shows the AR status.

   c. **Prepaid:** The commission detail record has the Hold status (H) selected if the pre-paid transaction code (defined by the Commission>Default Prepaid Commission Trn Code application setting) is associated with any of the folios generated by the reservation. The commission detail record also has the Prepaid status (P) selected. Prepaid status means that all or part of the commission is prepaid. The prepaid amount is automatically deducted from the commission payment when the commissions detail record is processed. The Payment Activity record shows the Prepaid status.

Adding a Commission Code Based on a Flat Amount

In the Commission Calculation section, select the following **Based On** options:

- **Reservation** – if the commission code is based on a flat amount per reservation.

- **Flat Amount**– enter a flat amount in the Amount field.

8. Select an option to determine the calculation rule.

   a. **Per Night:** Commission amount is calculated per night of the reservation based on the Amount value multiplied by the number of nights.

   b. **Per Stay:** Commission amount is calculated for the entire stay based on the Amount value.

9. Enter the **Tax** percentage if the commission payment is taxed. The tax on a commission is automatically calculated during commission processing if the Commission>Auto Calculate VAT application parameter is active.

10. Click **Save**.

Adding a Commission Code Based on a Percentage of Revenue

In the Commission Calculation section, select the following:

- Based On Revenue radio button.

- Enter the Tax percentage if the commission payment is taxed. The tax on a commission is automatically calculated during commission processing if the Commission > Auto Calculate VAT application parameter is active.

To select the commissionable sales transaction codes, click **New**. Provide the following information.

- Commission %. (Required) Percentage commission to be paid on revenue generated by the selected transaction codes. The Commission % can vary per transaction code added.

- Weekend Commission %. (Optional) If a different commission rate is earned on revenue generated on weekends, enter the percentage here. Otherwise, the Commission % applies regardless of the day of the week.

- Based on Net Amount. Select the check box if the commission is based on before-tax revenue. Leave the check box unchecked to calculate commissions on the gross amount.

- Transaction Code(s). Select the sale charge transaction code(s) for which revenue is commissionable at the defined commission percentage.

On the Transaction Code screen, do the following:

11. From the Available list of transaction codes, search and select the **transaction code(s)** to associate with the new routing code (hold down the Ctrl key to select multiple transaction codes).

12. Click the **directional arrow** to move the codes to the Selected list. You can filter the Available list or the Selected list of transaction codes by entering a transaction code in the Filter field and clicking **Go**.

13. Click **Save**.

14. Repeat to add additional transaction codes with a different percentage of commission.

15. Click **Save**.

Reservation History Records

Use the Reservation History Records section of the Commission Codes screen to configure a commission code to apply to reservation records that are entered manually into OPERA Cloud.

Commission Paid. Select the option that corresponds to the commission rhythm:

• Per Night - Commission can be accrued each night of the guest's stay.

• Per Stay- Commission can be accrued once per stay.

Flat/Percentage. Select the Flat option to enter a flat amount in the Commission Amount field. Select the Percentage option and enter a percentage in the Commission Amount field. You can specify both a flat amount and a percentage.

Commission Amount. This field shows a percentage when the commission Percentage option is selected, or the commission flat amount when the Flat option is selected. A percentage number entry must be between 0 and 100.

Editing Commission Codes

1. On the Commission Code screen, select or confirm the**Property**.

2. Enter search criteria for commission codes and click **Search**.

3. In the search results, select the **commission code** and click the **vertical ellipsis**.

4. Select **Edit**.

5. Update the commission code configuration.

> **✎ Note:**
>
> If the commission is based on revenue, select the **vertical ellipse** to edit the transaction code configuration

6. Click **Save**.

Deleting Commission Codes

1. On the Commission Code screen, select or confirm the **Property**.

2. Enter search criteria for commission codes and click **Search**.

3. In the search results, select the **commission code** and click the **vertical ellipsis**.

4. Select **Delete**.

Related Topics

• page 10-76

Stop Processing (Hold Payment) Reasons

OPERA Cloud allows the configuration of different reasons why a commission payment would be put on hold.

When you place a hold on a commission payment OPERA Cloud displays a list with all configured stop processing reasons. For more information, see Placing Commission Processing on Hold

- Prerequisites for Stop Processing Reason Codes
- Configuring Stop Processing (Hold Payment) Reasons

Prerequisites for Stop Processing Reason Codes

OPERA Controls

Group: Commissions

Parameter: Stop Processing Reason Codes

Configuring Stop Processing (Hold Payment) Reasons

1. To Create Stop Processing Reasons:
   a. Select the Administration menu, select **Financial**, select **Commission Management**, and then select **Stop Processing Reasons**.
   b. Click **New**.
   c. Enter a **Code** this code identifies the reason for the cancellation.
   d. Enter a **Description** of the code, such as price too high or date changed.
   e. Enter a **Sequence** number to indicate the position of this lost reason code in a list of displayed values.
   f. Click **Save**.

2. To Edit Stop Processing Reasons:

   > ✎ **Note:**
   >
   > When editing an existing stop processing reason, you cannot modify the code.

   a. In the **Stop Processing Reasons** screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.
   b. In the search results, select the code, click the vertical ellipsis, and select **Edit**.
   c. Update the configuration and click **Save**.

3. To Delete Stop Processing Reasons:

    a. In the **Stop Processing Reasons** screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.

    b. In the search results, select the code, click the vertical ellipsis, and select **Delete**.

    c. Confirm your decision and click **Delete**.

Setting up Pre Stay Charging Rules

The Pre Stay Charging feature controls whether your property allows guests to charge expenses to their reservation account before check in. You can limit Pre Stay charging to reservations with specific payment types and reservation types.

1. From the Administration menu, select **Enterprise**, select **OPERA Controls**, and select the **Cashiering Group**.

2. In the Functions section, set **Pre Stay Charges** to Active.

3. Set **Default Pre Stay Charges on Reservation** to On to default the Pre Stay Charging option on the reservation's Privileges screen.

4. Set **Only Post if Reservation is on Queue** to On to enable pre-stay privileges only if the reservation is on queue and waiting to be checked in

5. Enter the **Days Prior to Arrival** value to limit the number of days before the reservation arrival date that charges can be posted to the reservation account; leave NULL for unlimited.

6. Select the **Reservation Payment Types** to limit pre-stay posting privileges to reservations with payment method equal to these payment types; leave NULL to allow/permit all payment types.

7. Select **Reservation Types** to limit pre-stay posting privileges to reservations with these reservation types; leave NULL to allow/permit all reservation types.

Setting up Post Stay Charging Rules

The Post Stay Charging feature controls whether your property allows guests to charge expenses to their reservation account after checkout. You can limit Post Stay charging to reservations with specific payment types and reservation types.

1. From the Administration menu, select **Enterprise**, select **OPERA Controls**, and select the **Cashiering Group**.

2. In the Functions section, set **Post Stay Charges** to Active.

3. Set **Default Post Stay Charges on Reservation** to On to default the Post Stay Charging check box on the reservation Payment Instructions window.

4. Set **Open Folio** to On.

5. Enter the **Open Folio Closing Preference**. This determines when an open folio needs to be closed. If set to Sameday, you cannot leave the billing screen with an

open folio. If set to Unrestricted, you are allowed to leave the billing screen with a folio in an open status.

6. Select the **Reservation Payment Types** to limit post-stay posting privileges to reservations with payment method equal to these payment types; leave NULL to allow/permit all payment types.

7. Enter a **number of days** in the Zero Balance Open Folio Close Days field. This setting determines the number of days after checkout that an open folio with a zero balance will be closed automatically during End of Day.

Rate Management

Rate Management provides all the tools you need to effectively define and manage the rate structures for your hotel. Some of the things you can set up in Rate Management include rate codes, rate classes, rate categories, display sets, rate strategies, and yield management integration.

- About City Tax Function
- Package Codes
- Package Groups
- Package Forecast Groups
- Configuring Rate Classes
- Configure Rate Categories
- Configuring Rate Seasons
- About Rate Codes
- Configuring Promotion Groups
- Configuring Promotion Codes
- Hurdle Rates
- Yield Management
- Configuring Rate Strategies
- Property Calendar

About City Tax Function

The City Tax function calculates the tax and charges guests based on different sets of rules for each city's requirement. For a reservation to qualify for the city tax posting, define the Purpose of Stay field on the reservation with a value that has the description field starting with an asterisk (*) on its configuration.

The City Tax is posted to each reservation based on gross or net room revenue amounts, purpose of stay, percentage, and flat amount depending on the city's regulations. You can set up the City Tax package as Included in Rate, Add to Rate - Separate Line, or Add to Rate - Combined Line.

The following fields are available within the setup:

- Purpose of Stay Start (you must configure Purpose of Stay codes with a description matching the value entered if using this option).

- Purpose of Stay (you must configure Purpose of Stay codes matching codes entered if using this option).

- Predefined amount ranges (you must configure City Tax Ranges using this option).

- Net rate amount (rate amount to consider for calculation after taxes are deducted).

- Gross rate amount (rate amount to consider for calculation before taxes are deducted.

- Percentage of the applicable rate amount.

- Number of children (if child rate buckets are configured).

- Based on different package attributes such as Included in Rate, Add to Rate - Separate Line, or Add to Rate - Combined Line.

- City Tax qualified packages (any package that is configured with a lodging transaction code).

- Special Calculation Rule (where the city tax is calculated by the number of people in the room, and posted based on the number of adults in the room).

Purpose of Stay

Configure the Purpose of Stay code in Administration > Reservation Management>Purpose of Stay to activate the City Tax functionality on reservations.

In the Description field, enter the value that will identify the purpose of stay code and activate the generic City Tax package code. Enter the value in the first position of the Purpose of Stay description and insert a single quote at the beginning and at end of the value/description.

For example, if the value is 1 and the description is City Tax Guest, enter '1City Tax Guest' to enable the City Tax calculation. If you enter 'City Tax Guest1', the city tax will not calculate.

If not using a specific value for Purpose of Stay to calculate the City Tax, leave this field blank. The default value of an asterisk ('*') will be used if this field is blank.

The Purpose of Stay Start can be characters, numbers, or alphabetical letters. If using alphabetical letters, use upper case letters in both the Purpose of Stay Start field and the first position of the Purpose of Stay Description field.

City Tax Ranges

Tax ranges are defined at the property level by selecting Administration>Financial>Rate Management>City Tax Ranges. The City Tax Ranges screen enables you to configure the settings.

The applicable city tax is posted depending on the range in which the rate amount falls. The following is an example for the amount ranges configuration:

- 0.00-10.0 = 0.00

- 10.01-25.00=0.50

- 25.01-50.00=1.00

- 50.01-100.00=2.00

- 100.01-150.00=3.00

- Each additional 50.00 increased by 1.00

When creating City Tax Ranges, provide the following information:

- Property (mandatory): Enter or confirm the property name.

- Amount From (mandatory). The beginning value of the amount range.

- Amount To. The end value of the amount range.

- Tax Amount (mandatory). The applicable tax amount required by authorities.

- Interval Amount. This defines the intervening amounts, such as, for every 50.00 EUR tax, increase by 1 EUR.

The City Tax function (CITY_TAX) is available within the Posting Attributes Formula field in Package Codes. The function calculates the city tax based on the Purpose of Stay defined on the Additional Details screen on the reservation.

City Tax Package Code Setup

The City Tax is set up as a Package Code within Administration > Financial > Rate Management. In the formula field, select City _Tax from the list of values for the following fields:

- Purpose of Stay Start

- Purpose of Stay

- Amount Ranges

- Room Net Gross

- Percentage

- Special Calculation Rule (Special Calculation Rule for Dresden)

- Child One (Available if Child Rates are active)

- Child Two (Available if Child Rates are active)

- Child Three (Available if Child Rates are active)

- Packages To Include

Enter field information in single quotes, except for the Percentage field.

Package Codes

Prerequisites for Package Codes

Package setup involves defining package elements, which are additional products or services included in the rate or sold in addition to the rate. You can link package elements to rate codes to create pre-defined package rates. Or, you can add package elements directly on blocks or reservations to create ad-hoc package entitlements for reservations.

Package elements have rules that define the calculation of their price as well as the frequency of their posting; the **item price** for the package item is auto-posted to guest ledger account during End Of Day, based on the frequency specified. When the **Item Inventory** function is active it is also possible to associate inventory items to a package item so that when selling the package rate or selling the package item

separately via the reservation the associate inventory items are also applied to the reservation. This is useful for associating inventory items such as extra bed and cribs to reservations and at the same time posting a charge for their supply via the package element.

Optionally, with the **Advanced Package** function active, package elements can be configured with an **allowance amount** as well as **item price**. For package items with an allowance amount defined the actual sales charge is either posted manually in OPERA Cloud or posted by an integrated system such as a point of sale (POS) workstation or an in-room video when consumed. With package allowances, a credit is posted to package ledger either during check or during each night audit and the sales charges posted to the package ledger to offset the credit - as a result the charge for package element does not appear on the guest folio. For allowances based package items, OPERA Cloud deducts the **item price** from the rate code rate amount. When multiple allowance based items are linked to a rate code the nett accommodation revenue for the reservation is the rate amount - sum (item price) for all package items included in the rate.

Table 12-3   Example - Package Rate Breakdown

Honeymoon	Item Price	Allowance	Calculation Rule
Rate Amount	$540		
Dinner	$45	$70	Per Adult
Breakfast	$20	$40	Per Adult
Champagne	$40	$60	Flat Amount
Nett Accommodation	$370		Based on 2 Adults

Allowance based package items also support consumption in multiple revenue centers via the setup of alternate outlets - specifying the alternate sales transaction codes permitted for the package item.

For example, a breakfast package element could be consumed in the restaurant or as a room service breakfast.

- Posted amount equal to or less than the allowance amount are posted to package ledger.

- Posted amounts exceeding the allowance amount are posted to the guest ledger account as an overage.

- Allowances not consumed or under consumed are posted to a "package profit" revenue transaction code to the package ledger, based on the item price.

- Allowance amounts exceeding the item price are automatically adjusted by a posting to "package loss" revenue transaction code to the package ledger.

Examples of allowance based package elements would be dinner or breakfast, where the sales charges for each would be post via a POS solution when the guest consumes their dinner or breakfast.

If the guest does not consume their entitlement OPERA Cloud posts the revenue to 'package profit' to balance the package ledger.

The charge for the package rate is posted to Guest Ledger using a system (non-revenue) transaction code referred to as 'Package Wrapper' - this transaction code is defined by linking a transaction code About Transaction Codes to a transaction group

of type Wrapper. For package rates both the accommodation transaction code and the package wrapper transaction code must be selected on the Financials panel of the rate code About Rate Codes.

Table 12-4   Example - Ledger Transactions

Honeymoon	Guest Ledger	Package Ledger	Allowance	Notes
Dinner Allowance		-$90	$140	On Check-in
Champagne Allowance		-$40	$60	On check-in
Dinner		$140		Posted from POS
Dinner Loss		-$50		End of Day
Champagne		$60		Posted from POS
Champagne - Loss		-$20		End of Day
Honeymoon Package	$540	-$370		Package Wrapper
Accommodation		$370		End of Day
Breakfast Allowance		-$40	$80	End of Day (Next Day =Y)
Breakfast - Profit		$40		Breakfast not consumed On Check-out
Totals	$540	$0		

- Prerequisites for Package Codes
- Configuring Package Code
- Package Posting Rhythms

Related Topics

Prerequisites for Package Codes

OPERA Controls

Group: Rate Management

Function: Advanced Packages (Allowances) - Optional

Function: Item Inventory - Optional

Configuring Package Code

Adding Package Codes

1. From **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Code**.

2. To create a new package code, on the Package Codes screen, click **New**.

> **Note:**
>
> On the **Create a New Package Code** screen, Package Details such as, Package Code Definition, Transaction Details, Posting Attributes, and Package Pricing panels are initially disabled.

3. In the **Package Code Definition** panel, fill in the required information and click **Save**. The Transaction Details screen is enabled.

4. In the **Transaction Details** panel search or fill the information in the required fields and click **Save**. The Posting Attributes panel is enabled. You can create a new Item Inventory from this screen.

5. Search or fill the information in the required fields and click **Save**. The Package Pricing panel is enabled.

6. Search or fill the information in the required fields

Table 12-5   Description of the options that appear on the Package Code screen

Panels	Field Description
Package Code Definition	• Property : Available when the multi-property add-on license code is active, displays the property name the package code is being configured for. • Package Code : The code for the package. This field can contain up to 20 alphanumeric characters. • Forecast Group : Search and select the package forecast group for the element. • Begin Sell Date : Enter/select the date to begin selling the Package. • End Sell Date : Enter/select the date to end selling the Package. • Short Description : Brief description of the package (Flowers, Chocolates, Champagne, Dinner). • Description : Full description of the current package element. Click **Save** to continue.

Table 12-5   (Cont.) Description of the options that appear on the Package Code screen

Panels	Field Description

Transaction Details	• Transaction Code
	
	: Transaction code that is used to record the package price.
	• Tax Inclusive
	
	: Mark the associated check boxes to indicate if the tax generates associated with the sales charge transaction code selected should be included in the amount or post additionally if unchecked.
	• Package Overage
	
	: Select sales charge transaction code from list that will be used to post the amount that is consumed over the allowance amount of the package element (set in the Package Pricing panel). If this field is left blank, any overage is posted to the transaction code to which the allowance was posted, that is the transaction code in the Code field or one of the codes in the Alternates field).
	This is available when the **Rate Management** > **Advanced Packages** OPERA Controls function is Active.
	• Package Allowance
	
	: Available when the Advanced Package OPERA Control is active. Select this check box to create an allowance only; the sales charge posted manually or via an interface.
	  – Package Profit: Select the sales charge transaction code to post any profit revenue from unconsumed / under-consumed allowances.
	  – Package Loss: Select the sales charge transaction code to post any package loss. When the allowance amount is a higher amount than the item price the difference between the item price and the guest consumption amount is the package loss.
	• Currency
	
	: Select the currency for this package. Allowance packages and non-allowance packages set up in one currency cannot be attached to rate codes, reservations, and blocks configured in another currency.
	• Alternate Codes
	
	: Enabled when Package Allowance is selected. Select transaction codes that can be used as alternatives to the main package transaction code (in the Code field) for this package. For example, the package may be for restaurant breakfast food (transaction code 2000) and have transaction code 3000 listed as an Alternate transaction code, but the guest may consume the same amount for room service breakfast without penalty (transaction code 3000). This field is especially helpful for point of sale systems.
	Click **Save** to continue.

Table 12-5   (Cont.) Description of the options that appear on the Package Code screen

Panels	Field Description

Posting Attributes	• Posting Type:
	:
	  – Included in Rate: No separate charge appears on the guest folio or reservation. The amount is internally deducted from the room rate amount for inclusive packages.
	  – Add To Rate - Separate Line: If selected, this charge is added to the room rate amount and printed as a separate line on the folio. Selecting this check box is very useful when the package element is not included in the rate, for example, US taxes.
	  – Add To Rate - Combined Line: If selected, this charge is added to the room rate amount and printed on the same line as the room charge on the folio.
	• Valid Start Time: Enter the valid start time during which the allowance defined in the package element is valid. If you leave the fields blank, the allowance is valid all day
	• Valid End Time
	: Enter the valid end time during which the allowance defined in the package element is valid. If you leave the fields blank, the allowance is valid all day
	• Calculation Rule
	: Select a value from the list of values to indicate the calculation rule for this package. This field is used to determine how the package amount should be calculated. You have the following options:
	  – Flat Rate (price posted as flat rate, regardless of number of guests). Flat Rate is per sharer in the room. Each share-with in the room will be charged the flat rate amount.
	  – Per Person (price times number adults plus number of children).
	  – Per Adult (price times the number of adults).
	  – Per Child (price times number of children). With the selection of this calculation rule and the **Rate Management** > **Rates Defined by Buckets** OPERA Controls function is Active, packages can be setup with different amounts per child bucket on the Package Details tab Per Adult (price times the number of adults).
	  – Per Room (price times number of rooms). The Per Room calculation is applied to the room. If a reservation is shared, instead of applying the package per reservation, it considers it for that room
	• Posting Rhythm
	: If selected from the drop-down list, the posting rhythm is used to determine the frequency of the package posting. OPERA provides a variety of posting rhythms. Most posting rhythms are based off of the actual arrival date of the reservation. For more information, see Package Posting Rhythms.
	• Formula
	: Select from list internal functions used to calculate item price (used for country-specific tax items).
	• Sell Separate
	: If selected, this element can be attached directly onto a reservation. When adding a package directly to a reservation, the

Table 12-5   (Cont.) Description of the options that appear on the Package Code screen

Panels	Field Description
	room rate field will show the main rate code rate and indicated to the right is the room rate including the packages added to the reservation. If this check box is not marked, the only means in which this package can be available is via the Rate Code.
	• Post Next Day
	: This is available when the **Rate Management** > **Advanced Packages** OPERA Controls function is Active. If selected, this package element allowance will be consumed the following day. For example, a breakfast allowance created during end of day, but carried forward to the following day for consumption.
	• Forecast Next Day
	: Select to have these package elements forecasted on the next day, irrespective if the Post Next Day check box is selected or not. Packages configured as Post Next Day only without this check box checked will not be forecasted for the next day automatically on the Package Forecast Report.
	• Catering
	: Available when the Catering Events function is active, this option should be checked for all PMS packages that typically are also represented by a catering event (or partially represented by a catering event). For example, a Group Breakfast that may be included in the room rate, but for which also a catering event gets created if the group takes the breakfast as a unit (e.g., in a catering function space).
	Click **Save** to continue.
Item Inventory	Available when the **Reservations** > **Item Inventory** OPERA Controls function is Active. Select the ellipsis button to choose items to be included in the package. See Item Inventory Setup for details on setting up items. When you select the ellipsis, the Item screen appears. To add a new item to the package, select the New button. To edit an existing item, highlight your choice and select the Edit button. On the New/Edit Item Quantity screen select the item and the quantity. The default quantity is 1. Click **Save** to continue.
Package Pricing	• Start Date
	: Enter the start date for the price schedule or use the calendar tool to select dates. Date ranges for pricing records cannot overlap. By default, the package code is valid for a ten-year period starting on the date it is configured.
	• End Date
	: Enter the end date for the price schedule or use the calendar tool to select dates. Date ranges for pricing records cannot overlap. By default, the package code is valid for a ten-year period starting on the date it is configured.
	• Price
	: The amount for the package element. This amount will be posted to the transaction code defined under Transaction Details
	Click **Save** to continue.

7. Click **Save** to save the details or click **Save and Add More Details** to add more details.

Editing Package Codes

1. From the **OPERA Cloud Administration** menu, select **Rate Management**, and then select **Package Code**.

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

3. From search results, select a package code and click the **Vertical Ellipse**, select **Edit**.

4. Update details.

5. Click **Save**.

Deleting Package Codes

1. From the **OPERA Cloud Administration** menu, select **Rate Management**, and then select **Package Code**.

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

3. From search results, select a package code and click the **Vertical Ellipse**, select **Delete**.

4. Click **Delete** to confirm.

Copying Package Codes

When the multi-property service is active, new Package Codes are created by selecting the Template tab. Once created, you can copy Package Codes to specific properties using the Copy action.- Copying Configuration Codes to Multiple Properties.

Package Posting Rhythms

The Package Posting Rhythms can be configured from Create a New Package Code - Posting Attributes.

In the Posting Rhythms drop down list, the default selection is Post Every Night. You may make another posting rhythm choice by selecting a different option button. Some of the selections may open up fields for you to define particular features for that posting rhythm.

Table 12-6   Description of the Restrictions effecting the stay dates

Posting Rhythm Choice	Description
Post Every Night	Post this package charge every night of the stay.
Post on Arrival Night	Post this package charge only on arrival night. When a package that has this posting rhythm configured is attached to a reservation and a begin date is specified to be different than the arrival date, the user will be prompted with a message that states, "The package does not have posting rhythm which falls in the date range selected" and the package will not be attached to the reservation.
Post on Every X Nights Starting Night Y	Post this package charge every X nights, beginning the Y night of stay. You are prompted to enter the start night (e.g., night 1, night 2, night 3, etc.) and how often the posting should be repeated.

Table 12-6   (Cont.) Description of the Restrictions effecting the stay dates

Posting Rhythm Choice	Description
Post on Certain Nights of the Week	You are prompted to check mark the days of the week to determine the days to post this package charge.
Post on Last Night	Post this package charge on the last night of the stay only.
Post Every Night Except Arrival Night	Post this package charge on all nights of the stay except the arrival night.
Post Every Night Except Last	Post this package charge on all nights of the stay except the last night.
Do not Post on First and Last Night	Post this package charge on all nights of the stay except the first and last nights of the stay.
Custom Posting Schedule (Based on Stay)	This user defined schedule lets you enter a posting rhythm over a 14-day period, starting with the arrival date, by assigning the day (number) within a guest stay for posting this package price. For example, if you check mark boxes 3, 5, and 7, OPERA will post on the third, fifth and seventh day of the stay and will repeat this posting schedule after the 14th day through the remainder of the stay.
Custom Posting Schedule (Based on Night)	This user defined schedule lets you enter a posting rhythm over a 14 day period. The start and end of the posting period is determined as follows: • If the package is attached to a rate code: The period starts with the date when the rate code to which the package is attached becomes effective for the stay. The period ends with the date of the last night for that rate code (or the last night of the stay if the rate code remains in effect until the departure date). • If the package is attached separately to the reservation: The Begin Date specified on the reservation when the package was attached is the start date for the period. The End Date specified on the reservation when the package was attached is the end date for the period. If no Begin Date and/or End Date are specified when the package is attached to the reservation, the Begin Date is assumed to be the arrival date and the End Date is assumed to be the departure date of the reservation, irrespective of when the package is attached to the reservation.
Floating Allowance per Stay	Allow the allowance to be consumed at anytime during the guest stay.

Package Groups

A package group is a collection of package elements that you define as a single unit and link to a rate code or sell separately on a reservation. Package groups allow commonly associated elements to be defined as a single unit that can be attached to a rate code or to a reservation. An example might be a Bed and Breakfast package which encompasses a room and breakfast service for a set rate.

Each package code, or element, is set up separately and a package group would then be configured with all of the selected package elements. The package group can then be added to the specific rate code or to reservations, rather than having to select multiple package elements every time. This approach has been designed to provide you with a powerful system which can handle simple or complex package

combinations. Packages have a wide range of configuration options that will drive the way OPERA posts packages and tracks allowances based on each property's needs.

Packages can be attached to either a rate code, to a reservation, or to a rate code and a reservation both. They are not sold directly. Changing the package group configuration would impact all linked rate codes, which simplifies the ongoing maintenance.

An example would be a package group for a breakfast allowance and parking charge that you link to multiple rate codes to create various rates offering breakfast and parking entitlements.

- Configuring Package Groups

Configuring Package Groups

1. To search for the Package Group:

   a. From **OPERA Cloud Administration** menu, select **Financial**, **Rate Management**, and then **Package Groups**.

   b. Under Search criteria, the default property is displayed in Property field. If the default property is not displayed, click to search for the Property.

   c. Click **Search**. The property details appear in the table below.

   d. Click **Reset** to go back to the previous information.

2. To create a New Package Group:

   a. From **OPERA Cloud Administration** menu, select **Financial**, **Rate Management**, and then **Package Groups**.

   b. On the Package Groups screen, click the vertical ellipsis and then click **New**.

   c. On the Manage Package Groups screen, enter details in the mandatory fields marked ***** and click **New**. Attach Packages screen appears.

   d. Select a **Package Code** from the table displayed and click **Attach**.

      The attached package appears in the Package Codes table .

3. To edit Package Groups:

   a. From **OPERA Cloud Administration** menu, select **Financial**, **Rate Management**, and then **Package Groups**.

   b. Click the vertical ellipsis to delete, view or edit an existing Package Group. On the Manage Package Group screen, all the details appear for the particular package that you select.

   c. The fields for Property, Code, and Sell Separate are disabled. You have the option to edit the Description and Short Description fields.

4. On the Package Code panel, click **New** to create a new package group. A list of package codes appear on the Attach Package screen.

   a. Select a Package Code and click **Attach**. The new attached Package Code appears in the Options table on the Manage Package Group screen.

   b. Click the vertical ellipsis to delete an existing Package group.

Package Forecast Groups

A package is an element that includes other services other than rate.

Package Forecast Group shows the forecasted number of breakfasts, lunches, dinners, cocktails and so on per day. Package Forecast Reports are configured based on this feature. The report shows a package forecast group and not each package element separately. This allows you to have multiple package elements combined to make one package forecast group.

Defining the package forecast groups separately gives you tremendous flexibility in the way they are used and combined.

- A rate code is based on a particular combination of forecast groups, such as a tennis package or a theater package.

- A package forecast group may be added to a number of rate codes to automatically post an associated transaction, such as tax. When the charge for the element changes, it needs to be changed only in the package element definition, and then all rate codes are automatically updated.

- Several package forecast groups may have the same name, so that related items can be posted as one. For example, the federal tax, state tax, and city/county tax can each be defined as a package forecast group all with the name TAX. It is then entered only once on each rate code.

- Searching Package Forecast Groups
- Creating Package Forecast Groups

Searching Package Forecast Groups

To search or edit Package Forecast Groups:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Forecast Groups**.

2. On the Manage Package Forecast Group, search for the property.

3. Enter **Code** and a **Description**. Select the **Inactive** check box to show if you want the status to be inactive.

4. Select **Sequence** and click **Save**.

5. Select the **Template** option, which displays the list of package forecast groups to assist you in copying them to other properties.

6. Click the vertical ellipsis to edit or delete a Package Forecast Group.

Creating Package Forecast Groups

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Forecast Groups**.

2. Under Search criteria, the default property is displayed in Property field. If the default property is not displayed, click to search for the Property.

3. On the vertical ellipse, click **New**. Click **Show Inactive** check box to show package forecast groups that have been configured as inactive.

4. On the Package Forecast Groups screen, enter details in the mandatory fields marked ***** and click **Save**. The new Package Forecast Group appears in the Options table.

5. Click **Template**, this screen defaults to the Template list of package forecast groups to assist you in copying them to other properties.

6. Select a property from the Options list to create, modify, or delete package forecast groups only at that property.

7. Click the vertical ellipsis to Edit or Delete a Package Forecast Group.

   When you click Edit, on the Package Forecast Groups screen, Property and Code fields are disabled. You can only edit the Description and change the Sequence here.

Copying Package Forecast Group Code

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Forecast Groups**.

2. On the Package Forecast Group screen, on the vertical ellipsis, click **Copy** to copy the details of selected property.

   Clicking copy allows you to copy package forecast groups from a source property to one or many target properties. This option is mostly used at the Hub level login.

3. In the Configure Parameters panel, select **Package Forecast Group Code** to copy.

4. Select target properties to apply selected Package Forecast Group Code to and click **Save**.

5. In the Review and Copy Codes panel, select the Target Property and click **Copy and Continue**. The processed Status Message appears in the Confirmation panel.

6. Click **Print** to print the message.

Configuring Rate Classes

OPERA Cloud rate structure is divided into **Rate Class, Rate Category, Rate Code**. You must define one or more rate classes, a rate class is then associated to each Rate Category. Rate classes can be used to query rates from Look to Book sales screen. Examples of rate classes could be Negotiate, Wholesale, Discounted etc.

Adding Rate Classes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**.

> ✎ **Note:**
>
> When the multi-property service is active, new Rate Classes are created by selecting the Template tab. Once created, you can copy Rate Classes to specific properties using the Copy action.- Copying Configuration Codes to Multiple Properties.

Click **New** and enter the following details:

a. **Property**: Enter or select the property.

b. **Code**: Enter a code for the rate class.

c. **Description**: Enter a description for the rate class.

d. **Begin Date**: Enter a begin date.

e. **End Date**: Enter an end date.

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

2. Click **Save**.

Editing Rate Classes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**

.

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

3. Click the **Vertical Ellipse**, select **Edit**.

4. Update details.

5. Click **Save**.

Deleting Rate Classes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**

.

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

3. Click the **Vertical Ellipse**, select **Delete**.

4. Click **Delete** to confirm.

Configure Rate Categories

Rate Codes are associated with a rate category in order to group similar rate codes to a common rate category. For example, the rate codes LGOV1, LGOV2, FGOV1, FGOV2 could be grouped into a rate category GOVT for all Government Department rates. All package rates codes could be associated with a rate category for Packages. Rate categories can be used to query rates from Look to Book sales screen. Rate restrictions can also be set at the Rate Category level, affecting all rate associated with the rate category.

Rate category are then associated to a rate class.

Adding Rate Categories

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Categories**.

> **✏ Note:**
>
> When the multi-property service is active, new Rate Categories are created by selecting the Template tab. Once created, you can copy Rate Categories to specific properties using the Copy action.- Copying Configuration Codes to Multiple Properties.

2. Click **New** and enter the following details:

   a. **Property**: Enter or select the property.

   b. **Code**: Enter a code for the rate class.

   c. **Description**: Enter a description for the rate class.

   d. **Rate Class**: Select a rate class from the list.

   e. **Begin Date**: Enter a begin date.

   f. **End Date**: Enter an end date.

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

3. Click **Save**.

Editing Rate Categories

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Categories**

   .

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

3. Click the **Vertical Ellipse**, select **Edit**.

4. Update details.

5. Click **Save**.

Deleting Rate Categories

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Categories**

   .

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

3. Click the **Vertical Ellipse**, select **Delete**.

4. Click **Delete** to confirm.

Configuring Rate Seasons

Prerequisites for Rate Seasons

OPERA Cloud allows rate seasons to be defined for a range of dates. For example, Summer rate season from June 1st to September 1st is to identify the peak season where your property charges higher rates. When configuring rate codes you can select a rate season to automatically populate the start/end dates. Dates for rate seasons cannot overlap each other.

Adding Rate Seasons

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.

2. Click the vertical ellipsis and then click **New** and complete the following fields:

   a. **Season Code**: Enter a code for the season. For example - SUM20

   b. **Description**: Enter a description for the season. For example - Summer 2020

   c. **Begin Date**: Enter or select the start date of the season

   d. **End Date**: Enter of select the end date of the season

   e. **Rate Code**: Select a rate code from the list to limit this rate season to a specific rate code. For more information, see About Rate Codes

3. Click **Save**.

> **Note:**
>
> With an active multi-property subscription, new Rate Seasons can only be created by clicking the **Template** tab. Once created, you can copy the configuration to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties.

Editing Rate Seasons

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.

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

3. In the search results, select the code and click the **vertical ellipsis** and select **Edit**.

4. Make the desired changes.

5. Click **Save**.

Deleting Rate Seasons

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.

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

3. In the search results, select the code and click the **vertical ellipsis** and select **Delete**.

4. To confirm, click **Delete**.

• Prerequisites for Rate Seasons

Prerequisites for Rate Seasons

OPERA Controls

Group: Rate Management

Function: Rate Seasons

OPERA Cloud Tasks

Rate Management

Rate Seasons

About Rate Codes

Rate Codes form the core of OPERA's reservation and rate process. Rate codes are used to define the various prices for each room type over a particular date range or rate season.

Rate codes can be configured in multiple currencies. For overseas agents, where contracts may be negotiated in US dollars, a separate rate code in US dollars can be added that will be converted to local currency using a predefined exchange rate. The conversion to local currency can be defined as fixed at check in, fixed at time of reservation, current date, or fixed at block.

Rate codes are also used to support property packages that include food, beverage, leisure or other elements. By associating package elements with a rate code, it is possible to build a package of entitlements for a guest staying on the rate.

- Base Rates
- Dynamic Base Rates
- Configuring Advanced Daily Rates
- Advanced Dynamic Base Rates
- Best Available Rates (BAR)
- Dynamic BAR Based Rates
- Best BAR by Day
- BAR Based Rates
- BAR Applied to Rate Detail
- Rate Codes Overview
- Searching Rate Codes
- Creating a New Rate Code
- Managing Rate Code Approval
- Setting a Minimum Rate Floor
- Creating Rate Restrictions (for Rate Codes)
- Configuring Multi Transaction Code Rate Codes
- Rate Code Presentation
- Configuring Daily Rates

- Configuring Rate Code Pricing Schedules
- Sell, Booking, and Stay Dates
- Age Buckets
- Display Sets
- Creating and Editing Display Sets
- Rate Code Protection
- Rate Code Posting Rhythm
- Configuring Rate Code Default Routing Instructions
- Rate Ownership
- Working with Tiered Rates

Base Rates

Prerequisites: Base Rates

Overview

When the **Base Rates** function is active, the pricing schedule for a rate code can be derived from another (master) rate code, called the Base Rate. The rate code that derives its pricing schedule from the base rate is called the dependent or derived rate and is indicated as a dependent rate in the rate code configuration.

For example, you could consider the RACK rate as a Base Rate and configure derived rates based on the pricing schedule of RACK (such as 10% less than the rack rate).

Up to 75 dependent rate codes can be derived from a given base rate code.

When you select a Base Rate code from the Base Rate list of values, the pricing schedule auto-populates for the current rate code (making the current rate code a dependent rate code). Any changes to the pricing schedule in the base rate automatically affect the pricing schedule in all derived rate codes.

The Amount and Rounding fields enable you to vary the pricing schedule for the derived rate code by a flat or percentage amount increase or reduction on the base rate. When a rate code is based on another rate, its pricing schedule is restricted from update because the Base Rate automatically controls it. This feature is useful when you have negotiated rates with a certain percentage off the property's RACK rate code. If you have multiple negotiated rates, all with different percentages of RACK, it is easy to manage rate changes. When the RACK pricing schedule changes, the pricing schedule of rates based on it automatically update.

> **Note:**
>
> Dependent rate codes can have packages added to their rate header, but not to their pricing schedule. For example, if Rate Code B is a derived rate code based on Rate Code A, packages can be added to Rate Code B's rate header, but not to its pricing schedule.

Base Rate Extra Person Calculation

Base rate calculations are applied to extra adult and child rate amounts when the **Base Rate Extra Person Calculation** parameter is **On** in the Rate Management group in OPERA Controls. When the parameter is **Off**, the extra adult or child amount is not discounted by the amount set on the derived rate code. All amounts are calculated based on the status of the parameter at the time the rate is created or updated. Changes to the parameter affect all pricing schedules created from that point forward (previously created pricing schedules are not dynamically updated when changing the parameter. When an existing rate is modified, the status of the parameter is checked and the rate amounts are calculated and updated accordingly.

Example 12-3   Example 1: Base Rate Extra Person Calculation parameter is Off

Table 12-7   Initial Base Rate Pricing

Number of Persons	Amount
1 Adult	100
2 Adults	200
Extra Adult	50

Table 12-8   Derived Rate Pricing Results

Number of Persons	Base Rate Amount	Base Rate Calculation	Derived Rate Amount	Derived Rate Calculation
1 Adult	100	100	75	100–25
2 Adults	200	200	150	200–50
3 Adults	250	200 + 1 Extra Adult @ 50	200	150 + 1 Extra Adult @ 50*
4 Adults	300	200 + 2 Extra Adults @ 50	250	150 + 2 Extra Adults @ 50*
5 Adults	350	200 + 3 Extra Adults @ 50	300	150 + 3 Extra Adults @ 50*

> **Note:**
>
> The Extra Adult amount is not discounted when the **Base Rate Extra Person Calculation** parameter is **Off**.

Example 12-4   Example 2: Base Rate Extra Person Calculation parameter is On

Table 12-9   Derived Rate Pricing Results

Number of Persons	Derived Rate Amount	Derived Rate Calculation
1 Adult	75	100 -25

Table 12-9   (Cont.) Derived Rate Pricing Results

Number of Persons	Derived Rate Amount	Derived Rate Calculation
2 Adults	150	200 -50
3 Adults	187.50	250 -62.50*
4 Adults	225	300 -75*
5 Adults	262.50	350 -87.50*

> **Note:**
>
> When the **Base Rate Extra Person Calculation** parameter is **On**, the rate amount equals the calculated Rate Code A (Base Rate) amount minus the 25% Derived Rate discount.

• Prerequisites: Base Rates

Prerequisites: Base Rates

OPERA Controls

Group: Rate Management

• **Base Rates** —This function controls the availability of Base Rates functionality for a property.

• **Base Rate Extra Person Calculation**—

(Available once you activate Base Rates) This parameter applies base rate calculations to extra adult and extra child amounts.

Dynamic Base Rates

Prerequisites for Dynamic Base Rates

Overview

Dynamic Base Rates automatically calculate and display derived pricing during a rate availability search (as opposed to the pricing being stored and fetched when Base Rate functionality is used) in the same way the Base Rate calculates and shows them. However, the pricing schedule for Dynamic Base Rates appear the same as a standard rate's details.

For example, a rate code ABC could be dynamically derived from the rate code RACK with RACK defined as a Daily Rate. When viewing the Rate Code configuration for RACK, the Daily Rate screen is available. When viewing the rate details for ABC (the rate code dynamically derived from RACK), the standard static rate code's pricing schedule is available and not the Daily Rate Code's pricing schedule.

Dynamic Base Rate from a Derived Rate

A Dynamic Base Rate's rate code can be derived from a rate code that is itself a dependent rate code.

For example, assume a base rate code RACK (Amount = 100 for 1 adult), and a rate code CORP is a dependent rate code with pricing derived from RACK (Amount = -10%). Rate code ABC is then configured as a Dynamic Base Rate with pricing derived from CORP (with flat Amount = -5.00). Rate queries would show RACK = 100, CORP = 90, and ABC = 85.

Compare with Rate Details

For a more complex rate structure, Dynamic Base Rates can be simultaneously used with both regular static rates and the calculated dynamic based rate amounts by selecting **Compare with Rate Details** on the Rate Code Type panel. When this option is enabled, the system compares the static pricing in the Rate Code configuration and the pricing calculated by the Dynamic Base Rate's rate code calculations, conducts a comparison of the two rate amounts, and then shows the lowest rate per day in the Look to Book search results.

For example, the Dynamic Base Rate calculation returns the rate amount of 90.00 for room type DLX on 01/01. This rate code (because **Compare with Rate Detail** is selected) looks at the rate amount defined for a DLX on 01/01. Assuming this is 125.00, OPERA Cloud compares the 125.00 to the calculated value of 90.00 and returns the lower of the two values, 90.00, in the Look to Book search results. However, if the rate amount defined for DLX was 85.00, OPERA Cloud would compare the Dynamic Base Rate calculation of 90.00 against the 85.00 and return the lower of the two rates, 85.00, in the Look to Book search.

By not selecting the **Compare with Rate Details** option, rate amounts defined in the Rate Code Configuration are not used when conducting the rate calculations based on the defined Dynamic Base Rate's rate code.

> **Note:**
>
> With the Dynamic Base Rate functionality, you must enter at minimum a single rate detail. This defines the room types for which this dependent rate is available and also the 1 Adult rate amount used by external systems.

Combing Base and Dynamic Base Rates

You can also use both Base Rates and Dynamic Base Rates for a single rate code.

The following example explores this option. Assume the following rate codes:

- RACK (Base Rate)
- ABC is a discounted rate code (Dynamic Base Rate)
- ABC-RACK (with Base Rate and Dynamic Base Rate defined)

When viewing the rate code configuration for ABC-RACK, the rate code RACK is selected as the Base Rate code and rate code ABC as its dependent Dynamic Base Rate code. The **Compare with Rate Details** option is selected so that derived pricing is considered.

When viewing ABC-RACK, a view only screen appears for the pricing schedule with its derived price taken from the Base Rate calculation.

When you search availability for ABC-RACK's pricing, OPERA Cloud dynamically fetches the rate amount from the Dynamic Base Rate's rate code (that is, ABC), returns its value, and performs the Dynamic Base Rate calculation (flat or percentage) with rounding. For this example, let's assume this returned dynamic calculation returns a rate amount of 129.99. Because the **Compare with Rate Details** option is selected, OPERA Cloud next looks at its stored values for the rate code and pulls the corresponding rate amount for the room type for the date. The pricing seen in the Rate Code configuration is determined from the rate calculation of the Base Rate. In this example, let's assume this amount is 125.25. The 129.99 is compared to the 125.25, and the lower of the two amounts, 125.25, appears within the Look to Book results.

Tiered Rates and Dynamic Base Rates

When the Dynamic Base rate code is flagged as a tiered rate code in the Rate Code Type panel, the Base Rate LOV only shows other rate codes marked as tiered rate codes for selection as the Base Rate. Assuming **Compare with Rate Detail** is not selected when the Dynamic Base rate code is selected for a Look to Book rate query, the price that appears is the rate calculated from the base rate for the appropriate length of stay.

- Prerequisites for Dynamic Base Rates

Prerequisites for Dynamic Base Rates

OPERA Controls

Group: Rate Management

Function : Base Rates

Function : Dynamic Base Rates

Configuring Advanced Daily Rates

Prerequisites for Advanced Daily Rates.

The Advanced Daily Rate behaves like a regular Configuring Daily Rates except that the pricing schedule is derived from the Daily Base Rate. Reservations made for an Advanced Daily Rate have rate amounts that can vary for each night of the stay. Rate amounts are calculated based on the Daily Rate level available for each stay night.

The Advanced Daily Rate configuration process:

1. Configure an Advanced Daily Base Rate. These are the rate templates, and changes to the Advanced Daily Base rate are reflected in the Advanced Daily Rate codes. Each Advanced Daily Base rate configured is a separate rate level. Using the Advanced Daily Base rates, you can configure as many rate levels as needed. When the Advanced Daily Rate is configured, it references the Advanced Daily Base rate levels as its base rates.

2. Configure the Advanced Daily Rate. When selecting the Advanced Daily Rate, Rate Detail tab, the Daily Rate entry screen opens. On the Daily Rate Entry

screen, you can set up the rate details for the rate code by selecting a date range and applying an Advanced Daily Base rate code (level) for each date.

Adding Advanced Daily Base Rate (Rate Level)

You must create multiple Advanced Daily Base rate codes to set the rate levels by using the Creating a New Rate Code presentation page.

1. From the OPERA Cloud Administration menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

2. Search and select a rate code or create a new rate code.

3. From the rate code Rate Code Details, click **Rate Code Type**.

4. To identify the rate code as Advanced Daily Base rate, select the **Advanced Daily Base** check box.

5. Click **Save**.

6. Configure the pricing schedule based on the Managing Daily Rates.

Adding Advanced (Derived) Daily Rate

Create Advanced Daily Base rate codes from the new Creating a New Rate Code presentation page.

1. From the OPERA Cloud Administration menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

2. Click **New**.

3. Enter a **Rate Code**, enter **Start Sell Dates** and **End Sell Dates**, and enter a description of the rate code.

4. Select **Room Types** from the list.

5. Select a **Rate Category** from the list.

6. Select a **Transaction Code**.

7. In the Rate Code Type panel, select **Daily Rates** and **Advanced Daily Rate**.

8. Click **Save and Go to Presentation**.

9. Set Daily Rates by Date Range. You can set rates for a range up to 365 days in one update process.

   a. **Apply From.** Enter or select the start date for the pricing update.

   b. **Apply To.** Enter or select the end date for the pricing update

   c. **Room Types.** Select the room types to which the daily rate pricing are to apply.

   d. **Rate Level.** Select an Advanced Daily Base Rate from the list for each date.

   > **✎ Note:**
   >
   > Leaving the Rate Level field blank clears the rate for the selected room types and date range.

   e. **Days of Week**. Select the days of the week (Sunday, Monday, Tuesday, etc.) to which the daily rate are to be applied (within the defined date range).

10. Click **Apply Rate Changes**.

11. Set Daily Rates by Inline Edit (Table). Thirty-one dates are listed vertically per page.

    a. **Rate Level**. Select an Advanced Daily Base Rate from the list.

    b. **Clear Rates**. Select the check box to clear the rates for the room types displayed in search result.

12. Click **Apply Rate Changes.**

- Prerequisites for Advanced Daily Rates

Prerequisites for Advanced Daily Rates

OPERA Controls

Group: Rate Management

Functions: Daily Rates

- Advanced Daily Rates

OPERA Cloud Tasks

Main Task: Financial Admin

Parent Task: Rate Management

- Rate Codes
- New/Edit Rate Codes
- Delete Rate Codes
- New/Edit Pricing Schedules
- Delete Pricing Schedules
- Edit Rate Code Type

Advanced Dynamic Base Rates

Prerequisites for Advanced Dynamic Base Rates

Overview

The Advanced Dynamic Base Rate enables you to create a rate derived from another rate (a Base Rate) or derived from both a Base Rate and a BAR Based rate. This rate structure provides flexibility by enabling you to configure the rate as either a flat amount or a percentage. In addition, you can choose to apply the BAR rate amount to the Advanced Dynamic Rate calculation and you can optionally select a rounding method. Advanced Dynamic Base Rate also offers the ability to compare the rate configuration details with other Base Rate amounts.

Example 12-5   Example 1

- ADBR (Advanced Dynamic Base rate) = to be determined
- BASE1 (BASE rate) = $100.00

- BAR1 (BAR rate) = $80.00

Rate configuration for ADBR with only **Apply Bar** selected:

Table 12-10   Rate Code Setup

Base Amount	BAR Base Amount	Apply BAR	Compare with Rate Details
$10.00 (Flat)	10%	Yes	No

Table 12-11   Look To Book Rate Availability Result

Rate Code	Nights	Adults	Amount
ADBR	1	1	$88.00

The BAR (BAR1) rate amount (with 10% added) was returned for the ADBR rate amount.

Rate configuration for ADBR with both **Apply BAR** and **Compare with Rate Details** options selected:

Table 12-12   Rate Code Setup

Base Amount	BAR Base Amount	Apply BAR	Compare with Rate Details
$10.00 (Flat)	10%	Yes	Yes

Table 12-13   Look To Book Rate Availability Result

Rate Code	Nights	Adults	Amount
ADBR	1	1	$88.00

The lower of the two rate amounts (between the BASE1 and BAR1) was returned for the ADBR rate code.

Example 12-6   Example 2

- ADBR (Advanced Dynamic Base rate) = to be determined
- BASE1 (BASE rate) = $50.00
- BAR1 (BAR rate) = $80.00

Rate configuration for ADBR with both **Apply BAR** and **Compare with Rate Details** options selected:

Table 12-14   Rate Code Setup

Base Amount	BAR Base Amount	Apply BAR	Compare with Rate Details
$10.00 (Flat)	10%	Yes	Yes

Table 12-15   Look To Book Rate Availability Result

Rate Code	Nights	Adults	Amount
ADBR	1	1	$60.00

The BASE (BASE1) rate amount (with $10.00 added) was returned for the ADBR rate amount. This was the lower of the two rate amounts (between the BASE1 and BAR1).

Rate configuration for ADBR with only **Apply BAR** selected:

Table 12-16   Rate Code Setup

Base Amount	BAR Base Amount	Apply BAR	Compare with Rate Details
$10.00 (Flat)	10%	Yes	No

Table 12-17   Look To Book Rate Availability Result

Rate Code	Nights	Adults	Amount
ADBR	1	1	$88.00

The BAR (BAR1) rate amount with 10% added was returned for the ADBR rate amount.

- Prerequisites for Advanced Dynamic Base Rates

Prerequisites for Advanced Dynamic Base Rates

OPERA Controls

Group: Rate Management

- **Base Rates** —This function controls the availability of Base Rates functionality for a property.
- **Advanced Dynamic Base Rates**—Activates advanced dynamic base rates functionality so dependent rates can be configured where they are dynamically based on other rate codes by rate schedule.
- **Best Available Rates**—Shows the best available rate per room type in the Look To Book Availability display.
- **Dynamic Base Rates**—Activates dynamic base rate functionality to set up dependent rate codes dynamically (calculated while checking availability) based on the daily or regular rate code.

Best Available Rates (BAR)

Prerequisites for Best Available Rates (BAR)
Best Available Rates (BAR) are the best rates available per room type for a property. When Best Available Rates (BAR) are configured for a property, the best rates

available for the property appear on the Look To Book Sales screen's rate availability display based on the specified date range and BAR criteria searched.

Overview of BAR Types

Once you activate **Best Available Rates** for your property, the application setting **Best Available Rate Type** becomes available. This setting enables you to choose one of three types of BAR rates to determine how your property handles Best Available Rates (BAR). Only one of the following options can be selected for the BAR type:

- **Best Available Rates by Day** — You can configure up to 25 rate codes per day and room type for your property. This Best Available Rate returns four best available rate codes out of the 25 rate codes configured for the stay date, by room type, per availability search. If this setting is selected, you cannot activate the Dynamic Best Available Rates (DBAR) function for your property.

- **Best Available Rates by LOS** — The best available rate is determined based on the length of stay. This enables you to configure one rate code per length of stay per day. The rate search returns that rate code for the given search criteria, based on the arrival date and length of stay, and returns only one rate amount per room type as the best available rate. If this setting is selected, you cannot activate the Dynamic Best Available Rates (DBAR) function for your property.

- **Best BAR by Day** — Out of all best available rates, only the best rate code shows. You can configure BAR based rate codes to calculate the rate amount based on the best BAR rate code's amount. The availability search automatically groups all BAR rates by room type for the date and the lowest available rate for the selected room type shows. Each room type can have a different rate code. Selecting Best BAR by Day makes BAR Based functionality available on the Rate Code Configuration screen.

> **Note:**
>
> When a Best Available Rate type is selected, assuming an alternate type was previously configured, rates for the previous type are removed from rate availability viewing.

BAR Configuration Process

Once the Best Available Rates function is activated, you must select the BAR type to use at your property. This is done by selecting it in the Best Available Rate Type setting in OPERA Controls as explained above.

Next, you must select the actual rate codes to use for the BAR type. These rate codes are created through the Rate Code Configuration screen by selecting the **Administration** menu, selecting **Financial**, selecting **Rate Management**, and then selecting **Rate Codes**. From the Rate Code Configuration screen, you can select the **Best Available Rate** option under Rate Code Type.

> **✎ Note:**
>
> When selecting rate codes for use as a BAR type, all the selected rate codes must be configured with the same currency. A rate code with a different currency is not returned during rate availability queries.

Configuration Guidelines for Rate Codes used as BAR

You can use both new and existing rate codes for Best BAR (BBAR) rates, but you must follow these guidelines:

- A BBAR rate code cannot be based on itself.

- All BBAR rate codes should have the same currency for the system to consider them when returning available room types and their lowest rates.

- All BBAR-based rate codes (those calculated and reduced using the BAR base rate, such as negotiated rates) should have the same currency as the BBAR rate code.

- BBAR based rate codes and BBAR rate codes cannot be configured into Blocks because the block price is static and closing or opening rate codes based on hurdles is dynamic in the system.

- Prerequisites for Best Available Rates (BAR)

Prerequisites for Best Available Rates (BAR)

OPERA Controls

Group: Rate Management

- **Best Available Rates** — This function controls the availability of Best Available Rates (BAR) functionality for a property.

- **Best Available Rate Type** —

  (Available once you activate Best Available Rates) This setting determines how to handle Best Available Rates (BAR). Three options are available for this setting: Best Available Rates by Day, Best Available Rates by LOS, and Best BAR by Day.

Dynamic BAR Based Rates

Prerequisites: Dynamic BAR Based Rates
Dynamic BAR Based Rates are rate codes dependent on and derived from Dynamic Best Available Rates (DBAR). For example, you could configure a corporate, negotiated rate called ABC and base it on the DBAR rate code of DBAR2. When you perform a rate search for guests with the negotiated ABC rate attached to their profile, using the ABC rate code and Dynamic BAR as search filters, the ABC rate is automatically returned with the discounted amount for the DBAR2 rate code according to the negotiated rate agreement.

Rates for the Dynamic BAR Based rate are calculated dynamically and are not entered in the Rate Code Configuration. When the **Dynamic BAR Based** option is selected under the Rate Code Type in the Rate Code Configuration, OPERA Cloud compares

against the Best Available BAR for the stay dates checked during the rate availability search. An internal condition is used to compare rate details between the Dynamic BAR Based rate set and the calculated rate value. The lower of the two values is returned in the rate search results.

Example 12-7   Example

- If the Dynamic Best Available Rates (DBAR) rate set has a rate detail for 1 adult at $100 and the calculated value from the DBAR rate is $120, it returns $100.

- If the DBAR based rate set has a rate detail for 1 adult at $150, and the calculated value from the DBAR rate is $120, it returns $120.

General Guidelines

The following guidelines apply when using Dynamic BAR Based rates:

- DBAR rate codes serve as the base rates for Dynamic BAR Based rates.

- Negotiated rates can be added to rate codes that are BAR or BAR Based.

Process Overview

- DBAR rate codes must serve as the base rates and should already be configured for your property.

- Create a new rate code for your property derived from the DBAR rate code. Configure this new rate code from the **Administration** menu by selecting **Financial**, selecting **Rate Management**, and then selecting **Rate Codes**.

- Select the **Dynamic BAR Based** option under the Rate Code Type section on the Rate Code Configuration screen.

Dynamic Best Available Rates (DBAR)

Dynamic Best Available Rates (DBAR) enable you to manage and provide the lowest rates per day to customers at your property. When DBAR is configured, the lowest prices appear based on the availability for stay dates, room type, and length of stay. Additionally, reduced rates derived from these DBAR rate codes can also be configured for different customer types, such as corporate guests or guests belonging to a membership program. These reduced rates are calculated dynamically and appear when guests with these rate codes attached to their profiles inquire about availability.

During the DBAR configuration process, you create rate codes and assign rate levels to them. Levels are assigned for various lengths of stay (LOS). For example, a rate code might be available for an arrival date (Dec. 31) for one night. This could be assigned Level 1. A different rate level, of Level 2, could be assigned to another rate code for the same arrival date (Dec. 31) for a length of stay of two nights. Another rate level, designated as Level 4, could be assigned to another rate code for the arrival date of Dec. 31, but for a length of stay of four nights. When you search for an arrival date, room type, and length of stay at your property, the lowest rates appear in the search results, according to the established Rate Level with the rate code.

Rate codes can also be classified together and configured into groups. For example, you can configure groups for rate codes associated with the government, a corporation, or for rates calculated dynamically with DBAR functionality. Each rate code can be attached to only one group regardless of the property. Also, a Rate Level and Rate Group combination is unique, whereas no two Rate Codes can have the same Rate Group and Level defined.

Example 12-8   Example of DBAR Rate Codes and Dependent Rate Codes

Table 12-18   DBAR Rate Codes and Dependent Rate Codes (Dynamic BAR Based rate codes)

Beginning Date	Length of Stay	Room Type	Level	Group	DBAR Rate Code	DBAR Rate Amount	Dependent Rate Code (-10% based on DBAR)	Dependent Rate Code Amount (-10% based on DBAR amount)
1/19	1	A1B	1	DBAR	DBAR1	700.00	CORP_RATE	630.00
1/19	2	A1B	2	DBAR	DBAR2	800.00	CORP_RATE	720.00
1/19	3	A1B	3	DBAR	DBAR3	500.00	CORP_RATE	450.00
1/19	4	A1B	4	DBAR	DBAR4	300.00	CORP_RATE	270.00

• [Prerequisites: Dynamic BAR Based Rates](#)

Prerequisites: Dynamic BAR Based Rates

OPERA Controls

Group: Rate Management

• **Best Available Rates** — This function controls the availability of Best Available Rates (BAR) functionality for a property.

• **Best Available Rate Type** —

   (Available once you activate Best Available Rates) This setting determines how to handle Best Available Rates (BAR). Select the **Best BAR by Day** option when using Dynamic BAR Based rates.

• **Dynamic Best Available Rates** —

   This function must be Active for the Dynamic Best Available Rates (DBAR) feature to be available at your property and for the **DBAR** option to appear on the Rate Code Configuration screen.

Best BAR by Day

Prerequisites: Best BAR by Day

Overview

Best BAR by Day is a type of Best Available Rate (BAR) you can configure for your property. For the Best BAR by Day, you can set up to 25 rate codes per day and room

type for your property. During the rate availability search, OPERA returns four best available rate codes out of the 25 rate codes configured for the stay date and automatically groups all Best BAR rates by room type (displaying the lowest available rate for a room type).

A line in the availability grid shows the available room types and their lowest rates. In the Rate Availability screen, the Best BAR rate appears for each room type, based on the day of arrival. Each room type can have a different rate code.

With this rate type, you can also configure rate codes based on the Best BAR Rate Code's amount, such as for negotiated rates.

Best BAR by Day works well with Yield Management systems as it opens and closes rate codes dynamically, based on price, without the need to manually open or close BAR rate codes.

- Prerequisites: Best BAR by Day

Prerequisites: Best BAR by Day

OPERA Controls

Group: Rate Management

- **Best Available Rates** — This function controls the availability of Best Available Rates (BAR) functionality for a property.

- **Best Available Rate Type Setting** —

  (Available once you activate Best Available Rates) This setting determines how to handle Best Available Rates (BAR). Select **Best Available Rates by Day** for this setting.

BAR Based Rates

Best Available Rates (BAR) are the best rates available per room type for a property. You can create a rate code that is a BAR type and use it as a base code on which to base other rate codes. These dependent rate codes derived from the BAR rate code are called BAR Based rates.

Prerequisites: BAR Based Rates

General Guidelines

The following guidelines apply when using BAR Based rates:

- A rate code marked as BAR Based must be of the same currency as the rate codes marked as BAR.

- Negotiated rates can be added to rate codes that are BAR or BAR Based.

- A rate code marked as BAR Based cannot also be marked as a BAR rate code.

- A rate code cannot be selected as a BAR Based rate and at the same time be selected as a Dynamic Base Rate's rate code.

- A rate code cannot be selected as a BAR Based rate and at the same time be selected as a Advanced Dynamic Base Rate's rate code.

- If the **Show Add Separate Line Pkgs to Rates on Rate Query** application parameter in the Rate Management group is **On**, OPERA Cloud ignores packages configured as Add Rate Separate Line when calculating BAR Based rate codes. For example, BAR3 is configured for 100. BAR3 has Add Rate Separate Line packages totaling 65. WEBDEAL is configured as -10% of BAR with its own Add Rate Separate Line packages totaling 50. When running an availability check through the Look to Book screen, WEBDEAL is 140 (calculated as 100 - 10% +50). The 65 Add Rate Separate Line package on BAR3 is ignored.

- When you book reservations using the Best BAR or a dependent rate (derived from the Best BAR), OPERA Cloud records the BAR rate code and the amount of the first night for tracking purposes.

Process Overview

BAR rate codes serve as the base rates for your BAR Based rates and should already be configured with the **BAR** option selected under the Rate Code Type on the Rate Code Configuration screen.

Once you have BAR rate codes configured, create a new rate code for your property derived from the Best BAR rate code. Configure this new rate code from the **Administration** menu by selecting **Financial**, selecting **Rate Management**, and then selecting **Rate Codes**. When setting up the rate code, you must verify the **Best Available Rate** option is not selected under the Rate Code Type. Instead, select the **BAR Based** option, which is available when the **Best Available Rate Type** setting is **Best BAR By Day**. With this setting, OPERA Cloud determines the Best BAR rate code and amount based on the stay dates selected.

Under Rate Code Type, enter the amount you want added or deducted from any BAR Based rate in the **Amount** field.

For example, when a profile has a corporate rate associated with it and you want to deduct 25.00 off the lowest, Best BAR price, you would enter -25. Select if this is based on a **Flat** rate or a **Percentage**. To apply rounding, select the method in the **Rounding** field. During the rate availability search, the system checks for the Best BAR rate code for the room type and stay dates. It then calculates and shows the price of that rate code, based on the search criteria you entered. For example, assume the Best BAR price for the arrival date and the room type is 125.00. With the corporate rate now configured as BAR Based, the system automatically deducts 25.00 from the Best BAR price for that guest profile and calculates the price for the room at 100.00.

- Prerequisites: BAR Based Rates

Prerequisites: BAR Based Rates

OPERA Controls

Group: Rate Management

- **Best Available Rates** — This function controls the availability of Best Available Rates (BAR) functionality for a property.

- **Best Available Rate Type** —

  (Available once you activate Best Available Rates) This setting determines how to handle Best Available Rates (BAR). Select the **Best BAR by Day** option when using BAR Based rates.

BAR Applied to Rate Detail

Overview

You can configure an Advanced Dynamic Base Rate with its calculated rate detail amount (for the date, room type, and number of persons) derived from the comparable Best Available Rate (BAR). For example, you could set up its rate detail to be 10% off the BAR for a specific date, room type, and number of persons.

When the **BAR Applied to Rate Detail** parameter is active, the **Apply BAR** check box becomes available on the Rate Code Type panel in the Rate Code Configuration. To indicate the rate details for the Advanced Dynamic Base Rate are BAR based, you must select **Apply BAR**.

As with standard Advanced Dynamic Base Rates, the Base Rate is the rate code on which the rate details for the current rate code are derived. Rounding also behaves the same as with standard Advanced Dynamic Base Rates. However, when **Compare with Rate Details** is selected on the Rate Code Type panel, the rate amount calculated on the rate detail (using the Advanced Dynamic Base Rate's base rate code) is compared to the amount calculated using the BAR rate (for the same date, number of persons, and room type). The Look to Book search returns the lower of the two rates.

For scenarios on how the BAR Applied to Rate Detail feature is used, consider the following examples:

Example 12-9   Example 1

For this example, assume the following rate code setup:

- BFST (BAR) is configured for 12/01, room type DLX, 2 persons, amount = 175.00

- ADVDYNAMIC (Advanced Dynamic Base Rate) is configured with a CORP base rate for 12/01, all room types, 2 persons, the CORP base rate = 150.00

- **Compare with Rate Detail** is selected for ADVDYNAMIC

On the ADVDYNAMIC rate detail, a -10 **Base Amount** is coupled with a **Flat Base Type** for 12/01 to 12/31. **Apply BAR** is selected.

The reservation agent performs an availability check on ADVDYNAMIC for 12/01, 2 persons, and DLX room type through the Look to Book screen. The rate amount returned is 140.00 because the BFST (BAR) rate -10 = 165.00, which is greater than the Advanced Dynamic Base Rate 's CORP base rate -10 (150.00 -10 = 140.00).

Example 12-10   Example 2

For this example, assume the following rate code setup:

- BFST (BAR) is configured for 12/01, room type DLX, 2 persons, amount = 175.00

- ADVDYNAMIC (Advanced Dynamic Base Rate) is configured with CORP base rate for 12/01, all room types, 2 persons, the CORP base rate = 150.00

- **Compare with Rate Detail** is NOT selected for ADVDYNAMIC

On the ADVDYNAMIC rate detail, a -10 **Base Amount** is coupled with a **Flat Base Type** for 12/01 - 12/31. **Apply BAR** is selected.

The reservation agent performs an availability check on ADVDYNAMIC for 12/01, 2 persons, and DLX room type through the Look to Book screen. The rate amount returned is 165.00 because the BFST (BAR) rate -10 = 165.00 and a comparison with a calculation using the Advanced Dynamic Base Rate 's CORP base rate was not made.

Example 12-11   Example 3

When the **BAR Applied to Rate Detail** application parameter is active, the **BAR Details Display Option** application parameter becomes available in the Rate Management group. When this parameter is active and **Apply BAR** is selected, the **BAR Base Amount**, **BAR Base Type**, and **Rounding** fields appear on the Rate Code Type panel.

When you populate these fields, their details only apply to the Start/End Date range that is specified.

For this example, assume the following rate code setup:

- GPLAIN (BAR) is configured for 12/01, room type DLX, 1 person, amount = $100.00

- GBAR (BAR) is configured for room type DLX and the amount = 90.00

- GBARADV (Advanced Dynamic Base Rate) is configured with the GPLAIN rate code

On the GBARADV rate detail, +10 **Base Amount** with **Flat Base Type**, **Apply BAR** selected, and +5 **BAR Base Amount** with **Flat BAR Base Type**.

The reservation agent performs an availability check on GBARADV for 12/01, 1 person, and DLX room type through the Look to Book screen. The rate amount returned is 95.00 because the Advanced Base Rate of 110.00 (100.00+10) is higher than the Best Available Rate 95.00 (90.00+5).

- [Prerequisites for BAR Applied to Rate Detail](#)

Prerequisites for BAR Applied to Rate Detail

OPERA Controls

Group: Rate Management

- **BAR Applied to Rate Detail** —This parameter activates the BAR Applied to Rate Detail feature and becomes available when the below OPERA Controls are activated.

- **Best Available Rates** — This function controls the availability of Best Available Rates (BAR) functionality for a property.

- **Advanced Dynamic Base Rates**—Activates advanced dynamic base rates functionality so dependent rates can be configured where they are dynamically based on other rate codes by rate schedule.

- **Best Available Rate Type** — (Available once you activate Best Available Rates) This setting determines how to handle Best Available Rates (BAR). Select the **Best BAR by Day** option when using BAR applied to rate detail functionality.

Rate Codes Overview

Rate codes form the core of OPERA's yield management and reservation processes. Rate codes are used to define the various prices for each room type over a particular date range or rate season. It is possible to identify multiple rate amounts for a single rate code and a separate price per person over a seven-day period (mid-week and weekend).

Searching Rate Codes

To search for an existing Rate Code:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

2. Under Search criteria, click to search for the Property. You can select multiple properties.

   a. If you select a Property on the Select Location screen, the selected property reflects in the Property field by default. It remains until you again change it.

   b. If you select a Hub instead of individual property, the property does not appear by default in the Properties and you can click to search and select the property from the list of properties.

3. Select an existing **Rate Code**.

4. Select a **Rate Category**.

   > **Important:**
   >
   > It is mandatory to configure Rate Category before configuring a Rate Code.

5. Enter **Sell Date**.

6. Select **Display Set**.

7. Select **Company** and then click **Search**. Use the **I Want To...** option to modify or update Configure Export Mapping.

Fields	Description
Property	Property to which the rate code applies. You can enter or search for the Property. You can select multiple Properties. They appear as comma separated items.
Rate Code	Enter or search for the rate code. You can select multiple Rate Codes. They appear as comma separated items.
Display Set	Enter or search for a Display Set. You can select only one Display Set at a time. For More information about Display Sets, see << Cross reference to Display Set topic>>
Rate Category	Enter or Select a Rate Category. You can select multiple Rate Categories. They appear as comma separated items. For More information about Rate Category.
Company	Enter or Search for the Company for which the Rate Code applies.

Fields	Description
Description	Enter a partial or complete rate description to filter the rate codes displayed in the search results table by rate description.
Start Sell Date	First day that the rate code is available for sale from the rate availability selling screens.
End Sell Date	Last day the rate code can be used from a rate availability selling screen.
Seq	Number assigned to the rate code to signify the order they are to be displayed in.

Creating a New Rate Code

There are some prerequisites for creating a new rate code. Unless you configure these prerequisites, rate codes cannot be configured. The prerequisites for creating a Rate Code are:

- Market Codes
- Source Codes
- Rate Categories
- Transaction Codes
- Room Types

To create a new Rate Code:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

2. On the **Rate Codes** screen, on the vertical ellipsis click **New**.

3. On the **Rate Code Definition** screen, enter the required information into the fields. The fields with ***** are required.

4. After you add a description, click **Manage Translations** link, Manage Translations window opens.

   a. Select **Language** for which the translation is required.

   b. Add the text that needs to be translated in the Translation field.

5. In the **Financial Details** section, enter the required information into the fields. Select an applicable check box to further classify the Rate Codes.

6. In the Rate Code Type section, select **Rate Code Type** that is to be configured.

Rate Codes	Description
Standard Rate	Allows configuration of rate amounts by date range. For example, $120 per night rate for STD room from 01-Mar-2017 to 25-Apr-2018.
Daily Rates	Allows configuration of rate amounts by day. It allows the user to define rates for each day by room types.
Tiered Rates	Allows configuration of rate amounts by Length of Stay. For example, stay for 1 to 3 nights is $150 per night and 4 to 7 days is $120 per night. For more information, see << Tiered Rates >>.

Rate Codes	Description
Base Rate	Allows configuration of rate amounts based on another rate code. For example, Properties can consider their RACK Rate as Base Rate and configure base rates based on the Rack Rate amount (such as 10% less on the rack rate). This rate structure provides greater flexibility on the rate details level by allowing you to configure the rate as either a flat amount or a percentage.
Dynamic Base Rate	Dynamic Base Rates functionality automatically calculates and displays dependent rate and their amounts during the availability search.
Advanced Dynamic Base Rate	The Advanced Dynamic Base Rate allows you to create a rate based on another rate (a base rate) or based on both a base rate and a BAR Based rate. This rate structure provides greater flexibility on the rate details level by allowing you to configure the rate as either a flat amount or a percentage. It offers the ability to compare Rate Details with other Base Rate amounts.
Best Available Rate (BAR)	Allows configuration of rate codes that are selected for Best Available Rate comparison. There are 3 types of BAR rates that can be set up in OPERA: • Best Available Rates by Day • Best Available Rates by LOS • Best BAR by Day

7. In the Rate Code Overview section, you can edit the **Rate Code Details**, **Profile Details**. From the **View** drop-down list, select your view or click **Customize View** to customize the view.

8. Click **I Want To...** to modify or update Manage Sell Messages, Deposit Rule Schedules, Cancel Penalty Schedules, and Publish Rates.

9. In the Rate Code Definition section, you can view the configured rate code definitions. Click the vertical ellipses to edit the Rate Code Definition.

10. In the Rate Code Packages section, select and attach the Rate Code Packages. Click the vertical ellipses and then click **New** to create new Package Codes and Package Groups.

11. In the Rate Controls and Distribution section, enter the required information in the fields. The fields in this section are not mandatory.

    Select the **Upload to Oracle Distribution** option to have the rate uploaded to Oracle distribution.

12. In the Rate Information section displays the Rate Information. Click the vertical ellipses to edit the Rate Information.

13. In the Pricing Schedules section, search for an existing schedule or click the vertical ellipses to create a new Pricing Schedule.

14. In the Manage Restrictions section, select the date when the restriction is to be applied.

15. You can use the Property Calendar to manage events or special periods that can affect rates.

16. Click **Save** to save the configuration or click **Save and Go to Presentation**.

Managing Rate Code Approval

Prerequisites for Managing Rate Code Approval

Rate Code Approval is a workflow for the review, approval and "publication" of rate codes.

Users are able to create and edit rate codes (with packages, pricing schedules, restrictions, channel, etc.) and another user, with rate code approval authority, must review the new / changed rate code configuration and either approve or reject the changes.

The result is that rate codes in UNAPPROVED, CHANGED UNAPPROVED or REJECTED status are not displayed or available for sale in OPERA Cloud (directly or via Availability requests to OPERA Cloud).

Business Events are only triggered for rate codes when changed to APPROVED status or updated once in APPROVED status.

A user with the Rate Code Approval task assigned to their roles is able to configure rate codes immediately in APPROVED status.

A user without the Rate Code Approval task assigned to their roles can:

- Create rate codes in **New Unapproved** status.
- Edit **Unapproved** or **Rejected** rate codes.
- Edit **Approved** rate codes - status will update to **Changed Unapproved**.
- Create, edit or delete approval notes; this can be a free form notes to act as a communication method between rate creators and users with authority to approve the rate.
- Submit changes on **Rejected** rate codes for approval.

Approving Rate Codes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. **Property**: Enter or select the Property.
3. **Approval Status**. Select a approval status from the list (New Unapproved, Changed Unapproved).
4. Enter other criteria.
5. Click **Search**.
6. Select the rate code, click **Vertical Ellipse** and select **Edit**.
7. Click **I Want to...** and select **Approve Rate Code**.
8. To add Approval notes, see **Managing Approval Notes** below.

Rejecting Rate Codes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. **Property**: Enter or select the Property.
3. **Approval Status**. Select a approval status from the list (New Unapproved, Changed Unapproved).
4. Enter other criteria.
5. Click **Search**.

6. Select the rate code, click **Vertical Ellipse** and select **Edit**.

7. Click **I Want to...** and select **Reject Rate Code**.

8. To add Approval notes, see **Managing Approval Notes** below.

Updating Rejected Rate Codes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

2. **Property**: Enter or select the Property.

3. **Approval Status**. Select a approval status from the list (New Unapproved, Changed Unapproved).

4. Enter other criteria.

5. Click **Search**.

6. Select the rate code, click **Vertical Ellipse** and select **Edit**.

7. Update the configuration of the rate code

8. To add Approval notes, see **Managing Approval Notes** below.

9. Click **Save**.

Managing Approval Notes

Adding Approval Notes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

2. **Property**: Enter or select the Property.

3. **Approval Status**. Select a approval status from the list (New Unapproved, Changed Unapproved).

4. Enter other criteria.

5. Click **Search**.

6. Select the rate code, click **Vertical Ellipse** and select **Edit**.

7. Click **Approval Notes**.

8. Click **New** and enter approval notes.

9. Click **Save** or Click **Save and Continue** to add another note.

Editing Approval Notes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

2. **Property**: Enter or select the Property.

3. **Approval Status**. Select a approval status from the list (New Unapproved, Changed Unapproved).

4. Enter other criteria.

5. Click **Search**.

6. Select the rate code, click **Vertical Ellipse** and select **Edit**.

7. Click **Approval Notes**.

8. Select the approval note, click **Vertical Ellipse** and select **Edit**.

9. Update notes.

10. Click **Save**.

Deleting Approval Notes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

2. **Property**: Enter or select the Property.

3. **Approval Status**. Select a approval status from the list (New Unapproved, Changed Unapproved).

4. Enter other criteria.

5. Click **Search**.

6. Select the rate code, click **Vertical Ellipse**and select **Delete**.

7. Click **Delete** to confirm.

• Prerequisites for Managing Rate Code Approval

Prerequisites for Managing Rate Code Approval

OPERA Controls

Group: Rate Management

Function: Rate Code Approval

OPERA Cloud Tasks

Rate Management

• Rate Codes

    – Approve Rate Codes

Setting a Minimum Rate Floor

With the Rate Management > Rate Floor parameter set to Active, the Rate Floor field on the Rate Code Configuration screen lets you set a minimum rate amount for the rate code. If you attempt to set a rate amount for an inventory room type that is lower than the rate floor limit, a message warns that Rate Detail cannot be saved.

• Rate floor evaluation is based on the Rate Floor Level of Control setting.

• Rate Level enables rate floor configuration at the rate code level.

• Room Type Level enables rate floor configuration at the room type level.

When initially setting the rate floor amount, or later changing the rate floor amount, you cannot specify a rate floor amount that is higher than a rate amount already set for a rate detail belonging to the rate code. Note: When configuring the rate detail for a pseudo room type only, you can set a rate lower than the rate floor for the associated rate code.

1. From the Administration menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

2. If planning to edit an existing rate code, use the search function and select a rate code for editing. From search results, locate a rate code, click the row level **vertical ellipsis**, and select **Edit**.

3. To create a new rate code, click **New**.

4. On the Rate Code Configuration screen, scroll to the Rate Controls & Distribution panel and click **Edit**.

5. Enter a **Rate Floor** amount.

6. Click **Save**.

Creating Rate Restrictions (for Rate Codes)

Prerequisites

OPERA Controls Group: Inventory Management

Parameter: Restrictions

Settings: Rate Category Restrictions

Settings: Rate Code Restrictions

Rate Restrictions enable properties to restrict rates based on start and end dates, days of the week, configured restriction types, house availability based on expected or current demand levels, room classes, or room types.

1. From the Administration menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

2. Enter or confirm the **Property** name.

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

4. From search results, select the rate code record, click the row level **vertical ellipsis**, and select **Edit**.

5. On the Rate Code Configuration screen in the Rate Code Overview section, click the **Restrictions Details** link.

6. On the Restrictions panel, click **New** and enter or select the following:

7. **Start Date**. The restriction start date. This date cannot be greater than five years from the current business date.

8. **End Date**. The restriction end date. This date cannot be greater than five years from the current business date.

9. **Days of the Week**. All check boxes are pre-selected by default. Click the check box to remove the check mark for the days you do not want the restriction to be applied. For example, if a date range is for the entire month, but you do not want it to apply on Saturdays and Sundays, remove the check marks from the Saturday and Sunday check boxes.

10. **Restriction Type**. Select a restriction type to apply. The restriction types available at your property depend by the Inventory Management > Restriction Types application setting in OPERA Controls..

a. **Open**. By default, all rate categories/rate codes and room classes/room types are open. You would only set an Open restriction to reverse or remove an existing Closed restriction. For example, a property has closed the Discount Rate Category for July 4–6. Occupancy levels have dropped and now the property would like the Discount Rate Category to be available for sale. The property would set an Open restriction on Rate Category Discount to lift the closed restriction.

b. **Closed**. Rate categories/rate codes or room classes/room types are unavailable for a certain date or range of dates and will not be offered at the time of reservation. You can book closed rates or rooms only if you have special rights to override the rate availability restriction.

c. **Open for Arrival**. Allows you to make a reservation for arrivals on the days defined for this rate category/rate code and room class/room type. By default, all rates and rooms are open for arrival. Use the Open for Arrival restriction to reverse or remove a Closed for Arrival restriction.

d. **Closed for Arrival**. Prevents making a reservation for arrival on the selected date.

e. **Open for Departure**. Enables making reservations for departure dates falling in this date range. By default, all rates and room are open for departure. Use the Open for Departure restriction to reverse or remove a Closed for Departure restriction.

f. **Closed for Departure**. Prevents making reservations having a departure date falling on this date or in this date range.

g. **Maximum Stay Through**. If any part of a new reservation touches the Maximum Stay Through restriction dates, it cannot exceed the maximum number of days on the stay restriction in order to be booked. For example, if a Maximum Stay Through restriction is set up on Saturday for 2 nights, a guest trying to book a reservation for Monday through Saturday would not be able to book a reservation, as it exceeds the maximum number of days on the Maximum Stay Through restriction. If a guest wants to stay Friday and Saturday only, the guest would be able to book the reservation. A guest trying to book a reservation for Saturday and Sunday would also be able to make a reservation.

h. **Minimum Stay Through**. If any part of a new reservation touches the Minimum Stay Through restriction dates, it cannot include less than the minimum number of days on the stay restriction in order to be booked. For example, if a Minimum Stay Through restriction is set up on Saturday for three nights, a guest trying to book a reservation for Friday through Saturday would not be able to book a reservation, as it includes fewer than the minimum number of days on the Minimum Stay Through restriction. If a guest wanted to stay Friday, Saturday, and Sunday, the guest would be able to book the reservation.

i. **Minimum Length of Stay**. New reservations arriving on the date where a Minimum Length of Stay restriction is in place must meet the minimum number of days on the Minimum Length of Stay restriction in order to be booked. For example, if you have a Minimum Length of Stay restriction on Saturday for three nights, a guest trying to book a new reservation for Saturday only, would not be able to book a reservation, as it does not satisfy the minimum length of stay restriction of three nights. If the new reservation were arriving on Saturday for three nights, then the reservation could be booked. A guest trying to book a reservation for Friday and Saturday would also be able to book the

reservation, as it does not arrive on Saturday and is not subject to the Minimum Length of Stay restriction.

j. **Maximum Length of Stay**. New reservations arriving on the date where a Maximum Length of Stay restriction is in place cannot exceed the maximum number of days on the Maximum Length of Stay restriction in order to be booked. For example, if you have a Maximum Length of Stay restriction on Saturday for four nights, a guest trying to book a new reservation for Saturday through Friday, would not be able to book a reservation, as it exceeds the maximum number of days on the maximum length of stay restriction. If the new reservation were arriving on Saturday for three nights, then the reservation would be able to be booked. A guest trying to book a reservation for Sunday through Friday would also be able to book the reservation, as it does not arrive on Saturday and is not subject to the Maximum Length of Stay restriction.

k. **Minimum Advance Booking**. New reservations are subject to a minimum number of days booking window and cannot be booked to arrive on the date where a Minimum Advance Booking restriction is in place after the number of days before the arrival date falls below the number of days on the Minimum Advance Booking restriction. You must book for this arrival date 10 days in advance and no less. For example, if you have a Minimum Advance Booking restriction set on Saturday for three nights, a guest trying to book a new reservation for arrival Saturday on Friday would not be able to book the reservation (the booking does not satisfy the three days Minimum Advance Booking restriction). A guest trying to book a reservation arriving Saturday on Tuesday would be able to book the reservation.

l. **Maximum Advance Booking**. New reservations are subject to a maximum number of days booking window and cannot be booked to arrive on the date where a Maximum Advance Booking restriction is in place until the number of days before the arrival date falls below the number of days on the Maximum Advance Booking restriction. You must book for this arrival date no more than 120 days in advance. For example, if you have a Maximum Advance Booking restriction set on Friday for four nights, a guest trying to book a new reservation for arrival Friday on Sunday would not be able to book the reservation, as the number of advance booking days exceeds the maximum number of advance days of four days on the Maximum Advance Booking restriction. A guest trying to book a reservation arriving Saturday on Friday would be able to the reservation.

m. **Length of Stay Not Available**. This option is often used instead of Minimum Length of Stay when various lengths of stay are open or closed for arrivals on the currently selected date. Select the check box(es) to indicate the number of nights not allowed for reservations. For example, if you select the check boxes for nights 1, 2, and 3, then the minimum length of stay is four nights.

11. Select the inventory level for the rate restriction.

a. **House** . Select this option to indicate that the restriction being entered applies at the house (all room types) level.

b. **Room Class**. Select the room classes to which this restriction applies. Available when the General>Room Class application function is set to Y.

c. **Room Type**. Select the room types to which this restriction applies.

12. Select **Save** to save and close.

13. Select **Save and Continue** to save and create additional rate restrictions.

Configuring Multi Transaction Code Rate Codes

With the Rates > Revenue Posting by Room Type/Room Class parameter set to Active, the Multi Transaction Code Rate Codes feature enables linking multiple room revenue transaction codes to a single rate code by associating the transaction codes to either room types or room classes. The functionality might be useful, for example, in situations where a property is divided into business units, and the lodging revenue for each unit needs to be tracked separately.

> **Note:**
>
> You can use either room classes or room types to associate transaction codes to a specific rate code, but not both simultaneously. Room Classes are available when the Rate Management>Revenue Posting by Room Type/ Room Class application function is set to Active. Lodging revenue generated on one reservation and routed to another room is posted to the transaction code linked to the room type or room class of the originating reservation and not that of the receiving reservation.

To set up Multi Transaction Code Rate Codes, create a rate code (or search and update), and associate either Room Types or Room Class transaction codes with it.

1. From the Administration menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

2. If planning to edit an existing rate code, use the search function and select a rate code for editing. From search results, locate a rate code, click the row level **vertical ellipsis**, and select **Edit**.

3. Click **New** to create a new rate code.

4. Enter the **Property** name.

5. In the Financials panel, click **Edit** and then select either **Room Type** or **Room Class**.

6. In the Transaction Codes By Room Type / Room Class dialogue:

    a. Select either **Room Type** or **Room Class**.

    b. Search and select an accommodation charge **transaction code** and click **Select**.

    c. Click **OK**.

    d. Repeat the transaction code selection for each room type.

7. Click **OK** to exit the Transaction Codes By Room Type / Room Class dialogue. You can click **Edit Details** to change your Room Types or Room Class transaction code selections.

8. Continue completing the remaining fields and selections for creating rate codes.

9. Click **Save** if done or click **Save and Go To Presentation**.

Rate Code Presentation

The Rate Code Configuration screen displays details specific to the Rate Code. The following information is available:

- Rate Code Overview
- Rate Code Definition
- Rate Code Packages
- Rate Controls and Distribution
- Rate Information
- Pricing Schedules
- Restrictions
- Rate Code Types
- Negotiated Profiles
- Financial and Routing

Configuring Daily Rates

Prerequisites for Configuring Daily Rates.

Daily rates allow you to change the price schedule for each room type on a daily basis. This allows you to work with rates on a more detailed level by raising or lowering rate schedules for future dates as needed. You can manage rates according to your daily needs whether or not a yield management system is integrated with OPERA Cloud. You can designate up to 20 rate codes as daily rates. Daily rates can coexist with other traditional date-range based rate codes.

You can use Daily Rates with another feature that provides dynamic calculations of daily rates called, Daily Rates with Dynamic Base Rates. Through a different setup and configuration, OPERA Cloud makes the pricing schedule calculation and applies the lowest daily rate for the guest's stay based on availability. See Dynamic Base Rates for more information.

Adding Daily Rate

Create daily rate codes by using the Creating a New Rate Code presentation page.

- To identify the rate code as 'Daily Rate,' select the Daily Rates check box on the Rate Code Type panel.
- Select the Pricing Schedule panel. Refer to: Managing Daily Rates.
- Prerequisites for Configuring Daily Rates
- Managing Daily Rates

Prerequisites for Configuring Daily Rates

OPERA Controls

Group: Rate Management

Functions: Daily Rates

OPERA Cloud Tasks

Main Task: Financial Admin

Parent Task: Rate Management

- Rate Codes
- New/Edit Rate Codes
- Delete Rate Codes
- New/Edit Pricing Schedules
- Delete Pricing Schedules
- Edit Rate Code Type

Managing Daily Rates

Use Pricing Schedules to manage daily rates for each room type on a daily basis. Daily rates are identified by the Rate Category of Daily.

1. From the OPERA Cloud Administration menu, select **Financial,** select **Rate Management,** and then select **Rate Codes**.

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

3. Select the Rate Category **Daily** and click **Search**.

4. From search results, select the **rate code,** click the **vertical ellipsis**, and select **Edit.**

5. In the Rate Code Configuration screen, click the **Pricing Schedules** link and navigate to the Pricing Schedule panel. The Pricing Schedule panel displays 1 Adult and 2 Adults by default.

6. Click **View Options** to add an Extra Adult or an Extra Child and click **Apply**.

Setting Daily Rates by Date Range

The Set Daily Rates for a Date Range dialog enables you to apply mass updates to rate amounts based on the room type, room class, days of the week, and date range entered.

1. From the Pricing Schedules panel, click **Set Rate Range**.

2. Enter the following details to set the pricing schedule for the room class / room type and date range required.

   a. **Room Class** (Available when the Room Class function is enabled). Select the room class(es) to which the daily rate pricing is to apply.

b. **Room Type**. Select the room types to which the daily rate pricing are to apply. All room types selected in the Rate Code Type panel, including pseudo rooms, are available.

> **✎ Note:**
>
> Pseudo room types are included in the event the Daily Rate Code is sold in a business block. Rate details are available for PM room type reservation(s) created for the block.

c. **Start Date**. Enter or select the start date for the pricing update.

d. **End Date**. Enter or select the end date for the pricing update.

e. **Create/Replace**. Select to create or replace (overwrite) the existing pricing schedule with the new rate amounts.

f. **Add/Subtract**. Select to incrementally update the existing pricing schedule.

g. **Select days of the week.** Select the days of the week to include within the date range you set. Deselect check boxes to exclude days within the date range.

h. **1 Adult**. Enter the 1-person occupancy rate amount you want to apply for the date range.

i. **2 Adults**. Enter the 2- person occupancy rate amount you want to apply for the date range.

j. **Extra Adult**. Specify an extra adult charge to add to the rate for reservations with more than two adults. This extra charge is applied during the booking.

k. **Extra Child**. Specify an extra child charge to add to the rate for reservations that have a child accompanied by an adult. This extra charge is applied to the rate during the booking.

3. Click **Set Daily Rates**.

Setting Daily Rates by Inline Edit

The Daily Rate calendar displays all room types and their rate amounts from the Start date you searched. You can update individual rate amounts for a specific date, room type, adult and extra adult, or child directly in the calendar.

1. From the Pricing Schedules panel, click **Edit.** The rate amount fields for 1 Adult, 2 Adult, Extra Adult, and Extra Child are enabled for editing.

2. Enter or update **amounts** as required.

3. Click the calendar **arrows** to advance or revert the dates by seven days.

4. Click **Save Changes.**

Configuring Rate Code Pricing Schedules

Pricing Schedules define the price for one or more room types for a specified season or date range. You can also select one or more package items for a pricing schedule if it is required for offering a special entitlement for specific room types / date ranges only. For example - you may wish to include Champagne in the rate only for the

Executive Suite - the package item is therefore added at the pricing schedule level and not for the entire rate code (all room types).

Adding Rate Code Pricing Schedule

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

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

3. In the search results, select a rate code and click the **Vertical Ellipse**, click **Edit**.

4. On the **Rate Code** presentation screen, click **Pricing Schedules**.

5. On the **Pricing Schedules** panel, click **Search** to view the existing **Pricing Schedules**.

6. Click **New** to enter new pricing schedule enter the following details as mentioned in the **Table - Manage Pricing Schedule Fields and Description**.

7. If applicable, in the **Packages** panel click **Add** to search for an existing **Package Code** to add to this specific pricing schedule. Select one or more package code from the list and click **Attach** to add the package items to the price schedule.

> **Note:**
>
> If package elements have already been added to the rate code header and the same package element is added to the rate code pricing schedule, the room rate would then adjust for the two package elements (same item sold twice on the rate). The packages visible in the list are those packages with a start and end date that encompass the dates for the pricing schedule being created.

Editing Rate Code Pricing Schedule

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

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

.

3. In the search results, select a rate code and click the **Vertical Ellipse**, click **Edit**.

4. On the **Rate Code** presentation screen, click **Pricing Schedules**.

5. On the **Pricing Schedules** panel, click **Search** to view the existing **Pricing Schedules**.

6. Select the schedule to update and click **Vertical Ellipse**, click **Edit**.

7. Update pricing schedule per the **Table** below.

8. Click **Save**.

Deleting Rate Code Pricing Schedule

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

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

3. In the search results, select a rate code and click the **Vertical Ellipse**, click **Edit**.

4. On the **Rate Code** presentation screen, click **Pricing Schedules**.

5. On the **Pricing Schedules** panel, click **Search** to view the existing **Pricing Schedules**.

6. Select the schedule to delete and click **Vertical Ellipse**, click **Delete**.

Copying a Rate Code Pricing Schedule

•   From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

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

•   In the search results, select a rate code and click the **Vertical Ellipse**, click **Edit**.

•   On the **Rate Code** presentation screen, click **Pricing Schedules**.

•   On the **Pricing Schedules** panel, click **Search** to view the existing **Pricing Schedules**.

•   Select the schedule to copy and click **Vertical Ellipse**, click **Copy**.

•   Update new schedule per the **Table** below.

•   Click **Save**.

Splitting Rate Code Pricing Schedule

Use this option to split a date range from the highlighted pricing schedule date range and then specify separate pricing schedule for the new date range. The **Start Date** of the new pricing schedule must be on or after the start date of the selected pricing schedule and the **End Date** of the new pricing schedule must be on or before the end date of the selected pricing schedule.

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

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

3. In the search results, select a rate code and click the **Vertical Ellipse**, click **Edit**.

4. On the **Rate Code** presentation screen, click **Pricing Schedules**.

5. On the **Pricing Schedules** panel, click **Search** to view the existing **Pricing Schedules**.

6. Select the schedule to split and click **Vertical Ellipse**, click **Split**.

7. Enter **Start Date**, **End Date** and pricing as required per the **Table** below.

8. Click **Save**.

Table 12-19   Manage Pricing Schedule Fields and Description

Field	Description	
Dates	Season Code	Season codes are used to define a starting date and ending date for the highlighted pricing schedule. The pricing schedule can only be sold if the arrival and departure dates of a guest's reservation fall within that time frame. If a season is entered, the Start and End Date fields automatically fill with the defined season's begin and end date. If the Season field is not used in a new pricing schedule, you have the ability to change both the start and end dates.
	Start Date	Required field. The begin date that the pricing schedule is available. You can change dates for the pricing schedules, provided they do not overlap with another pricing schedule set with any of the same room types. If previously selecting a season code, the Start Date is already populated for you.
	End Date	Required field. The ending date that the highlighted pricing schedule is no longer available. If a season code has been entered, the End Date field is already populated for you.
	Days of the Week check boxes	Days of the week for which the specified pricing schedule may be sold. Mark the applicable days for each pricing schedule for the dates defined. The check boxes automatically default with each day marked for convenience.
Amounts	The Amounts section is for defining the rate amounts for room types based on the number of adults and/or children occupying the room.	
Adults	1 Adult - 5 Adults. Flat or added rate amounts for 1- 5 adults for the highlighted pricing schedule. You can add to the pricing schedule amounts, change, or delete the pricing schedule amounts at any time.	
Children in Own Room in cases	OPERA supports rates for children who are staying in a room with an adult or who are staying in a room alone without an adult. In cases where children are staying in a room with an adult, the Extra Child rate is used to determine the amount added to the adult rate. • Children on Own: These rates are for children occupying the room without an adult. • Extra Child: When there are children staying in the room with an adult, the rate for each child is determined by the child's age. The Extra Child rate is also used for children staying in their own room if no applicable "unaccompanied child" rates have been specified. For example, if 4 children are staying in their own room and rates for 1 Child, 2 Children, and 3 Children have been specified, but not a rate for 4 Children, the rate would be the rate for 3 Children plus the rate for 1 Extra Child.	
Attributes	The Attributes section assists the user in noting additional information for the pricing schedule.	
	Market Code.	Although a market code may have been defined in the Rate Code Definition, the user may have a situation where a different market code is required for a specified period of time. Enter the market code associated with the pricing schedule for the rate code. If a market code is defined on the rate code definition and on the rate schedule, the market code specified on the rate schedule overrides the rate code definition market code when auto- populating a reservation.

Table 12-19   (Cont.) Manage Pricing Schedule Fields and Description

Field	Description	
	Source Code	Source code associated with the pricing schedule for the rate code. If a source code is defined on the rate code definition, the source code on the pricing schedule overrides it.
	Room Types	Select the room types that are to be available for the pricing schedule set. The attached room types available for each pricing schedule displayed are automatically populated in this field once selected. You can add a new room type, provided that this room type does not yet have pricing schedules within the specified date range. You can also delete a room type from an existing pricing schedules. The room types available for a pricing schedules are the room types specified on the rate code definition.
	Packages	The Packages field is where package elements can be added or deleted to the active pricing schedules. If package elements have already been assigned to the rate code and then another package element has been added to the rate code's pricing schedules set, the room rate would then include the two package elements, provided the reservation stay dates fell into the date range for that pricing schedule set.
		The packages visible are those packages for which a package start and end date that encompass the currently highlighted pricing schedule for the rate code.
		For same day or next day packages, you cannot delete a package that is currently being used by an inhouse reservation from the Pricing Schedule panel.

Sell, Booking, and Stay Dates

Sell, Booking, and Stay dates for a component can be defined as follows:

- Begin Sell Date: Begin Sell Date for the first date the rate is available to sell reservations.

- End Sell Date: End Sell Date for the last date the rate is available to sell reservations.

- Booking Start Date: First date that bookings may be accepted for a promotion.

- Booking End Date: Final date that bookings may be accepted for a promotion.

- Stay Start Date: Reservation arrival date may be no earlier than this date.

- Stay End Date: Reservation departure date may be no later than this date.

Begin and End Sell Dates

Begin and End Sell dates can further be elaborated using following examples:

- When configuring Rate Codes:

  The Rate Code Definition panel defines the sell dates for the rate code. This is the period that the reservation can be created using this rate. The Rate Detail then defines the actual price per room type for specific date ranges or seasons. As an

example, the sell date for a rate code may be January 1- June 30 with its defined rate details being January 1 through December 30. This means the rate can be sold up until June 30th, however the guests can stay thru the end of December. This rate would then not be available for agents to sell or quote from July 1st.

- When configuring Packages:

Defining a Sell Date Range on the Manage Package Group panel enables a property to define a selling season for a package.

For example, when configuring a rate management component, such as Packages, Begin Sell Date is available when the Rate Management - Package Pricing and Availability Attributes OPERA controls is Active in the OPERA Controls. Package Pricing and Availability Attributes OPERA Controls when Active has ability to specify begin and end sell dates on a package. It also provides ability to specify min/max nights and min/max persons for each date range on a package.

When the Rate Management - Package Pricing and Availability Attributes OPERA controls is Active and the Sell Separate check box is not selected on the Manage Package Group panel, a Begin and End Sell Date Range can be defined on the Manage Package Group.

Following are some scenarios and how the Begin and End Sell Dates will be applied / checked against.

– Creating a New Reservation:

OPERA will refer to the booking date, that is the Business Date. Business Date to be between the Begin / End Sell Dates

– Refresh Rate on an Active Reservation (non-reinstated):

OPERA will refer to the original booking date.
Original Business Date to be between the Begin / End Sell Dates. Following example explains this:

If the business date is 11/06/18

* Then, Package Begin and End Sell Dates = 11/06/18 to 12/06/18

* Attached the package to a rate code SLDTRTCD for 200.00

* Created a reservation for 12/08/18 for 3 nights using this rate code on current business date i.e.; now the booking date is 11/06/18.

* Roll the business date to 12/07/18

* Change the rate amount for SLDTRTCD 250.00

* Now created a new reservation on this date, the package cannot be sold as the End Sell Dates has passed. The rate will be 250.00

* Edit the 1st reservation, the package is already attached, Refresh Rate, the package should remain since the original Booking date was 11/06/18 and is still between Begin / End Sell Dates.

– Refresh rate on an Active Reservation (Reinstated after Cancellation / No Show):

OPERA will refer to the last reinstate date. Last Reinstate Date to be between the Begin / End Sell Dates. Following example explains this:
If the business date is 12/06/18

* Package begin and end sell dates = 11/05/18 to 12/06/18

* Attached the package to a rate code SLDTRTCD for 225.00

* Created a reservation for 12/10/18 for 3 nights using this rate code on current business date i.e.; now the original booking date is 12/06/18.

* Roll the business date to 12/07/18

* Cancel the reservation

* Roll another business date to 12/08/18

* Change the rate amount for SLDTRTCD to 250.00

* Retrieve this canceled reservation

* Reinstate on 12/08/18

* Refresh Rate or change the reservation criteria such the rate will refresh

* The rate amount of 250.00 will be taken and package will not be present since the current business date i.e.; the reinstate date is NOT between the Package

* Begin and End sell dates of 11/05/18 to 12/06/18

Booking Start and End Date

This functionality is available for reservation promotion codes. When you configure Promotion Codes, it is mandatory to define the booking start and end dates to determine the time frame this promotion code is active.

Stay Start and End Dates

Rate availability can be used, for example, to set a minimum advance booking requirement for stays that include certain dates, to specify a minimum number of days a guest must stay in order to be eligible for a specific rate code and room type on high demand dates, to prohibit arrivals or departures on given dates, and so on. When you set a rate restriction, for example, room type DLX is Closed for Arrival from 04-23-18 to 05-23-18), it remains in effect for the period determined by the Begin Date and End Date. You can however, cancel or reverse the restriction by setting the opposite restriction type. For example, room type DLX is Open for Arrival from 04-23-18 to 05-23-18. The various restriction types can be based on individual rate codes, rate categories, room classes, and room types; depending on expected or current demand levels.

When working in the Rate Availability screen, you can select a date cell where restrictions apply and click to display a pop-up showing restrictions for the currently selected date. In Cloud, this is possible via Property Availability. There will be a red icon display against the 'Restrictions'. Clicking on this icon will open Manage Restrictions popup displays restrictions applicable for each day (default search results for business date). Also, if you go to Manage Restrictions screen (OPERA Cloud > Inventory > Manage Restrictions), the restriction applicable for each day will be listed under respective date column.

By selecting the appropriate application setting, you can decide which rate restriction options will apply at the property.

Age Buckets

Child Rates By Defined Buckets function lets you set separate rates based on the number of children when the children are staying in the room without an adult. Rates can be set for one child, two children, three children, and four children. When the

number of children staying in a room with or without an adult is greater than the number for which separate rates have been specified, an Extra Child rate is applied.

The handling of children rates depends on whether the Rate Management - Child Rates By Defined Buckets OPERA controls is set to Active or Inactive. If the Rate Management - Child Rates By Defined Buckets OPERA controls is set to inactive, the extra child rate is used.

When there are children staying in the room with an adult, the rate for each child is determined by the child's age.

The child age buckets are also used when there are children staying in the room without an adult and the number of children is greater than the number for which "Children on Own" rates are specified. In this case that the rate for any extra children is determined by the age bucket to which the youngest child in the entire group belongs. For example, if four children, ages 3, 4, 7, and 11 years are staying in their own room, and rates for 1 Child, 2 Children, and 3 Children have been specified, but not a rate for 4 Children, the rate would be the rate for 3 Children plus the rate for one child 0-5 years, because the youngest child is 3.

Excluding Child Age Buckets from Threshold Calculations

When the Rate Management > Occupant Threshold Pricing Method - Child Rates By Defined Buckets OPERA controls are set to Active, child age buckets can be excluded from the occupant threshold calculations. Selecting the Exclude check box next to a child age bucket excludes the bucket from being used to determine if a threshold has been excluded.

Following are some examples on how this functionality works:

Example 1

- Reservation Guests: 2 Adults, 3 Children - 1 in each bucket
- Pricing Schedule Value: 1 child free per every 3 children booked per room
- Charges Result: 2 Adults and 2 Children will be charged for the stay, but the child in Rate Bucket 1 will not be charged

Example 2

- Reservation Guests: 2 Adults, 8 Children - 1 in Rate Bucket 1, 1 in Rate Bucket 2, 6 in Rate Bucket 3
- Pricing Schedule Value: 1 child free per every 4 children booked per room
- Charges Result: 2 Adults and 6 Children will be charged for the stay, but 1 child in Rate Bucket 1 and 1 child in Rate Bucket 2 will not be charged.

Display Sets

Display configuration is used while listing the available rates in shopping results. While creating the rate codes, users can tag a display set. Available Rates will be grouped under the tagged display set in Look To Book (LTB) Results screen.

While creating a Rate Code, when the rate code filter (display set) is selected, only the rates that you have grouped within the display set rate code grouping are shown. If no display set is tagged for one or more rate codes, those rates will be grouped and displayed under the **No Display Set** in Look To Book.

Creating and Editing Display Sets

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Display Sets**.

   On the Search screen:

2. Enter or select a **Code**. You can select multiple codes using the search icon.

3. Enter a **Description** for the code and click **Search**.

4. The details appear in the table with the Code, Description, and Sequence.

5. Click **Edit**, to edit the Display Set code. When you select the Edit button to edit an existing Display Set code, the Code field is read-only.

   To create a new display set code:

6. On Manage Display screen, click the vertical ellipsis and then click **New**.

7. Select the required fields. Select **Inactive** check box. The Inactive check box allows you to make the Display Set inactive.

8. Enter a number for the sequence you would like this display set to appear in the Display.

9. Click **Cancel** or **Save** or **Save and Continue**.

Rate Code Protection

Rate Code Protection prohibits you from changing certain field's value. You can flag them as protected and thus limit the rights to make changes to the configuration. Only users with an override task have the ability to update the information in the selected label or field.

- Editing Rate Code Protection

Editing Rate Code Protection

1. From **OPERA Cloud Administration** menu, select **Financial**, **Rate Management**, and then **Rate Code Protection**.

2. On the vertical ellipsis, click **Edit**. Custom and External ownerships are always available. Property and Central ownerships are available only when the parameter for Rate Ownership Handling is active.

Rate Code Posting Rhythm

The Posting Rhythm block appears when the Rate Management - Rate Code Posting Rhythm in OPERA controls is Active.

When configuring Package Code, in the Posting Attributes panel, the posting rhythm is used to determine the frequency of the package posting. OPERA provides a variety of posting rhythms. Most posting rhythms are based off of the actual arrival date of the reservation.

When configuring the Advanced Posting Rhythms, you can configure dates when a guest is eligible for free nights based on the length of stay of the reservation. For example, a promotion may be offered for the month of June where guests who stay 7 nights will receive 2 free nights. Multiple posting rhythms can be defined per rate code, however there cannot be overlapping dates.

- Configuring Posting Rhythms

Configuring Posting Rhythms

The posting rhythm feature is not intended for use with daily rates.

Posting Rhythm and Dependent Rates

The Posting Rhythm field defaults to the Base Rate configuration, when you configure a Dynamic Base Rate or an Advanced Dynamic Base Rate on the Rate Code Configuration screen. You can configure the Posting Rhythm functionality from **Rate Code Configuration** > **Financial** > **Posting Rhythms**.

1. On the Rate Code Configuration screen, in the Financial panel, click vertical ellipsis and then click **Edit**.

2. Select the **Posting Rhythm** type from the Posting Rhythm drop down list.

    a. If you select **Post Every X Nights from the Posting Rhythm** drop down list, entering a number for this specific posting rhythm will define the nights in which to post the discounted rate, giving the guest a promotional discount rate. For example, if you enter a 3 into this field, and the guest is staying for 3 nights, the room charge for the third night will post with the discounted rate on the guest folio.

    b. If you select **Do Not Post Every X Night**, you can enter a number for the specific posting rhythm which will define how many days a guest must stay before the rate amount will post as 0.00, giving the guest a promotional free night. For example, if you enter a 3 into this field, and the guest is staying for 3 nights, the room charge for the third night will post as 0.00 on the guest folio.

3. Click **Post Packages** check box.

    This check box appears when you have defined a value for the Do Not Post Every XX Nights field. Select this check box if, on the "free" night, you want to post charges for packages that are included in the rate code and packages attached to the reservation.

> **Note:**
>
> When the check box is unchecked, the system will not post any associated packages with this posting rhythm. When this check box is checked, the system will post any associated packages with this posting rhythm. Any associated packages will post as they currently do today it can be inclusively or exclusively.

Configuring Rate Code Default Routing Instructions

Prerequisites for Rate Code Default Routing Instructions

When a rate code is selected (sold) for a reservation and a profile of the specified profile type (Agent, Company, Contact) is also linked to the reservation, OPERA Cloud can prompt you to attach the rate code default routing instructions to the reservation. If you reply Yes, sales charges for the specified transactions codes are automatically routed to a separate folio window in the reservation Billing screen with the linked profiles selected as the payee.

Managing Rate Code Default Routing

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

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

3. From search results, select the rate code and click vertical ellipsis, select **Edit**.

4. On the Rate Code presentation page click the **Routing Instructions** details link.

5. Click **Edit** and complete the following:

   a. **Profile Type**: Select the profile type from list that is eligible to accept charges for the chosen transaction codes

   b. **Instructions**.: Select the routing codes or sales charge transaction codes that you want to route to a separate Billing folio window.

      i. In the Search panel search for routing codes and/or transaction codes, click **Search**.

      ii. Select one or more **Routing Codes** or **Transaction Codes** from the **Available** list and then click **>** to move to the selected panel.

      iii. Repeat as needed.

6. Click **Save**.

Hierarchy of Routing Instructions

It is possible that a reservation could be associated with a source, a contact, an agent, a company, and a rate code, each of which has its own associated routing instructions. In this case, the user will be prompted to select default routing instructions in the following order:

1. The **SOURCE** profile linked to the reservation.

2. The **AGENT** profile linked to the reservation.

3. The **COMPANY** profile linked to the reservation.

4. The **CONTACT** profile linked to the reservation.

5. The **RATE CODE** selected for the reservation.

Hierarchy of Routing Instructions for Profiles with Auto-Populate Routing Selected

When the Auto Populate check box is selected for the Profile Default Routing Instructions, then the following hierarchy is used:

1. Check the **RATE CODE** has a profile type to be automatically attached to the reservation. If there is then, use this as the routing instruction on the reservation.

2. If not **RATE CODE**, else check if there is an automatic routing instruction attached to the **SOURCE** profile. If there is then, use this as the routing instruction on the reservation.

3. If not **SOURCE**, else check if there is an automatic routing instruction attached to the **AGENT** profile. If there is then, use this as the routing instruction on the reservation.

4. If not **AGENT**, else check if there is an automatic routing instruction attached to the **COMPANY** profile. If there is then, use this as the routing instruction on the reservation.

5. If not **COMPANY**, else check if there is an automatic routing instruction attached to the **CONTACT** profile.

6. If not **CONTACT**, else check if there is a routing instruction on the promotion codes.

• Prerequisites for Rate Code Default Routing Instructions

Prerequisites for Rate Code Default Routing Instructions

OPERA Controls

Group: Cashiering

Function: Routing

Rate Ownership

Rate Ownership Handling is most useful if an organization wants to identify rates that are managed by the property versus rates managed centrally.

The Rate Ownership Handling parameter is intended for environments where the property management and central reservations system reside in the same database. When activated, the Rate Ownership Handling parameter displays the Central and Property ownerships on the Rate Code Protection screen. Protection levels for these two rate sources can be applied using the Edit function.

Prerequisites for Rate Ownership

Property and Central ownerships are available only when the parameter for Rate Ownership is active. A rate has only one type of ownership, such as Custom or Property.

Table 12-20   Four Levels of Rate Ownership

Types	Description
Property	Property Protection applies to all rate codes that are flagged as owned by Property. The Property Protection is available for editing when the parameter for Rate Ownership Handling is active. By default, all fields are editable for users with the applicable tasks granted to their user role. When a field or jump in Property Protection is marked for Protection, users with the task of Override Property Rate Protection are able to update the selected jump or field.

Table 12-20   (Cont.) Four Levels of Rate Ownership

Types	Description
Custom	Custom Protection applies to all rate codes that are generated in OPERA and whose ownership is not set to Central or Property. The Custom Protection is available for editing and by default allows for all fields to be editable by users with the applicable tasks granted to their user role. When a field or jump in Custom Protection is marked for protection, only users with the task for Override Custom Rate Protection are able to update the configuration for the selected field or jump.
Central	Central Protection applies to all rate codes flagged as owned by Central. The Central Protection is available for editing when the parameter for Rate Ownership Handling is active. By default, all fields are editable for users with the applicable tasks granted to their user role. When a field or jump in Central Protection is marked for Protection, users with the task for Override Central Rate Protection are able to update the selected jump or field.
External	External Protection applies to any rate codes generated outside of OPERA. These rates codes can be created in an external Central Reservations System or Revenue Management system and then inserted in OPERA. For External Protection, all fields and jumps are flagged as protected since these rates are typically managed outside of the OPERA system. External Protection is not available for editing.

Working with Tiered Rates

Prerequisites for Rate Tiers

Tiered Rates gives you the ability to configure and sell rates by Length of Stay or Tiers.

Configuration of tiered rates is property specific. They cannot be changed at the rate code or reporting levels. A maximum of 5 tiers can be configured and a minimum of 2 tiers is required. When the tiers are configured, the next tier set automatically defaults to the start day of +1 from the end day of the last tier. For example, if tier 1 is configured from 1–5 days. Tier 2 automatically starts from day 6 by default and you cannot edit it unless the first tier end date is altered.

Rate Code Configuration using Tiered Rates

To create a tiered rate code, you must check the Tiered Rates check box on the Rate Code Type panel. The Tiered Rates check box will only display when the Rate Management, Rate Tiers is Active.
The configured tiers get displayed in the Pricing Schedules panel by default. For example, if 2 length of stay tiers are configured, only 2 tiers are visible in the Pricing Schedules tab. This allows you to modify the rate and add a detail to the remaining tiers at some point in the future. You can create the tier pricing schedules either by date ranges or seasons. When creating the details for tiered rates, the Market, Source and Package fields do not appear on the Pricing Schedules panel. This is to ensure that the compiling of statistics and posting of package allowances is correct and imbalances do not occur.

OPERA prevents you from changing an existing Rate from standard to tiered. Therefore, all rates that have at least one standard Pricing Schedule configured can cause the Tiered Rates check box on the Rate Code Type panel to be unavailable for selection.

The Base Rate fields (available when base rate is active for the property) are removed for a rate code that is flagged as a Tiered Rate Code. When a tiered rate is associated to a Block, OPERA uses the lowest tier for revenue forecasting.

- Prerequisites for Rate Tiers

Prerequisites for Rate Tiers

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Function: Rates

Rate Tiers

OPERA Cloud Tasks

Setting : Rates

Rate Tiers

- Rate Tiers Details (Range) Setting

Configuring Promotion Groups

Promotion groups provide a way to group multiple promotion programs around a common theme. For example, you might create a promotion group called Summer Program and then create separate promotion codes for special rates or amenities to offer to guests during the summer months. You must create promotion groups prior to creating promotion codes.

Creating Promotion Groups

1. From **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Promotion Groups**.

    > **✎ Note:**
    >
    > When the multi-property service is active, new Promotion Groups are created by selecting the Template tab. Once created, you can copy Promotion Groups to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

2. Click **New** and enter the following details:

    a. **Promotion Group (Code)**: Enter a code for the Promotion group.

    b. **Promotion Group Name**: Enter a name for the Promotion group.

    c. **Program Type**: Enter the type of promotion group (e.g., radio, TV, Internet/Web, email, etc.).

        d. **Description**: Enter a description of the promotion group.

3. Click **Save** or **Save and Continue** to add another Promotion Group.

Editing Promotion Groups

1. From **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Promotion Groups**.

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

3. From search results, select a **Promotion Group** and click on the **Vertical Ellipses**.

4. Click **Edit**.

5. Update configuration.

6. Click **Inactive** to mark inactive.

7. Click **Save**.

Deleting Promotion Groups

1. From **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Promotion Groups**.

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

3. From search results, select a **Promotion Group** and click on the **Vertical Ellipses**.

4. Click **Delete**.

5. Click **Delete** to confirm.

Configuring Promotion Codes

Prerequisites for Promotion Codes

Promotion Codes are used to configure, track promotional campaigns. Various rate codes can be linked to a promotion code which are displayed to reservation agents in Look To Book when filtering room and rate availability based on a promotion search. When the **Hide Promotion Rates** OPERA Control is active, rate codes linked to a promotion code are not displayed in Look to Book sales screen when the promotion is not selected for the availability search.

Prior to configuring promotion codes ensure you have configured Promotion Groups and Rate Codes.

Adding Promotion

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then **Promotion Codes**.

> **Note:**
>
> With an active multi-property cloud service, promotion codes can only be created by clicking the **Template** tab. Once created, you can copy the configuration to specific properties using the Copy action. Refer to Copying Configuration Codes to Multiple Properties.

2. Click **New** and enter the following details:

   a. **Property**: Confirm or select the property.

   b. **Promotion Code**: Enter an alphanumeric code for the promotion; this code cannot be changed once the promotion code is saved.

   c. **Description**: Enter the description of the promotion.

      i. **Manage Translation**: Allows you to add translations

   d. **Promotion Group**: Select the Promotion Group from list that the promotion belongs to, refer to .

   e. **Category**: Enter a category for the highlighted promotion code. You may enter any information, such as the membership program or level.

   f. **Booking Start Date**: Define the selling start date to determine the time frame this promotion code is active (Available only for reservation promotion codes).

   g. **Booking End Date**: Define the selling end date to determine the time frame this promotion code is active (Available only for reservation promotion codes).

   h. **Check in Time**: Enter the allowed check in time.

   i. **Check out Time**: Enter the allowed checkout time.

   j. **Stay Start Date**: Define the Start stay dates for which this promotion code may be used.

   k. **Stay End Date**: Define the End stay dates for which this promotion code may be used.

   l. **Upgrade Allowed**: Select this checkbox if the promotion signifies a room upgrade.

   m. **Update Outside Booking Dates**: Select this check box to allow edit of a reservation after the booking end date has passed.

   n. **Long Description** Enter a long description of the promotion.

   o. **Instructions**: Enter instructions for reservation agent. This information is available from the Promotion Details screen.

   p. **Information**: Enter details that further describe the promotion code. This information is available from the Promotion Details screen.

   q. **Rate Codes**

      i. Select Rate Codes for the promotion.

      ii. Click **New**.

      iii. Make your choice from the rate codes list that appears.

      iv. Click **Select**.

      v. Repeat to add another rate code.

      vi. To delete a rate code, click **Vertical Ellipse**, click **Delete**.

     vii. Click **Delete** to confirm.

4. Click **Save**.

Editing Promotion

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then **Promotion Codes**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **Vertical Ellipsis** for the Promotion Code and select **Edit**.

4. Make the desired changes.

5. Click **Save**.

Deleting Promotion

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then **Promotion Codes**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **Vertical Ellipsis** for the Cancel Penalty and select **Delete**.

4. Click **Delete** to confirm.

- Prerequisites for Promotion Codes

Prerequisites for Promotion Codes

OPERA Controls

Group: Rate Management

Functions: Promotions Module

Parameter: Hide Promotion Rates

Opera Cloud Tasks

Financial Admin

- Promotion Codes
- New/Edit Promotion Codes

Hurdle Rates

Yield Management Software represents the yield company that calculates the actual hurdle rates which OPERA compares against. The yield management software receives messages from OPERA in XML format and evaluates the changes that have been made in OPERA. Based on these changes as well as historical fields, the yield management software determines hurdle rates and changes, which are to be sent through XML messages. OPERA then uses these hurdle rates to determine rate code/ room type availability at the time of making a reservation.

Hurdle Rates represents the monetary hurdle value calculated by the yield management software after considering information extracted from OPERA's tables. This is the value that must be reached for OPERA to display a rate code/room type on the rate grid. Hurdle rates are sometimes referred to as bid prices or opportunity costs. All values will be in the base currency.

- Searching Hurdle Rates
- Adding Hurdle Rate

Searching Hurdle Rates

To search Hurdle Rates:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Hurdle Rates**.

2. In Search criteria, click to search for the Property.

3. Click **Search** and the details for Hurdle Rates appear in the table below.

Option	Description
Property	Property to see hurdle rates.
Hurdle Date	Date to find hurdle rates.
Room Type	Select the room type for this hurdle rate.

Editing Hurdle Rates

To edit the Hurdle Rates:

1. In the Search results table, click the vertical ellipsis and select **Edit**.

2. Enter or modify the information in mandatory fields and click **Save**.

   The changes for the modified Hurdle Rates appear in the table.

Adding Hurdle Rate

Before any consideration is made concerning hurdle rates OPERA first checks its own rate availability controls to determine whether the rate code is open or closed and are visible on the rate availability table. OPERA completes the following checks to determine whether or not a rate code is available:

- The Rate Code Start and End Sell dates are valid.

- At least one room type is available for this rate code.

- During a Look To Book, OPERA checks if the proposed reservation falls within the boundaries of these two fields, Max Rooms Sold and Actual Rooms Sold.

- OPERA's normal rate availability status still applies and therefore the dates must at least be open.

To add a Hurdle Rate:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Hurdle Rates**.

2. Click the vertical ellipsis and then click **New**.

3. Enter required information and click **Save**.

Fields	Description
Property	Property for which hurdle rate needs to be added.
Hurdle Date	Date when this hurdle rate is effective.
Room Type	Select and choose the room type for this hurdle rate.
Delta	Represents a monetary value, which is added to the hurdle rate for each additional room sold up to the ceiling. If the hurdle rate is set at $80.00 and the delta is $1.00, for the first room sold the rate value needs to be $80.00 or more. For the second room the rate value needs to be $81.00, for the third $82.00 and more up to the Ceiling at which time no additional delta values are added.

Ceiling	Enter the number of rooms to be sold to which the delta value should be added. For example:
	• Hurdle is $90.00
	• Delta is $5.00
	• Ceiling is 3
	    – The first reservation must achieve the hurdle value of $90.00.
	    – The second reservation must achieve the hurdle value of $95.00.
	    – The third reservation must achieve the hurdle value of $100.00.
	    – The fourth reservation must achieve the hurdle value of $105.00.
	All subsequent reservations must achieve the hurdle value of $105.00 until maxsolds is reached, at which point the date is restricted.

Max Rooms Sold	Enter the maximum number of rooms to be sold in the room types linked to the yield category.
Actual Rooms Sold	Enter the actual number of rooms to be sold in the room types linked to the yield category.

Yield Management

OPERA provides a hurdle interface for third-party external yield management companies to allow population of Hurdle, Overbooking and Restriction tables. Only one Yield license is permitted to be active. OPERA provides license codes for several yield integration systems.

• Yield Adjustment Codes

• Yield Categories

• Yield Market Types

Yield Adjustment Codes

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

Searching and Editing Yield Adjustment Codes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Adjustment Codes**.

2. Select **Property**, if you are logging in at a HUB level.

3. Select **Type** from the list of values. Valid types are Per Stay, Per Night, Per Person Per Night, and Per Person Per Stay.

4. Select **Code** and click **Search**. The search results appear in the search table.

5. In the Search results table, click the vertical ellipsis and select **Edit**.

6. Enter or modify the information in mandatory fields and click **Save**.

   The changes for the modified Yield Adjustment Codes appear in the table.

Creating Yield Adjustment Codes

To create new Yield Adjustment Codes:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Adjustment Codes**.

2. On the Yield Adjustment Codes screen, click the vertical ellipse and then click **New**.

3. On the Manage Yield Adjustment Codes screen, select Property, if you are logging in at a HUB level. It is displayed by default in the property field if you log in at a property level.

4. Enter a **Code**, name up to 10 characters.

5. Enter a **Description** for the code up to 25 characters.

6. Select **Type** from the list of values. Valid types are Per Stay, Per Night, Per Person Per Night, and Per Person Per Stay.

7. Enter **Amount** that is being used for the Yield Adjustment. The amount field displays currency in the search table that is being used for the Yield Adjustment.

8. Click **Save** or **Save and Continue**.

Yield Categories

Yield categories are groupings of like or similar rooms that are presented to customers in OPERA based on either the target market or pricing structure at the property. All room types for the property are automatically assigned to the default yield category Standard. These room types can be left in the default Standard yield category, or you can create new categories to better manage your property's demand and pricing. Along with yield categories, hurdle steps will have to be configured to define the exact hurdle amounts (price slices) that will be forecasted for all yieldable room types in a property.

Searching and Editing Yield Categories

To search the Yield Categories:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Categories**.

2. Select **Property**, if you are logging in at a HUB level.

3. Select **Category**. This is the Yield Category.

4. In the search results table, click the vertical ellipsis and select **Edit**.

5. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Yield Categories appear in the table.

Creating Yield Categories

To create new New Yield Category:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Categories**.

2. On the Yield Categories screen, click the vertical ellipse and then click **New**.

3. Select **Property**, if you are logging in at a HUB level. It is displayed by default in the property field if you log in at a property level.

4. Enter **Yield Category**. Allows entry of three characters.

5. Enter **Description**. Allows entry of 25 characters.

6. Click **Save** or **Save and Continue**.

Yield Market Types

Yield Market Types can be used to implement a system of multiple hurdles. When a hurdle rate is sent to OPERA, the yield market types feature allows a different yield market type to be associated with each hurdle rate set for the given date. One yield market type might, for example, be called Entitlement, and it might be assigned to a hurdle rate that is lower (say 195) than a second hurdle rate (200) configured with a yield market type called Non- entitlement.

Searching and Editing Yield Market Types

To search for the Yield Market Types:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Market Types**.

2. Select **Property**, if you are logging in at a HUB level.

3. Select **Code** and click **Search**.

4. In the Search results table, click the vertical ellipsis and select **Edit**.

5. Enter or modify the information in mandatory fields and click **Save**.

Creating Yield Market Types

To create new Yield Market Types:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Market Types**.

2. On the Yield Market Types screen, click the vertical ellipse and then click **New**.

3. On the Manage Yield Market Types screen, select **Property**, if you are logging in at a HUB level. It is displayed by default in the property field if you log in at a property level.

4. Enter a **Code**.

5. Enter a **Description**.

6. Click **Save** or **Save and Continue**.

Configuring Rate Strategies

Rate strategies enables you to configure rules that automatically set rate restrictions according to occupancy levels or the number of times a specific rate category or rate code is sold.

Typically when configuring a rate strategy rule to close or set **Length of Stay Restrictions** on a rate when X% occupancy is reached , you would also configure a corresponding rate strategy rule to open or remove the LOS restriction on the rate when Y% (lower) occupancy is reached.

The restriction types available are determined by the Restriction Types OPERA Control.

Rate strategies run continually as a background process and overrides any manually set rate restrictions for overlapping restriction date periods. For more information on Rate Restrictions, see Restrictions.

*   Configure a rule so when occupancy reaches 65%, all rate codes in the Discount rate category are closed. You would set **When Occupancy Reaches** = 65 then **Status** = Close. Conversely configure a rule with condition **When Occupancy** = 65 then **Status** = Open.

*   Configure a rule for the sale of the Employee discount rate code "STAFF". You can configure a rate strategy rule to ensure that only 3 reservations (rooms) are sold per day for the STAFF rate code. You would set **When Times Sold Reaches** = 3 and **Status** = Close. Conversely configure a rule with condition **When Times Sold is Less** than 3 then **Status** =Open.

Adding Rate Strategy Rules

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Strategies**.

2. Click **New** and enter the following details:

    a. **Property**: Enter or select the property.

    b. **Sequence**: Use the sequence number to control the order in which strategies will be executed by OPERA Cloud. When multiple strategies apply in a given scenario (e.g., for a specific rate category, rate code and date combination) the strategy with the highest sequence number will be executed first.

    c. Condition

        i. **Condition**: Select a condition from the list.

            *   **If Occupancy Reaches/If Occupancy Is Less**: These two conditions use the % occupancy level of the property to execute the rate strategy rule.

            *   **If Times Sold Reaches/If Times Sold Is Less**: These two conditions execute a strategy based on an integer for number of times a rate is sold (booked).

        ii. **Value**: Enter the value for the condition

        iii. **Dates to Restrict From**: Enter or select the start date to set the restriction.

    iv. Dates to Restrict To: Enter or select the end date to set the restriction.

    v. Days of Week: Select specific days of the week within the restriction date range.

    vi. Consider Sell Limits: Select to ensure OPERA Cloud will consider the sell limits set to determine occupancy %. (Enabled when the Sell Limits OPERA Control is active).

    vii. Consider Out of Order Rooms: Select to ensure OPERA Cloud will take into consideration the out of order rooms in determining occupancy %.

d. Restriction

    i. Restriction Type: Select the restriction type from list. For more information, see Restrictions.

    ii. Rate Category/Code: Select the rate category or rate code(s) this rule applies to (Rate Code selection is enabled when the Rate Code Restrictions OPERA Control is active; Rate Category selection is enabled when the Rate Category Restrictions OPERA Control is active)

      • **None**: Rule is for all rate code/categories.

    iii. Room Type/Class: Select the room type(s) or room class. This rule applies to Room Class selection is enabled when then Room Class OPERA Control is active.

      • **None**: Rule is for entire property.

e. Evaluation Dates (Execution Dates)

    i. By Date: Enter start and end dates when the rule should execute and evaluate the rule.

    ii. By Advanced Days: Use these fields to define the number of days in advance of the Restriction To/From Dates that OPERA Cloud must start to monitor .

3. Click **Save**.

Editing Rate Strategy Rules

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Strategies**.

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

3. From search results, select the rule, click **Vertical Ellipse** and click **Edit**.

4. Update the rule.

5. Click **Save**.

Deleting Rate Strategy Rules

> **Note:**
>
> Deleting a rate strategy rule does not "undo" any restrictions already set by the rate strategy processor when the rule was active.

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Strategies**.

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

3. From search results, select the rule, click **Vertical Ellipse** and click **Delete**.

4. Click **Delete** to confirm.

Property Calendar

This functionality is activated in OPERA Controls when you select Reservations > Property Calendar.

You can use the Property Calendar to get a quick overview on all the events and day types that were defined for a certain period of time. By using the calendar, you can see at a glance a broad view of the daily status of the property. For example, you may display total arrivals and departures, availability, occupancy, events, and daily type. A maximum of 12 day type codes show even when more are configured.

You can use the Property Calendar to:

• Manage events or special periods that can affect rates, which might in turn affect your booking situation.

• Organize the order that your property's rate codes display within Look To Book. Day types can be used to increase or decrease existing rates by a certain predefined factor. Day types can also be used to control the sequence of the rates in the rate grid on a daily basis. The date range option allows you to view from one day to a range of days.

• Assist guests when making reservation stay changes, or informing guests making reservations of the local events happening during their stay.

• Searching the Property Calendar
• Configuring (Calendar) Event Codes
• Creating Day Types

Searching the Property Calendar

To search a property calendar:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Property Calendar**. Property Calendar can be accessed from **OPERA Cloud** > **Bookings** > **Reservation Workspace** also.

2. In Search criteria, click to search for the Property, if you are logged in at a HUB level. If you are logged in at a Property level, the property gets displayed by default.

3. Select a **Date and Day**.

4. Click the icon to search for Room Class and Room Type, and then click **Search**.

   Room Class is available only when Room Class OPERA controls is active.

5. Click **Reset** to go back to the previous settings.

6. In the calendar table:

a. Click the calendar icons to select **Day**, **Week**, **Month**, **List**. They are the calendar components that represent general application setting for Weekdays, Weekends, Events, and Day types. Directional buttons display the view that you select. For example, if you select the year view, the buttons show the previous calendar year or the next calendar year. If the view is Day then the forward button show the user to next day calendar. If the view is Week, the forward button show the next week calendar and so on.

b. Numbers within the dates: By default, the number shown inside each date block indicates House availability for that date and matches the Maximum Availability on the Property Availability screen. House availability is calculated as: Total Physical Rooms - Out of Order Rooms + Overbooked Rooms - Total Deduct Rooms.

For the current or future dates, click this number to display the Property Availability screen. The number of available rooms is also shown for the last 30 days. For earlier dates, however, this number might not fully reflect the actual maximum availability because it does not consider fluctuations caused by conditions such as guests extending their stays, walk-ins, or early departures. Statistical reports should be run for a more reliable picture of availability for past dates. House availability covers all room types.

7. On the Property Availability screen, to display availability for a specific room type or room class:

a. From the **Display By** drop-down list, select a **Room Type** or **Room Class**.

b. Click the icon to select the Room Type or Room Class and then click **Search**.

c. You have the option of selecting the number of days from the drop-down list to view the Availability. For example, if you select 1, you can view the availability status for 1 day. If you select 5, you can view the availability status for 5 days.

d. Click **View Options**. In the View Options window, you can Select or Deselect multiple options at House or Room Type Levels.

e. Click **OK** to save the selection.

f. Click **I Want To...** to create a Block, New Reservation or Walk in Reservation.

8. To edit the room availability:

a. In the House or Room Types panel, click the number that represents available number of rooms.

b. In the Set Available Rooms window, select a **Level**.

c. Enter the **Begin Date** and **End Date** and then select the number of days in a week.

d. Set available rooms in **Available Rooms** field and click **Save**.

Configuring (Calendar) Event Codes

Calendar events are used to identify activities and events in the local area that may affect occupancy and in turn impact rate strategy and yield management decisions.

Events could be local festivals, sporting events, concerts and so on. OPERA Cloud support tracking of these events and when they occur via the Property Calendar. For more information, see Property Calendar and displays this information on and displays the details on the Look To Book sales screen and Room Diary. For more information, see Using the Room Diary.

Adding (Calendar) Event Codes

> **Note:**
>
> When the multi-property service is active, new Event Codes are created by selecting the Template tab. Once created, you can copy Event Codes to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Event Codes**.

2. Click **New** and complete the following fields:

   a. **Property**: Select or confirm the Property code.

   b. **Code**: Enter an abbreviate Code for the event.

   c. **Description**: Enter a Description for the event.

   d. **Sequence**: Enter a number that determines the position of the code in lists.

   e. **Blackout**: Select to identify this event code as Blackout dates.

3. Click **Save**.

Editing Event Codes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Event Codes**.

2. Select or confirm the property.

3. Enter the search criteria and click **Search**.

4. In the Search results, select the code and click the **vertical ellipsis**.

5. Click **Edit**.

6. Update the configuration.

   Select Inactive to mark the event code inactive. Inactive Event Codes do not appear in search results.

7. Click **Save**.

Deleting Event Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Event Codes**.

2. Select or confirm the property.

3. Enter the search criteria and click Search.

4. In the Search results, select the code and click the **vertical ellipsis**.

5. Click **Delete**.

6. Confirm deletion by clicking **Delete**.

Creating Day Types

Creating Day Types

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types**.

2. On the vertical ellipsis, click **New**. On the Day Types screen, mandatory fields are marked with an *****.

3. Click **Save** to save the Day Type.

Fields	Description
Property	Property for which the Day Types are to be configured.
Code	An abbreviation to be used to represent the day type, for example, CORP, DISC, NODISC, 10% D.
Description	The day type code description, for example, Corporate Day Type, Discount, No Discounts, Ten percent discount.
Multiplier	Multiplication factor for rate codes exercised on the associated day type. The number that is entered in the multiplier field will be multiplied to the pricing schedules amount for those rate codes that have the Day Type check box marked in the Rate Code Type. If the pricing schedules amount for the rate code was $100, and this rate code was attached to this day type, the rate amount that would display for the rate code would be $200 if the multiplier field was defined as 2. ($100 multiplied by 2 = $200). The same would happen for each rate code that had been attached to the day type.
Adder	Addition amount for rate codes exercised on the associated day type.
Display Color	The color that identifies a specific day type on the Property Calendar.
Sequence	Number entered here determines display order for the item in lists. Items having no sequence number appear following sequence numbered items in alphabetical order.

When the Multi-property add-on license is active, you can copy Day Types from the Template to the properties. After you copy codes to a property, you can edit the codes as necessary.

For more information, seeCopying Configuration Codes to Multiple Properties

Editing Day Types

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types**.

2. In the Search results table, click the vertical ellipsis and select **Edit**.

3. Enter or modify the information in mandatory fields and click **Save**.

> ✎ **Note:**
>
> The changes for the modified Day Types appear in the table.

Deleting Day Types

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types**.

2. In the Search results table, click the vertical ellipsis and select **Delete**.

3. Click **Delete** to confirm.

- Prerequisites for Day Types

Prerequisites for Day Types

OPERA Controls

Group: Rate Management

Function: Day Types

OPERA Cloud Tasks

Configure Day Types

- Create Day Types
- Edit Day Types
- Delete Day Types

End of Day (Night Audit) Procedures

You can add or edit final procedures and reports to the End of Day process. Setup is available in the OPERA Cloud menu and from Routine Management in the Administration menu. You can set the run frequency of procedures and reports to daily, weekly, monthly, or yearly.

- Setting Up End of Day Final Reports
- Adding New End of Day Procedures
- Enabling Arrivals with Deposit Balance

Setting Up End of Day Final Reports

Use End of Day Setup to create or activate additional procedures and reports during the End of Day process.

1. From the **Administration** menu, select **Financial**, select **Routine Management**, and then select **End of Day Final Procedures and Reports** or **End of Day Interim Procedures and Reports**

2. Select the **Final Reports** tab and click **New**.

3. Select the **Property** where the report runs.

4. Search and select **Report Name** field.

5. Enter a **Display Name** and select a **Language**.

6. Select **New Parameter Form** or select an **Existing Parameter Form**. New forms require a name, label, data type, value, sequence, and LOV Query.

7. Select the report destination. You can send reports to a configured Printer or Email address; or you can save reports to a configured file location (create a descriptive report name in the Spool Name field and select a file format).

8. Select a **File Format** of HTML, PDF, or XML etc.

9. Create new or select a pre-configured Parameter Form. New forms require a name, label, data type, value, sequence, and LOV Query.

10. Select the frequency for the report to run. Options are daily, weekly, monthly, and yearly.

11. Select a **Watermark Mode** from the drop-down list. The Enhanced option requires you to enter position, font, and color information.

12. Click **Save and Continue** or **Save**.

Adding New End of Day Procedures

Use the Routine Management screen to add procedures to the End of Day process.

1. From the **Administration** menu, select **Routine Management** and then select **Final EOD Procedures & Reports**.

2. Search by property for Procedures and Reports.

3. Click **New**.

4. Add a descriptive name for the Procedure.

5. Enter the procedure name in the Procedure Name field.

6. Enter a Sequence number (determines the order of this procedure when it appears in a list).

7. Select the frequency for the procedure to run.

8. Click **Save** .

Enabling Arrivals with Deposit Balance

You can add the Arrivals with Deposit Balance procedure to the End of Day routine. This procedure looks for guest arrivals that have a deposit balance but are not yet checked in. The End of Day routine stops until you check in these reservations or settle their deposit balances.

Use OPERA Controls to add the Arrivals with Deposit Balance procedure to the End of Day routine.

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

2. Select the **Cashiering** group and set the **Deposit Handling** function to **Active**.

3. Select the **End of Day** group and set the **Arrivals with Deposit Balance** parameter to **On**.

4. In the End of Day routine if Arrivals having deposit are found, OPERA stops and allows you to check in reservations and transfer deposits to zero or refund the deposit from Deposit option.

About Transaction Codes

Transaction codes are used for posting payment and sales charges to deposit, guest, package and city ledgers. Transaction codes are also required for internal, system postings.

- Sales charge transaction codes are required to post revenue and non-revenue charges to guest, package, and city ledgers.

- Payment transaction codes are required to post payment to deposit, guest, or city ledgers and would include cash, check, all credit card types, and other payment types such as bank EFT transfers.

- The Wrapper transaction code is a single transaction code used to post the package rate amount to guest ledger; this amount is credited in the package ledger where the itemized package charges are then posted.

Consider numbering your transaction codes in a logical order to keep the auditing simple. For example, all room related charges could be in the 1000 group; food and beverage related charges in the 2000 group, and so on. You should always allow for future growth as your requirements change by leaving openings in the transaction code sequence.

Transaction codes are not fixed until they are used in a posting, so you are able to change them until you are satisfied. After posting transaction codes to a ledger, you are unable to change or delete the transaction code.

> ✏ **Note:**
>
> You cannot delete transaction codes if they are attached to an application setting, even if the transaction code has not been associated with an actual charge. A transaction code can, for example, be associated with deposit payments (Cashiering>Deposit Ledger Transaction Code) or with packages (Rate Management> Default Package Transaction Code), among others. Also, when the Reservations > Reservation Upgrade application function must be set to active, and a transaction code is attached to an upsell, the actual transaction code cannot be removed from OPERA Cloud until the transaction code is no longer linked to the upsell.

For each sales charge transaction code, you can define other transactions that should calculate and post automatically each time the transaction code is posted (these are called generates). Generates are used to handle the calculation and posting of included or additional taxes on sales charges. Refer to "Generates Configuration."

Transaction codes are grouped into transaction subgroups which in turn are grouped into transaction groups. This hierarchy is used for reporting and also to easily configure the tax generates at the subgroup or group level, rather than on all individual transaction codes.

The transaction group configuration determines whether all linked transaction codes are sales (revenue) charge codes, payment codes, or a wrapper (package) code.

Figure 12-1   Transaction Codes
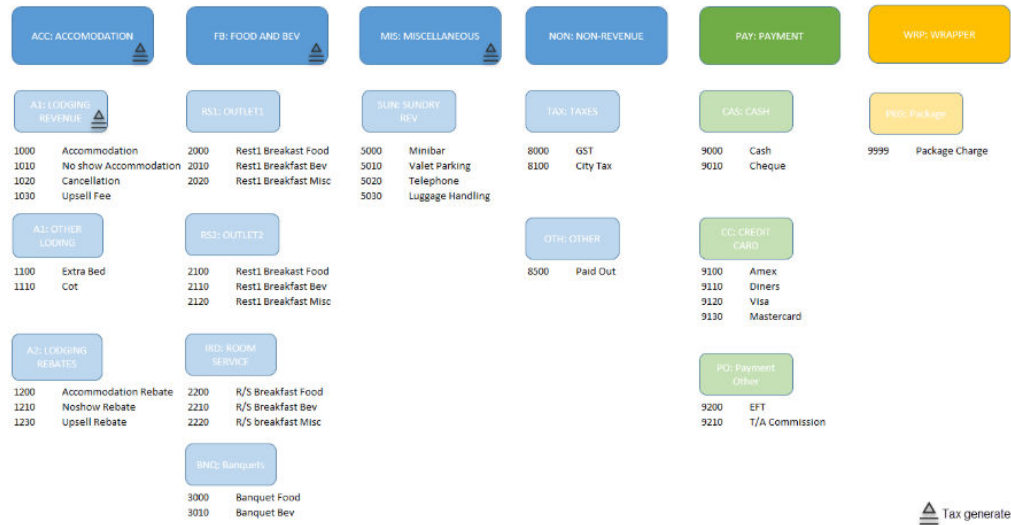
For each sales charge transaction code, it is also possible to define a different transaction code to be used when adjusting postings. For example, transaction code 1000 (Room Revenue) should only be posted during the End of Day routine. Any adjustments for Room Revenue should be posted against transaction code 1050 (Adjust – Room Revenue). When you set up transaction code 1000, enter 1050 in the adjustment transaction code area. When a cashier posts an adjustment against transaction code 1000, the system would actually post the adjustment to transaction code 1050. When posting an adjustment for a previous day, the adjustment is recorded for today's date. The use of additional adjustment codes can greatly assist with the balancing of outlet postings automated through an interface.

- Adding Transaction Codes
- Revenue Buckets Overview
- Configuring Routing Codes
- Configuring Transaction Code Groups
- Configuring Transaction Code Subgroups
- Tax Generates
- Using Advanced Generates
- Applying Stop Posting Generates
- About Rounding Factors
- Configuring Payment Methods
- Configuring Transaction Code Protection (Ownership)
- Configuring Articles
- About Revenue Type Mapping

- Credit Card Types

Adding Transaction Codes

Use the following steps to create transaction codes.

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Codes**.

2. If the MHOT license is active, select the **Template tab**.

3. Click **New**.

4. Select the **Ownership** of the transaction code. Options are Property or Central (for multi property hotels).

5. Enter a numeric **Code** to represent the new transaction code.

6. Enter a **Description** of the transaction code. The description appears in Billing and outputs on folios.

   a. Select the **Manage Translation** link to add translated descriptions (when the Multi-Language function active) to print translated folio for foreign guests / companies.

7. Select a **Subgroup** for the transaction code. Subgroup selection determines whether the transaction code is considered sales (revenue and non-revenue), payment, or wrapper based on the transaction group linked to the subgroup.

   Transaction codes that belong to the same subgroup are grouped together for the same date on the Billing screen. When printing folios, the styles are: 1, 9, 10, 11, 14, 16, 15, or 19.

Complete any of the following optional fields or selections:

- **Transaction Type.** Transaction types are used to cluster similar transaction codes. This field is optional, but certain reports (Financial Transactions with Generates and Financial Transactions by Folio No.) print financial information based on the transaction code type. Available options are Lodging, Food and Beverage, Telephone, Minibar, Tax, Non-Revenue, Others, or blank.

- **Tax Code.** When you select a Tax transaction type, this field is enabled (1-20) to define up to 20 tax bucket values for the tax type transaction code. Use these buckets to group various tax transactions into one total on the footer of the folio and in reports. For example: all GST transaction codes would have tax code = 1.

- **Fiscal Transaction Code.** This tells the local fiscal application how to format charges for this transaction code when building the fiscal printer XML files.

- **Adjustment Transaction Code.** This is the transaction code to use when posting an adjustment to the current transaction code. Adjustment transaction codes let you store and track updates to transactions (and linked transactions). For example, you can use them to track customer reimbursements, credit adjustments, corrections (including same day corrections), and rebates.

- **Service Recovery Code.** The transaction code to use when posting a Service Recovery Adjustment to the current transaction code. Select a transaction code from the list of eligible Service Recovery Transaction Codes.

- **Default Price** associated with this transaction code. The default price automatically appears in the Amount field (can be edited) on the Transaction Posting screen, where it can be edited. You can change this amount, however, if

the amount is changed, that change is made globally and affects all areas that use the transaction code.

- **Minimum Amount.** The minimum amount allowed under the new Transaction Code. If the minimum is not met, a warning message appears.

- **Maximum Amount.** The maximum amount allowed over the new Transaction Code. Enter amounts during a manual posting. If the maximum is exceeded, a warning message appears.

- **UPC.** A universal product code used for scanning items in Post-It.

  PAYMENT DETAILS:

- **Payment Type.** (Available for payment group linked transaction codes.)

  – Credit Card. Select this option button if the current transaction code is a credit card transaction code.

  – Cash. Select this option button if the current transaction code is a cash transaction code.

  – Others.

- **Processing Type.** (Available only if Credit Card payment type is selected.)

  – EFT. Select this option button if the transaction code is used with an integrated payment partner.

  – Manual. Select this option button if the transaction code is used for manual credit card transactions.

- **CC Commission.** Commission percentage to be paid to the credit card company for credit card transaction handling. Available if Credit Card payment type is selected.

- **AR Account Number.** Select the accounts receivable account to use for the current payment transaction code. This determines the AR account to which all payment postings transferred. For example, you might specify an AR account if you want to transfer a specific type of credit card payments (for example, American Express) to an AR account to enable tracking the remittance by the credit card merchant.

  OPTIONS:

- **Revenue Group.** Select this check box if this sales transaction code is revenue. If deselected, the charges posted to the transaction code are treated as non-revenue.

- **Paidout.** Select this check box if the transaction code is for posting cash paidout. Paidout transaction codes must be linked back to a sales transaction group via the subgroup.

- **Deposit Payments** (available for Payment group transaction codes when the Cashiering > Deposit Handling application function is set to Y). The payment transaction code is allowed for deposit payments.

- **Cashier Payments** (1-8) (available and selected by default for Payment group transaction codes). Select this check box if the payment type transaction code is allowed for payments applied to Billing screen windows 1 - 8 (Cashiering > Billing).

- **AR Payments** (available for Payment group transaction codes). Select this check box if the transaction code is allowed for accounts receivable payments.

- **Comp Payment** (available when the OPP_GCA PTS Gaming and Comp Accounting license is active). Select if this payment type is available for settlement of comp windows 101-108. If this option is not selected, the payment type cannot be used to settle comp windows 101-108.

- **Round Factor** (available for Payment type transactions codes). This is available when the Cashiering>Rounding Factor application parameter is set to Y.

- **Check No. Mandatory.** Select this check box if a check number must be entered when making a posting against this transaction code.

- **Membership.** Select this check box if the transaction code can be used towards membership points. The check box enables selection of this transaction code in the Membership Transaction Groups configuration.

- **Generates Inclusive.** Select this check box if generated charges (such as taxes or service charges) are included in the base amount posted. For example, a minibar charge could be tax inclusive, so when posting a 40.00 charge (and generates are set up), the guest would see $40.00 on the folio, however, internally the tax generate would be broken out ($35.00 minibar, $5.00 tax). If unchecked, tax generates are calculated from the base amount posted, and then posted separately as itemized, exclusive charges (taxes) on the folio.

- **Manual Posting.** If this check box is selected, cashiers can manually post the transaction code. If not selected, cashiers do not see this transaction code in lists of values for payments (on the settlement screen) or for posting charges (such as Billing). Leave this check box deselected for transaction codes that you want to make unavailable for manual posting such as accommodation revenue posted by the end of day routine or revenue charges posted via an interface.

- **Include in Deposit/CXL Rule.** The appropriate check box is available if either the Cashiering > Deposit Handling application function, the Cashiering > Cancellation Handling application function, or both application functions are set to Active. When this check box is selected, the transaction code is included in the calculation of deposit and/or cancellation rule fees. You can use this feature to include or exclude costs such as packages, generates, and fixed charges associated with a reservation when calculating deposit requests and cancellation penalties.

- **Service Type.** Select G- Goods or S- Services from list (enabled when the Service Type OPERA Control is active for Wrapper and Sales charge transaction codes).

- Editing Transaction Codes

- Configuring Transaction Diversions Rules

- Copying Transaction Configuration to Multiple Properties

Editing Transaction Codes

You can edit or delete transaction codes. If your property has an active OPERA Cloud Sales and Event Management Standard Cloud Service subscription, you can also edit transaction codes when mapping revenue types, event types, or function spaces to a transaction code.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and select **Transaction Codes**.

2. Select a **Property**, enter any additional search criteria, and then click **Search** .

3. From search results, select a record, click the **vertical ellipsis**, and select either **View** or **Delete** .

   - Selecting View opens the Transaction Codes screen and gives you access to the edit function on the Manage Transaction Code panel.

   - Selecting Delete lets you delete the transaction code record.

4. In the Manage Transaction Code panel, click **Edit**, make your updates, and then click **Save**.

> **Note:**
>
> Select the **Inactive check box** in the Manage Transaction Code panel to make the transaction code inactive for future use (you cannot make the transaction code inactive if it was used in the past).

5. Click **Save**.

Configuring Transaction Diversions Rules

Creating Transaction Diversions Rules

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Diversion Rules**.

2. On the Transaction Diversion Rules screen, search or select the Property and click **New**.

3. On the Manage Transaction Diversion Rule screen, select the **Level** from the drop-down list to **Property** or **Reservation**.

4. Complete the following fields:

   a. **Code**. Enter the code that identifies the transaction diversion rule. Up to 20 alphanumeric characters can be entered.

   b. **Description**. Enter the description for the transaction diversion rule.

   c. **Rule Type**. Select the rule type, either **VIP** or **Membership**.

   d. **Membership Type**. Search for and select the membership type. Available if Membership is selected for the Rule Type.

   e. **Membership Level**. Search for and select the membership level. Available if Membership is selected for the Rule Type and the Membership Type is configured with levels.

   f. **Transaction Codes**. Search for and select the transaction code. The list of transaction codes does not include package wrapper transaction codes, generate transaction codes, package profit and package loss transaction codes, and internal OPERA transaction codes.

   g. **Room**. Search for and select the pseudo room to which postings for this transaction diversion rule will be diverted.

   h. **Sequence**. Enter a unique sequence number that determines the priority this transaction diversion rule has when OPERA Cloud must decide which pseudo room charges will be diverted to in the event that the same transaction code is

attached to a membership rule and a VIP rule, both of which apply to the same reservation.

5. For Thresholds:

   a. Select a threshold from the list of values based on **Count**, **Minutes**, or **Quantity**.

   b. Select **Calculation** based on **PerStay** or **PerDay**.

   c. Add or minus the **Minimum Required** value.

   d. Add or minus the **Complimentary** value.

Editing Transaction Diversions Rules

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Diversion Rules**.

2. On the Transaction Diversion Rules screen, search for and select the required transaction diversion rule that you want to edit and then click on the vertical ellipses.

3. Click **Edit**.

4. Update the configuration as needed.

5. Select **Inactive** to mark the code inactive.

6. Click **Save**.

Deleting Transaction Diversions Rules

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Diversion Rules**.

2. On the Transaction Diversion Rules screen, search for and select the required transaction diversion rule that you want to delete.

3. Click on the vertical ellipses and then click **Delete**.

4. Confirm the deletion.

5. Click **Save**.

Copying Transaction Configuration to Multiple Properties

For multi-property operations, transaction management configuration is completed in the template and then copied to all or selected properties. The copy function is available on the Template tab. You can copy transaction groups, transaction subgroups, and transaction codes.

> **✎ Note:**
>
> Dependent configuration such as transaction groups and sub-groups must be copied first or the copy transaction code process will fail.

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Groups, Transaction Subgroups, or Transaction Codes**, .

2. Click the **Template** tab.

3. Enter search criteria and then click **Search**.

4. From search results, select a **record**, click the row level **vertical ellipsis**, and select **Copy**.

5. Select the **record** you want to copy.

6. Select the **Target Properties** to receive the copied transaction code.

7. Click **Save**.

8. Review your selection and then click **Copy And Continue**.

9. Adjust your selections if needed based on the confirmation message.

Revenue Buckets Overview

Prerequisites for Revenue Buckets

Revenue buckets allow you to group the various revenue, non-revenue and payment transaction codes transaction codes configured at your property into buckets. Rather than displaying or outputting totals per transaction code, revenue buckets display or output the summarized total per bucket. The following buckets types are seeded on provisioning for the following uses:

• BILLING: Revenue summary in Billing

• PROFILE: Revenue and payment buckets in a profile's stay revenue details

• DEFAULT: Revenue and payment buckets for exports files generated

See Guest Stay Statistics for more information.

• Prerequisites for Revenue Buckets

• Managing Revenue Bucket Codes

• Managing Revenue Bucket Types

Prerequisites for Revenue Buckets

OPERA Controls

Group: Profile

Function : Profile Revenue Buckets.

Managing Revenue Bucket Codes

To copy Revenue Bucket Codes:

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Revenue Bucket Codes**.

2. On the Revenue Bucket Codes screen, click **New**.

3. Select or confirm the **Property**.

4. Select the **Bucket Type**.

5. Enter a **Code** for the Bucket

6. Enter a **Description** for the bucket codes.

7. Enter an optional **Bucket Value**.

8. In the **Transaction Codes** panel:

    a. Type the transaction code in **Available** field and click **Go** or codes from the list.

    b. Use the forward or backward arrows to select the transaction codes you want to include in this revenue bucket.

    c. Click **Save**.

9. To **Edit** or **Delete** a revenue Bucket Code:

    a. On the **Revenue Bucket Codes** screen, select or confirm the **Property**.

    b. Select the desired code and click **Search**.

    c. In the search results, select a code and click the vertical ellipses. Select **Edit** or **Delete**.

    d. Click the plus icon to see the attached **Transaction Code** for the selected revenue bucket code.

Managing Revenue Bucket Types

In addition to the seeded revenue bucket types, additional bucket types can be configured for generic fiscal payload/FLIP functionality.

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Revenue Bucket Types**.

2. On the Revenue Bucket Types screen, click **New**.

3. Select or confirm the **Property**.

4. Enter the **Code**.

5. Enter a **Description** for the revenue bucket type and click **Save**.

6. To search for an existing Revenue Bucket Type:

    a. Select or confirm the **Property**. You have the option to select multiple properties.

    b. Select the **Code**. You have the option to select multiple codes.

    c. Click **Search**.

    d. To delete, in the search results, select a Revenue Bucket Type and click the vertical ellipses and select **Delete**.

Configuring Routing Codes

Prerequisites for Routing Codes

The Routing Codes function allows you to group certain transaction codes into meaningful units in order to simplify the process of setting up routing instructions on

reservations and profiles. Using a routing code is often more efficient and less time consuming than choosing separate transaction codes.
You can create routing codes in Transaction Management and reference them in reservation routing and default routing for profiles.

In the following example, you could group all food transactions codes in the FD routing code, all beverage transactions in the BV routing code, and so on.

Table 12-21   Routing Codes Example

Routing Code	Description	Transaction Codes
PH	Phone	3000, 3010, 3020
RT	Room & Tax	1000, 1010, 1020, 1030, 1040
FD	Food	2000, 2010, 2020, 2030, 2040, 2050
BV	Beverage	2005, 2015, 2025, 2035, 2045, 2055

Create Routing Codes

1. From the Administration menu, select **Financial**, select **Transaction Management**, and select **Routing Codes**.

2. Enter or confirm the **Property** and click **New**.

3. On the Manage Routing Codes screen, enter a **Code**.

4. Create a **Description** of the code.

5. Select the default **Apply To** days of week.

6. Select the default **Routing Limits**.

   Routing Limits impose a limit on the total value of transactions that can be routed.

   a. **Amount:** specify a maximum amount for this routing instruction. The limit accepts the total amount you can route for any one reservation using this routing instruction. No limit is set if you leave the Limit field blank.

   b. **Percentage:** select this to route a percentage of the transactions associated with the routing instruction. For example, enter 10 in this field to route 10% of each transaction. Generates such as taxes and service charges are also split by the designated percentage.

   c. **Covers:** specify a default number of covers to auto-populate in the Covers field on the Routing Instructions screen when this routing code is selected. Covers indicate the number of charges or transaction codes the routing code covers.

      When charges via an interface are made against any of the transaction codes included in the routing code, OPERA divides each charge by the number of covers specified by the interface. If the number of POS covers is greater than or equal to the number of covers on the routing instruction, the per-cover charge is multiplied by the number of covers on the routing instruction and that amount is routed. If the number of POS covers is less than the number of covers on the routing instruction, the charge is not routed.

7. Select the **Apply (Limit) Per Day** check box to generate a separate routing instruction for each day of the stay. This may be useful, for example, when you want the routing limit to apply to each day of the stay rather than to the entire stay or to a range of dates.

8. From the Available list of transaction codes, search and select the **transaction code(s)** to associate with the new routing code (hold down the Ctrl key to select multiple transaction codes).

9. Click the **directional arrow** to move the codes to the Selected list.

   You can filter the Available list or the Selected list of transaction codes by entering a transaction code in the Filter field and clicking **Go**.

10. Click **Save**.

To edit or delete routing codes:

1. On the Routing Codes screen, select or confirm the **Property**.

2. Enter search criteria for routing codes and click **Search**.

3. In the search results, select the **routing code** and click the **vertical ellipsis**.

4. Select **Edit**.

5. Update the routing code configuration and click **Save**.

6. To delete a routing code, in the search results select the **routing code**, click the **vertical ellipses,** and select **Delete**.

- Prerequisites for Routing Codes

Prerequisites for Routing Codes

Group: Cashiering

Function: Routing

Configuring Transaction Code Groups

Transaction groups are required for defining the transaction code type for transaction codes linked to the group via a subgroup. You can define tax generates at the group level per property; all transaction codes linked to the group will inherit the generates in the group.

Adding Transaction Code Groups

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Groups**.

   > **Note:**
   >
   > With an active multi-property subscription, new Transaction Groups can only be created by clicking the **Template** tab. Once created, you can copy the configuration to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties.

2. Click the vertical ellipsis and then click **New** and complete the following fields:

   a. **Revenue**. Defines the group as Sales (revenue and non-revenue) Charges.

     b. **Payment**. Defines the group as Payment.

     c. **Wrapper**. Defines the group as Wrapper (package). Only 1 group is required.

     d. **Code** : Enter an alpha-numeric code.

     e. **Description** : Enter a description of the transaction code group.

     f. Optionally enter a display sequence for the code when displayed as a list.

     Click **Save**.

Editing Transaction Code Groups

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Groups**.

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

3. In the search results, select the code and click the **vertical ellipsis** and select **Edit**.

4. Make the desired changes.

5. Click **Save**.

Deleting Transaction Code Groups

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Groups**.

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

3. In the search results, select the code and click the **vertical ellipsis** and select **Delete**.

4. To confirm, click **Delete**.

Related Topics

Configuring Transaction Code Subgroups

Transaction codes are linked to a subgroup, a transaction subgroup is then linked to a transaction-group. For each transaction group, you must have at least one transaction subgroup. Tax generates can be defined at the subgroup level per property and will be inherited by all transaction codes linked to the subgroup.

Adding Transaction Code Subgroups

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Subgroups**.

2. Click the vertical ellipsis and then click **New** and complete the following fields:

     a. **Code** : Enter an alpha-numeric code.

     b. **Description** : Enter a description of the transaction code group.

     c. **Transaction Group** : Select a transaction group from the list.

ORACLE®

You must link the subgroup to a transaction group. After you link to a group, the Type field value will display the group's transaction code type: Revenue (Sales), Payment, or Wrapper.

    d. Optionally, enter a display sequence to determine or order of this subgroup when it appears in a list.

3. Click **Save**.

Editing Transaction Code Subgroups

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Subgroups**.

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

3. In the search results, select the code and click the **vertical ellipsis** and select **Edit**.

4. Make the desired changes.

5. Click **Save**.

Deleting Transaction Code Subgroups

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Subgroups**.

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

3. In the search results, select the code and click the **vertical ellipsis** and select **Delete**.

4. To confirm, click **Delete**.

Related Topics

Tax Generates

Generates are used to automatically calculate additional charges, such as service charges and taxes, that are auto-posted to a guest bill when you select particular transaction codes for package or AR invoice postings. For example, a room charge might always generate a room tax (VAT) charge. You can set up a room tax charge in the following ways:

- Percentage of the room charge
- Flat amount that posts each time the room charge posts
- Formula that you can configure
- Tax type rules that refer to the specific reservation or profile to determine the charge amount to generate

The **Generates Inclusive Y/N** option on each sales transaction code determines if the generates are posted separately to the base sale amount or included in the base

amount. This depends on whether amounts are posted inclusive or exclusive of tax and service charges.

You can set up generates for individual transaction codes, all transaction codes within a transaction subgroup, or all transaction codes within a transaction group. If all revenue is subject to the same tax and tax rate, then the generate can be configured on the transaction groups and inherited by all transaction codes linked to the transaction group via subgroups. If tax only applies to some revenue, then the tax generate can be configured on sub-groups or individual transaction codes. When a generate is configured at the group level and a different generate is configured on a subgroup, the transaction codes linked to subgroup inherit both the generates.

You can add as many generates to a transaction code, transaction group, or transaction subgroup as necessary. Furthermore, you can use the result of one generate calculation as the basis for calculating subsequent generates. For example, assume you want to calculate a tax based on the total that results from the posted charge plus a service charge. In this scenario, the total posted amount resulting from the addition of the service charge can be stored in a subtotal "bucket" for calculation of the tax. If you plan to use subtotals in this way, the order in which you create generates are important to ensure subtotals from one generate calculation are available for the next calculation.

Three subtotal "buckets" are available: Subtotal 1, Subtotal 2, and Subtotal 3. To store the result of a generate calculation in one of these buckets for use in a later generate calculation, select the appropriate **Subtotal** options. The value of a specific Subtotal bucket is cumulative if the following generate calculations also store their results in the same Subtotal bucket. The base amount of the posting is held in each bucket that has been flagged to include the transaction amount. If the bucket has not been flagged to include the transaction amount, the starting amount for that bucket is zero.

When assigning a generate to a group or subgroup, the generates always post for each transaction code within that group or subgroup.

- Configuring Generates

Related Topics

- Configuring Generates
- Adding Transaction Groups
- Adding Transaction Code Subgroups

Configuring Generates

Creating a Generate

You can configure generates for individual transaction codes, all transaction codes within a transaction code subgroup, or all transaction codes within a transaction code group. Use the Generates panel to configure generates.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select one of the following: **Transaction Codes**, **Transaction Groups**, or **Transaction Subgroups**.

2. Select the transaction code, transaction group, or transaction subgroup for which to create generates and click **Edit**.

3. Navigate to the Generates panel and click **New**.

> **Note:**
>
> The Generates panel is not enabled for transaction codes linked to a Wrapper Group or a Payment Group.

4. Select the **Generates Code** to be generated.

5. Select either **Tax Type** (available if **Tax Type** is active in OPERA Controls) or **Non-Tax Type**.

   a. **Tax Type**. This option controls whether the generate is applied to a posting and how it is calculated based on the tax type value from either the profile or reservation (**Tax Type Calculation** must be set in OPERA Controls).

   b. **Non-Tax Type**. This option applies to all reservations/profiles.

6. Select the **Posting Rule Details**:

   a. **Percentage**. Select if the generate is a percentage of the transaction posting. In the **Calculation On** field, select the down arrow and select the value against which the percentage should be applied. Usually the percentage is applied to the base amount of the posting. However, you can also select the value stored in Subtotal 1 (S1), Subtotal 2 (S2), or Subtotal 3 (S3) if you are calculating a tax on another tax or service charge.

   b. **Amount**. Select if the generate is a flat amount.

   c. **UDF Function** (User-Defined Function). Select if the generate is calculated based on a user-defined function or formula. Enter the start day and select a user defined function from the drop-down menu.

   d. **Do Not Post** . Do not calculate or post a generated charge (used when a base charge is tax exempt for a specific tax type).

   e. **Start Date** . Select a start date for the generate rule.

7. Select **Add Calculated Amount to**. Select the Subtotal **Base Posting** to store the results of a calculation in a "bucket" for use by a subsequent generate calculation. The value of a specific Subtotal bucket will be cumulative if later generate calculations also store their results in the same Subtotal bucket. The base amount of the posting is held in each bucket flagged to include the transaction amount.

8. Select the **Advance Generate Handling** (for this feature, **Cashiering** must be active in OPERA Controls):

   a. **Do not post after (n) days**. Enter a value after which the generate will stop posting.

   b. **Checkout**. If the checkout button is selected in the Billing screen, or if an early departure is performed, you are prompted accordingly. During checkout when you select the Checkout button, if the generate is marked as Prompt at Checkout, the Adjust Generates screen appears with a message that generates are evaluated for adjustment. You can select/unselect and click OK to continue.

   c. **No Adjustment**. The adjustment is not made automatically, and you are not prompted with a message during checkout. This is the default type.

9. Click **Save**.

Editing Generates

Editing Generates (if only the view action is available, the generate is inherited from another level and cannot be edited):

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select one of the following: **Transaction Codes**, **Transaction Groups**, or **Transaction Subgroups**.

2. In the Property tab, enter search criteria and then click **Search**.

3. From your search results, select the **record**.

4. Click the row-level **vertical ellipsis** and select **View**.

5. Navigate to the Generates panel.

6. Select the row level **vertical ellipsis** and select **Edit**.

7. Update details.

8. Click **Save**.

Deleting Generates

Deleting Generates (if only the view action is available, the generate is inherited from another level and cannot be edited):

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select one of the following: **Transaction Codes**, **Transaction Groups**, or **Transaction Subgroups**.

2. In the Property tab, enter search criteria and then click **Search**.

3. From your search results, select the **record**.

4. Click the row-level **vertical ellipsis** and select **View**.

5. Navigate to the Generates panel.

6. Select the row level **vertical ellipsis** and select **Delete**.

Using Advanced Generates

Generates automatically calculate additional charges such as taxes on a guest's bill. Advanced Generates allow you to stop Generates from posting after a specified number of days. You might use Advanced Generates to stop posting for promotional reasons or for long stay reasons.

You can apply Advanced Generates to transaction codes, including groups and subgroups. When setting up Advanced Generates, you must select one of the following Adjustment Types:

During End of Day. This adjustment type automatically stops Generates during the End of Day process after the number of days you specify. For example, if you specify 30 days, the generate will stop on the 31st day during the End of Day process. The During End of Day option also inserts an alert at Checkout telling you an adjustment has been completed for the guest.

Prompt at Checkout. This adjustment type displays the Adjust Generates screen and a prompt providing further instructions.

No Adjustment. This adjustment type is the default option. It provides no adjustments or message prompt.

Applying Stop Posting Generates

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Codes**.

2. Search for and select a transaction code.

3. On your selected transaction code, click the more options icon and select **View**.

4. Scroll to the Generates panel.

5. Select a **Generates Code** and then click the more options icon.

6. Click **Edit**.

7. Scroll to Advance Generate Handling and complete the following:

   Do not post after (n) days. Enter the number of days allowed until generates should stop posting. For example, if you enter 30 in this field, on the 31st day this generate would not post. Entering 0 is the same as leaving this field empty and stop posting is not enabled.

8. Select one of the following adjustment options:

   During End of Day. Select to automatically adjust postings using this transaction code as the generate on the 31st day during the End of Day Process. When an adjustment is made for this adjustment type, OPERA Cloud automatically inserts a Checkout alert for you. The message indicates an adjustment has been completed for this guest. If the **Do Not Post After Days** field is set to 30 and the adjustment type is set to **During End of Day**, the adjustment is only made for postings of that generate within those 30 days. Stopping of generates occurs during the End of Day Sequence on the day after the stop days when the adjustment level type is **During End of Day**. If the generate indicates **Do Not Post After Days of 30**, the generate will not post during the End of Day Sequence on the 31st day.

   Prompt at Checkout. If the **Checkout** button is clicked in the Billing screen or if an Early Departure is performed, you are prompted accordingly. OPERA Cloud also tracks the adjustments that were already made. This way you do not receive the message twice if there is nothing to adjust. During the checkout process when you click the **Checkout** button, if the generate is marked as **Prompt at Checkout**, the Adjust Generates screen appears with the following prompt: "The following generates have been evaluated for adjustment. Please select/unselect and press OK to continue."
   Select the generates you want to adjust in the X column and click **OK** .

   The adjustment prompt appears before the Payment screen appears and before the checkout process is complete. If the guest bill is 0.00, and there are adjustments, the prompt appears before the guest checkout process starts.

   End of Day. This automatically adjusts any posting with the transaction code used as the generate during the End Of Day process.

   Checkout. When the **Checkout** or **Early Departure** options are selected, this prompts you to adjust any outstanding charge posted to the selected Transaction code.

   No Adjustment. The adjustment is not made automatically and you will not be prompted with a message during checkout. This is the default option.

9. Click **Save**.

About Rounding Factors

In certain jurisdictions around the world, monetary amounts must be rounded by a standard factor due because of the discontinued use of lower denomination coins. To meet this requirement, OPERA Cloud provides a rounding factor feature that allows properties to automatically apply a designated rounding factor to monetary amounts.

Rounding factors are applied to payment type transaction codes that you designate for rounding. This flexibility allows you to handle situations where one payment method is not rounded, such as EFT credit card payments, while another payment method is rounded, such as cash payments.

- When the rounding multiple code is of Payment type, the rounding is posted to the account and applied as a payment to the last invoice.

- When the rounding multiple code is of Revenue/Consumption type (revenue producing transaction code), the rounding is posted to the invoice. For multiple invoices, the rounding is posted to the last invoice in the list. The rounding posting can then be seen in the invoice details screen.

The OPERA Controls Cashiering>Rounding Factor allows you to set the rounding factor to use. Available factors are 5, 10, 50, and 100.

Rounding Multiple Code Setting Using Consumption Transaction Code Type

- The transaction code must be marked as Revenue Group.

- After making a rounding difference posting to this transaction code, you cannot edit the transaction code in configuration.

Rounding Multiple Code Setting Using Payment Transaction Code Type

- The transaction code must be marked as Others payment type using the Transaction Type drop-down on the Transaction Code setup screen.

- Note, after assigning a transaction code to the Rounding Multiple Code setting, before any posting is made using this transaction code, you can edit the transaction code. OPERA Cloud will not prompt as in the case of a consumption code; however, the following attributes cannot be selected: AR Account, Cashier / AR / Deposit, Paidout, Revenue Group, Round Factor, or Membership. If there are any posting against this transaction code, OPERA Cloud will prompt as such and prevent making any changes.

> **Note:**
>
> Postings against the Rounding Multiple Code transaction code using a Payment transaction code type are included in the Miscellaneous Payments Cashier Report.

Round Factor Payment Transaction Codes

Rounding factors are applied to the Payment type (Payment Group) transaction codes that you designate for rounding. This flexibility allows you to handle situations where one payment method is not rounded (for example, EFT credit card payments) while another payment method is rounded (for example, cash payments).

To designate that a payment type is to be rounded, select the Rounding Factor check box on the Transaction Codes Edit screen. (This option is available only when the Cashiering>Rounding Factor application parameter is set to Y. It is only available on Payment type transaction codes.)

When a payment is made using the transaction code marked as Round Factor, the rounded amount will be returned as the payment amount.

Feature Behavior

At settlement (Check Out, Early Departure, Quick Check Out) or payment posting, OPERA Cloud applies the rounding factor (as appropriate for the payment method being used) before displaying the Amount field in the Payment screen.

The rounding difference is posted only if the balance due is an amount that needs to be rounded and is being fully paid off, for example, 25.22 is rounded to 25.20 for a bill being paid in full.

> **Note:**
>
> Payments posted in foreign currency are not subject to rounding.

If the payment method is (or is changed to) a payment method that does not use the rounding factor, OPERA Cloud displays the unrounded payment amount. When rounding is applied, the Billing screen displays the rounded difference along with the rounded payment.

> **Note:**
>
> When performing folio settlement and posting partial payments using various payment methods, if the last amount due is .02 or .01, OPERA Cloud will automatically post a rounding difference irrespective of the payment methods used earlier. For example: If a billing window has a balance of .01 or .02, selecting Payment or Settlement will post the rounding difference automatically. This applies to Passerby, AR, POST IT, and so on.

The rounding difference posting cannot be edited / deleted / transferred by itself/ adjusted/ split. If the payment that posted a rounding difference is moved, the rounding difference posting also moves with it.

The folio that is generated will show the rounded amount and amount paid, as applicable for the payment method being used. The Total_Rounding merge code may be added to the folio footer to show the net rounding applied to the charges shown on the folio.

Other areas where the rounding factor is applied include:

- Passerby payments
- Post It payments
- Currency exchange
- End of Day processing automatic checkout payments
- Paidouts

In Accounts Receivable, the invoice will be modified to cover any rounding difference due to the payment method, thereby avoiding mismatches between the amount owed and the payment. For example, assume the Rounding Multiple is 5 and cash payments are subject to rounding. If an invoice has a total of 133.44 owed, and the payer makes a cash payment, the invoice amount is automatically rounded to 133.45 at the time the Payment screen opens. The cash payment of 133.45 closes the invoice. If EFT credit card payments are not rounded, the invoice amount and the payment remain as 133.44.

The currency exchange receipts display the rounding difference amount if any are posted when performing currency exchange.

A merge code for displaying the rounding factor amount is provided for sample payment and sample deposit receipts.

See related topic – OPERA Controls

Configuring Payment Methods

Payment Methods allow you define the payment methods accepted at your property and are referenced in reservations and routing payment instructions. OPERA Cloud also allows you to define credit limit assigned to each payment method and other features related to payment methods.

On the payment method screen, you can add new payment types and edit existing payment types.

> **Note:**
>
> Prior to creating payment types ensure transaction codes are created for each payment type.

Adding Payment Methods

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Payment Methods**.

2. On the Payment Methods screen, click **New**. In the Manage Payment Method:

   a. Select or confirm the **Property**.

   b. Enter the **Code**. The code entered here is displayed as a selection when the agent is prompted for a payment method while making a reservation and when checking in the guest. This code is also presented at check out, along with the credit card number and expiry date. If you are using an EFT interface, Oracle recommends using the credit card check code as the payment method code when defining credit cards here.

   c. Enter a **Description**. Describe the payment method used. For example, credit card name.

   d. Select a **Transaction Code**. This code is from the defined transaction codes that belong to a transaction code group that is configured for payment.

   e. For all credit card payment types, search and select the **Credit Card Type** from the list; this field determines the credit card validation to be used.

f. Enter the Credit Limit. Enter the amount you want to assign as the credit limit for the payment method. The amount you assign to each payment method is used to produce the Credit Limit Report. This report lists all guests whose current balance is greater than the credit limit assigned to the payment method on their folio. It is advisable to set these limits below your established floor limits for each method of payment so a guest appears on the credit limit report before he or she actually exceeds the established credit limit for the payment method selected. This way, you have adequate time to get approval from the credit card company for more credit.

g. Enter the **Merchant Number**. Certain credit card interfaces (mainly in Europe) need this field populated. Enter the contract number established between the property and the credit card company to which the card belongs.

h. When the Credit Card Surcharge parameter is set to Active in OPERA Controls:

    i. **Surcharge Percentage**: For credit card payment types enter the percentage to charge the guest for using a particular credit card. This percentage will be added to the total amount that the guest is using the credit card to pay for.

    ii. **Surcharge Minimum**: For credit card payment types enter the minimum threshold payment amount before the credit card surcharge percentage is to be added.

i. Select the **Sequence**. The number you enter here determines the position of the payment method type code in the list of payment methods. Payment method types that do not have a sequence number appear in alphabetical order following those codes that have a sequence number assigned.

j. Select the **No Post** check box to indicate that all reservations made with this code as the payment type are to be marked as a No Post reservation by default. If a reservation is set as a No Post reservation, then each time a posting is made for that guest account, the system presents the following message: **This guest has a No Post flag, would you like to post anyway?**

k. Select **Reservation**. Select this check box to allow the payment type to appear as a payment option from the Reservation screen.

l. In the **Card Information** panel, enter the following details:

    i. **Card Length**. Enter the total number of characters used in the credit card number for this card type

    ii. **Card Prefix**. If applicable, enter the common numbers that always precede the user's unique credit card number for this credit card brand. If the brand includes multiple prefixes, separate the prefix entries with a comma.

    iii. **Validation Rule**. Select a validation rule from the list. Select the method to use for initial verification - Mod 7, Mod 10, User Defined, or No Validation.

    iv. In the BIN range grid, enter the Card Range From and Card Range To numbers that define the BIN number ranges of valid credit card numbers that begin with each card prefix you specified in Card Prefix.

        i. Click **New** to add a row.

        ii. Click Vertical Ellipse and click **Delete** to delete a row

    v. Click **Save**.

ORACLE®

Editing Payment Methods

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Payment Methods**.

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

3. In the search results, select payment method and click the vertical ellipses and select **Edit**.

4. In the **Manage Payment Method** panel, edit the required information. Property, Code and Transaction Code fields are not editable in this panel.

5. In the **Card Information** panel, edit the required information and click **Save**.

Deleting Payment Methods

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Payment Methods**.

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

3. In the search results, select payment method and click the vertical ellipses and select **Delete**.

4. In the **Manage Payment Method** panel, delete the required information. Property, Code and Transaction Code fields are not editable in this panel.

5. In the **Card Information** panel, delete the required information and click **Save**.

Copying Payment Methods

When the multi-property service is active, new Payment Methods are created by selecting the Template tab. Once created, you can copy Payment Methods to specific properties using the **Copy** action. See Copying Configuration Codes to Multiple Properties for more information.

Configuring Transaction Code Protection (Ownership)

Prerequisites for Transaction Code Protection.

Transaction Code Protection enables you to configure a Transaction Code for Property Ownership or Central Ownership. This feature is useful for a property that would like to limit what values can be changed on Transaction Codes as well as which users are allowed to make those changes.

The Transaction Code Protection screen shows the fields and checkboxes configured for Property and/or Central Ownership in the property.

Adding Transaction Code Protection

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Code Protection**.

2. Enter or select a **Property** to search for Transaction Code Protection configuration and click **Search**.

3. Click **Edit** to modify the ownership of a Transaction Code field or checkbox.

4. Under Transaction Code Ownership, select the checkboxes under the **Property** column if you want property ownership of the transaction code or select the checkboxes under **Central** if you want ownership to be central. You can also select the checkboxes for both **Property** and **Central** for each transaction code.

5. Click **Save**.

.

• Prerequisites for Transaction Code Protection

Prerequisites for Transaction Code Protection

OPERA Controls

Group: Cashiering

Functions: Transaction Code Ownership

OPERA Cloud Tasks

Financial Admin: Transaction Code Protection

• Edit Transaction Code Protection

Financial Admin: Transaction Codes

• Override Property Protection

• Override Central Protection

Configuring Articles

Prerequisites for Configuring Articles

One transaction code can sometimes serve as an umbrella for multiple items or articles, which can be posted using that transaction code. For example, a single "minibar food" transaction code might cover potato chips, crackers, peanuts, pretzels, and so on.
By using articles, you can specify an individual article number for each of the food items and specify a default price, just as you can for transaction codes. Instead of posting a lump sum to the minibar food transaction code, you have an option to post each individual article, its quantity and price. In the example above, rather than posting 7.75 to minibar food, you can post 5.00 for two bags of peanuts and 2.75 for potato chips. Two separate charges to the minibar food transaction code appear on the guest's bill (one for 5.00 and one for 2.75).

Articles can also be configured to display in Charge It, which provides you with a point-of-sale interface on desktops, tablets and mobile phones for posting charges to a cart and processing the settlement. Display colors can be used to differentiate and group articles appearing in Charge-It; for example, food items displayed in green and beverage items displayed in blue.

For more information on Charge-It, see Charging Purchases Using Post It.

To create new Articles:

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Articles**.

2. On the Articles screen, click **New**.

    a. Select or confirm the **Property**.

    b. Enter a numeric **Code** for an article. Codes must be at least 2 characters in length. Codes must be unique. The code cannot be changed once the article configuration has been saved.

    c. Select a **Transaction Code**. From the list choose the transaction code to which the article belongs.

    d. Enter a **Description** for the article.

    e. Enter a **Default Price**. When a posting is made using this article, the amount specified in this field automatically appears in the Posting screen Amount column. It is also the price displayed in Charge-It.

    f. Select the **Available in Charge It** check box to display this article Charge-It. The Display Color and UPC fields become editable when you select this option.

    g. Select the **Display Color** from the list of colors.

    h. Enter an **UPC**. Universal Product Code is a barcode symbology This value must be unique for each article and is typically 12 digits. Within Charge-It the barcode on items can be scanned in order to post the article to the cart. Manually enter a numeric value or scan item with barcode scanner to populate the field.

    i. Select a **Sequence**. If no sequence number is assigned to an article, it is displayed in alphabetical order by Description following those article codes that have a sequence number.

3. Click the vertical ellipses to select **Show** or **Hide** Inactive.

4. To edit or delete an Article:

    a. On the **Articles** screen, select or confirm the **Property**.

    b. Select the **Transaction Codes** and **Article Code**.

    c. Select the desired code and click **Search**.

    d. To edit an article, select a row and click on the vertical ellipses and select **Edit**.

    e. On the Articles screen, **Property**, **Code**, and **Transaction Code** fields are not editable.

    f. Modify or change the **Description** and **Default Price.**

    g. Select or unselect the **Available Charge It** check box.

    h. Select the **Inactive** check box to make the article code inactive. Articles cannot be deleted once a charge has been posted against them; however, making the article inactive removes it from further use.

    i. To delete, select a row and click on the vertical ellipses and select **Delete**.

    j. Click **Save**.

• [Prerequisites for Configuring Articles]

Prerequisites for Configuring Articles

OPERA Controls

Group: Cashiering

Function: Articles

About Revenue Type Mapping

Revenue Type Mapping enables you to map a revenue type, an event type, and/or a function space to a specified transaction code for the posting of catering related charges. The mapping provides the ability to calculate the postings including generates configured in the mapping record and on the transaction code. It is designed to produce a more accurate estimate of charges.

Revenue Types are categories used to track revenue. They represent item resources, menu resources, and other services. Typical Revenue Types for events include audio equipment, decorations, lighting, food, beverages, and so on.

- Configuring Revenue Type Mapping
- Copying a Revenue Type Mapping

Configuring Revenue Type Mapping

Use Revenue Type Mapping to associate a revenue type with a transaction code. You can also include event types and a location space in the mapping.

1. From the Administration menu, select **Financial**, select **Transaction Management**, and select **Revenue Type Mapping**.

2. Click **New**.

3. Select a **Property**.

4. Select a **Revenue Type** from a list of events such as food, beverage, audio/visual equipment, and so on.

5. Select a **Transaction Code** from a list of configured event transaction codes.

6. Add the following optional information:

   a. Select an **Event Type** from a list of pre-configured events such as Wedding Dinner, Coffee Break, Breakfast, and so on.

   Taking the Mapping down to the event type level enables the hotel to break out the revenue on a transaction code level by event type. For example, you can have a transaction code for Banquet Breakfast and a separate code for Banquet Lunch.

   b. Select a **Space** from a list of configured function spaces at the property.

   While not mandatory, this mapping might be valuable. For example, if the event takes place in a restaurant space, the hotel may want to charge the revenue to a different transaction code/revenue center.

    c. Select a **Catering Only** radio button indicating Yes, No, or Both.

    Selecting Yes maps the revenue type to a catering only block. If Catering Only is selected, the revenue postings can go to a different set of transaction codes.

    d. Enter a **Percentage** to apply a service charge as a percentage of the charges and select a **Calculation Method** to apply the service charge percentage to either Net or Gross charges.

    If the transaction code already has service charge configured, it's not required here. Adding it in both places will cause a duplicate service charge on the posting.

7. Click **Save** to return to the Search screen.

8. Click **Save and Continue** to create another Revenue Type Mapping.

Copying a Revenue Type Mapping

The copy function lets you copy a Revenue Type Mapping record to other Event Types and/or Spaces. If any of the selected Event Types or Spaces would create a duplicate record, the copy is not allowed.

1. From the Administration menu, select **Financial**, select **Transaction Management**, and select **Revenue Type Mapping**.

2. Select a **Property**.

3. Select any additional search criteria and click **Search**.

4. In your search results, select a **Revenue Type Mapping** record, click the **Actions ellipsis**, and select **Copy**.

5. In the Copy Revenue Type Mapping dialog, select **Event Type,** or **Space**, or **Catering Only**.

    a. If you select Event Type, select the **Event Type** from the search list.

    b. If you select Space, select the **Functional Space** from the search list.

    c. If you select Catering Only, select the **catering Transaction Code** from the search list.

6. Click **Save**.

Credit Card Types

Prerequisites for Credit Card Types.

Credit Card Types are two-character values that represent a specific type of card, such as a Master Card or Visa. Credit Card Types are available for selection when you create a payment method for a credit card or other type of card.

Multiple Credit Card Types exist by default and are automatically available during property creation. You cannot delete these default Credit Card Types and can only edit the sequence value.

However, you can create additional Credit Card Types. You can also delete the Credit Card Types you create as well as edit the description and sequence values.

- Prerequisites for Credit Card Types
- Configuring Credit Card Types

Prerequisites for Credit Card Types

OPERA Cloud Tasks

Financial Admin: Credit Card Types

- New/Edit Credit Card Types
- Delete Credit Card Types

Configuring Credit Card Types

Adding a Credit Card Type

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Credit Card Types**.

2. Click **New**.

3. Complete the following fields:

   a. **Property**. Enter or select a property for the Credit Card Type.

   b. **Code**. Enter a code to identify the Credit Card Type, such as MC for Master Card.

   c. **Description**. Enter a description of the Credit Card Type.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

4. Click **Save**.

.

Editing a Credit Card Type

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Credit Card Types**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, select the row level **vertical ellipsis** and select **Edit**.

4. Make the desired changes.

5. Click **Save**.

Deleting a Credit Card Type

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Credit Card Types**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, select the row level **vertical ellipsis** and select **Delete**.

4. Click **Delete** to confirm.

13

Booking Administration

Reservation Alerts

Prerequisites for Alerts

OPERA Cloud offers three kinds of alert messages.

- **Reservation Alert Messages** that you can manually set up on individual reservations.

- **Global Alerts** that generate automatically for all reservations that meet the alert condition.

- **Welcome Offer Alerts** that generate automatically for all reservations that meet the alert condition.

You can configure alerts to appear in the application or print directly to an email addressable printer. Also, configured alerts can trigger in any of the following areas (events): at check in, at check out, at edit of in house reservations, and when you open the reservation to make updates.

- Prerequisites for Alerts
- Configuring Reservation Alert Messages
- Global Alert (Rule) Definitions

Prerequisites for Alerts

OPERA Controls

Group: Reservations

Functions: Alerts

Settings: Popup Alerts; Welcome Offer

Configuring Reservation Alert Messages

Reservation alerts provide information that appears on reservations during check in, check out, or any time you open the reservation of an in-house guest.

Alert messages are referenced in Global Alert rule-based alert configuration or used in the manual setup of Alerts on a reservation.

Adding Alert Messages

> **Note:**
>
> When the multi-property service is active, new Alert Messages are created by selecting the Template tab. Once created, you can copy Alert Messages to specific properties using the Copy action. Refer to Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Alert Messages**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code for the alert message
   b. **Description**: Enter the alert message.
3. Click **Save**.

Editing Alert Messages

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Alert Messages**.
2. Enter search criteria and click **Search**.
3. Locate the code in the search results and click the **Vertical Ellipses** for that code, and then select **Edit**.
4. Edit the description or sequence.
5. Click **Save**.

Deleting Alert Messages

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Alert Messages**.
2. Enter search criteria and click **Search**.
3. Locate the code in the search results and click the **Vertical Ellipses** for that code, and then select **Delete**.
4. Click **Delete** to confirm.

Related Topics

- Alerts

Global Alert (Rule) Definitions

Global alerts are rule-based alerts for reservations. Global alerts can be configured to appear in the application (in a pop-up or more subtly in a notification area) or generate directly to a printer somewhere in the property. You configure global alert definitions in the Administration Booking menu.

Unlike standard alerts manually added to reservations, global alerts are dynamic in nature, based on rules. The global alert generates only when a reservation meets the conditions set up for the alert rule; these conditions are based on attributes from either the reservation or the linked profile. You can set up global alerts to trigger in any of the following areas (events): at check in, at check out, at edit of in house reservations, and/or whenever the reservation is opened for update.

You also set up alert notifications to appear either on-screen or to print directly to an email-addressable printer. When configuring a printed alert, a customizable alert template is selected that defines the layout of the alert to be printed.

Global alert rules eliminate the need for users to manually add alerts to individual reservations for commonly required use-cases. Each Global Alert rule therefore consists of the following:

- WHO: Reservation & Profile Filter Condition

- WHAT: Alert Message

- WHEN: Trigger event – Reservation Edit, Check in, In house or Check out

- WHERE: Notification type – Screen or Printer

For example, you could configure a rule to display a message regarding long-term parking on-screen at check in when the Nights field is greater than or equal to 7. Or, you might configure a rule to print an alert to the printer in room service instructing staff to deliver a fruit basket at check-in when the reservation specials field contains codes for a fruit basket.

You must set up at least one Condition under which the global alert appears. The condition consists of an Attribute and an Operator that you select. You can edit, delete, or add multiple conditions.

- Configuring Global Alert Rules

Related Topics

- page 8-3

Configuring Global Alert Rules

Adding Global Alert Rules

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Global Alert Definitions**.

2. In the Global Alert Definitions screen, click **New**.

3. In the Manage Global Alert Definition screen, enter the following details:

   a. **Step 1 : Set Alert Definition**

i. **Property**: Select or confirm the property.

ii. **Code**: Select an alert message from the list see Configuring Reservation Alert Messages. The message text define for the alert code appears in the **Description** field below where it can be updated.

iii. **Area**: Select when to generate the alert message.

- Check-In
- Check-Out
- In-House
- Reservation

> **✎ Note:**
>
> When you select Check-In or Check-Out areas a **Stop Check-In** or **Stop Check-Out** check box appears. Select this check box to validate the condition defined in this Alert rule and stop the check-in or check-out process if the condition is true. This can be used to check for mandatory fields that are NULL in the reservation or linked profile and halt the check-in or check-out.

iv. **Notification Options** : Select where to generate the alert message.

- **Screen Notification**: Select this check box to generate alert notification to the user on-screen when the alert criteria are satisfied. This check box is selected by default.

- **Printer Notification**: Select this check box to generate alert notification by printing a selected alert report at the designated email-addressable printer.

  – **Printer**: When the Print Notification option is selected, you must also select the printer. This printer must already be configured with Use Alert Printing selected on Printer setup. See Configuring Printers.

  – **Report**: You must also select a customized alert template If no alert template is selected, the alphabetically first alert template auto-populates the report field. See Stationery Report Groups.

- **Description**: Populates with the alert message text for the selected alert code. This message text can be edited.

b. **Step 2 : Set Filter Conditions**

Here, you can define the filter condition to specify to which reservations and linked profile the alert applies . When you complete all the steps and select the **Add** button; the condition statement you composed appears in the text box in the lower part of the screen. If necessary you can construct complex conditions that contain multiple (and possibly nested) statements.

Following is a description of the basic steps for building a set of conditions.

i. Click **Add**: Select a field from the list that will be used as a filter for the condition. The field list contains fields from the reservation record and the primary linked profile record typically the guest's profile.

ii. Select an **Operator**:

- **Dates**: After, Before, Business Date, Is Between, Is Equal To, Is Equal to Business Date, Is Equal to Business Date +1.

- **Time or Number Amounts**: Greater Than or Equal To, Is Between, Is Empty, Is Equal To, Is Not Empty, Is Not Equal To, Less Than or Equal To.

- **Text Items**: Contains Multiple Values (exact match), Greater Than or Equal To, Is Between, Is Empty, Is Equal To, Is Not Empty, Is Not Equal To, Less Than or Equal To, Not Contains Multiple Values (exact match), Not Partially Contains Within (multiple values), Not Partially Contains at Beginning, Partially Contains Within (multiple values), Partially Contains at Beginning.

   iii. Specify a **Value(s)**: depending on the operator chosen select one or matching values.

   Repeat these steps to add additional criteria if they are required, selecting either the **AND** or **OR** operator from the list:

   - with the AND logical operator the Global Alert rule is only executed if ALL filter criteria specified are met.

   - With the OR logical operator the Global Alert rule is executed if either or the entire filter criteria is met.

   To nest statements click **ADD()** to place the condition in parentheses - these are evaluated first.

Editing Global Alert Rules

1. In the Global Alert Definitions screen, click **Search**. You can enter an **Alert Code** or a **Description** to narrow your search.

2. In the search results, select the code, click the vertical ellipsis, and select **Edit**.

3. Update or modify the configuration and click **Save**.

Deleting Global Alert Rules

1. In the Global Alert Definitions screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.

2. In the search results, select the code, click the vertical ellipsis, and select **Delete**.

3. Confirm your decision and click **Delete**.

Alert Printing

Alerts can be displayed on screen and/ or printed to an email-addressable printer. When you select the Printer Notification check box, you are required to specify the destination printer and select the customized alert template to be printed. Merge codes available on this template include:

- Alert Area

- Last Name

- First Name

- Room Number

- Alert Description

- Date/Time (Current at time of printing)

- Arrival Date
- Departure Date

Block Management Overview

Following are the configuration types and their description:

Configuration Types	Description
Booking Types	You can associate a booking type with a business block to categorize business blocks for reporting purposes. For example, business blocks might be associated with a wedding, a commercial exhibition, a tour, a conference, or so on, and it may be useful to view block revenues and other information segregated by these types.
Cancellation Reasons	A business block cancellation reason is required when you change a block's status to Cancelled.
Lost Reasons	A business block lost reason is required when you change a block's status to Lost.
Conversions	A block conversion gives sales managers a way to assign a likelihood of conversion to blocks.
Destination Codes	Destination codes are used to identify competitors or alternate properties where a client has decided to book when a block status turns to Cancelled or Lost.
Rankings	A block ranking gives sales managers a way to assign a priority to blocks.
Rate Override Reasons	Rate Override Reasons are required when a rate code is applied to a block, but a user manually overrides the rate amount on the room grid. When this option is used, you must also select an override reason.
Refused Reasons	This configuration allows you to create codes that specify why a block was refused. A block refused reason is required when you change a block's status to Refused.
Reservation Methods	This configuration allows you to indicate how reservations are expected to be picked up for the block. In many cases it will be done via rooming lists, but reservation pick-up could also be handled via individual guest calls, a convention bureau, or others.
Wash Schedules	Properties often set aside rooms for block reservations. As the block date approaches, you can reduce the number rooms in the block by transferring a number or percentage of them to general house availability. Block wash schedules enable this transfer. The End of Day final procedure activates the scheduled transfers. You can schedule the room transfers by date and by a percentage or a set number of rooms. When creating or editing wash schedules: • Attach schedules to a block prior to the block's cutoff date. • Configure only one details record per wash schedule for each day prior to arrival. • Set the Block Wash Schedule in Routine Management to Active.

- Configuring Booking Types
- Configuring Cancellation Reasons
- Configuring Conversions
- Configuring Destination Codes
- Configuring Lost Reason Codes

- Configuring Rankings
- Configuring Rate Override Reasons
- Configuring Refused Reasons Codes
- Configuring Reservation Methods
- Configuring Sales Allowances
- Block Wash Schedules
- Block Status

Configuring Booking Types

Adding Booking Types

You can set up booking types for business blocks to categorize them for custom reporting purposes. For example, you might categorize a block as a wedding, a commercial exhibition, a tour group, a conference, or so on.

1. Select the Administration menu, select **Booking**, select **Block Management**, and then select **Booking Types**.

2. Click **New**.

3. Enter a **Code** to identify the business block booking type.

4. Enter a **Description** of the business block booking type.

5. Enter a **Sequence** number to indicate the position of this block booking type in list of displayed values.

6. Click **Save**.

Editing Booking Types

1. In the Booking Types screen, click **Search**. You can enter a Code or a Description to narrow your search.

2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.

3. Update the configuration and click **Save**.

Deleting Booking Types

1. In the Booking Types screen, click **Search**. You can enter a Code or a Description to narrow your search.

2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Delete**.

3. Confirm your decision and click **Delete**.

Configuring Cancellation Reasons

Cancellation reason codes are used to specify why a block was canceled. A block cancellation reason is required when you change a block status to Cancelled.

Adding a Cancellation Reason

1. Select the **Administration** menu, select **Booking**, select **Block Management**, and then select **Cancellation Reasons**.

2. Click the **New** button and complete the following fields:

   • **Code**. Enter a code for reservations that are canceled (for example, WEATHER or FLIGHT).

   • **Description**. Enter a description that clarifies a cancelled reservation code (for example, weather conditions, flight cancellation, and so on).

   • **Display Seq**. Enter a number that controls the position of this code in listings. Codes not assigned a sequence number are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Cancellation Code

1. Select or confirm the **Property**.

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

3. In the search results, select the code and then click the **vertical ellipsis**.

4. Select **Edit**.

5. Update the configuration and click **Save**.

Deleting a Cancellation Code

1. Select or confirm the **Property**.

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

3. In the search results, select the code and then click the **vertical ellipsis**.

4. Select **Delete**.

Configuring Conversions

Prerequisites for Configuring Conversions

Block conversion enables sales managers to assign a likelihood of conversion to blocks. The conversion rating is selected on the Block Overview panel and appears on the Group Rooms Control screen and on the Function Diary. The conversion rating also appears in reports including the Group Rooms Reservation Sheet and the Business Block Short List reports.

Adding a Block Conversion

1. Select the **Administration** menu, select **Booking**, select **Block Management**, and then select **Conversions**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code (up to 10 characters) for the conversion rating.

   b. **Description**. Enter a text description of the conversion rating.

      c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Block Conversion

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

> **✎ Note:**
>
> Only the **Description** or **Sequence** can be edited.

4. **Inactive**. Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.

5. Update the configuration and click **Save**.

Deleting a Block Conversion

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete** and confirm the deletion.

- Prerequisites for Configuring Conversions

Prerequisites for Configuring Conversions

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Premium Cloud Service

OPERA Controls

Group: Blocks

Parameter: Conversion

OPERA Cloud Tasks

Block Conversion

- New/Edit Block Conversion
- Delete Block Conversion

Configuring Destination Codes

Destination codes are used to identify competitors or alternate properties where a client has decided to book when a business block status turns to Cancelled or Lost.

Creating Destination Codes

1. Select the Administration menu, select **Booking**, select **Block Management**, and then select **Destination Codes**.

2. Click **New**.

3. Enter a **Code** that will identify the reason for the cancellation.

4. Enter a **Description** of the code, such as price too high or date changed.

5. Enter a **Sequence** number to indicate the position of this destination code in a list of displayed values.

6. Click **Save**.

Editing Destination Codes

When editing an existing block cancellation reason, you cannot modify the code.

1. In the Destination Codes screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.

2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.

3. Update the configuration and click **Save**.

Deleting Destination Codes

1. In the Destination Codes screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.

2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Delete**.

3. Confirm your decision and click **Delete**.

Configuring Lost Reason Codes

Lost Reason codes specify why a business block was lost. A lost reason is required when you change the status of a business block to Lost.

Adding Lost Reason Codes

1. Select the Administration menu, select **Booking**, select **Block Management**, and then select **Lost Reasons**.

2. Click **New**.

3. Enter a **Code** that will identify the reason for the cancellation.

4. Enter a **Description** of the code, such as price too high or date changed.

5. Enter a **Sequence** number to indicate the position of this lost reason code in a list of displayed values.

6. Click **Save**.

Editing Lost Reason Codes

When editing an existing block cancellation reason, you cannot modify the code.

1. In the Lost Reasons screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.

2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.

3. Update the configuration and click **Save**.

Deleting Lost Reason Codes

1. In the Lost Reasons screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.

2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Delete**.

3. Confirm your decision and click **Delete**.

Configuring Rankings

Prerequisites for Block Ranking

Block ranking enables sales managers to assign a priority to blocks. The ranking value is selected on the Block Overview panel and appears on the Group Rooms Control screen and on the Function Diary. Ranking also appears in reports including the Group Rooms Reservation Sheet and the Business Block Short List reports.

Adding a Block Ranking

1. Select the **Administration** menu, select **Booking**, select **Block Management**, and then select **Rankings**.

2. Click **New** and complete the following fields:

    a. **Code**. Enter a code (up to 10 characters) for the ranking.

    b. **Description**. Enter a text description of the ranking.

    c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Block Ranking

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

> ✎ **Note:**
>
> Only the **Description** or **Sequence** can be edited.

4. Update the configuration and click **Save**.

Deleting a Block Ranking

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete** and confirm the deletion.

- [Prerequisites for Block Ranking](#)

Prerequisites for Block Ranking

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Group: Blocks

Parameters: Block Ranking

OPERA Cloud Tasks

Block Ranking

- New/Edit Block Ranking
- Delete Block Ranking

Configuring Rate Override Reasons

Rate override reasons are used to justify overriding rates on the business Block Room Grids when the application parameter Blocks>Allow Rate Editing with Rate Code is set to Y.

Selecting the Rate Override flag on the Room Grids screen allows you to manually update rates by occupancy on the grid even if a rate code is referenced in the business block.

When using this option, you must select a rate override reason.

Adding Rate Override Reasons

1. Select the Administration menu, select **Booking**, select **Block Management**, and then select **Rate Override Reasons**.

2. Click **New**.

3. Enter a **Code** that will identify the rate override reason.

4. Enter a **Description** of the code.

5. Enter a **Sequence** number to indicate the position of this rate override reason code in a list of displayed values.

6. Click **Save**.

Editing Rate Override Reasons

When editing an existing block cancellation reason, you cannot modify the code.

1. In the Rate Override Reasons screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.

2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.

3. Update the configuration and click **Save**.

Deleting Rate Override Reasons

1. In the Rate Override Reasons screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.

2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Delete**.

3. Confirm your decision and click **Delete**.

Configuring Refused Reasons Codes

Refused reasons specify why a business block was refused. A block refused reason is required when you change the status of a business block to Refused.

Adding Refused Reasons Codes

1. Select the Administration menu, select **Booking**, select **Block Management**, and then select **Refused Reasons**.

2. Click **New**.

3. Enter a **Code** that will identify the reason the block was refused.

4. Enter a **Description** of the code, such as insufficient budget or conflicting booking.

5. Enter a **Sequence** number to indicate the position of this refused reason in a list of displayed values.

6. Click **Save**.

Editing Refused Reasons

When editing an existing block cancellation reason, you cannot modify the code.

1. In the Refused Reasons screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.

2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.

3. Update the configuration and click **Save**.

Deleting Refused Reasons

1. In the Refused Reasons screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.

2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Delete**.

3. Confirm your decision and click **Delete**.

Configuring Reservation Methods

Reservation methods are selected on the Business Block details screen and appear in the Block Search to indicate how reservations are expected to be picked up for the block.

In many cases, reservation pickup is done via entry of a rooming list, but reservation pickup could also be handled via individual guest calls, a convention bureau, or external system.

Adding a Reservation Method

1. Select the **Administration** menu, select **Booking**, select **Block Management**, and then select **Reservation Methods**.

2. Click **New** and complete the following fields.

    a. **Code**. Enter a code for the Reservation Method.

    b. **Description**. Enter the text that describes the Reservation method.

    c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Reservation Method

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Reservation Method

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

-

Prerequisites for Reservation Methods

OPERA Controls

Group: Blocks

Settings : Room List Reservation Methods

Configuring Sales Allowances

Prerequisites for Configuring Sales Allowances

The Sales Allowance sets the max amount of rooms that the hotel sales office can sell, aside from what the hotel in general is selling. The allowance given will be evaluated whenever group bookings are made and a warning issued whenever the amount of deduct-inventory group rooms exceeds the Sales Allowance. The allocated sales allowance per day is evaluated whenever group bookings are updated (change of status, shift dates, copy to new) and a warning issued whenever the number of deduct-inventory rooms exceeds the Sales Allowance for the applicable dates of the business block. Only certain blocks will be affect by the Sales Allowance, based on the user designation in the **Act As** field in user configuration, for more information see Managing Users, and the **Block Origin for Sales Allowance** block setting in OPERA Controls.
The Overbook Sales Allowance user task can be granted to roles to permit sales staff to override the sales allowance limit and continue with the group block creation.

Sales Allowance lets you:

- Define a number of rooms to allow for a configured date range.

- Select the days of the week affected by the sales allowance within the date range.

- Define cutoff days for the date range.

- Enable an increase or a decrease in the entered number of rooms and date range.

- Access Sales Allowance if your user role has the Sales Allowance configuration task.

- Exceed the Sale Allowance if your role has the Override Sales Allowance user task.

Loading Sales Allowances

Use the Load option to create or update sales allowances. If you are creating a new sales allowance, you can skip the Search function and click Load.

1. From the Administration menu, select **Booking**, select **Block Management**, and then select **Sales Allowance**.

2. Enter or confirm the **Property**, enter a **Start Date** and **End Date**, and click **Search**. Search results show configured sales allowances start dates and cutoff dates, plus the following columns of information:

    a. **Allowance**: The number of rooms allowed for group reservations during the date range.

    b. **Available**: The current number of rooms available out of the sales allowance.

    c. **Booked**: the number of rooms currently booked out of the sales allowance.

    d. **Overbooked**: the number of rooms overbooked above the sale allowance.

3. From search results, click **Load** and enter or select the following:

    a. **Property**. Select or confirm the property.

    b. **Start Date**. Beginning date that the sales allowance is valid.

    c. **End Date**. The last day that the sales allowance is valid.

d. **Increase/Decrease**. Select the check box to enable increasing or decreasing the existing sales allowance quantity. Enter a minus sign (such as -10) before the number to decrease the quantity. Otherwise, the number is added to the pre-existing quantity.

e. **Sales Allowance**. Number of room nights to allocate as the sales allowance for the specified dates (note: the value cannot be greater than the total number of inventory rooms).

f. **Cutoff Days**. The number of days the allowance is in effect before it is cut off. The cutoff date must be within the specified date range.

g. **Days of the Week**. Select the days of the week in which the sales allowance is valid.

4. Click **Save**.

Deleting Sale Allowances

You can delete sales allowance records unless the rooms are allocated to blocks. A message appears if the rooms are allocated.

1. From the Administration menu, select **Booking**, select **Block Management**, and then select **Sales Allowance**.

2. To search for sales allowances, enter or confirm the **Property**, enter a **Start Date** and **End Date**, and click **Search**.

3. From search results, select a **sales allowance** and click **Delete**. If rooms are allocated during the date range, you are prevented from deleting the record. A warning message appears.

4. Click **Delete**.

• Prerequisites for Configuring Sales Allowances

Prerequisites for Configuring Sales Allowances

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Group: Blocks

Functions: Sales Allowance

OPERA Cloud Tasks

Group: Booking Admin

Sales Allowance:

• New/Edit Sales Allowance

• Delete Sales Allowance

Block Wash Schedules

Properties often set aside rooms for block reservations. As the block date approaches, you can reduce the number rooms in the block by releasing rooms from the block back to house inventory. Block wash schedules enable this transfer.

When creating or editing wash schedules:

- Attach schedules to a block prior to the block's cutoff date.

- Configure only one detail record per wash schedule for each day prior to arrival.

- Prerequisites for Block Wash Schedule

- Configuring Block Wash Schedules

Prerequisites for Block Wash Schedule

OPERA Controls

Group: Blocks

Setting: Wash Schedule

Configuring Block Wash Schedules

Adding a Block Wash Schedule

1. From the **Administration** menu, select **Block Management**, and then select **Wash Schedule**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code to identify the Block Wash Schedule.

   b. **Description**. Enter the text that describes the Block Wash Schedule.

3. In the Schedule Details panel, click **New** and complete the following fields:

   a. **Days prior to arrival**. Enter the number of days prior to arrival to determine when the system performs the wash.

   b. **Wash by number of rooms**. Select to determine the number of rooms to return to house inventory based on occupancy levels and enter the occupancy levels.

   c. **Wash by %**. Select to determine the percentage of rooms to return to house inventory and enter the percentage.

4. Click **Save**.

Editing a Block Wash Schedule

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Block Wash Schedule

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Block Status

All groups or blocks have a status that is attached to the block header. This status code reflects the groups' status in terms of inquiry, contract sent, contract pending, confirmed, open for pickup, canceled, etc. With each status, different options can be included, and the next available status or a status cycle can be set.

The status type of the status code determines if blocked rooms are deducted from inventory, for example, (a Definite status code) not deducted from inventory or if the blocked rooms should be returned to availability, for example, (a Cancel status code).

- Configuring Status Codes
- Configuring Status Code Flow

Configuring Status Codes

Following is the procedure to set block status codes.

1. From the **Administration** menu, select **Booking**, select **Block Status**, and then **Status Codes**.

2. On the Status Codes screen, select **Status Code** and click **Search**.

3. On the vertical ellipses, click **New**.

4. On the Manage Status Code screen, enter the **Code** that is used to define a status and enter a **Description** for the status code.

5. Enter **Sequence** that indicates the order the status code. The sequence order is important for when you setup the Block Status Flow. Only status codes with a higher sequence value can be selected as a 'next status'.

6. Enter a **Room Status Type** to choose a room status type to use with the status code.

7. Enter a **Catering Status Type** to enable selecting a catering status type to use with the status code conditional based on the OPERA Cloud Sales and Event Management Standard Cloud Service subscription.

8. Select the **Default Reservation Type** to be used for this status code. The reservation type and status code must have the same deduct/no deduct status.

9. When the **Return Inventory**check box is selected, select a **Reason Type** from the list to define the purpose of this status code: Cancellation, Lost, Refused.

10. Select a **Display Color** to associate with the status code.

11. Click the following check boxes to specify the status of:

- **Starting**: Select the check box to indicate this status code is the starting status of the status cycle.

- **Return Inventory**: Select the check box to indicate the rooms with this status code will be returned to availability.

- **Allow Pickup**: Select the check box to indicate the rooms will be allowed for pickup.

- **Show in Diary**: Select this check box to show within the Sales and Catering function diary.

- **Log Catering Changes**: Select this check box to track the event log changes when this status is reached.

12. Click **Save**.

Configuring Status Code Flow

The status flow is where the progression of how the status codes are cycled is set up.

1. From the **Administration** menu, select **Booking** > **Block Status** and then **Status Code Flow**.

2. On the Status Code Flow screen, select a **Status Code** and click **Search**.

3. In the Search table, click the vertical ellipses and then click **Edit**.

4. On the Manage Status Code Flow screen, in the **INQ Inquiry** panel, select the check box for **Next Available Status Codes**, click the progression arrow and move the selected statuses to **Selected Next Status Codes**.

5. Click **Save**.

> **Note:**
>
> Only status codes that are of a higher sequence than the current status code can be selected as follow-on.

Booking Rules and Schedules

Booking Rules and Schedules enables you to configure a variety of options related to reservation booking rules, such as deposit and cancellation policies and reservation types. The available options are dependent on the active controls at your property.

- Cancel Penalties (Cancellation Penalty Rules)
- Cancel Penalty Schedules
- Configuring Deposit Rules
- Deposit Rule Schedules
- Reservation Types
- Reservation Type Schedules

Cancel Penalties (Cancellation Penalty Rules)

Prerequisites for Cancel Penalties

Cancel Penalties (Cancel Penalty Rules) define the penalty amount to be charged if a reservation is canceled. The amount can be a flat amount, a percentage of the rate, a percentage of the first night's rate, or it can be based on the number of nights.

Cancel Penalties also define the number of days or date prior to the arrival date that the reservation can be canceled without penalty. The date can be associated with a time (for example, 5:00 PM) before which the reservation must cancelled to avoid penalty.

Cancellation rules can be associated to a reservation type, to a rate code, or to a combination of reservation type and rate code through the setup of Cancel Penalty Schedules. Rules scheduled for the reservation type and/or rate code automatically populate to the reservation at the time the reservation is created.

In addition, you can select a cancellation rule (as well as non-rule-based cancellation requirements) for a reservation by selecting the Deposit / Cancellation details link on the reservation. The Reservation Deposits and Cancellations topic has more information on reservation deposits and cancellations.

Only one cancellation rule can apply to a reservation at a time, even if the reservation type, rate code, and reservation itself each has its own rule attached. The rate code rule takes precedence over any other type of rule, followed by the reservation type rule, and finally, the rule attached to the reservation itself

- Prerequisites for Cancel Penalties
- Configuring Cancel Penalties

Prerequisites for Cancel Penalties

OPERA Controls

Group: Cashiering

Functions: Cancellation Handling

OPERA Cloud Tasks

Booking Rules and Schedules: Cancellation Penalties

- New/Edit Cancellation Penalties
- Delete Cancellation Penalties

Configuring Cancel Penalties

Adding a Cancel Penalty

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Cancel Penalties**.

2. Click **New** to create a new cancel penalty. Complete the following fields:

> **Note:**
>
> With an active multi-property subscription, new cancel penalties can only be created by clicking the **Template** tab. Once created, you can copy the configuration to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties.

a. **Code**. Enter the cancellation rule code that appears on the reservation.

b. **Description**. Enter the description of the cancellation code.

c. **Type**. Select the method used to compute the penalty. Select from the following types:

   Flat - The penalty amount is the exact amount of the cancellation charge in the property currency.

   Percent - The penalty amount is a percentage of the entire stay's room rate plus any fixed charges, packages, and generates associated with the rate. For example, if the Penalty Amount is 50, the guest will pay a charge of 50% of the total stay room rate. If the room rate is $300 a night for 3 nights, the guest pays $450 (0.50 x $900). Notice that "of Stay" appears following the field when **Percent** is selected.

   Percentage of Nightly Rate - The penalty amount is based on the percentage of the first night's room rate. Schedule the time period when this rule is effective. When a cancellation is made, the cancellation schedule generates the correct values in the appropriate currency.

   Nights - The penalty amount is determined by the guest's room rate plus any fixed charges, packages, and generates associated with the rate for this number of nights. For example, assume the guest is planning to stay 3 nights. If the Penalty Amount is 1, and the nightly room rate is $150, the cancellation charge would be $150 ($150 x 1 nights).

   Non-Cancelable - The reservation cannot be canceled.

d. **Amount**. Enter the Cancel Penalty Amount. The meaning of this field varies depending on the Type (computation method) used for this rule.

e. **Days Before Arrival**. Enter the number of days before the arrival date up to which the reservation can be canceled without penalty.

f. **Before Time**. Enter the time before which the guest must cancel to avoid penalty (used in conjunction with the days Before Arrival value). For example, if the Before Arrival is 5, and the Before Time is 6:00 PM, the guest must cancel before 6:00 PM five days prior to the arrival date to avoid the cancellation penalty. The configured time appears on the cancellation message when canceling a reservation.

g. **Seq**. Enter the sequence number that determines the position of this rule in the Cancellation Penalty Rules LOV.

3. Click **Save** or **Save and Continue** to add more rules.

Editing a Cancel Penalty

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Cancel Penalties**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the Cancel Penalty and select **Edit**.

4. Make the desired changes.

5. Inactive. Select to make the Cancel Penalty Rule inactivate. Inactive cancellation penalty rules are no longer available for selection in Cancellation Penalty Schedules.

6. Click **Save**

Deleting a Cancel Penalty

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Cancel Penalties**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the Cancel Penalty and select **Delete**.

4. Click **Delete** to confirm.

Cancel Penalty Schedules

Prerequisites for Cancel Penalty Schedules.

Cancellation penalty schedules enable you to impose cancellation charges or penalties when a reservation is cancelled within a specified period before the arrival date.

You can specify the cancellation rule along with the begin date and end date that define the period during which the schedule is in effect. Duplicate schedules for the same effective period are not permitted.

You can also configure credit ratings for use with cancellation schedules. Guests and callers who make reservations with your property will have deposit rules applied to their reservation based on the credit rating indicated on their profile.

*   Prerequisites for Cancel Penalty Schedules
*   Configuring Cancel Penalty Schedules

Prerequisites for Cancel Penalty Schedules

OPERA Controls

Group: Cashiering

Functions: Cancellation Handling

OPERA Cloud Tasks

Booking Rules and Schedules: Cancellation Penalties Schedules

*   New/Edit Cancellation Penalties Schedules
*   Delete Cancellation Penalties Schedules

Booking Rules and Schedules

Configuring Cancel Penalty Schedules

Adding a Cancel Penalty Schedule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Cancel Penalty Schedules**.

2. Click **New** and complete the following fields:

   a. **Property**. Confirm or enter the property for the cancel penalty schedule.

   b. **Begin / End Date**. Define the effective period for the cancel penalty schedule by selecting its start date and end date. Duplicate rule schedules cannot have overlapping effective periods. For example, assuming you have two cancellation penalty schedules for the FLAT cancellation rule, and both are applied to the AARP rate code and the 6 PM reservation type. One rule schedule cannot have effective dates of 06-01 through 07-31 if the other already has effective dates of 07-15 through 08-15.

   c. **Rule**. Choose a cancel penalty rule from the list to apply to this schedule.

   d. **Seq**. Enter the sequence number that determines the position of this rule schedule in a list of values.

   e. **Credit Rating**. Choose a **Credit Rating** to limit this cancellation schedule to reservations with a credit rating as indicated on their profile.

   f. **Season Code**. Choose a **Season Code** to limit this schedule to a specific rate season.

   g. **Override**. Select if you want this rule to override all others that might apply to a date or range of dates.

3. **Save** or click **Save and Continue** to add more cancel penalty schedules.

Editing a Cancel Penalty Schedule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Cancel Penalty Schedules**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the schedule and select **Edit**.

4. Make the desired changes.

5. **Inactive**. Select to make this rule schedule inactive.

6. Click **Save**.

Deleting a Cancel Penalty Schedule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Cancel Penalty Schedules**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the schedule and select **Delete**.

4. Click **Delete** to confirm.

ORACLE

13-23

Configuring Deposit Rules

Deposit Rules provide a way to manage the deposit requirements for reservations, blocks, and related events. They specify deposit amounts or percentages and when deposits must be paid.

Deposit rules can be associated to a reservation type, to a rate code, or to a combination of reservation type and rate code through the setup of Deposit Schedules. Rules scheduled for the reservation type or rate code will automatically populate to the reservation at the time the reservation is created.

In addition, you can select a deposit rule (as well as non-rule-based deposit requirements) for a reservation or a block by selecting the Deposit / Cancellation details link on the reservation.

Only one deposit rule may apply to a reservation at a time, even if the reservation type, rate code, and reservation itself each has its own rule attached. The rate code rule takes precedence over any other type of rule, followed by the reservation type rule, and finally, the rule attached to the reservation itself.

> **Note:**
>
> When the multi-property service is active, new Deposit Rules are created by selecting the **Template** tab. Once created, you can copy Deposit Rules to specific properties using the **Copy** action. See Copying Configuration Codes to Multiple Properties for more information.

Adding a Deposit Rule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules**.

   > **Note:**
   >
   > In a multi-property environment, deposit rules are created on the template level and then copied to each property. To be consistent with all hotels in the environment, the best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties.

2. Click **New** and complete the following fields:

   a. **Property**. Enter or select the property.

   b. **Deposit Rule**. Enter characters or numbers to identify the new deposit rule.

   c. **Description**. Enter a text description of the rule.

   d. **Type**. Select a deposit type.

   e. **Amount**. Enter a deposit amount based on the deposit type.

    f. **Type of Charges**. (Available if either **Simple Events** or **Catering Events** is active in OPERA Control.) Select the type of charge. For example, when selecting **Catering** or **ALL**, the Projected Catering Revenue from the block is used for the deposit calculation. When **None** is selected, the deposit rule can be applied to any type of revenue: Rooms, Catering, or All.

    g. **Before Arrival**. Enter a number of days to indicate when the deposit is due before the arrival.

    h. **After Booking**. Enter a number of days to indicate when the deposit is due after the booking.

    i. **Sequence**. Enter the sequence number that determines the position of this rule in a list of values.

3. Click **Save** to save and exit, or **Save and Continue** to save and add a new deposit rule.

Editing a Deposit Rule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules**.

2. Select or confirm the Property.

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

4. In the search results, select the code and then click the on the vertical ellipsis.

5. Select **Edit**.

6. Select **Inactive** if you want to make the rule code inactive.

7. Update the configuration and then click **Save**.

Deleting a Deposit Rule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules**.

2. Select or confirm the Property.

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

4. In the search results, select the code and then click the on the vertical ellipsis.

5. Select **Delete**.

Copying a Deposit Rule

When the OPP_MHOT Multi-property add on license is active, you may copy reason codes from the Template to the properties. After you copy codes to a property, the codes may be edited as necessary.

For more information, see Copying Configuration Codes to Multiple Properties.

- Prerequisites for Reservation Deposit Rules

Prerequisites for Reservation Deposit Rules

OPERA Controls

Group: Cashiering

Function: Deposit Handling

- Advanced Deposit Maturity and Allocation

Deposit Rule Schedules

Prerequisites for Deposit Rule Schedules.

Deposit rule schedules provide a way to manage the advance deposit requirements for reservations. You can specify deposit rule along with the begin date and end date that define the period during which the schedule is in effect. Duplicate schedules for the same effective period are not permitted.

You can also configure credit ratings for use with deposit schedules. Guests and callers who make reservations with your property will have deposit rules applied to their reservation based on the credit rating indicated on their profile.

- Prerequisites for Deposit Rule Schedules
- Configuring Deposit Rule Schedules

Prerequisites for Deposit Rule Schedules

OPERA Controls

Group: Cashiering

Functions: Deposit Handling

OPERA Cloud Tasks

Booking Rules and Schedules: Deposit Rules Schedules

- New/Edit Deposit Rule Schedules
- Delete Deposit Rule Schedules

Configuring Deposit Rule Schedules

Adding a Deposit Rule Schedule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules Schedules**.
2. Click **New** and complete the following fields:
   a. **Property**. Confirm or enter the property for the deposit rule schedule.
   b. **Begin / End Date**. Define the effective period for this rule schedule by selecting its start date and end date. Duplicate rule schedules cannot have overlapping effective periods. For example, assuming you have two deposit rule schedules for the FLAT deposit rule, and both are applied to the AARP rate code and the 6 PM reservation type. One rule schedule cannot have effective dates of 06-01 through 07-31 if the other already has effective dates of 07-15 through 08-15.
   c. **Rule**. Choose the cancellation rule to which this deposit rule schedule applies.

d. **Rate Code**. Choose the rate code to which this deposit rule schedule applies.

e. **Reservation Type**. Choose the reservation type to which this deposit rule schedule applies.

f. **Seq**. Enter the sequence number that determines the position of this rule schedule in a list of values.

g. **Credit Rating**. Select a credit rating from the list to limit this deposit rule to reservations, based on the credit rating as indicated on their profile.

h. **Season Code**. Select a season code from the list to limit this schedule to a specific rate season.

    Override. Select if you want this rule to override all others that might apply to a date or range of dates.

3. **Save** or click **Save and Continue** to add more deposit rule schedules.

Editing a Deposit Rule Schedule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules Schedules**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the schedule and select **Edit**.

4. Make the desired changes.

5. **Inactive**. Select to make this rule schedule inactive.

6. Click **Save**.

Deleting a Deposit Rule Schedule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules Schedules**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the schedule and select **Delete**.

4. Click **Delete** to confirm.

Reservation Types

Prerequisites for Reservation Types .

When making a reservation, a reservation type (also called a guarantee code) must be selected for the reservation to identify if the reservation is to deduct a room from inventory. Typical reservation types for standard reservations are 6:00 PM Hold, Guaranteed by Credit Card, Guaranteed by Company, and so on. For tentative reservations, typical reservation types are Deposit Expected or Confirmation Expected,

Non deduct reservations are not included in the availability calculations by default, but they can be included if you select the **Non-deduct Rooms Sold** and the **Available Rooms with Non-deduct (Rooms Sold)** view options when you access the Property Availability.

Group blocks and travel agent (block) allotments must also be assigned reservation types. This provides several different combinations to cover guaranteed / deduct blocks, non-guaranteed / non-deduct blocks, or non-deduct allotments with deduct reservations.

> **Note:**
>
> Checked In is a pre-configured and required reservation type and cannot be deleted.

- [Prerequisites for Reservation Types](#)
- [Configuring Reservation Types](#)

Prerequisites for Reservation Types

OPERA Cloud Tasks

Booking Rules and Schedules: Reservation Types

- New/Edit Reservation Types
- Delete Reservation Types

Configuring Reservation Types

Adding a Reservation Type

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Reservation Types**.

2. Click **New** and complete the following fields:

   a. **Reservation Type**. Enter a code for the reservation type. Make this code informative for the user. For example, if the reservation type is to be "Guaranteed until 6:00 pm," you might enter '6PM.' When editing an existing reservation type, you cannot change this code.

   b. **Description**. Enter a description for the reservation type (for example, "Guaranteed until 6:00 pm").

   c. **Manage Translation**. Select this link to enter translations of the message text into other languages.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   e. **Address**. (Required) Select to indicate an address is required for reservations made using this reservation type.

   f. **Deposit**. (Required) Select if a deposit is required when making a reservation for this reservation type. This check box is provided for informational purposes only. Deposit requirements must be set by deposit rule schedules.

g. **Arrival Time**. (Required) Select to indicate a mandatory arrival time is required for reservations made using this reservation type.

h. **Deduct Inventory**. Select to indicate the reservation type will deduct a room from the inventory count when a reservation is made using this reservation type. If deselected, the reservation type is non-deduct, meaning a room will not be deducted from the inventory count.

i. **Phone Number**. (Required) Select to specify a phone number is required for reservations made using this reservation type.

j. **Credit Card**. (Required) Select to specify a credit card is required for reservations made using this reservation type.

3. Click **Save**.

Editing a Reservation Type

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Reservation Types**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the reservation type and select **Edit**.

4. Make the desired changes.

> ✎ **Note:**
>
> Select **Inactive** to mark the code as inactive. Inactive reservation types are excluded from reservation type lists of values.

5. Click **Save**.

Deleting a Reservation Type

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Reservation Types**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the reservation type and select **Delete**.

4. Click **Delete** to confirm.

Reservation Type Schedules

Prerequisites for Reservation Type Schedules.

Reservation Type Schedules enable you to schedule reservation types by associating a rate code, date range, or season code with the reservation type. When a reservation type is linked with a rate code, you can only select the linked reservation type while shopping with that rate code. Guest and booker credit ratings can also be associated with a reservation type.

• Prerequisites for Reservation Type Schedules

- Configuring Reservation Type Schedules

Prerequisites for Reservation Type Schedules

OPERA Cloud Tasks

Booking Rules and Schedules: Reservation Type Schedules

- New/Edit Reservation Type Schedules
- Delete Reservation Type Schedules

Configuring Reservation Type Schedules

Adding a Reservation Type Schedule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Reservation Type Schedules**.

2. Click **New** and complete the following fields:

   a. **Begin Date / End Date**. Define the effective period for this reservation type schedule by selecting its start date and end date. Begin date defaults to the business date. Duplicate reservation type schedules cannot have overlapping effective periods. For example, assuming you have two reservation type schedules for the reservation type 6PM, and both are applied to the RACK rate code. One rule schedule cannot have effective dates of 06-01 through 07-31 if the other already has effective dates of 07-15 through 08-15. When multiple reservation types are selected while adding a rule, a separate rule record is created for each selected reservation type.

   b. **Rate Code**. Choose the rate code to which this reservation type schedule applies.

   c. **Reservation Type**. Choose the reservation type to which this rule schedule applies. When creating a new rule schedule, this is a multi-select list of values. Once the schedule is saved, this field becomes a single-select list of values when editing the rule schedule.

   d. **Credit Rating**. (Available when **Credit Ratings** is active in OPERA Controls). Choose a **Credit Rating** to associate this rule to the credit rating according to the start and end dates and other parameters. Guests and bookers who make reservations with this property will have these reservation type schedules applied, based on their credit rating as indicated on their profile.

   e. **Season**. (Available when **Rate Seasons** is active in OPERA Controls). Select the **Season Code** to be assigned to this rule. Rate seasons are defined for a range of dates. The date range automatically completes the Begin Date and End Date fields.

   f. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   g. **Override**. Select if you want this rule to override all others that might apply to a date or range of dates. Select this option to take advantage of special events or holidays where one rule might supersede all others.

3. Click **Save**.

Editing a Reservation Type Schedule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Reservation Type Schedules**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the code and select **Edit**.

   Make the desired changes.

   > **Note:**
   >
   > Select Inactive to mark the code as inactive. Inactive reservation type schedules are excluded from reservation type schedules lists of values

4. Click **Save**.

Deleting a Reservation Type Schedule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Reservation Type Schedules**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the code and select **Delete**.

4. Click **Delete** to confirm.

Catering Codes

Prerequisites for Catering Codes Prerequisites for Catering Codes

The Catering Codes screen lets you set up standard codes for use in events, such as menu items and servings, along with their descriptions and language translations.

- Prerequisites for Catering Codes
- Configuring Menu Item Containers
- Configuring Servings

Prerequisites for Catering Codes

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Events: Event Resources

Configuring Menu Item Containers

Menu Item Containers describe how individual menu item are sold (for example, per piece, per dozen, or each) when they are not included in the price of the menu. The description prints on reports such as the Banquet Event Order (BEO) and Proforma Invoice.

The Menu Item Containers are assigned to menu items using the Menu Item Configuration screen. For more information, see Resource Management

Adding a Menu Item Container

1. From the Administration menu, select **Booking**, select **Catering Codes**, and then select **Menu Item Container**.

2. Click **New** and complete the following fields:

   • **Code**: Enter a code for the Menu Item Container.

   • **Description**: Enter a description of the menu item container.

   • **Manage Translation**: Select to open the multi-language descriptions screen and configure a translated descriptions for each language.

   • **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing Menu Item Containers

1. From the Administration menu, select **Booking**, select **Catering Codes**, and then select **Menu Item Container**.

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

3. Click the row level vertical ellipsis and select **Edit**.

4. Make changes to the **Description**, **Manage Translation**, or **Sequence**.

5. Click **Save**.

Deleting Menu Item Containers

You can delete a Menu Item Container only if it is not assigned to a Menu Item.

1. From the Administration menu, select **Booking**, select **Catering Codes**, and then select **Menu Item Container**.

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

3. Click the row level vertical ellipsis and select **Delete**.

4. Click **Delete** to confirm.

Configuring Servings

The Serving screen enables you to modify the descriptions for how menus are sold. Menus are sold per person or per table.

Use the Menu configuration screen to assign Servings menu items. For more information, see Resource Management

Editing a Serving

1. From the Administration menu, select **Booking**, select **Catering Codes**, and then select **Serving**.

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

3. From search results, select the row level **vertical ellipsis** and select **Edit**.

4. Update the following:

   a. **Description**: Enter a Description for the serving.

   b. **Manage Translation**: Select to open the multi-language descriptions screen and configure a translated description for each language.

   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with an assigned sequence.

5. Click **Save**.

Marketing Management

Marketing Management enables you to create codes that identify markets, market groups, cities and regions, sell messages, and similar information. You can attach these codes to reservations and other screens to track the origins of your reservation business.

- Configuring Marketing Cities
- Configuring Market Codes
- Configuring Market Groups
- Configuring Marketing Region
- Configuring Origin Codes
- Sell Messages
- Configuring Source Codes
- Configuring Source Groups

Configuring Marketing Cities

Use Marketing City codes to define where marketing cities are located in relation to your property.

Adding a Marketing City Code

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Marketing Cities**.

2. Click **New** and complete the following fields:

> **✎ Note:**
>
> In a multi-property operation, Marketing City codes are configured in the template and then copied to properties. This ensures consistent configuration across all properties.

a. **Property**. Search for and select a property or confirm the property.

b. **Marketing City**. Enter the name of the city in the surrounding area near the property.

c. **Description**. Enter a description for the city.

d. **Region Code**. Enter a marketing region. For more information, see Configuring Marketing Region.

e. **Distance**. Enter the distance to the center of the marketing city from the property (for example, 1 mile, 5 miles, 10 miles, and so on).

f. **Driving Time**. Enter the approximate length of time to travel to the marketing city by car or bus (for example, 10 minutes, 1 hour, 1/2 day).

g. **Distance Type**. Enter the measurement type for the distance to the marketing city (for example, miles, kilometers, and so on).

h. **Direction**. Enter the general direction of the marketing city in relation to the property (for example, North, South, East, or West).

3. Click **Save**.

Editing a Marketing City Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.

5. Update the configuration and click **Save**.

Deleting a Marketing City Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete** and confirm the deletion.

Copying Marketing City Codes

When the OPP_MHOT Multi-property add-on license is active, you can copy Marketing City codes from the Template to the properties. After you copy codes to a property, you can edit the codes as necessary.

For more information, see Copying Configuration Codes to Multiple Properties

Configuring Market Codes

A market code is required in each reservation and group block and is used track the room nights and revenue generated by each reservation for statistical purposes.

When defining these codes, you must assign the appropriate market group to each market code. When booking a reservation, you must select the appropriate market code by either entering the market code or selecting a rate code with the market code linked to it (the market code is automatically populated for you). Based on the market segmentation codes, OPERA Cloud can produce daily, month-to-date, and year-to-date statistics of revenue, number of guests, number of rooms occupied, and average room rate. Again, these market codes must be linked to a market group. In addition, monthly revenue budgets can be entered for each of the market codes.

> **Note:**
>
> All Market Codes can be distributed to multiple properties from the Generic Template Configuration screen if the MHOT Multi-property add-on subscription is active.

Adding a Market Code

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Market Codes**.

2. Click **New** and complete the following fields:

   a. **Property**. Search for and select a property or confirm the property.

   b. **Market Code**. Enter an alpha-numeric code to be used for the market code (for example, FGOV, SGOV, GA, GC, CO, HS, CORP, LCORP, and so on).

   c. **Description**. Enter a description of the market code (for example, Federal Government, State Government, Group Association, Corporate Group, Complimentary, House Use, Corporate, Local Corporate, and so on).

   d. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

   e. **Market Group**. Select the Market Group to which the market code belongs.

      For more information, see Configuring Market Groups.

   f. **Color**. Assign a display color code to any or all market codes to differentiate between reservations for each market segment on the Room Diary or Telephone Operator screens. In OPERA Controls, the **Reservation Color Definition** setting under the Reservations group must be set to **MARKET CODE**.

   g. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Market Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.

5. Update the configuration and click **Save**.

Deleting a Market Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete** and confirm the deletion.

Configuring Market Groups

You can group market codes into categories or market groups that correspond to your property's marketing strategy. This segmentation provides both statistics and financial reporting at the group level as well as at the code level.

OPERA Cloud produces statistical reports showing room revenue, number of nights, average room rate, food and beverage revenue, and other revenue based on the market code referenced in each reservation record. Market Groups are used to group and summarize statistical data from various linked market codes.

Typical market groups are Corporate, Government, Wholesale, Package, and Discount. Using this example, you would create specific market codes (for example, Local Company, National Company, and International Company) under the Corporate main group. Revenue and room nights are attributed to each market code and can be totaled at the market group level.

> **Note:**
>
> All Market Group codes can be distributed to multiple properties from the Generic Template Configuration screen if the MHOT Multi Property add-on subscription is active.

Adding a Market Group

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Market Groups**.

2. Click **New** and complete the following fields:

   a. **Property**. Search for and select a property or confirm the property.

   b. **Market Group**. Enter an alpha-numeric code to be used for the market group (for example, CORP, GOVT, WHLS, and so on).

c. **Description**. Enter a description of the market code (for example, Corporate, Government, Wholesale, and so on).

d. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

e. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

f. **Rank**: Enter a number that would prioritize the Market Group reservation when competing with other reservations. Rank in Market group is incorporated for guest importance. The Rank is not mandatory, can have duplicates and non-sequential. 1 is considered the highest rank (Available when the AI Room Assignment OPERA Control is active).

g. **AI Upgrade**: Select to enable reservations with a market code linked to this market group as eligible for complimentary room type upgrade in case of room type overbooking (Available when the AI Room Assignment OPERA Control is active).

3. Click **Save**.

Editing a Market Group

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.

5. Update the configuration and click **Save**.

Deleting a Market Group

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete** and confirm the deletion.

Configuring Marketing Region

You can configure Marketing Region codes and then associate them with Marketing Cities. This provides the ability to designate smaller areas within your property's area as "marketing regions," as opposed to the larger geographical regions. You can search for properties within the smaller marketing region when making reservations.

Adding a Marketing Region

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Marketing Regions**.

2. Click **New** and complete the following fields:

> **✎ Note:**
>
> In a multi-property operation, Marketing Region codes are configured in the template and then copied to properties. This ensures consistent configuration across all properties.

    a. **Code**. Enter an alpha-numeric code to represent the marketing region.

    b. **Description**. Enter a description for the marketing region.

    c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

    d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Marketing Region

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a Marketing Region

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete** and confirm the deletion.

Copying Marketing Region Codes

When the OPP_MHOT Multi-property add-on license is active, you can copy Marketing Region codes from the Template to the properties. After you copy codes to a property, you can edit the codes as necessary.

For more information, see Copying Configuration Codes to Multiple Properties

Configuring Origin Codes

OPERA Cloud maintains origin of business statistics, which enables you to track reservations by setting up origin codes (the originating media source for the reservation). Just as market codes can be grouped into market groups for reporting purposes, origin codes are attached to reservation records to track how reservations come into the property. Each property or property chain determines the breakdown of the origin information it requires (for example, mail, telephone, fax, central reservations, travel agency, GDS, and so on).

Adding an Origin Code

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Origin Codes**.

2. Click **New** and complete the following fields:

> ✎ **Note:**
>
> In a multi-property operation, Origin codes are configured in the template and then copied to properties. This ensures consistent configuration across all properties.

   a. **Code**. Enter the origin code used to assign to an origin (for example, PH, FX, WI, INT, and so on).

   b. **Description**. Enter text that describes the origin code (for example, telephone, fax, walk-in, Internet, and so on).

   c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Origin Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting an Origin Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete** and confirm the deletion.

Copying Origin Codes

When the OPP_MHOT Multi-property add-on license is active, you can copy Origin codes from the Template to the properties. After you copy codes to a property, you can edit the codes as necessary.

For more information, see Copying Configuration Codes to Multiple Properties

Sell Messages

You can create sell messages to help your reservation agents secure a booking during a customer query. The sell messages contain important selling features that the agent can read to the customer or motivational messages intended for the sales agents themselves. When your reservation agents need to gather information about a room or property, sell messages conveniently provide this information without the agent leaving the screen to find it.

Appropriate sell messages appear depending on your point in the reservation flow and depending on the selections you make. For example, when on the reservations screen, general sell messages appear. Once a property is selected for the reservation, property-level sell messages appear. In addition, when searching availability, availability-level sell messages appear depending on room-type and rate code selections. When making block reservations, block-level sell messages appear.

Sell messages can be configured in multiple languages. By default, sell messages appear in the language you select when you log in.

- Configuring Sell Messages

Configuring Sell Messages

Adding a Sell Message

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Sell Messages**.

2. Click **New** and complete the following fields:

   a. **Global / Hub / Property**. Select the level for the Sell Message (if multi-property is active).

   b. **Property**. Search for and select a property or confirm the property.

   c. **Begin Date / End Date**. Enter the **Start** and **End** dates during which this sell message appears to reservation agents.

   d. **Language**. Enter or select the language code for the sell message. If a language code is specified, this sell message only appears when the language code matches the language code of the user in their user account.

   e. **Rate Code**. Enter or select the rate code for which this sell message should appear.

   f. **Block Code**. Enter or select the block code for which this sell message should appear.

   g. **Room Type**. Enter or select the room type for which this sell message should appear.

   h. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   i. **Sell Message**. Type the sell message.

3. Click **Save**.

Editing a Sell Message

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a Sell Message

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete** and confirm the deletion.

Configuring Source Codes

Use source codes to manage and track the source of business at your hotel, such as mail, telephone, fax, central reservations, travel agency, and so on. OPERA Cloud maintains the source of business statistics. Just like market codes, source codes are attached to reservation records to track how the reservations come to the property. Source codes are also grouped into source groups for reporting. Every property or property chain determines the breakdown of the source information it requires.

Adding a Source Code

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Source Codes**.

2. Click **New** and complete the following fields:

> **Note:**
>
> In a multi-property operation, Source codes are configured in the template and then copied to properties. This ensures consistent configuration across all properties.

a. **Property**. Search for and select a property or confirm the property.

b. **Source Code**. Enter an alpha-numeric code to be used for the source code (for example, TEL, FAX, WK, and so on).

c. **Description**. Enter a description of the source code (for example, Telephone, Facsimile, Walk in, and so on).

d. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

e. **Source Group**. Select the associated source group to which this source code belongs.

   For more information, see Configuring Source Groups.

f. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

g. **Inactive**. Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Source Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.

5. Update the configuration and click **Save**.

Deleting a Source Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete** and confirm the deletion.

Copying Source Codes

When the OPP_MHOT Multi-property add-on license is active, you can copy Source codes from the Template to the properties. After you copy codes to a property, you can edit the codes as necessary.

For more information, see Copying Configuration Codes to Multiple Properties

Configuring Source Groups

Source Groups enable you to group several different types of source codes for reporting and tracking purposes.

Adding a Source Group

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Source Groups**.

2. Click **New** and complete the following fields:

> ✎ **Note:**
>
> In a multi-property operation, Source Groups are configured in the template and then copied to properties. This ensures consistent configuration across all properties.

a. **Property**. Search for and select a property or confirm the property.

b. **Source Group**. Enter an alpha-numeric code to be used for the source group.

   c. **Description**. Enter a description of the source group.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   e. **Inactive**. Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.

3. Click **Save**.

Editing a Source Group

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.

5. Update the configuration and click **Save**.

Deleting a Source Group

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete** and confirm the deletion.

Copying Source Groups

When the OPP_MHOT Multi-property add-on license is active, you can copy Source Groups from the Template to the properties. After you copy codes to a property, you can edit the codes as necessary.

For more information, see Copying Configuration Codes to Multiple Properties

Reservation Management

The reservation components you can configure include things such as guest messages, reservation alerts, and deposit rules.

- Configuring eCoupons
- Configuring Pre-Registration Rules
- Immigration Status
- Auto Attach Elements
- Configuring Country Entry Points
- Configuring Discount Reasons
- Configuring Guest Locators
- Configuring Guest Messages
- Configuring Guest Status

Configuring eCoupons

Adding an eCoupon

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **eCoupons**.

2. Click **New** and complete the following fields:

   a. **Property**. Choose the property for the eCoupon. If logged in at the Property level, the default value is the logged in property. If logged in at the HUB level, this field defaults to an empty value and you must select the applicable property from the LOV. In this case, the LOV only lists those properties (under the logged in HUB) for which the eCoupons parameter is active in OPERA Controls.

   b. **eCoupon Code**. Enter a maximum of 8 alphanumeric characters.

   c. **Description**. Enter a description of the eCoupon. This field allows a maximum of 100 characters.

   d. **Rate Code**. Select one or more About Rate Codes applicable for the selected property.

   e. **Posting Room**. Select the PM rooms applicable for the selected property. The list of values shows all PM rooms regardless of whether they are checked in or not. This Pseudo room must be checked in for the eCoupons related charges to be successfully diverted to it.

   f. **Default Quantity**. Enter a value from 1 to 99. This field defaults to 1.

   g. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   h. **Welcome Offer**. (Available when the Welcome Offer function is active in OPERA Controls) Select to make this eCoupon part of a welcome offer to the guest.

3. Click **Save** to save and exit or click **Save and Continue** to save and add additional eCoupons.

Editing an eCoupon

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **eCoupons**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the code and select **Edit**.

4. Make the desired changes.

5. **Inactive**. Select to make the eCoupon inactivate.

6. Click **Save**.

Deleting an eCoupon

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **eCoupons**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the code and select **Delete**.

4. Click **Delete** to confirm.

- Prerequisites for eCoupons

Prerequisites for eCoupons

OPERA Controls

Group: Reservations

Functions: eCoupons

OPERA Cloud Tasks

Booking Admin: Reservation Management

- eCoupons
- New / Edit eCoupons
- Delete eCoupons

Configuring Pre-Registration Rules

Prerequisites for Pre-Registration Rules

You can define pre-registration rules to identify which reservations qualify for a pre-registered check-in.

Adding a Pre-Registration Rule

1. From the Administration menu, select **Booking**, select **Reservation Management**, and then select **Pre-Registration Rules**.

2. Click **New**.

3. Choose a **Rule Type** from the list of values. Allowed rule types are Special, Market Code, Time, Origin, Rate Code, Reservation Type, VIP, and Membership.

a. **Special.** When selected, the screen lists all available Special Request Codes applicable for the property. You can select one or more **Specials** for which the pre-registered check-in applies.

b. **Market Code.** When selected, the screen lists all available Market codes applicable for the property. You can select one or more **Market Codes** for which the pre-registered check-in applies.

c. **Origin.** When selected, the screen lists all available Origin codes applicable for the property. You can select one or more **Origin Codes** for which the pre-registered check-in applies.

d. **Rate Code.** When selected, the screen lists all available rate codes applicable for the property. You can select one or more **Rate Codes** for which the pre-registered check-in applies.

e. **Reservation Type.** When selected, the screen lists all available Reservation Types applicable for the property. You can select one or more **Reservation Types** for which the pre-registered check-in applies.

f. **VIP.** When selected, the screen lists all available VIP codes applicable for the property. You can select one or more **VIP Codes** for which the pre-registered check-in applies.

g. **Membership.** When selected, you can select one or more **Membership Types**.

h. **Time.** When selected, the below fields become available. By default, the rule is based on the Check-In Time. **Allow (n) hours before property check in time**: The hours prior to check-in. Enter the number of hours before the property's official check-in time that the reservation is eligible for pre-registered check-in. The official check-in time for the property is based on the value entered in the **Check-In Time** field on the General Information screen.**Allow (n) hours after property check in time**: The hours after check-in. Enter the number of hours after the property's official check-in time that the reservation is eligible for pre-registered check-in.

4. Select the **Property** for which the rule is applicable.

5. Select the applicable **Start Date / End Date** for the rule. If an end date is not selected, the rule is applicable for any future date from the Start Date.

6. Click **Save** to close or click **Save and Continue** to add additional rules.

Editing a Pre-Registration Rule

1. From the Administration menu, select **Booking**, select **Reservation Management**, and then select **Pre-Registration Rules**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the code and select **Edit**.Make the desired changes.

4. Click **Save**.

Deleting a Pre-Registration Rule

1. From the Administration menu, select **Booking**, select **Reservation Management**, and then select **Pre-Registration Rules**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the code and select **Delete**.

4. Click **Delete** to confirm.

- Prerequisites for Pre-Registration Rules

Prerequisites for Pre-Registration Rules

OPERA Controls

Group: Reservations

Functions: Pre-Registration Check In

OPERA Cloud Tasks

Reservation Management: Pre-Registration Rules

- New/Edit Pre-Registration Rule
- Delete Pre-Registration Rules

Immigration Status

Prerequisites for Immigration Status

You can specify the immigration status for guests staying at your property, such as legal permanent resident, US citizen, or nonimmigrant status. You can configure these statuses for the Immigration Status list of values and then add this field to the Reservation screen via the customization option.

- Prerequisites for Immigration Status
- Configuring Immigration Status

Prerequisites for Immigration Status

OPERA Cloud Tasks

Reservation Management: Immigration Status

- New/Edit Immigration Status
- Delete Immigration Status

Configuring Immigration Status

Adding an Immigration Status

1. From the Administration menu, select **Booking**, select **Reservation Management**, and then select **Immigration Status**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code for the Immigration Status value.

    b. **Description**. Enter a description for the Immigration Status.

    c. **Manage Translation**. Select this link to enter translations of the description into other languages.

    d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to close or click **Save and Continue** to add additional statuses.

Editing an Immigration Status

1. From the Administration menu, select **Booking**, select **Reservation Management**, and then select **Immigration Status**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the code and select **Edit**Make the desired changes.

4. Click **Save**.

Deleting an Immigration Status

1. From the Administration menu, select **Booking**, select **Reservation Management**, and then select **Immigration Status**.

2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.

3. From search results, click the row level **vertical ellipsis** for the code and select **Delete**.

4. Click **Delete** to confirm.

Auto Attach Elements

Prerequisites for Auto Attach Elements

Auto attach elements are rules defined to auto-update various fields (elements) on a new reservation entered via the Look to Book Sales screen.

When Reservations > Advanced Discount is active in OPERA Controls, an Advanced Discount element type is enabled for the following base conditions:

- Membership
- Preferences
- Rate Code (rate code must be flagged discountable in rate definition)
- Room Type
- Specials

Select an advanced discount reason code to attach to the reservation based on the condition specified. For example: based on membership = OR, attach the advanced discount code, OR10, to the reservation.

When the Auto Attach rule applies, the Element Type field updates automatically on the reservation.

> **Note:**
>
> The Auto-attach Elements function does not apply to reservations made from the rooming list entry.

The fields that are updated on a reservation are determined by the condition defined in the rule, for example:

- Specials updated on a reservation based on membership type.
- Specials updated on a reservation based on rate code.
- Specials updated on a reservation based on room type.
- Traces added to the reservation based on rate code.
- Traces added to the reservation based on room type.
- Packages updated on a reservation based on membership type.

For example, a rule could be configured as follows:

```
IF RATE CODE = 'CORP01'

then UPDATE SPECIALS with 'FB' (Fruit Basket)
```

- Prerequisites for Auto Attach Elements
- Configuring Auto Attachment Rules

Prerequisites for Auto Attach Elements

OPERA Controls

Group: Reservations

Functions:

- Reservation Auto Attach Elements
- Advanced Discount (optional)

Configuring Auto Attachment Rules

Prerequisites for Auto Attach Elements

Auto-attach Elements enable properties to automatically update new reservations with selected benefits. For example, a reservation for a VIP reservation might auto-update with a package item for a fruit platter or a trace to housekeeping for special amenities to be placed in the room.

Adding Auto Attachment Rules

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Auto Attachment Elements**.

2. Select **New**.

3. Complete the following fields:

    a. **Property**. Select or enter a property code.

    b. **Code**. Enter a unique code (identifier) for the rule.

> **Note:**
>
> Different field prompts appear on the screen depending on the **Based On** and **Element Type** values you select.

4. Select the **Based On Conditions** on which to base the auto attach rule.

    a. Options are: Membership, Rate Code, Preference, Room Type, Adults, Children, Specials, VIP, or Keyword Type.

    b. Based on the conditions you select, other fields or options appear enabling you to add details to the conditions. For example, if selecting Membership, the Membership Type field and Membership Level selector appear.

5. Select an **Element Type**. Select the field to update on the reservation. The available Element Types will vary depending on the Based On Condition you selected.

6. **Details** (field prompt will vary according to the element type you selected). Select code(s) from the list to update on the selected field (element type) on the reservation – these are the values being attached to the reservation.

> **Note:**
>
> When the Reservations > Advanced Discount is active in OPERA Controls, an Advanced Discount element type and an Advanced Disc Code field are enabled for certain conditions. Select an Advanced Discount code to update on reservations, resulting in a dynamically calculated discount.

7. Click **Save**.

Editing Auto Attachment Rules

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Auto Attachment Elements**

2. Select or confirm the Property.

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

4. In the search results, select the code and then click on the vertical ellipsis.

5. Select **Edit**.

6. Select **Inactive** if you want to make the rule code inactive.

7. Update the configuration and then click **Save**.

Deleting Auto Attachment Rules

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Auto Attachment Elements**

2. Select or confirm the Property.

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

4. In the search results, select the code and then click on the vertical ellipsis.

5. Select **Delete**.

Configuring Country Entry Points

Country End Points specify where a guest has entered the country (for example, cities or airports). Once codes are configured, you can select the Country Entry Point code from the customized Reservation Stay Details panel.

Adding a Country Entry Point

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Country Entry Points**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter the code to identify an entry point.

   b. **Description**. Enter a description of the entry point.

   c. **Display Seq**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Country Entry Point

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Country Entry Point

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Configuring Discount Reasons

Prerequisites for Discount Reasons

Discount reasons designate why a discount was made to the scheduled rate amount for a reservation. When a flat or percentage discount is entered on a reservation, OPERA Cloud requires you to select a discount reason.

When the Advanced Discount reservation control is active, an Advanced check box is enabled for you to configure discount reasons. Discount reasons are used in Auto

Attach Element rule configuration to dynamically set a reservation discount amount based on the rules you configure.

Adding a Discount Reason

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Discount Reasons**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter the code you want to assign to a discount reason (for example, ERR, WALK, RG, or MGMT).

   b. **Description**. Enter a discount reason explanation (for example, agent error, walked guest, repeat guest, management decision, and so on).

   c. **Display Seq**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

Adding Advanced Discount Calculation Rules

Advanced Discount Reasons allow you to configure rule based discounting based on an occupancy range, discount amount, and a calculation rule (% of ADR).

> **Note:**
>
> Advanced Discount Reasons do not appear in the discount field list in Reservation Stay Details.

1. Click the **Advanced check box** to identify the discount reason as an Advanced discount.

2. Click **Add Row** to add new rules.

3. Enter the **Max Occupancy** and the **Discount** (% of ADR) per rule:

   a. The Min Occupancy % auto-populates for the new rule added.

   b. Click X to delete a rule.

4. Click Save and Continue to add another rule.

Editing a Discount Reason

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Discount Reason

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

- [Prerequisites for Discount Reasons](#)

Prerequisites for Discount Reasons

OPERA Controls

Group: Reservations

Functions:

- Advanced Discount (optional)

- Reservation Discounts

OPERA Cloud Tasks

Booking Admin: Reservation Management

- Discount Reasons

- Advanced Discount Reasons Configuration (optional)

Configuring Guest Locators

Locator texts define the standard texts available for selection when a user must add a guest locator to an inhouse reservation. You can add a locator to a reservation via the telephone operator or from the reservation details link.

To facilitate the faster entry of locators, you can define standard locator texts so that the GSA/phone operator only has to select a locator from a list instead of typing the full location each time.

Adding a Locator Text

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Locators**.

2. Click **New** to add a new Guest Locator and complete the following fields.

    > **Note:**
    >
    > When the multi-property license is active, new locators can only be created by clicking the **Template** button. Once created, you can copy template messages to specific properties using the Copy action.

    a. **Property**. Enter or search for and select a property.

    b. **Code**. Enter a number to assign to the locator code.

    c. **Description**. Enter the text that describes the locator.

    d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Locator Text

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Select **Inactive** if you want to mark the locator code inactive.

6. Update the configuration and click **Save**.

Deleting a Locator Text

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

For more information, see Telephone Operator.

Configuring Guest Messages

Message templates enable you to define standard message texts within OPERA Cloud to ensure consistency in the format of guest messages.

Messages can be configured in multiple languages. Also, messages are added to a reservation via the telephone operator or directly on a reservation via the Messages details link.

For more information, see Telephone Operator.

Adding Guest Message Formats

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Messages**.

2. Click **New** and complete the following fields:

> **✎ Note:**
>
> When the multi-property license is active, you can only create new message formats by clicking the **Template** button. Once created, template messages can be copied to specific properties using the Copy action.

a. **Property**. Enter or search for and select a property.

b. **Code**. Enter the code for the message format (for example, FAX, VISIT, or CALLBACK).

    c. **Description**. Enter the text of the message. (For example, you could enter the following text: We received a fax for you at the reception. <Visitor Name> came to visit you. <Caller Name> has called. Please call back!)

    d. **Manage Translations**. Select this link to enter translations of the message text into other languages.

    e. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing Guest Message Formats

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting Guest Message Formats

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Configuring Guest Status

The Guest Status Screen is used to create Guest Status Codes based on your Property's local requirements.

The Guest Status list field can be added to the Reservation Overview Reservation and Stay Details panel of Reservation Presentation using Customizing or Personalizing a Screen with Page Composer

The Guest Status Codes, such as tourist-cl1 (class1), tourist-cl2, goverment-cl1, government-cl2 and so on are used to track the registration status of guests in countries such as Croatia and can be included in exports required by local authorities.

Adding a Guest Status

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Status**.

2. Click **New** and complete the following fields:

    a. **Code**. Enter a code for the Guest Status code.

    b. **Description**. Enter the text that describes the Guest Status.

    c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Guest Status

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Guest Status

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Configuring Guest Types

The Guest Types Screen is used to create Guest Type Codes, such as Tourist, Delegates, Business Traveler and so on.

The Guest Type list field can be added to the Reservation Overview Reservation and Stay Details panel on the Reservation Presentation page using Customizing or Personalizing a Screen with Page Composer.

Adding a Guest Type

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Types**.

2. Click **New** to add a new Guest Type and complete the following fields.

   a. **Code**. Enter a code for the Guest Type.

   b. **Description**. Enter the text that describes the Guest Type.

   c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Guest Type

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Guest Type

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Configuring Property Move Reasons

When the OPERA Cloud Multi-Property Cross Reservations add-on license is active, you can use Property Move Reasons when moving a reservation between properties in Look to Book sales screen. Move reasons are used to designate why a reservation was moved from one property to another. Some examples of property move reasons are weather, rate, amenities, property sold out, or group changed location.

Adding a Property Move Reason

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Property Move Reasons**.

2. Click **New** and complete the following fields.

   a. **Code**. Enter a code for the Property Move Reason.

   b. **Description**. Enter the text that describes the Property Move Reason (for example, sold out, weather, management, or group extended).

   c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Property Move Reason

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Property Move Reason

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Configuring Purpose of Stay

Adding a Purpose of Stay

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Purpose of Stay**.

2. Click **New** and complete the following fields.

   a. **Code**. Enter a code for the Purpose of Stay (for example, BUS, TRAV, LEIS, CONF, or SEM).

   b. **Description**. Enter the text that describes the Purpose of Stay (for example, Business, Travel, Leisure, Conference, or Seminar).

   c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Purpose of Stay

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Purpose of Stay

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Configuring Room Move Reasons

Room move reasons are used when moving a guest from one room in a property to another room in the same property after the reservation has been checked in.

Adding a Room Move Reason

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Room Move Reasons**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code for the Room Move Reason.

   b. **Description**. Enter the text that describes the reason for the room move.

c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Room Move Reason

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Room Move Reason

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Configuring Trace Texts

When you create traces for reservation, blocks, or AR accounts, you must first set up the standard messages that are available. When you create a trace, these texts can be selected and used as-is, or they can be modified as necessary.

> **Note:**
>
> When you create a trace text, it must be associated with a department.

Prerequisites for Trace Texts

Adding a Trace Text

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Trace Texts**.

2. Click **New** and complete the following fields.

   a. **Location**. Select either **Global** (available for all properties) or **Property** (available for only the selected property) for the trace text location. If you select **Property**, you must enter or search for and select a property.

   b. **Department Code**. Enter or search and select the department associated with this trace text.

   c. **Trace Text**. Enter the text of the trace message. Up to 256 characters can be entered.

          d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Trace Text

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Trace Text

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

• [Prerequisites for Trace Texts](#)

Prerequisites for Trace Texts

OPERA Controls

Group: Accounts Receivables

Functions: Traces

Group: Blocks

Function : Traces

Group: Reservations

Function : Reservation Traces

Turnaway Codes

[Prerequisites for Turnaway Codes](#)

Turnaway Codes enable you to record the number of potential reservations that were "turned away" and could not be confirmed.

For every new reservation aborted in the Look to Book sales screen, OPERA Cloud prompts you for a turnaway reason.

You can classify turnaways as denials or regrets:

• Denials are reasons for turning away customer business on the property-side (for example, sold out, room/rate not available, and so on).

- Regrets are reasons why a guest does not book the reservation (for example, price sensitivity, location, shopping, and so on).

Prerequisites for Turnaway Codes

OPERA Controls

Group: Look To Book Sales Screen

Function: Turnaway Functionality

Configuring Turnaway Codes

Adding Turnaway Codes

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Turnaway Codes**.

2. Click **New** and complete the following fields:

   a. **Property**. Enter or search for and select a property.

   b. **Code**. Enter a code that defines the reason for the turnaway (for example, SO, PR, RT, WL, or BQ).

   c. **Description**. Enter a description for the turnaway code (for example, Sold out, Price resistance, Room type requested not available, Wrong location, Banquet facilities not available, and so on).

   d. **Turnaway Type**. Classify the turnaway as either a **Denial** (the property denies business from the guest) or a **Regret** (a guest denies business from the property).

   e. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing Turnaway Codes

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Select **Inactive** to mark a code or record as inactive. If inactive, it is excluded from the display list.

6. Update the configuration and click **Save**.

Deleting Turnaway Codes

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Upgrade Rules

Prerequisites for Upgrade Rules

Upgrade Rules enable you to configure the rules for calculating the reservation upgrade amounts. Rules define the date period, lead time, to/from room types and reservation filters, the upgrade pricing calculation and the sales charge transaction code to be used to post the upgrade revenue.

Prior to configuring upgrade rules, ensure you have configured the upgrade room class and room type hierarchies.

You can then upgrade a reservation during the reservation creation, during update or during check-in.

> **✎ Note:**
>
> Reservations associated with a block are eligible for upgrade whether or not they have a rate code associated with them.

You cannot upgrade reservations under the following conditions:

- The reservation status is Checked In, Cancelled, No Show, or Waitlist.

- The reservation has a fixed rate. This is only available if the Allow Fixed Rate Reservations parameter is active under the Reservations group in OPERA Controls.

- The reservation is a shared reservation.

- The reservation already has rate discounts applied. This is only available if the Allow Reservation Discounts parameter is active under the Reservations group in OPERA Controls.

- The reservation has multiple rate codes.

- Prerequisites for Upgrade Rules
- Configuring Reservation Upgrade Rules
- Upgrading Reservation Offers

Related Topics

- OPERA Controls — Reservations
- About Transaction Codes
- Configuring Rooms

Prerequisites for Upgrade Rules

OPERA Controls

Group: Reservations

Function:

- Fixed Rates
- Reservation Upgrade

OPERA Cloud Tasks

Upgrade Rules

- Reservation Management
- Upgrade Rules
- New/Edit Upgrade Rules
- Delete Upgrade Rules

Configuring Reservation Upgrade Rules

Upgrade Rules enable you to configure the rules for calculating the reservation upsell amounts for specific room types and date ranges.

Adding an Upgrade Rule

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Upgrade Rules**.

2. Click **New**.

3. Select either **Room Type** or **Room Class**.

   a. **Room Type**. Select this tab to create an upsell rule from room type to room type.

   b. **Room Class**. Select this tab to create an upsell rule from room class to room class (available when the **Room Class** function is active).

4. Complete the following fields:

   a. **Property**. Enter or search for and select a property for the upgrade rule configuration.

   b. **Code**. Enter a code that represents the upgrade rule.

   c. **Description**. Enter a description for the upgrade rule (for example, "Upgrade from Standard to Deluxe King").

   d. **Start Date / End Date**. Select a start date and an end date for the date range during which the upgrade rule is valid

   e. **From Room Type / To Room Type**. Select a "from" room type (that is, the original room type requested by the guest) and a "to" room type (that is, the upsell room type).

f. **From Room Class / To Room Class**. Select the down arrow and choose a "from" room class (that is, the original room class requested by the customer) and a "to" room class (that is, the upsell room class).

g. **Filters**: Select from the following filters:

- **Rate Codes**. Select the rate codes for which the upsell rule is being created.

- **Rate Categories**. Select the rate categories for which the upsell rule is being created.

> **Note:**
>
> When considering which rate codes/rate categories to select for the upsell rule, you should base your decision on the rate already being paid by the guest. In other words, if your property is already achieving a higher profit margin on the original rate, your property might allow a discount on the rate for an upsell room type. However, if the guest is already receiving a substantially discounted rate, you might not want to apply the same upsell consideration.

- **Membership Types**. Select the membership types for which the rule is applicable.

- **Membership Levels**. Select the membership levels for which the rule is applicable.

- **Reservation Types**. Select the reservation types for which the rule is applicable.

- **Market Codes**. Select the market codes for which the rule is applicable.

- **Source Codes**. Select the sources for which the rule is applicable.

- **Channels**. Select the channels for which the rule is applicable.

h. **Formula**. Select from the following options:

- **Flat Amount**: Adds the value in the Amount field to the original rate.

- **% of Difference**: Calculates the difference between the original rate and the upgrade charge, and then the difference percentage is added to the original rate.

- **% of Original** : Calculates a percentage of the original rate and adds it to the original rate.

i. **Upgrade By**: Select from the following options:

- **Amount**. Select to upgrade by amount and then enter the value used to calculate the upgrade amount/percentage. This value is dependent on the selected **Formula**.

- **Occupancy Levels**. Select to upgrade by occupancy levels and then enter an upgrade amount for each occupancy range percentage (for example, 0 to 50% occupancy or 51 to 100 % occupancy). These levels are defined in OPERA Controls.

j. **Currency Code**. Enter or select a currency code for the upgrade rule.

k. **Rounding Rule**. Select a rounding operation for the rule depending on how you want to round the calculated rates. The following options are available:

- **Up**. Rounds up to the next highest whole number (12% x 110 = 13.20; Rounded up = 14).

- **Down**. Rounds down to the next lowest whole number (12% x 110 = 13.20; Rounded Down = 13).

- **None**. Does not round.

- **Up-Keep Decimal**. Keeps the decimal increments while rounding up to the next highest whole unit (12% x 110 = 13.20; Rounded Up Keep Decimal = 14.20).

- **Down-Keep Decimal**. Keeps the decimal increments while rounding down to the next lowest whole unit. (12% x 110 = 13.20; Rounded Down Keep Decimal = 13.20)

l. **Maximum Days in Advance**. Enter the maximum number of days in advance of the reservation arrival date that a reservation can be upgraded using this rule. For example, if this field is set to 10, then the reservation must be booked at least 10 days before the arrival date for the upsell offer to be presented.

m. **Transaction Code**. Enter or select a transaction code for the upgrade rule.

5. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Upgrade Rule

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting an Upgrade Rule

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Upgrading Reservation Offers

Upgrades are not available for Reservations with the following conditions:

- Shared Reservation

- Checked In Reservation

- Block Reservation

- Multi-leg Reservation

- Multi-rate Reservation

- Reservations with reserved room type <> room type to charge (RTC)
- Suppress Rate Reservation

Reservation upgrade functionality provides you with the functionality to display upgrade offers for a new or existing reservation, indicating the available room type and the amount for each offer. Agent upgrade conversion performance is tracked in OPERA Cloud and the details available on the reservation upgrade report. See Reservation Upgrade Rule Configuration for details on setting up the Reservation Upgrade feature.

1. **View Available Offers**: Available upgrade offers will be displayed if applicable as link on the reservation.

2. **Select Offer**: Room Type, Room Rate, and the fixed-rate flag will change after applying an upgrade to a reservation.

3. **Upsell Activity**: Once an upgrade has been applied to a reservation, the reservation will show a reservation indicator **Upgrade**. On click on the indicator **Upgrade**, a pop-up will show the details of the applied upgrade along with the user and date the upgrade was applied by/on.

4. **Remove/Cancel Offer** : An applied upgrade can be removed from a reservation until the reservation has been checked in. The upgrade indicator on an upgraded reservation will also show the option to "Remove Upgrade" from the reservation

5. Impacts of reservation changes on offer applied:

   a. Reservation changes on the Reservation Presentation will prompt the user to select from available action options, depending on what was changed.

   b. Reservation changes via Look to Book (Change stay details) will remove the applied upgrade offer and show available upgrade offers for the changed reservation details on the **Book Now** screen.

> **Note:**
>
> Offers are included in the confirmation letter and/or reg-card as there is currently no mechanism to include upgrade offers in confirmation letters or reg cards.

Creating New Reservation Flow

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Look to Book Sales Screen**

   .

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

3. Select the Room Type and Rate

4. If selected room type eligible for upgrade, click **Upgrade**

5. Upgrade screen displays with clear information and Price > Apply Upgrade refresh the Book Now screen with upgraded Room Type and Rate Information

6. Enters the required details and creates the reservation.

> **✎ Note:**
>
> If the upgraded Room Type is eligible for another Upgrade, then the Upgrade offer is displayed on Reservation Presentation.

Alternate Flow

1. Navigates to **Look to Book** screen.

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

3. Select the Room Type and Rate

4. If selected room type eligible for upgrade, click **Upgrade**

5. The user proceeds to Book Now Screen without availing Upgrade, Book Now Screen displays Upgrade offer as information Messages on top of the Screen.

6. Enters the required details and creates the reservation.

7. The user selects Upgrade offer from Reservation Presentation screen. Reservation details are updated with Upgrade Offer.

Changing the Length of Stay for Upgraded Reservation

When the user changes the LOS from Stay Details/ Daily Details, OPERA will validate Refresh Rates For Extension Dates Only parameter and display the following options:

REFRESH RATES FOR EXTENSION DATES ONLY= ON

1. The following options are available:

   a. **Honor the upgrade rate for Additional Nights**: Reservation will be extended with upgrade Rate.

   b. **Recalculate the Rate for the Entire stay based on the previous Room Type**: Reservation will be updated to the previous Room Type and the Actual Room rate of the previous Room Type will be applied.

   c. **Recalculate the Rate for the Entire Stay Using Current Room Type**: Upgrade Rate will be retained for existing nights and the actual Room rate will be applied for the extended Nights.

2. For Checked In Reservations, the following options are available::

   • **Honor the upgrade rate for additional Nights**: Reservation will be extended with upgrade Rate

   • **Recalculate the rate for the extended Nights+ Using Current Room Type**: Upgrade Rate will be retained for existing nights and the actual Room rate will be applied for the extended Nights

REFRESH RATES FOR EXTENSION DATES ONLY= OFF

1. The following options are available:

   a. **Honor the upgrade rate for Additional Nights**: Reservation will be extended with upgrade Rate.

b. **Recalculate the Rate for the Entire stay based on the previous Room Type**: Reservation will be updated to the previous Room Type and the Actual Room rate of the previous Room Type will be applied.

c. **Recalculate the Rate for the Entire Stay Using Current Room Type**: Upgrade will be removed and Actual Room Rate of current Room Type will be applied.

2. For Checked In Reservations, the following options are available::

- **Honor the upsell Rate for Additional Nights**: Reservation will be extended with upgrade Rate.

- **Recalculate the Rate for the Remaining Nights Using Current Room Type**: Upgrade will be removed and Actual Room Rate of current Room Type will be applied for the Remaining Nights.

3. **Look to Book**: When the user selects change stay details. The user is redirected to **Look to Book** screen and the following message is displayed:

Your Reservation was previously upgraded. The Upgrade may be removed if you continue. Applicable upgrade options will display on the Book Now screen after the changes. Do you want to proceed?

Changing the Number of Adults for Upgraded Reservation

- When Upgrade price is less than the Actual Room Rate, the following message is displayed:

Your Reservation was upgraded. The Changes will affect the Rate , do you want to proceed?.

- When Upgrade price is greater than the Actual Room Rate, the following message is displayed:

Your Reservation was upgraded. Based on the changes, the upgrade Room Rate will be greater than the Actual Room Rate. if you proceed?

- When the user selects Change stay details > OPERA will redirect the user to **Look to Book** screen along with the following message:

Your Reservation was previously upgraded. The Upgrade may be removed if you continue. Applicable upgrade options will display on the Book Now screen after the changes. Do you want to proceed?

Changing the Room Type/ Rate Code for Upgraded Reservation

1. When the user changes the Room Type, the following message is displayed:

Your Reservation was upgraded, The Upgrade will be Removed based the changes. do you want to proceed?

2. When the user changes the Rate Code, the following message is displayed:

Your Reservation was upgraded, The Upgrade will be Removed based the changes. do you want to proceed?

3. When the user changes the RTC, the following message is displayed:

Your Reservation was upgraded, The Upgrade will be Removed based the changes. do you want to proceed?

4. When the user selects Change stay details > OPERA will redirect the user to **Look to Book** screen along with the following message:

- **Your Reservation was previously upgraded. The Upgrade may be removed if you continue. Applicable upgrade options will display on the Book Now screen after the changes. Do you want to proceed?**.

Waitlist

Prerequisites for Waitlist Codes

You can place bookings on a waitlist if the requested room type or rate is not available. When a reservation is created and then moved to the waitlist, the system requires a reason and a priority

Use waitlist reason codes to designate why a reservation is being placed on a waitlist (rate not available, room not available, dates not available, and so on) and use waitlist priorities to determine the priority on waitlist.

- Prerequisites for Waitlist Codes
- Configuring Waitlist (Reason) Codes
- Configuring Waitlist Priorities

Prerequisites for Waitlist Codes

OPERA Controls

Group: Reservations

The **Waitlist** function must be active.

Configuring Waitlist (Reason) Codes

Adding Waitlist Codes

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Waitlist Codes**.
2. Click **New** and complete the following fields:
   a. **Code**. Enter a code that defines the reason for the waitlist.
   b. **Description**. Enter a description for the waitlist reason code.
   c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing Waitlist Codes

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting Waitlist Codes

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Configuring Waitlist Priorities

You can give bookings a "waitlist" status if the requested reservation cannot be confirmed. When a reservation is created and then moved to the waitlist, you can set different priorities for confirming these waitlisted reservations.

Adding a Waitlist Priority Code

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Waitlist Priorities**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code that represents the waitlist priority (for example, HI, LO, 1, or 2).

   b. **Description**. Enter a description for the waitlist priority (for example, high priority, low priority, level one, level two, and so on).

   c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Waitlist Priority Code

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Waitlist Priority Code

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Resource Management

Prerequisites for Resource Management

Use Resource Management to configure and manage event related resources such as items, menus, catering revenue types, catering packages/templates, and so on.

- Prerequisites for Resource Management
- Configuring Catering Packages / Templates
- Configuring Catering Template Events and Notes
- Configuring Catering Template Resources and Notes
- Configuring Catering Package Pricing
- Configuring Catering Revenue Groups
- Configuring Catering Revenue Types
- Configuring Event Forecasts
- Configuring Item Class
- Configuring Item Inventory
- Configuring Item Pools
- Configuring Item Rate Rules
- Configuring Item Templates
- Configuring Meal Periods
- Configuring Menu Classes
- Configuring Menus
- Configuring Menu Items
- Configuring Menu Item Class
- Creating a Menu

Prerequisites for Resource Management

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

Or

OPERA Cloud Sales and Event Management Premium Cloud Service

Configuring Catering Packages / Templates

Prerequisites for Catering Packages / Event Templates

Catering packages and templates are designed to make it easier for you to set up Events. They provide pre-configured resources typically used for Events. Templates and packages are similar except that templates do not include prices.

Adding a Catering Package / Template

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Click **New** and complete the following fields:

   a. **Type**. Select an option based on whether you are creating a catering package or a template:

      i. **Package** - a group of events with defined resources priced at a flat rate or per person price that remain linked together after you add the package to a block.

      ii. **Template** - a group of events with defined resources that do not continue linked together and are not priced as a group after you add the template to a block.

   b. **Code**. Enter a code representing the catering package, such as Daily.

   c. **Description**. Enter a description of the catering package, such as Daily Meeting Planner Package.

   d. **Manage Translations**. Select to configure translated description for each language.

   e. **Duration**. The number of days covered by the package or template. For example, a package might include two days with lunch and dinner on each day.

3. Click **Save and Go To Presentation** to save and open the presentation so that you can complete the catering package configuration.

Editing a Catering Package / Template

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for and select the package.

3. Click the package's row level **vertical ellipsis** and select **Edit**.

4. In the Catering Package Details panel, click **Edit**.

5. Make the required changes and click **Save**.

Deleting a Catering Package / Template

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for and select the package.

3. Click the package's row level **vertical ellipsis** and select **Delete**.

4. Click **Delete** to confirm.

• Prerequisites for Catering Packages / Event Templates

Related Topics

• Configuring Catering Template Events and Notes

• Configuring Catering Template Resources and Notes

• Configuring Catering Package Pricing

Prerequisites for Catering Packages / Event Templates

OPERA Controls

Group: Events

Functions: Event Packages

Functions: Event Templates

Configuring Catering Template Events and Notes

Adding Events to Catering Templates

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for the package.

3. Click the package's row level **vertical ellipsis** and select **Edit**.

4. In the Events panel, click **New** to add events that should be included in this catering panel. Complete the following fields:

   a. **Day**. Enter the Day 1 of the catering package indicating when the event will take place within the duration of the package, for example, Day 1, Day 2, and so on.

   b. **Event Type**. Select the type of event, such as Breakfast, Exhibition, and so on.

   c. **Event Name**. The name appears automatically based on the Event Type you select.

   d. **From and To**. Enter the start time and end time of the event.

   e. **Space**. Enables you to select a function space for the event.

   f. **Setup Style**. If you select a function space, select a setup style.

5. Click **Save** to continue to the Resources panel.

Editing Events on Catering Templates

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for the package.

3. Click the package row level **vertical ellipsis** and select **Edit**.

4. In the Events panel, click the event's row level **vertical ellipsis** and select **Edit**.

5. Make the required changes in the Events panel and click **Save**.

6. To edit resources attached to events, click the panel level **Edit** button, click the **Item drawer** or the **Menus drawer**, select **resources**, and click **Save**.

Deleting Events from Catering Templates

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for the package.

3. Click the package row level **vertical ellipsis** and select **Edit**.

4. In the Events panel of Manage Catering Packages and Templates, select the event's row level **vertical ellipsis** and click **Delete**.

5. Click **Delete** to confirm.

Adding Event Notes

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for the package.

3. Click the package's row level **vertical ellipsis** and select **Edit**.

4. In the Events panel, select the event's row level **vertical ellipsis** and click **Add Note**.

5. Complete the following fields:

    a. **Type**. Select the appropriate note type.

    b. **Internal**. Select this check box if the note you are adding is considered Internal. On certain customer facing reports, such as BEO Contract, you have the option to display Internal notes.

    c. **Title**. This value defaults based on the event type you select. You can modify it here if required.

    d. **Comments**. Enter the text for this note in the box.

6. Click **Save**.

Editing Event Notes

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for the package.

3. Click the package's **vertical ellipsis** and select **Edit**.

4. In the Events panel, click the **Note** icon on the event.

5. In the Package Event Notes dialog, click the note's **vertical ellipsis** and select **Edit**.

6. Make your changes and click **Save**.

Deleting Event Notes

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for the package.

3. Click the package's **vertical ellipsis** and select **Edit**.

4. In the Events panel, click the **Note** icon on the event.

5. In the Package Event Notes dialog, click the note's **vertical ellipsis** and select **Delete**.

6. Click **Delete** to confirm.

Converting a Regular Event to a Sub Event

You can convert a regular event to a sub event in a catering package/template. When doing so, you must select a master event for the sub event.

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Select or confirm the **Property**, enter additional search criteria, and click **Search**.

3. From search results, select the **package/template**, click the **vertical ellipsis**, and select **Edit**.

4. In the Events panel, click the regular event's **vertical ellipsis** and select **Convert to Sub Event**.

5. From the Select a Master Event dialog, select a **Master Event** and click **Save**.

Creating a Sub Event on a Catering Package/Event Template Event

You can create a sub event attached to an event. The event you select cannot be a sub event.

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for the package.

3. Click the row level **vertical ellipsis** and select **Edit**.

4. In the Events panel, select the event's row level **vertical ellipsis** click **Create Sub Event**.

5. Complete the following fields:

   a. **Event Type**. Select the appropriate event type.

   b. **Event Name**. This value defaults based on the event type you selected. You can modify the event name, if required.

   c. **From and To**. Enter the start time and end time of the event.

   d. **Space**. If required, select a function space for this event.

   e. **Setup Style**. If a function space selected, select a setup style.

6. Click **Save**.

Configuring Catering Template Resources and Notes

Adding Resources

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for and select the package.

3. Click the row level **vertical ellipsis** and select **Edit**.

4. To add a menu, click the **Menus** tab to open the Menu Selection drawer. Menus configured for the selected Event Type appear. To change the filter criteria, click the **(+)** symbol in the Search bar and make the necessary changes.

5. To view the Menu Item details of a menu, select the **Menu Name** link.

6. To select a menu, click the **menu row** (not the Menu Name link).

7. Click **Save** to add the menu and close the drawer.

8. Click **Save and Add More** to add the menu and remain in the drawer with the option of adding additional menus.

9. To add an Item, click the **Items** tab to open the Item Selection drawer.

10. Items configured for the selected Event Type appear. If you want to change the filter criteria, click the **+ sign** in the Search bar and make the necessary changes.

11. Click the **(+)** symbol in the results list to expand an Item Class and see the Items listed within.

12. To select one or several items, click the **item name** check box.

13. Click **Save** to add the item(s) and close the drawer.

14. Click **Save and Add More** to add the item(s) and remain in the drawer with the option of adding additional items.

Editing Resources

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for and select the **package**, click the package **vertical ellipsis**, and select **Edit**.

3. From the Resources panel, select the **resource** check box and click the **Edit** button.

4. Make your changes to the Sequence or Setup and click **Save**.

Deleting Resources

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for and select the **package**, click the package **vertical ellipsis**, and select **Edit**.

3. From the Resources panel, select the **resource**, click the **ellipsis** next to the Edit button, and select **Delete**.

4. Click **Delete** to confirm.

Adding Resource Notes

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for the package.

3. Click the package's row level **vertical ellipsis** and select **Edit**.

4. In the Resources panel, select the resource's **vertical ellipsis** and select **Add Note**.

5. Complete the following fields:

   a. **Type**. Select the appropriate note type.

   b. **Internal**. Select this check box if the note you are adding is considered Internal. On certain customer facing reports, such as BEO Contract, you have the option to display Internal notes.

   c. **Title**. This value defaults based on the event type you select. You can modify it here if required.

   d. **Comments**. Enter the text for this note in the box.

6. Click **Save**.

Editing Resource Notes

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for the package.

3. Click the package's row level **vertical ellipsis** and select **Edit**.

4. From the Resources panel, click the **Note** icon on the event.

5. In the Package Resource Notes dialog, click the note **vertical ellipsis** and select **Edit**.

6. Make your changes and click **Save**.

Deleting Resource Notes

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for the package.

3. Click the package's row level **vertical ellipsis** and select **Edit**.

4. From the Resources panel, click the **Note** icon on the event.

5. In the Package Resource Notes dialog, click the note **vertical ellipsis** and select **Delete**.

6. Click **Delete** to confirm.

Configuring Catering Package Pricing

Catering packages can include a package price code covering the various event components the package offers. Use the following steps to configure a package price code.

Adding Pricing to Packages

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package/Template Setup**.

2. Enter or confirm the **Property**.

3. Click **Packages** type and click **Search**.

> **Note:**
>
> If you select **Templates** type or **Both** types, the option for pricing will not be available as pricing is specific to packages.

4. From search results, click the package **vertical ellipsis** and select **Edit**.

5. In the Pricing panel, click **New** and enter the following details:

   a. **Price Code**. Enter a code that represents the price details, such as 2021MPKG.

   b. **Description.** Enter a description for the price code, such as 2020-2021 Meeting Package.

   c. **Market Code.** Select a market code, if applicable. Selecting a Market Code limits the availability of the price code based on the Market Code of the block. When the market code selected matches the market code of the block, the price code becomes available.

   d. **Sell Date From and To.** Enter the date range the package price is available for sale.

   e. **Booking Type.** Visible when the OPERA Control is Business Block Type is On, select a booking type, if applicable. Selecting a Booking Type limits the availability of the price code based on the booking type of the block. When the booking type selected matches the booking type of the block, the price code becomes available.

   f. **Block Date From and To.** Enter the data range the block must be within for this price code to be available.

   g. **Attendees Minimum.** Enter the minimum number of attendees for this price code to be available.

   h. **Attendees Maximum.** Enter the maximum number of attendees for this price code to be available Flat Price.

   i. **Flat Price.** Mark the check box if the package is sold as a set amount that is not calculated based on the number of attendees.

6. In the Revenue Details section of the Pricing panel, enter a price for each event and revenue type. The package price will increase.

   a. In the Forecast field, you can also enter the estimated value of the Price Code. The amount entered is this field is used for revenue forecasting. It defaults to the value entered in the Price field when empty.

   b. In the Price field, the amount entered is how much revenue should be allocated for the event and revenue type combination.

   c. The Cost Split field represents the hotel's internal cost and is visible when the OPERA Control for Resource Cost is On. For example, if the package includes a dinner with a menu that includes wine and stuffed chicken, the hotel package pricing could look like the following:

   Dinner + Bev: Forecast: $8 /Price: $8 /Cost Split: $3.50

   Dinner + Food: Forecast: $30 /Price: $30 /Cost Split: $14

7. If additional Revenue Type records are needed, click **New**. Add a new revenue type record using the following:

   a. Select the **Event Type**.

   b. Select a **Revenue Type**.

   c. Select **Ok** to save and add the record to the pricing screen.

   d. In the price code configuration screen, the newly created is available. Enter the **applicable values** for Forecast, Price, and Cost Split.

8. Click the **vertical ellipsis** next the New button and select **Refresh** to update the screen after entering pricing. The revenue detail totals for Forecast, Price and Cost Split update to reflect changes made.

9. Click **Save**.

Editing Pricing on Packages

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for and select the **package**.

3. From search results, click the package's **vertical ellipsis** and select **Edit**.

4. In the Pricing panel, select the **Price Code**, select the **vertical ellipsis**, and select **Edit**.

5. Make the required changes.

6. Click **Save**.

Deleting Pricing from Packages

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.

2. Search for and select the **package**.

3. From search results, click the package's **vertical ellipsis** and select **Edit**.

4. In the Pricing panel, select the **Price Code**, select the **vertical ellipsis**, and select **Delete**.

5. Click **Delete** to confirm.

Configuring Catering Revenue Groups

Revenue Groups are high-level categories for Revenue Types, which track revenue, costs, and margins. You can report revenues from the Revenue Group level, if desired.

Adding a Catering Revenue Group

1. Select the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Revenue Groups**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code for the revenue group, such as FB for Food and Beverage.

b.   **Description**. Describes the event type, such as Food and Beverage.

c.   **Manage Translations**. Select to configure translated description for each language.

d.   **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

e.   **Inactive**. Select this check box when a Revenue Group should no longer be available for selection.

> ✎ **Note:**
>
> To see Inactive codes in search results, click the page level **vertical ellipsis** on the search screen and select **Show Inactive**.

3.   Click **Save** to save and return to the Search panel.

Editing a Catering Revenue Group

1.   From the Catering Revenue Groups screen, click **Search**. You can enter additional search criteria to refine your search.

2.   From search results, click the Revenue Group's row level **vertical ellipsis** and select **Edit**.

3.   Make the required changes.

4.   Click **Save** to save and return to the Search panel.

Deleting a Catering Revenue Group

You can delete a Catering Revenue Group only if it has not been assigned to a Catering Revenue Type.

1.   From the Catering Revenue Groups screen, click **Search**. You can enter additional search criteria to refine your search.

2.   Click **Search**. You can enter additional search criteria to refine your search.

3.   From search results, click the Revenue Group's row level **vertical ellipsis**.

4.   In the search results, select the **code**, click the **vertical ellipsis**, and select **Delete**.

5.   Click **Delete** to confirm.

Configuring Catering Revenue Types

All Catering Resources (Function Space, Menus, and Item Inventory) are associated with a Catering Revenue Type to facilitate quick, easy, and accurate reporting on catering revenue. You can link Catering Revenue Types to a Transaction Code to enable efficient posting of actualized revenue from an event to the block posting master.

Adding a Catering Revenue Type

1. Select the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Revenue Types**.

2. Click **New** and complete the following fields:

   a. **Revenue Group**. Select the appropriate group. Configuring Catering Revenue Groups.

   b. **Code**. Enter a code for the revenue type, such as AV, BEV, and so on.

   c. **Description**. Enter a description of the revenue type, such as Audio Visual, Beverage, and so on.

   d. **Manage Translations**. Select to configure translated description for each language.

   e. **Sequence**. Enter a number that controls the position of this code in listings. Codes without an assigned sequence number appear in alphabetical order following codes with an assigned sequence.

   f. **Food and Beverage**. When selected, this check box identifies the revenue type that should be bucketed together as Food and Beverage revenue.

   g. **Inactive**. Select this check box when a Revenue Group should no longer be available for selection.

3. Click **New** to add property specific tax considerations by completing the following fields:

   a. **Property**. Select the appropriate property.

   b. **Tax Percentage**. Enter the percentage to charge for this revenue type.

4. Click **Save** to save and close or click **Save and Continue** to save and create another record.

Editing a Catering Revenue Type

1. From the Catering Revenue Types screen, enter search criteria and click **Search**.

2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.

3. Make the required changes.

4. Click **Inactive** to make a code inactive. Inactive codes are not available for selection.

5. Click **Save**.

Deleting a Catering Revenue Type

You cannot delete Catering Revenue Types. You can only mark them as inactive.

Configuring Event Forecasts

Premium

You can establish Event Type/Revenue Type forecasts by date range. You can define Event Forecasts to manage different revenue forecasts for different types of bookings, such as corporate versus social. You can also copy Event Forecasts. The capabilities are designed to reduce manual updates, provide accurate forecasts, and improve reporting.

Adding Event Forecasts

1. From the Administration Menu, select **Booking**, select **Resource Management**, and select **Event Forecast Maintenance**.

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

3. Click **New** and complete the following:

   a. **Event Type**. Select an Event Type from the list; OPERA Cloud autofills a description and currency type.

   b. **Start Date**. Enter a start date for the forecast.

   c. **End Date**. Enter an end date for the forecast.

   d. **Market Code**. Select a market code.

   e. **Block Type**. Select a block type.

4. Click **New** to open the Revenue Details dialog and complete the following:.

   a. **Revenue Type**. Select a revenue type from the list.

   b. **Amount**. Enter a forecast amount.

   c. **Forecast Type**. Select to apply the amount as either a flat amount or per person.

5. Click **Save**.

6. Click **Save** again.

Editing Event Forecasts

1. From the Administration Menu, select **Booking**, select **Resource Management**, and select **Event Forecast Maintenance**.

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

3. Select the **Event Forecast** to update, click the **vertical ellipsis**, and select **Edit**.

4. Make your changes.

5. Click **Save**.

Deleting Event Forecasts

1. From the Administration Menu, select **Booking**, select **Resource Management**, and select **Event Forecast Maintenance**.

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

3. Select the **Event Forecast** to update, click the **vertical ellipsis**, and select **Delete**.

4. Click **Delete** again to confirm.

Copying Event Types

1. From the Administration Menu, select **Booking**, select **Resource Management**, and select **Event Forecast Maintenance**.

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

3. Select an **Event Type**, click the page level **vertical ellipsis**, and select **Copy**.

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

5. From the search results, select the **Event Types** you want to copy, and click the down arrow to move them to the bottom of the screen.

> **Note:**
>
> You can return moved Event Types from the bottom of the screen to the list of all Event Types by selecting them and then clicking the up arrow.

6. Click **Save**. On the Review and Copy panel, complete the following fields:

   a. **Copy Event Type As**. From the list of values, select the Event Type for the copied event.

   b. **Copy Start Date As**. Select the start date.

   c. **Copy End Date As**. Select the end date.

   d. **Copy Market Codes As**. From the list of values, select the Market Code for the copied event.

   e. **Copy Block Type As**. From the list of values, select a Block Type for the copied event.

7. Click **Copy and Continue**. Verify the Copy Results and click **Print**.

Configuring Item Class

Prerequisites for Item Class

Items are categorized into logical entities called Item Classes. Item Classes assist you in filtering when selecting and grouping items on the Banquet Event Order (BEO). For example, you might have an item class for different kinds of audiovisual equipment, for floral decorations, for recreational equipment, and so on.

Adding an Item Class

1. Select the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Class**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code for the item class, such as AV.

   b. **Description**. Enter a description of the item class, such as Audio Visual.

   c. **Manage Translations**. Select to configure translated description for each language.

    d. **Event Types**. Select the event types most likely to use the items associated with this Item Class. The items associated to this item class inherit the event types you select.

    e. **Responsible Department**. Select the departments that will most likely be responsible for servicing the items associated to this item class. The values selected here are inherited by the items associated to this item class.

    f. **Sequence**. Enter a number that controls the position of this code in listings. Codes without an assigned sequence number appear in alphabetical order following codes with an assigned sequence.

    g. **Reservation**. Select the check box if the items in this Item Class should be available for booking on a reservation. This field is only visible when the OPERA Controls, Item Inventory is On.

    h. **Events**. Select the check box if the items in this Item Class should be available for booking on an event. This field is only visible when the OPERA Controls, Event Resources is On.

    i. **Discountable**. Select the check box if the items in this Item Class are eligible for discounting after you attach them to an event. The field is visible only when the Events check box is selected. The value entered in the item class is inherited by the items attached to it.

    j. **Bookable via web site**. Visible when the OPERA WSC license is active. Select the check box if this item class should be available for selection when an event is booked using Meeting Rooms on the Web.

3. Click **Save**.

Editing an Item Class

1. From the Item Class screen, enter search criteria and click **Search**.

2. In the search results, click the row level **vertical ellipsis** and select **Edit**.

3. Make the required changes.

4. Click **Save**.

Deleting an Item Class

You can delete an Item Class only if it does not have any items associated with it.

1. From the Item Class screen, enter search criteria and click **Search**.

2. In the search results, click the row level **vertical ellipsis**.

3. Click **Delete**.

• Prerequisites for Item Class

Prerequisites for Item Class

OPERA Controls

Group: Events

Functions: Event Resources

OPERA Cloud Tasks

Booking Admin: Resource Management

Item Class

- New/Edit Item Class
- Delete Item Class

Configuring Item Inventory

Prerequisites for Configuring Item Inventory

Inventory items or simply "items" include any equipment, products, supplies, or services that can be rented or sold to a catering customer or guest as part of a catering function or reservation add-on. For example, you can configure audio visual equipment, bartenders, extra beds, golf carts, and so on as inventory items to facilitate their management. When the Reservation Item Inventory OPERA Controls is active, items can also be configured and attached to reservations for equipment such as, rollaway beds and cribs.

Adding an Item

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Inventory**.

2. Click **New** and complete the following:

   a. **Item Class**. Select the appropriate value from the list. Associating an item to an item class allows for easier searching when adding an item to an event for grouping items when printing them on the Banquet Event Order (BEO).

   b. **Revenue Types**. Select the appropriate value from the list. The revenue generated for this item will be attributed to the revenue type.

   c. **Name**. Enter a Description of the item, such as a flip chart with easel. This is what will print for this item in external reporting, for example, in the BEO or contract.

   d. **Manage Translations**. Select to open the multi-language descriptions screen and configure a translated descriptions for each language.

   e. **Description**. If the item requires more details than what the Name provides, enter it here.

   f. **Quick Insert**. Enter a shortcut for the item to make regularly used items easier to recall. If none is entered, one will be automatically assigned when the record is saved.

   g. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   h. **Event Types**. Select the appropriate value(s) for the item you are configuring. The values available for selection are limited by those selected on the item class that are associated with this item. Associating event types with an item streamlines the filtering when attaching them to an event.

    i. **Available From / Available To**. If the item is available for a certain period of time each day, enter the start time and end time in these fields.

    j. **Departments**. Select the departments that will most likely be responsible for providing servicing on the item. The values available for selection are limited by those selected on the item class associated with this item.

    k. **Setup Time**. Enter the number of minutes required to set up this item, if applicable.

    l. **Tear Down Time**. Enter the number of minutes required to tear down this item, if applicable.

    m. **Default Quantity**. Enter the quantity that should default when this item is selected to be added to an event, if applicable.

    n. **Quantity in Stock**. If you have a specific physical inventory quantity of this item in stock, enter the quantity here.

    o. **Cost**. Enter the monetary amount it takes to provide the item. This option is available when the parameter Resource Cost is set to on.

    p. **Print**. Select this check box if the item should be printed on internal and external reports. If the check box is not selected, the item will not print on external reports (BEO, Contracts).

    q. **Critical**. Select this check box if the application should track the availability of this item. If the quantity requested exceeds the availability, a message warns that there is insufficient inventory available and the additional items will be marked for external order.

    r. **Discountable**. Select this check box if the item is eligible for discounting when attached to an event. This field is only available when the items are attached to an item class with the Events check box selected.

    s. **Sell Separate**. Select this check box if this item can be attached to a reservation. Typically, items that are not Sell Separate would be included as part of a package attached to a rate code. When adding a new item, the Sell Separate check box is selected by default. Items not marked as Sell Separate are still visible in the Inventory Item Availability screen, however, because they are not marked as Sell Separate, you cannot select them for association with a reservation.

    t. **Sell Control**. Available when the Sell Control Items OPERA Control is on. Select this check box to enable a check of item inventory availability. If the item is not available for any or all of the dates chosen, an "Insufficient inventory" message appears. Users with the Override Item Sell Control task assigned to their role(s) can book items when there is no inventory available for the selected dates.

    u. **Outside of Stay Dates**. Available when the OPERA Control for Allow Inventory Items Outside of Stay Dates is set to on. Select this check box when the Item can be attached to a reservation outside of the stay dates.

    v. **Welcome Offer**. Select this check box if the item is eligible for selection in the Welcome Offer alert configuration.

3. Click **Save and Go To Presentation** to save and open the presentation so that you can complete the configuration of the item.

Editing an Item

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Inventory**.

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

3. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.

4. Scroll to the panel you want to edit and click **Edit**.

5. Make the required changes.

6. Click **Save**.

Deleting an Item

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Inventory**.

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

3. Select the appropriate **item**, click the **vertical ellipsis**, and select **Delete**.

4. Click **Delete** to confirm.

Copying an Item

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Inventory**.

2. Click the **vertical ellipsis** at the top of the page and select **Copy**.

3. On the Copy Item(s) screen, complete the fields in each panel:

   a. **Source Property**. This is the property where the item currently exists.

   b. **Item Codes**. Select the item code to copy and then click the appropriate check box for copying the Attributes, Rates, or Vendors from the source items to the new items.

   c. **Target Properties**. Select one or several properties. The item codes you selected will copy to the target properties.

4. Click **Save**.

5. In the Review and Copy Codes panel, complete the following fields:

   a. **Copy Name As**. Enter a name for the new item.

   b. **Copy Quick Insert As**. Enter a quick insert for the new item.

6. Click **Copy and Continue**.

Adding Item Attributes

Item Attributes provide additional details that further describe the item, for example, the linen color, additional markers for an easel, the location of a registration table, and so on. This functionality is only available for items marked for events or for events and reservations.

1. Click **New** in the Attributes panel and complete the following fields:

a. **Name**. Enter the additional detail for this attribute, for example, if the Item is Table Linen, the Attributes might be White Tablecloth and Red Napkins, or Gold Tablecloth and Gold Napkins.

b. **Manage Translations**. Select to open the multi-language descriptions screen and configure a translated descriptions for each language.

c. **From**. Enter the start time for this event.

d. **Setup Time**. Enter the number of minutes required to set up this item, if applicable.

e. **Tear Down Time**. Enter the number of minutes required to tear down this item, if applicable.

f. **Default**. Select this check box if this Attribute should be automatically selected when this item is added to an event. You can select only one attribute per item as the default.

2. Click **Save** to save and close, or click **Save and Continue** to save and create another record.

Editing Item Attributes

1. In the Events panel, select the appropriate **attribute**, click the **vertical ellipsis**, and select **Edit**.

2. Make the required changes.

3. Click **Save**.

Deleting Item Attributes

1. In the Events panel, search and select the appropriate **attribute**, click the **vertical ellipsis**, and click **Delete**.

2. Click **Delete** to confirm.

Adding Item Pricing

You can set item rates in various increments, for example by the day or hour. You can determine the rates individually for each customer at the time the item is booked (custom rates); or possibly, you might provide an item without charge (complimentary). This functionality is only available for items marked for events or for events and reservations.

1. In the Pricing panel, click **New** and complete the following fields:

a. **Item Rate**. Select the appropriate value from the list. For more information, see Configuring Item Rate Rules.

b. **Price**. Enter the amount that should be charged for this item and rate.

c. **Hourly**. Select this check box if the price you entered should be charged for each hour the item is booked.

d. **Default**. Select this check box if this rate should be automatically selected when this item is added to an event. You can select only one rate per item as the default.

2. Click **Save** to save and close or click **Save and Continue** to save and create another record.

Editing Item Pricing

1. In the Pricing panel, select the appropriate **rate**, click the **vertical ellipsis**, and select **Edit**.

2. Make the required changes.

3. Click **Save**.

Deleting Item Pricing

An Item Rate can only be deleted if it has not been associated with an event.

1. In the Pricing panel, select the appropriate **attribute**, click the **vertical ellipsis**, and select **Delete**.

2. Click **Delete** to confirm.

Adding an Item Vendor

You can link vendors to items so that you can easily identify where to order them if you have none in house. This functionality is only available for items marked for events or for events and reservations.

1. In the Vendors panel, click **New** and complete the following fields:

   a. **Select a Profile**. Select the magnifying glass to open to Manage Profile where you can search and select the Company profile. If the profile does not yet exist in the system, use the Create Company Profile link to create the profile.

   b. **Priority**. Enter a number in this field to identify the order in which to display the vendor attached to the item.

   c. **Lead Time**. Enter text indicating the length of time needed for ordering this item from this vendor.

   d. **Purchase Price**. Enter the value that this vendor charges for the item.

2. Click **Save** to save and close or click **Save and Continue** to save and create another record.

Editing an Item Vendor

1. In the Vendors panel, select the **vendor**, click the **vertical ellipsis**, and select **Edit**.

2. Make the required changes.

3. Click **Save** .

Deleting an Item Vendor

1. In the Vendors panel, select the **vendor**, click the **vertical ellipsis**, and select **Delete**.

2. Click **Delete** to confirm.

• Prerequisites for Configuring Item Inventory

Prerequisites for Configuring Item Inventory

OPERA Controls

Group: Events

Function: Event Resources

Or . . .

Group: Reservations

Function: Item Inventory (PMS)

OPERA Cloud Tasks

Main Task: Booking Admin

Parent Task: Item Inventory

- New/Edit Item Inventory
- Delete Item Inventory

Configuring Item Pools

Prerequisites for Configuring Item Inventory Pools

Configuring Item Pools enables properties to sell items with a maximum pool ceiling quantity. The available pool number is determined by the maximum quantity of any item associated with the pool.

> **Note:**
>
> You can associate only the items from the same Item Class with an Inventory Item Pool.

Adding an Item Pool

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Pools**.

2. Click **New** and complete the following:

   a. **Item Class**. Select an Item Class from the list. Refer to: Configuring Item Class.

   b. **Code**. Enter the item inventory pool code. You cannot change the code after the Item Inventory Pool is saved.

   c. **Description**. Enter a detailed description of the item inventory pool.

   d. **Display Sequence**. Number that determines the position of the inventory item pool in lists of value.

   e. **Sequence**. Enter a display sequence to indicate sequence in list.

       f. **Item Codes**. Select items from the Available panel and then click [>] to move the selected items to the Selected panel.

3. Click **Save** or **Save and Continue** to add another.

Editing an Item Pool

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Pools**.

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

3. Select the **item pool**, click the **vertical ellipsis**, and click **Edit**.

4. Update the item pool details.

5. Click **Save**.

Deleting an Item Pool

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Pools**.

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

3. Select the **item pool**, click the **vertical ellipsis**, and click **Delete**.

4. Click **Delete** to confirm.

- Prerequisites for Configuring Item Pools

Prerequisites for Configuring Item Pools

OPERA Controls

Group: Reservations

Function: Item Inventory (PMS)

- Item Inventory Pool

OPERA Cloud Tasks

Main Task: Booking Admin

Parent Task: Item Pools

- New/Edit Item Pools
- Delete Item Pools

Configuring Item Rate Rules

Prerequisites for Configuring Item Rate Rules

Item Rate Rules describe how individual items are priced (for example, per hour, per day, or each) for non-food and non-beverage resources such as flip charts, projectors, and so on.

Item Rate Rule configuration is shared by all properties in multi-property operations.

Adding Item Rates

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Rate Rules**.

2. Click **New** and complete the following:

   a. **Code**. Enter a code for the Item Rate.

   b. **Description**. Enter a description for the item rate.

   c. **Manage Translation**. Click to open the multi-language descriptions screen and configure a translated descriptions for each language.

   d. **Sequence**. Enter a display sequence to indicate sequence in list.

3. Click **Save**.

Editing Item Rates

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Rate Rules**.

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

3. Select the **item rate**, click the vertical ellipsis, and click **Edit**.

4. Update the item Rate Rule's details.

5. Click **Save**.

Deleting Item Rates

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Rate Rules**.

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

3. Select the **item rate**, click the vertical ellipsis, and click **Delete**.

4. Click **Delete** to confirm.

• Prerequisites for Configuring Item Rate Rules

Prerequisites for Configuring Item Rate Rules

License/Subscription

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Group: Events

Function: Event Resources

OPERA Cloud Tasks

Main Task: Resource Management

Parent Task: Item Rates

• New/Edit Item Rates

• Delete Item Rates

Configuring Item Templates

Prerequisites for Configuring Item Templates

Item Templates are groupings of catering resources that alleviate the time consuming task of adding several items to an event. You can use templates to create groupings of any items that would normally be used together. For instance, if most meeting and conference events require an LCD projector, a wireless lapel microphone, and a viewing screen, you can group these items together using an item template. With item templates, items can be grouped together regardless of item class. This simplifies the task of adding item resources to events by eliminating the need to add items one at a time.

Adding Item Templates

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Item Templates**.
2. Click **New** and complete the following:
   a. **Property**. Select or confirm the Property.
   b. **Name**. Enter Item Template Name
3. Click **New**.
4. Search and select items on the Select Inventory Items screen and click [>] to move items from the Available panel to the Selected panel. The Items will be grouped by Item Class and you can expand and collapse the categories as needed.
5. Click **Select**.
6. Select **Attribute**.
7. Enter a **Quantity**.
8. Enter a **Sequence Item** to control the order in which these items appear on the Banquet Event Order.
9. Click **Save**.

Editing Item Templates

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Item Templates**.
2. Select or confirm the **Property** and click **Search**.
3. From search results, select the **Item Template**, click the **vertical ellipsis**, and select **Edit**.
4. Update details.
5. Click **Save**.

Deleting Item Templates

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Item Templates**.

2. Select or confirm the **Property** and click **Search**.

3. Select the **Item Template**, click the **vertical ellipsis**, and click **Delete**.

4. Click **Delete** to confirm.

• Prerequisites for Configuring Item Templates

Prerequisites for Configuring Item Templates

OPERA Controls

Group: Events

Function: Event Resources

OPERA Cloud Tasks

Main Task: Resource Management

Item Templates

• New/Edit Item Templates

• Delete Item Templates

Configuring Meal Periods

Prerequisites for Configuring Meal Periods
A catering meal period is an event classification that allows you to group catering event types, for example Breakfast, Lunch, Coffee Break, and so on.

You can associate an event type with a single catering meal type for reporting in the Meal Type Forecast report.

Related Topic:

Configuring Event Types.

> **Note:**
>
> You can configure a maximum of seven meal periods.

Adding Meal Periods

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Meal Periods**.

2. Click **New** and complete the following:

    a. **Code**. Enter an Item Template Name.

    b. **Description**. Enter a description for the meal period. Use the Manage Translation link to translate description to other languages.

    c. **Sequence**. Enter a display sequence to indicate the Meal Period code sequence in a list.

3. Click **Save**.

Editing Meal Periods

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Meal Periods**.

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

3. Select the **meal period**, click the **vertical ellipsis**, and click **Edit**.

4. Update details.

5. Click **Save**.

Deleting Meal Periods

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Meal Periods**.

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

3. Select the **meal period**, click the **vertical ellipsis**, and click **Delete**.

4. Click **Delete** to confirm.

• Prerequisites for Configuring Meal Periods

Prerequisites for Configuring Meal Periods

OPERA Controls

Group: Events

Function: Event Resources

Parameter: Catering Meal Periods

OPERA Cloud Tasks

Main Task: Resource Management

Parent Task: Meal Periods

• New/Edit Meal Periods

• Delete Meal Periods

Configuring Menu Classes

Prerequisites for Configuring Menus

Menus are grouped into logical categories called Menu Classes, which can make it easier to find a menu and assist in filtering menus by event type. Refer to Configuring Event Types.

> **Note:**
>
> In multi-property operations you can copy the Menu Class configuration from one property to other properties. Refer to Copying Configurations to Multiple Properties .

Adding a Menu Class

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.

2. Select the **Menu Class** tab.

3. Select **New** and complete the following fields:

    a. **Property**. Select or confirm the property.

    b. **Menu Class Name**. Enter a menu class name.

    c. **Event Type**. Select the event types for which this Composed Menu Class should be available by default.

4. Click **Save**.

Editing a Menu Class

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.

2. Select the **Menu Class** tab.

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

4. In the search results, select the menu class, click the **vertical ellipsis**, and select **Edit**.

    a. Update the configuration.

    b. **Click Inactive**. When selected, the menu item becomes inactive and by default does not appear in the results area.

5. Click **Save**.

Deleting a Menu Class

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.

2. Select the **Menu Class** tab.

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

4. In the search results, select the menu class, click the **vertical ellipsis**, and select **Delete**.

Configuring Menus

Prerequisites for Configuring Menus

Creating a Composed Menu

Refer Creating a Menu.

Editing a Composed Menu

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.

2. Select the **Composed Menu** tab.

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

4. In the search results, select the **Menu**, click the **vertical ellipsis**, and select **Edit**.

> **Note:**
>
> The Menu Detail panels selected in the default Presentation Style appear. Click **Customize** to select other Detail panels to appear on the presentation page.

5. In the Menu Details panel, click **Edit** and update the following:

   - **Property**. Select or confirm the **Property**.

   - **Menu Class**. Select the appropriate value from the list. Associating a menu to a menu class allows for easier searching when adding a menu to an event.

   - **Menu Name**. Enter a Name for the menu, such as Continental Breakfast, Italian Lunch Buffet. Select Manage Translation to configure a translated menu name for each language.

   - **Restrictions**. Enter any restrictions placed on this menu, including attendees, lead time, or seasonal restrictions. Select Manage Translation configure a translated restriction name for each language.

   - **Description**. Enter an additional description of the menu. Select Manage Translation configure a translated description for each language.

   - **Dietary**. Select the appropriate values from the list, such as Vegetarian, Vegan, Dairy Free, and so on. This can be used for easier searching when adding a menu to an event.

   - **Event Type**. Select the event types most likely to use the menus associated with this Menu Class. The menus associated to this menu class inherit the event types you select.

   - **Quick Insert**. Enter a code which can be used when searching for Menus to be added to an event.

   - **Menu Type**. Select Food or Beverage. This selection will determine whether the menu will print on the BEO under the food or beverage section.

   - **Serving**. Select Per Person or Per Table to indicate how this menu is priced. If Per Table is selected the field for Table Capacity will be enabled and will need to be populated with the number of guests at each table.

   - **Multi-choice**. `Premium` Select to configure a multi-choice menu. Multi-choice menus are visually distinguished from regular menus on the Resources screen and the Menu Items drawer by (M).

- **Consumption**. Select this check box if all of the menu items associated to this menu are sold on a consumption basis, which means that the menu items are sold separately and the group is charged based on the number of menu items used.

- **Sell Date Range**. Enter the start and end dates of the period when this menu may be sold.

- **Event Date Range**. Enter the start and end dates of the period when this event must take place in order to use this menu.

- **Inactive**. When selected the menu will become inactive and will not be displayed in the results by default.

- Click **Save**.

6. In the **Multi Choice Menu** panel (this section is enabled if you selected the multi-choice option in the Menu Details section), click **Edit** and update the following:

- **Course**. Enter a number to represent the course.

- **Choice Count**. Enter the number of items that can be selected within the course.

- **Course Description**. Enter text describing how many items can be selected within this course, such as Select One Appetizer.

- **Course Name**. Enter the description for the course, such as Starters, Appetizers, and Entrée.

- If an additional course is needed, select the **Vertical Ellipse** and select **Add**.

- Click **Save**.

7. In the **Menu Items** panel, you can click the Menu Items tab to open the Menu Items drawer and select menu items to add to the menu. The Menu Items drawer allows you to search for specific menu items by menu item name, dietary, or other criteria. The menu items are grouped by menu item class, and you can expand each category. When selecting menu items for the menu, you can determine whether to include the menu items in the price of the menu or priced individually. To include all selected menu items in the menu, select the **Include in Menu** check box.

- Click **Edit** and update the following:

- **Course**. Enter the number to represent the course. For multi-choice menu you will need to select the appropriate course from the available list.

- **Order**. Enter the number to represent the sequence the menu item should be served within the course. To be considered as part of a multi-choice course, more than one menu item must belong to the same Course and have the same Order value.

- **Demand Factor**. Enter a value representing the percentage of guests who will consume this menu item. For example, a cash bar may have a menu item for beer that is ordered 40% of the time. In this case, the item would have a demand factor of .4. By default, the demand factor populates with 1. And you can manually change the value (available when the Menu Item Demand Factor in OPERA Controls is active).

- **Serving**. Enter the number of servings. By default, the Serving field defaults to 1.

- **Included**. Select the check box to indicate that the menu item is included in the menu price. If the menu item should be charged in addition to the menu price, you should not select the check box.

- **Consumption**. Select to indicate that the menu items is charged based on consumption. Menu items marked as Consumption do not print a quantity on the Banquet Event Order. The quantity is used only for revenue forecasting purposes.

- **Print**. Select the check box if the menu item should print on the Banquet Event Order and other menu reports.

- **Mandatory**. Select this check box for menu items that come with the menu automatically, and the user does not have a choice between multiple items (available for multi-choice menus only).

- Click **Save**.

8. In the Pricing panel:

    - Click the **vertical ellipsis** and select **Edit**.

    - In the Price field, enter the amount to charge for the selected Revenue Type.

    - Click **Save**.

9. In the Menu Notes panel, to Add Notes:

    - Click **New** and complete the following:

        – **Title**. Enter a note title

        – **Internal**. Select to make the menu note internal.

        – **Comment**. Enter note details.

        – **Sequence**. Enter a display sequence.

        – Click **Save** or **Save and Continue** to add another note.

10. In the Menu Notes panel, to Edit Notes:

    - Select the **Note**, click the **vertical ellipsis**, and select **Edit**.

        – Update note details.

        – Click **Save**.

11. In the Menu Notes panel, to Delete Notes:

    - Select the **Note**, click **vertical ellipsis** and select **Delete**.

    - Click **Delete** to confirm.

Deleting a Composed Menu

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.

2. Select the **Composed Menu** tab.

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

4. In the search results, select the **Menu**, click the **vertical ellipsis**, and select **Delete**.

5. Click **Delete** to confirm.

Copying a Composed Menu

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.

2. Select the **Composed Menu** tab.

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

4. In the search results, select the **Menu**, click the **vertical ellipsis**, and select **Copy**.

5. Select one or more **Menu classes**.

6. Click **Select**.

• Prerequisites for Configuring Menus

Prerequisites for Configuring Menus

OPERA Controls

Group: Events

Function: Event Resources

OPERA Cloud Tasks

Main Task: Booking Admin

Parent Task: Resource Management

Menu Management:

• New/Edit Menu Management

• Delete Menu Management

Configuring Menu Items

Prerequisites for Configuring Menu Items

Prior to configuring menu items, ensure you have configured menu item classes.

Adding Menu items

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Menu Item**.

2. Select the **Menu Item** tab.

3. Select **New** and complete the following:

   a. **Property**. Select or confirm the property.

   b. **Menu Item Class**. Select the appropriate value from the list. Associating an item to a menu item class allows for easier searching when adding a menu to an event.

   c. **Menu Item Name 1/Menu Item Name 2/Menu Item Name 3**. Enter the name of the menu item. You can create up to three long names or include a description for display on the Banquet Event Order.

d. **Manage Translations**. Select to open the multi-language descriptions screen and configure a translated menu item name for each language.

e. **Restriction**. Enter any restrictions placed on this menu, including attendees, lead time, or seasonal restrictions.

f. **Manage Translations**. Select to open the multi-language descriptions screen and configure a translated restriction for each language.

g. **Origin 1/Origin 2**. This field is generally used to indicate the origin of wine.

h. **Manage Translations**. Select to open the multi-language descriptions screen and configure a translated origin for each language.

i. **Year**. This field is generally used to indicate the year a wine was produced.

j. **Dietary**. Select the appropriate values from the list. This can enabler easier searching when adding a menu item to a menu.

k. **Responsible Department**. The values are inherited from the Menu Item Class.

l. **Event Type**. The values are inherited from the Menu Item Class.

m. **Quick Insert**. Enter a code to use when searching for Menu Items to be added to a menu.

n. **Consumption**. Select this check box if all of the menu items are sold on a consumption basis. This is useful for menu items such as sodas or bottled water where the group is charged only for the amount of the beverage consumed.

o. **Beverage**. Select Food or Beverage. This selection determines whether the menu will print on the Banquet Event Order under the food or beverage section.

p. **Print**. Select the check box for the menu item to print on the Banquet Event Order and other event reports.

q. **Sales Price**. Enter the price of the menu item.

r. **Revenue Type**. Select the appropriate value from the list to determine the category in which this revenue should be allocated.

s. **Cost**. Enter the internal cost it takes to provide the menu item.

t. **Container**. Select the appropriate value to reflect how the menu item is sold, such as per person, per dozen, or each.

u. **Portion**. Enter the size or number of portions for the menu item.

v. **Manage Translations**. Select to open the multi-language descriptions screen and configure a translated portion for each language.

w. **Servings**. This field indicates the number of servings the menu item contains when sold. For a typical menu item included as part of a standard menu, the serving would usually be one. For Beverage Menu Items, enter the number of servings that are obtainable from the container specified above. For example, if wine is included in a menu and the menu is booked for 40 people, the system will automatically calculate that 10 bottles of wine are needed and attach them to the event with that amount rather than 40. Other revenue profit and loss calculations are also based on this entry. For Food Menu Items, if this single item is a family or a large dish meant to serve a specific number of people, specify the number of people the item serves.

4. Click **Save** or **Save and Continue** to add another menu item.

Editing a Menu Item

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Menu Item**.

2. Select the **Menu Item** tab.

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

4. Select the **menu item**, click the vertical ellipsis and select **Edit**.

   a. Update the configuration.

   b. Click **Inactive**. When selected, the menu item becomes inactive and by default does not appears in the results area.

5. Click **Save**.

Deleting a Menu Item

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Menu Item**.

2. Select the **Menu Item** tab.

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

4. Select the **menu item** click the vertical ellipsis and select **Delete**.

5. Click **Delete** to confirm.

Copying a Menu Item (to other menu item classes)

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Menu Item**.

2. Select the **Menu Item** tab.

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

4. Select the **menu item(s)** and click Vertical Ellipse and select **Copy**.

5. Select the **menu item class(es)** from the list and click **Select**.

Moving a Menu Item (to other menu item classes)

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Menu Item**.

2. Select the **Menu Item** tab.

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

4. Select the **menu item(s)** click the vertical ellipsis, and select **Move**.

5. Select the **menu item class(es)** from the list and click **Select**.

• Prerequisites for Configuring Menu Items

Prerequisites for Configuring Menu Items

OPERA Controls

Group: Events

Function: Event Resources

OPERA Cloud Tasks

Main Task: Resource Management

Menu Management:
- New/Edit Menu Management
- Delete Menu Management

Configuring Menu Item Class

Menu Item Classes are used to group menu items. After configuring Menu Item Classes, you can link them to the appropriate menu items.

Define Menu Item Classes based on the types of services your property can offer to clients, for instance, Menu, Buffet, Cocktail, Breakfast, Coffee Break, and so on.

Based on these examples, you can define the following Menu Item Classes:

For Menus:
- Menu Starters
- Menu Entrees
- Menu Desserts

For Buffet:
- Buffet Starters
- Buffet Cold entrees
- Buffet Hot entrees
- Buffet Desserts

For Beverages:
- Soft Drinks
- White Wines
- Red Wines
- Beers
- Champagne
- Spirits

> **✎ Note:**
>
> In multi-property operations you can copy the configuration from one property to other properties. Refer to: Copying Configurations to Multiple Properties.

Adding a Menu item Class

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Menu Items**.

2. Select the **Menu Item Classes** tab.

3. Select **New** and complete the following:

   a. **Property**. Select or confirm the property.

   b. **Menu Item Class Name**. Enter a description for the menu class, such as Breakfast, Bar Menus, Buffet Lunch, and so on.

   c. **Event Type**. Select the event types most likely to use the menus associated with this Menu Class. The menus associated to this menu class inherit the event types you select.

   d. **Responsible Department**. Select a Department responsible for the menu items in this class. Responsible Departments are inherited by the Menu Items linked to the Class. If the Responsible Departments should change on the Menu Item Class, you are prompted to update any existing Menu Items linked to the Menu Item Class.

   e. **Sequence**. Enter a number that controls the position of this code in listings.

   f. Menu Type.

      i. **Food**. Select if this class only contains food item.

      ii. **Beverage**. Select if this class only contains beverage items.

4. Click **Save**.

Editing a Menu Item Class

1. From the Administration menu, select **Booking** select **Resource Management**, and select **Menu Items**.

2. Select the **Menu Item Classes** tab.

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

4. In the search results, select the **menu item class**, click the **vertical ellipsis**, and select **Edit**.

   a. Update the configuration.

   b. **Inactive**. When selected, the menu class becomes inactive and by default will not appear in the results area.

5. Click **Save**.

Deleting a Menu Item Class

1. From the Administration menu, select **Booking** select **Resource Management**, and select **Menu Items**.

2. Select the **Menu Item Classes** tab.

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

4. In the search results, select the **Menu Item Class**, click the **vertical ellipsis**, and select **Delete**.

5. Click **Delete** to confirm.

Creating a Menu

Prerequisites for Configuring Menus

Menus are grouped into logical categories called Menu Classes that can make it easier to find a menu and assist in filtering menus by event type.

Composed Menus are a collection of preselected menu items. The following are the three main types of composed menus:

- **Standard menus**. These menus can include menu item sold for an all-inclusive price, sold as a group of individually priced menu items, or sold as a combination of the two.

- **Consumption menus**. These menus enable you to charge for menus based on what was actually consumed regardless of the number of attendees at the event. The quantity requested for each item does not print on the Banquet Event Order. Instead, it is used only to calculate the expected and guaranteed revenue for the event.

- **Multi-choice menus**. These menus are available with Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition and enable you to create a composed menu with choices of starters, main courses, desserts, and so on. When the menu is added to an event, you can customize the menu based on the client's selections.

Creating a Menu

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.

2. Select the **Composed Menu** tab, click **New**.

3. In Menu Details, complete the following:

    a. **Property**. Select or confirm the property name.

    b. **Menu Class**. Select a menu class from the list.

    c. **Menu Name**. Enter a Name for the menu, such as Continental Breakfast, Italian Lunch Buffet. Select Manage Translation to configure a translated menu name for each language.

    d. **Restriction**. Enter any restriction placed on the menu, including attendees, lead time, or seasonal. Select Manage Translation configure a translated restriction name for each language.

    e. **Description**. Enter an additional description of the menu. Select Manage Translation configure a translated description for each language.

    f. **Dietary**. Select any dietary attributes of the menu from the list.

    g. **Event Type**. Event Types get populated based on the selected menu Class. Select the event types applicable for the menu from the list.

h.   **Quick Insert**. Enter a unique code that you can use when searching for menus to be added to an event.

i.   **Menu Type**. Select a Menu Type. Your selection determines whether the menu prints on the Banquet Event Order under the Food section or the Beverage section

j.   **Servings**. Select Per Person or Per Table to indicate how this menu is priced. If you select Per Table, the Table Capacity field becomes enabled and you must enter the **number of guests** at each table.

k.   **Multi Choice**. Select to configure a multi-choice menu `Premium`. Multi-choice menus are visually distinguished from regular menus on the Resources screen and the Menus drawer by (M).

l.   **Course Count**. Appears when you select Multi-Choice. Enter the number of courses in the multi-choice menu.

m.   **Consumption**. Select if all of the menu items associated to this menu are sold on a consumption basis, which means that the menu items are sold separately and the group is charged based on the number of menu items used.

n.   **Sell Date Range**. Enter the start and end dates of the period when this menu may be sold.

o.   **Event Date Range**. Enter the start and end dates of the period when this event must take place in order to use this menu.

4.   Click **Next**. Complete the Menu Multi Choice section if you selected Multi Choice in the Menu Details panel.

a.   **Course**. Enter the course number.

b.   **Choice Count**. Enter the number of menu item choices for the course.

c.   **Course Description**. Enter the course description. Select Manage Translations configure a course description for each language.

d.   **Course Name**. Enter the course name. Select Manage Translations configure a course name for each language.

e.   Repeat entries for each course listed.

f.   Click the page level **vertical ellipsis** and select **Add** to add a course.

g.   Click a course's **vertical ellipsis** and select **Delete** to delete a course.

5.   Click **Next**. Complete the Menu Items selection. When selecting menu items for the menu you can determine whether the menu items should be included in the price of the menu or priced individually. To include all selected menu items in the menu price, select the Include in Menu checkbox.

a.   Click the **Menu Items** drawer.

b.   Click **[+]** to expand the menu item classes and then select one or more **Items** (grouped by menu item class).

c.   **Include in Menu**. Click to include the selected items in the price of the menu.

d.   Click **Add Menu Item**.

e.   **Course**. Enter the number to represent the course. For multi-choice menus, select the appropriate course from the available list.

f. **Order**. Enter the number to represent the sequence the menu item should be served within the course. To be considered as part of a multi-choice course, more than one menu item must belong to the same Course and have the same Order value.

g. **Demand Factor**. Enter a value representing the percentage of guests who will consume this menu item. For example, a cash bar may have a menu item for beer that is ordered 40% of the time. In this case, the item would have a demand factor of .4. By default, the demand factor populates with 1. And you can manually change the value (available when the Menu Item Demand Factor in OPERA Controls is active).

h. **Menu Item Name**. Name of the menu item attached to the highlighted menu.

i. **Sales Price**. The price of the Menu Item if it were separately (if not included in a menu).

j. **Price per Serving**. The price per individual serving.

k. **Container**. The container defined for the menu item.

l. **Revenue Type**. The revenue type attached to the menu item.

m. **Serving**. Enter the number of servings. By default, the Serving field defaults to 1.

n. **Included**. Select the check box to indicate that the menu item is included in the menu price. If the menu item should be charged in addition to the menu price, you should not select the check box.

o. **Consumption**. Select to indicate that the menu items is charged based on consumption. Menu items marked as Consumption do not print a quantity on the Banquet Event Order. The quantity is used only for revenue forecasting purposes.

p. **Print**. Select the check box if the menu item should print on the Banquet Event Order and other menu reports.

q. **Mandatory**. Select this check box for menu items that come with the menu automatically and the user does not have to choose between multiple items (available for multi-choice menus only).

r. Repeat the updates for each menu item selected.

s. To delete a menu item, select the item, click vertical ellipsis, and click **Delete**.

t. Click **Delete** to confirm.

6. Click **Next**. Complete the **Pricing Details** section.

a. **Price**. Enter the amount to charge for the selected Revenue Type.

7. Click **Save** or **Save and Go to Presentation** to edit the menu details.

14
Client Relations Administration

- Activities
- Configuring Geographic Components
- Guest Loyalty Programs
- Profile Management

Activities

Prerequisites for Activities Configuration

The Activities feature in OPERA Cloud Sales and Event Management helps you keep track of upcoming appointments, sales calls, follow-up with contacts, things to do, and so on. Use Activities to manually or automatically create reminders and to-do's for Accounts, Contacts, and Business Blocks. Activities may be assigned to multiple sales owners; with each owner receiving a separate copy of the Activity.

Activities can be auto-created through the setup of Activity Trace Codes and auto trace rules, which use rules and conditions to determine when an Activity should be created - this can be when a data is created or when existing data is updated or deleted.

With the Activity Result OPERA Control enabled you can configure Activity Result codes; one of which must be selected when completing the Activity.

The Activity tile can be added to your dashboard to indicate the number of open Activities assigned to you or other owners.

- Configuring Activity Types
- Configuring Activity Results
- Configuring Trace Codes
- Home Dashboard

- Prerequisites for Activities Configuration
- Configuring Activity Results
- Configuring Activity Types
- Configuring Trace Codes
- Configuring Trace Definitions
- Configuring Trace Owner Mapping

Prerequisites for Activities Configuration

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

Or

OPERA Cloud Sales and Event Management Premium Cloud Service

OPERA Controls

Group: Activity

OPERA Cloud Tasks

Client Relations Admin: Activity Management

- Activity Types
  - New/Edit Activity Types
  - Delete Activity Types
- Trace Codes
  - New/Edit Trace Codes
  - Delete Trace Codes

Configuring Activity Results

Prerequisites for Activity Results

Activity Results are preconfigured descriptions of Activity results. They appear on the Activities screen in the Results field after the Activity is completed. When the OPERA Control parameter Activity, Activity Results is On, and the Complete check box is selected, a Result list appears on the Activities screen. You can select the appropriate result value from the list and complete the Activity.

Adding an Activity Result

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Activity Results**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code.

   b. **Description**. Enter a description, for example, Success.

   c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Activity Result

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

2. In the search results, select the **Code** and click the **vertical ellipsis**.

3. Click **Edit**.

4. Select the **Inactive** check box to make the Activity Result inactive. Inactive Activity Results do not appear in search results unless you click the Actions ellipsis and select Show Inactive.

5. Update the configuration.

6. Click **Save**.

• Prerequisites for Activity Results

Prerequisites for Activity Results

Licenses / Subscriptions

OPERA Cloud Sales and Event Management Standard Cloud Service

OPERA Controls

Group: Activity

Parameter: Activity Results

OPERA Cloud Tasks

Client Relations Admin:

• Activity Management

– New/Edit Activity Results

– Delete Activity Results

Configuring Activity Types

Activities Types define the various actions you might take when creating Activities and ToDos. Activity Types are also referenced in Configuring Trace Definitions configured to automate the creation of Activities.

Adding Activity Types

When the multi-property Cloud Service is active, you can create new Activity Types by selecting the Template tab. After creating them, you can copy an Activity Type to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties.

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Activity Types**.

2. Click **New**.

3. Select a **Property**.

4. Enter an **Activity Type** and enter a description such as Follow up, Internal Meeting, and so on.

5. Select an **Activity Class** (Appointment or ToDo) and click **Select**.

6. Enter a **Sequence** number to indicate the ranking of this Activity Type in a list.

7. Select the **Internal** check box to exclude the default Activities created for this activity type from communication with integrated systems.

8. Click **Save** if finished or click **Save and Continue** to edit the new Activity Type immediately. At any time, you can search for an Activity Type, select the Actions ellipsis associated with it, and edit or delete it.

Editing Activity Types

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Activity Types**.

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

3. From your search results, click the Activity Type's **vertical ellipsis** and select **Edit**.

4. Make your changes.

> **Note:**
>
> Select the **Inactive** check box to make the Activity Type inactive. Inactive Activity Types do not appear in search results unless you click the Action's vertical ellipsis and select Show Inactive.

5. Click **Save**.

Deleting Activity Types

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Activity Types**.

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

3. From your search results, click the Activity Type's **vertical ellipsis** and select **Delete**.

4. Click **Delete** to confirm.

> **Note:**
>
> When the multi-property service is active, new Activity Type are created by selecting the Template tab. Once created, you can copy Activity Type to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties

Configuring Trace Codes

You can create Auto Trace Codes and configure auto traces so that activities are created automatically under certain configured conditions. The process of creating and applying Auto Trace Codes involves creating a Trace Code, tying the Trace Code to a Trace Group (account, contact, activity, or block), and defining the conditions under which the Trace Code functions.
To create Auto Trace Codes requires the OPERA Cloud Sales and Event Management Standard Cloud Service subscription and the Activity Management user task.

Adding a Trace Code

Trace codes are pre-defined filters that trigger activities depending on the behavior of the record.

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Codes**.

2. Click **New**.

3. Select a **Trace Group** from the list of configured groups: Accounts, Activities, Blocks, or Contacts.

4. Enter a **Trace Code** to represent the new trace code.

5. Enter a **Description** of the new Trace Code.

6. Click **Save**.

Editing a Trace Code

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Codes** .

2. On the Trace Code screen, search and select the required trace code mapping that you want to edit and then click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration.

5. Click **Inactive** to make the trace definition inactive. Inactive trace definitions do not appear in search results unless you click the **Actions ellipsis** and select **Show Inactive**.

6. Click **Save**.

Deleting a Trace Code

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Codes** .

2. On the Trace Code screen, search and select the required trace code mapping that you want to edit and then click the **vertical ellipsis**.

3. Click the **vertical ellipsis** and then click **Delete**.

4. Confirm the deletion.

5. Click **Save**.

Configuring Trace Definitions

Trace definitions determine the conditions that trigger a trace. When creating or editing the configuration of an Activity Trace Definition, the Activity Type list of values is sorted by the sequence configured for the Activity Types.

Adding Trace Definitions

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Definitions**.

2. Click **New**.

3. Select or confirm the **Property**.

4. Select the **Trace Group** to which the auto trace is linked, such as Accounts, Activities, Blocks, and Contacts. Additional options appear depending on the Trace Group you select. The options enable you to select additional conditions for triggering a trace. Examples of options include the following:

   a. **On Update of Field** – creates the activity when a specified field is updated. When you select the On Update of Field option, the Attribute field appears enabling you to select the specified field.

   b. **On Creation** – creates the activity when you create a new record. The record is the Tract Group you selected in the Trace Group field.

   c. **On Activity Deletion** – creates the activity when a record gets deleted.

   d. **Trace Code** – defines the trace code for the Trace Group you selected.

5. Select the **Trace Code** from all of the configured Trace Codes for the selected Trace Group.

6. Select an **Activity Class**. Options are Appointment or To Do.

7. Select the **Activity Type** from the list, such as follow up or send brochure, to trigger by either the Appointment or the To Do you selected.

   a. **Purpose**. Enter the purpose that will appear on the Activity (Field will default with the Activity Type description).

8. Enter or select the following:

   a. **For Time**. Available for Appointment or To Do Activity Classes. Select the time for the activity to start.

   b. **Date Calculation**. Select a date field from the list.

   c. **+/– Days**. Select whether you would like to go forward (plus) or backward (minus) from this date and the number of days. Leaving this field blank will generate the Activity with a start date equal to the date in the field selected in Date Calculation.

9. Select an **Owner** from one of the following:

   a. **Current** – assigns the activity to the logged in user when the activity is generated.

    b. **Block Owner**– assigns the activity to the block owner and displays the Owner Assignment check box. Selecting the check box opens the Trace Owner Mapping field for mapping the trace to one or more owners.

    c. **Room Owner**– assigns the activity to the room owner and displays the Owner Assignment check box. Selecting the check box opens the Trace Owner Mapping field for mapping the trace to one or more owners.

    d. **Catering Owner** – assigns the activity to the catering owner and displays the Owner Assignment check box. Selecting the check box opens the Trace Owner Mapping field for mapping the trace to one or more owners.

    e. **Custom** – lets you search and select an owner.

10. Click **Manage Expressions** to set up additional conditions or conditional and/or statements required to trigger the activity. On the Manage Expressions dialog, you can set up single or multiple conditions:

    a. Click **Add** or click **Add()**.

    b. Select an **Attribute** and an **Operator**.

    c. Click **OK**.

11. Click **Save**.

Copying Trace Definitions

> **✎ Note:**
>
> For more information see Copying Configuration Codes to Multiple Properties.

Editing Trace Definitions

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Definitions**.

2. On the Trace Definitions screen, search and select the required trace definitions that you want to edit and then click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration.

5. Click **Inactive** to make the trace definition inactive. Inactive trace definitions do not appear in search results unless you click the Actions ellipsis and select Show Inactive.

6. Click **Save**.

Deleting Trace Definitions

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Definitions**.

2. On the Trace Definitions screen, search and select the required trace definitions that you want to delete.

3. Click the **vertical ellipsis** and then click **Delete**.

4. Confirm the deletion.

5. Click **Save**.

Configuring Trace Owner Mapping

Configuring Trace Owner Mapping

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Owner Mapping**.

2. Click **New**.

3. Select an **Owner Code**. This is the owner responsible for the trace trigger (a logged-in user).

4. Select the **Trace Owner Code**. This is the owner code on whose name the new trace activity should be created.

5. Click **Save**.

Editing Trace Owner Mapping

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Owner Mapping**.

2. On the Trace Owner Mapping screen, search and select the required trace owner mapping that you want to edit and then click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration.

5. Click **Inactive** to make the trace definition inactive. Inactive trace definitions do not appear in search results unless you click the Actions ellipsis and select Show Inactive.

6. Click **Save**.

Deleting Trace Owner Mapping

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Owner Mapping**.

2. On the Trace Owner Mapping screen, search and select the required trace owner mapping that you want to delete.

3. Click the **vertical ellipsis** and then click **Delete**.

4. Confirm the deletion.

5. Click **Save**.

Configuring Geographic Components

Use the options from the Geographic Management menu to create codes for defining the location, languages, postal codes, and taxes associated with your guests, companies, vendors, and so on.

- Configuring Birth Country Codes

Configuring Birth Country Codes

Properties can configure birth country codes if they want to include such information in profiles. The configured codes become available to staff in a list.

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **Birth Country**.

2. Click **New** to open the Manage Birth Country screen.

3. Create a **Code** and a **Description** for the new Birth Country code.

4. Click the **Manage Translations** link if you want to enter the description in additional languages.

5. Enter a **Sequence** number to position the Birth Country code in a list.

6. Click **Save**. Or, click **Save and Continue** to create another code.

Editing and Deleting Codes:

1. From the Birth Country main screen, select the Birth Country **Code** and/or enter the codes **Description**.

2. Click **Search**.

3. From your search results, locate the Birth Country code and click the **vertical ellipsis**.

4. Select either **Edit** or **Delete**.

5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.

6. If deleting the code, click **Delete** when the confirmation screen appears.

About City and Postal Codes

You can associate countries (and states or provinces if configured for the country) with cities and with postal codes using Cities and Postal Codes configuration.

When you enter a country and postal code in a profile, OPERA Cloud automatically determines if there is a state, city, and territory associated with the country-postal code combination. If there is, the state, city, and territory portion of the address auto-populate on the profile. Territories update only for account and contact profiles.

In addition, Cities and Postal Codes configuration allows you to associate a district with country/state/territory/city/postal code combinations. You can use districts as geographical filters for statistical reporting and marketing purposes. How you set up using cities and postal codes depends on whether the country is configured with states (or provinces). If states are for the country, you can set up districts that consist of the following combinations:

> Country/state/city

> Country/state/postal code

> Country/state/territory/city/postal code

For example, for the US, one district might include the cities of Chicago IL, North Chicago IL, and Racine WI. Another district might include the entire state of Delaware, the city of Philadelphia PA, and postal codes 08101 through 08104 in Camden NJ.

If the country is not configured using states, you can set up districts that consist of any cities within a country. For example, you could set up a district in the Netherlands consisting of the cities of Rotterdam and Delft.

- Configuring Cities and Postal Code

Configuring Cities and Postal Code

Adding City and Postal Codes

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **City and Postal Codes**.
2. Click **New** to open the Manage City and Postal Codes screen.
3. Select the **Country** associated with the country/state/territory/city/postal code combination. For more information, see Configuring Countries.
4. Select the **State**. This field appears if states or provinces are configured for the country selected in the Country field. For more information, see Configuring State Codes.
5. Select a **Territory** associated with the country/state/city/postal code combination. When a country and postal code are configured together with a territory linked to them, the territory code is default in the Territory field on account and contact screens when the country and postal codes are selected on those screens.

6. Select a **District** to be associated with this country/state/territory/city/postal code combination. For more information, see Managing District Codes.

7. Select the **Fiscal Region**.

8. Select the **From Postal Code / To Postal Code** to define the start and end range of the postal codes valid for the particular country/state/territory/city.

> **✏ Note:**
>
> Alphanumeric characters are accepted. If a single postal code is to be associated with the/country/state/territory/city combination, enter the same postal code in both the From Postal Code and To Postal Code fields. If a postal code is not entered, a city must be entered. When a country and postal code are configured together with a territory linked to them, the territory code defaults in the Territory field on account and contacts screens when the country and postal codes are selected on those screens.

9. Enter a **City** associated with the country/state/territory/city/postal code combination. If a city is not entered, you must enter a postal code.

10. Click **Save**.

Editing City and Postal Codes

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **City and Postal Codes**.

2. From the search, enter search criteria and click **Search**.

3. From your search results, locate the city and click the **vertical ellipsis** and select **Edit** .

4. Update the available fields

5. If editing the code, make your changes to the Description field and/or Sequence number.

6. Click **Save**.

Deleting City and Postal Codes

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **City and Postal Codes**.

2. From the search, enter search criteria and click **Search**.

3. From your search results, locate the city and click the **vertical ellipsis** and Select **Delete** .

Configuring Countries

Country codes provide information you can use for filling out profile mailing addresses and for collecting and reporting statistics.

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **Countries**.

2. Select the **Template** tab.

3. Click **New** to open the Countries screen.

4. Create a **Code** to represent the country as it appears on reports and within the profile address.

5. Enter the full **Country Name**.

6. Select the **Guest Address Format**. The feature provides preset address formats.

7. Complete the following optional fields as needed:

   a. **Country Main Group** if the country is grouped with other countries. For more information, see Configuring Country Main Group Codes

   b. **Region** where with which the country is associated. For more information, see Configuring Region Codes

   c. **ISO Code**. These codes are established by the International Standards Organization.

   d. **ISO Name**. Standard country name for the ISO code selected in the ISO Code field

   e. **Sequence** for establishing the position of the country code in listings.

   f. **Report Sequence** for establishing the position of the country in reports.

   g. **Display Country Flag**. Select the check box to include a small image of the national flag associated with the ISO code appear next to the country field and list of values.

8. Click **Save**. Click **Save and Continue** to create another Country code.

9. Do the following to edit or delete codes:

   a. Select the **Template** tab.

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

   c. From your search results, locate the Country code, click the row-level **vertical ellipsis**, and select **Edit** or **Delete**.

      If editing the code, make your changes, and click **Save**.

      If deleting the code, click **Delete** when the confirmation screen appears.

Configuring Country Main Group Codes

The Country Main Group provides a code representing a logical grouping of various countries. The functionality links to statistics information for Profiles. You can add, edit, and delete Country Main Group Codes.

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **Country Main Group**.

2. Click **New** to add a Country Main Group using the Manage Country Main Group screen.

3. Create a **Code** for the country, for example, GB. 4.

4. Create a **Description** that describes the country, for example, Great Britain.

5. Click the **Manage Translations** link if you want to enter the description in additional languages.

6. Enter a **Sequence** number to position the Country Main Group in a list.

7. Click **Save**. Or, click **Save and Continue** to create another code.

Editing and Deleting Codes:

1. From the Country Main Group screen, select the district **Code**, enter the code **Description**, and then click **Search**.

2. From your search results, locate the Country Main code, click the **vertical ellipsis**, and select either **Edit** or **Delete**.

3. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.

4. If deleting the code, click **Delete** when the confirmation screen appears.

Configuring Distance Type Codes

Use Distance Types to define multiple units for distances (kilometers, miles, inches).

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **Distance Types**.

2. Click **New** to open the Manage Distance Type screen.

3. Create a **Code** and a **Description** for the new Distance Type code.

4. Click the **Manage Translations** link if you want to enter the description in additional languages.

5. Enter a **Sequence** number to position the Distance Type code in a list.

6. Click **Save**. Or, click **Save and Continue** to create another code.

Editing and Deleting Codes:

1. From the Distance Type main screen, select the Distance Type **Code** and/or enter the codes **Description**.

2. Click **Search**.

3. From your search results, locate the Distance Type code and click the **vertical ellipsis**.

4. Select either **Edit** or **Delete**.

5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.

6. If deleting the code, click **Delete** when the confirmation screen appears.

About District Codes

Districts are user-definable groupings of geographical areas within a country. Districts can provide flexibility in reporting, data collection, and marketing campaigns.

If states are configured for the country, you can set up districts consisting of the following combinations:

- Country/state/city
- Country/state/postal code
- Country/state/city/postal code.

For example, one district in the United States might include the cities of Chicago IL, North Chicago IL, and Racine WI. Another district might include the entire state of Delaware, the city of Philadelphia PA, and postal codes 08101 through 08104 in Camden NJ.

If the country has not been configured using states, you can set up districts that consist of any cities within a country. For example, you could set up a district such as the Netherlands consisting of the cities of Rotterdam and Delft.

- Managing District Codes

Managing District Codes

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **Districts**.
2. Click **New** to open the Manage District screen.
3. Create a **Code** for the district.
4. Create a **Description** that describes the district.
5. Click the **Manage Translations** link if you want to enter the description in additional languages.
6. Enter a **Sequence** number to position the district in a list.
7. Click **Save**. Or, click **Save and Continue** to create another code.

Editing and Deleting Codes

1. From the Districts main screen, select the **Code** and/or enter the code's **Description**.
2. Click **Search**.
3. From your search results, locate the District code and click the **vertical ellipsis**.
4. Select **Edit** or select **Delete**.
5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.
6. If deleting the code, click **Delete** when the confirmation screen appears.

Configuring Fiscal Guest Types

Fiscal Guest type codes are only allowed to be numeric. Currently only codes 1,2, 3 and 4 are allowed and are provided as SID data and cannot be deleted. The description of the code can be edited. Following are the default descriptions:

- 1 = Individual
- 2 = Professional
- 3 = Government
- 4 = POS account

Guest types explanation:

1. Any guest that does not have a professional tax code, including individual guests, foreign companies/agents/sources/groups. A guest with this guest type would receive a normal folio upon check out.

2. Any guest with a professional tax code (doctors, lawyers, etc.) and all local companies/agents/sources/groups. A guest with this guest type would potentially receive two types of folios upon check out, one for all goods posted and another one for all services posted.

3. Any guest working for the government. The behavior for this guest type is equal to guest type 1.

4. Any profile that is used for POS accounts (i.e., POS Cash, POS Credit Card, etc.).

> **Note:**
>
> The **GUEST_TYPE** field can be added to the **Profile Presentation Overview** panel via page composer.

Configuring Identification Country Codes

Identification Country codes are used to list countries that issue identification documents. The list of Identification Countries is displayed in the Identification panel of the guest profile and as a step in the reservation check-in. Staff can make a selection from this list when manually adding identification details or scanning identification documents .

Adding Identification Country Codes

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **Identification Country**.

2. Click **New**.

3. Create a **Code** to represent the country.

4. Enter a **Description** of the country.

5. Select a **Sequence** to establish the position of the county in a list of values.

6. Click **Save**. Click **Save and Continue** to create another Identification County.

Editing Identification Country Codes

1. From the Identification Country screen, search for the Identification Country Code or Description.

2. From the search results, click the row level **vertical ellipsis** and select **Edit**.

3. Make your updates and click **Save**.

Deleting Identification Country Codes

1. From the Identification Country screen, search for the Identification Country Code or Description.

2. From the search results, click the row level **vertical ellipsis** and select **Delete**.

3. Confirm your decision and click **Delete**.

Related Topics:

Using the ID Desktop Document Scanner

Checking in Reservations

Configuring Identification Types Codes

Identification types enable properties to provide a list of acceptable identification media for staff members to use when creating profiles. Examples include passport, driver license, military ID, and so on. Staff can select identification from this standard list when verifying guest IDs.

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **Identification Types**.

2. Click **New** to open the Identification Types screen.

3. Create a **Code** and a **Description** for the new Identification Types code.

4. Click the **Manage Translations** link if you want to enter the description in additional languages.

5. Enter a **Sequence** number to position the Identification Types code in a list.

6. Click **Save**. Or, click **Save and Continue** to create another Identification Types code.

Editing and Deleting Codes:

1. From the Identification Types main screen, select the **Code** and/or enter the codes **Description**.

2. Click **Search**.

3. From your search results, locate the Identification Types code and click the **vertical ellipsis**.

4. Select either **Edit** or **Delete**.

5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.

6. If deleting the code, click **Delete** when the confirmation screen appears.

About Language Codes

Language codes help you to identify the native language spoken by guests and contacts.

The language value in profiles can be sent to integrated systems such as in-room video and voice mail systems. Language codes are also used for user translation of the application (refer to Settings).

When the multi-language control is active:

- You can configure translated code descriptions per language code using the Manage Translations link throughout the Administration menu.

- The language value in a profile determines the stationery template and language translation used for generating confirmations, registration cards, receipts, and folios. For company and agents, the language code determines the template and the language translation used for generating folios, statements, reminder letters, contracts, and banquet event orders.

- Managing Language Codes

Managing Language Codes

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **Languages**.

2. Click **New** to open the Manage Language screen.

3. Enter a **Code** to represent the new language.

4. Enter a **Description** to describe the language.

5. Click the **Manage Translations** link if you want to enter the description in additional languages.

6. Select a **Translation Language** from a search and select list. If you do not select a translation language, OPERA Cloud internally defaults to English for that language.

7. Select the **Report Date Language** from the search list. This ensures that date elements that might be spelled out, such as the day-of-week or the month, are represented correctly in the report language.

8. Click **Save**.

Editing and Deleting Codes

1. From the Languages main screen, select the **Code** and/or enter the code's **Description**.

2. Click **Search**.

3. From your search results, locate the Language code and click the **vertical ellipsis**.

4. Select **Edit** or select **Delete**.

5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.

6. If deleting the code, click **Delete** when the confirmation screen appears.

Configuring Nationality Codes

Nationalities enable you to create codes to identify different nationalities.

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **Nationalities**.

2. Click **New** to open the Manage Nationality screen.

3. Create a **Code** and a **Description** for the new Nationality code.

4. Click the **Manage Translations** link if you want to enter the description in additional languages.

5. Enter a **Sequence** number to position the Nationality code in a list.

6. Click **Save**. Or, click **Save and Continue** to create another Nationality code.

Editing and Deleting Codes:

1. From the Nationalities main screen, select the district **Code** and/or enter the codes **Description**.

2. Click **Search**.

3. From your search results, locate the Nationality code and click the **vertical ellipsis**.

4. Select either **Edit** or **Delete**.

5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.

6. If deleting the code, click **Delete** when the confirmation screen appears.

Configuring Region Codes

Regions enable you to consolidate statistical information for a selection of countries. When you prepare reports based on regions, data for all countries associated with the region is included in the report.

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **Regions**.

2. Click **New** to open the Manage Region screen.

3. Create a **Code** for the region, for example, EAM.

4. Create a **Description** that describes the region, for example, Europe, Asia, Middle East.

5. Click the **Manage Translations** link if you want to enter the description in additional languages.

6. Enter a **Sequence** number to position the region code in a list.

7. Click **Save**. Or, click **Save and Continue** to create another region code.

Editing and Deleting Codes:

1. From the Country Main Group screen, select the district **Code**, enter the code **Description**, and then click **Search**.

2. From your search results, locate the region code, click the **vertical ellipsis**, and select either **Edit** or **Delete**.

3. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.

4. If deleting the code, click **Delete** when the confirmation screen appears.

Configuring State Codes

Properties can use state (or province) information when specifying mailing addresses as part of OPERA Cloud profiles. You can also use states when creating districts, which are geographical designations that provide flexibility in reporting, data collection, and marketing campaigns. You must configure the country before configuring the state.

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **States**.

2. Click **New** to open the Manage State screen.

3. Select the **Country**. For more information, see Configuring Countries

4. Create a **Code**.

5. Create a **Description** that describes the state.

6. Enter a **Sequence** number to position the state in a list of states.

7. Click **Save**.

Editing and Deleting Codes

1. From the Manage State screen, select the **Code** and/or enter the code's **Description**.

2. Click **Search**.

3. From your search results, locate the Manage State code and click the **vertical ellipsis**.

4. Select **Edit** or select **Delete**.

5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.

6. If deleting the code, click **Delete** when the confirmation screen appears.

Configuring Tax Category Codes

You can configure tax categories and add them to profiles to appear in a list of acceptable tax categories for the individual. Staff can then select a tax category from a list.

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **Tax Category**.

2. Click **New** to open the Manage Tax Category screen.

3. Enter a **Code** to represent the new tax category.

4. Enter a **Description**, such as Low, Medium, High, or so on to describe the tax category.

5. Click the **Manage Translations** link if you want to enter the description in additional languages.

6. Enter a **Sequence** number to position the tax category code when it appears in a list of tax categories. Tax categories without a sequence number appear in alphabetical order following codes that have a sequence number.

7. Click **Save**. Or, click **Save and Continue** to create another tax category.

Editing and Deleting Codes

1. From the Tax Category main screen, select the **Code** and/or enter the code's **Description**.

2. Click **Search**.

3. From your search results, locate the Tax Category code and click the **vertical ellipsis**.

4. Select **Edit** or select **Delete**.

5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.

6. If deleting the code, click **Delete** when the confirmation screen appears.

Configuring Tax Office Codes

You can create tax offices and add them to profiles to appear in a list of acceptable tax office locations. Staff can then select a tax office from the standard list when verifying guest tax offices.

1. From the Administration menu, select **Client Relations**, select **Geographic Management** , and then select **Tax Office**.

2. Click **New** to open the Manage Tax Office screen.

3. Enter a **Code** to represent the new tax office.

4. Enter a **Description**, such as the tax office location, to describe the new office.

5. Click the **Manage Translations** link if you want to enter the description in additional languages.

6. Enter a **Sequence** number to position the tax office code when it appears in a list of tax offices.

   a. Tax offices without a sequence number appear in alphabetical order following codes that have a sequence number.

7. Click **Save**. Or, click **Save and Continue** to create another tax office.

Editing and Deleting Codes

1. From the Tax Office main screen, select the **Code** and/or enter the code's **Description**.

2. Click **Search**.

3. From your search results, locate the Tax Office code and click the **vertical ellipsis**.

4. Select **Edit** or select **Delete**.

5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.

6. If deleting the code, click **Delete** when the confirmation screen appears.

Guest Loyalty Programs

Guest loyalty programs are membership programs offered by hotels, auto clubs, and airlines to reward guest loyalty. These programs offer rate discounts, room upgrades, free nights, and other benefits to guests. Guests must belong to a membership program recognized by your hotel chain before membership benefits and awards can be applied to their stay. For example, your hotel has a guest loyalty program that awards guests based on the amount of revenue generated or the number of stays per year.

Membership Types

Guests often belong to membership programs offered by hotels, auto clubs, airlines, and so on. These memberships might offer discounts and other benefits to guests staying at your property. To apply membership privileges and awards to a guest stay, the guest must belong to a membership program recognized by your property.

Membership types enable you to identify, organize, and manage the membership programs on a profile. For example, your hotel might have a guest loyalty program that awards guests based on the amount of revenue generated or the number of stays per year. You would create a specific membership type for this program.

You can add membership types to a guest profile or to a reservation at booking or check-in. You can add more than one membership type to a profile, but you must designate one of the membership types as primary.

Each membership type has a membership type rule setup associated with it. Membership type rules determine the actions that result in membership award points and tier point accrual. One of two types of points, award points or tier points, can be defined for the membership program. Members redeem award points towards specific awards, and tier points are evaluated to determine membership tier / level upgrades and downgrades.

When creating a membership type, you can set an expiration date, and you can set up the membership to auto-generate membership numbers or require them to be manually entered for each new member.

Membership Tiers

Membership tiers are levels that classify memberships according to the amount and quality of business they generate. You can upgrade a member from a lower to a higher tier, or downgrade from a higher to a lower tier. The membership tier determines guest eligibility for specific awards. The higher the tier, the greater the awards. Members are upgraded or downgraded based on specific actions:

• Number of stays booked by the member during a given period.

• Number of nights the member was in residence during a given period.

• Revenue generated by the member during a given period.

Membership Awards

You can define awards for your hotel's guest loyalty program. This enables you to recognize and reward guest loyalty and encourage frequent stays throughout your chain. Each membership program can have its own special awards setup. For example, a loyalty membership program might upgrade a member to a higher tier or level once a required number of stays is reached.

Awards take the form of different award types, such as products (champagne, chocolates, flowers, or a spa treatment), special room rates, room upgrades, or other perks such as a choice of gifts from a third-party catalog. Membership awards must be based on the following award types:

• **Products**: The award is a product, or package, such as champagne, chocolates, flowers, spa session, or golf privileges.

• **Rates**: The award is a special room rate available to members.

• **Upgrades**: The award takes the form of a room upgrade.

• **FT Payment**: This award enables a guest to apply available membership points towards the balance of his or her bill.

• **Other**: The award consists of a product or service offered by a third party, such as a selection from a gift catalogue.

Awards can be offered based on specific valid dates, the member's tier / level, and other factors. You can either manually issue awards to guests or automatically issue them. Typically, you automatically issue awards through an award batch job that is set up to periodically run.

Workflow

Figure 14-1   Guest Loyalty Program Setup Workflow
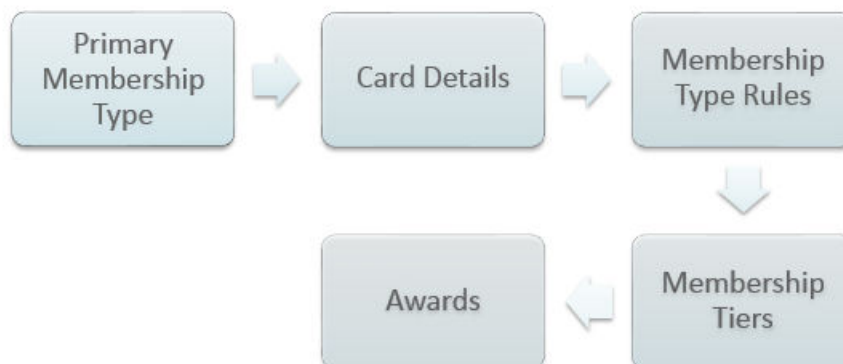
In the workflow, setups occur in the following order:

1. **Primary Membership Type Setup**: You must first create a membership type and set it as primary. You can then add additional features and details to the membership, such as the points calculation.

2. **Membership Card Details Setup**: After you set up your primary membership type, you can configure the membership card details. You can set up the membership card so that a unique card number is generated and assigned to each new member who enrolls into the program.

3. **Membership Type Rules Setup**: Membership type rules determine how the membership program accrues points for awards and membership level upgrades.

4. **Membership Tiers Setup**: Tiers define the hierarchy for the membership program. You can define tier management rules to require a minimum number of stays, nights, and revenue for each tier. For example, the member must stay a certain number of nights per year to remain at the current tier or exceed that number to upgrade to the next tier. A member's failure to meet the current tier's requirements can result in a downgrade to a lower tier.

5. **Membership Awards Setup**: Finally, you can create the specific awards for the guest loyalty program and define the point requirements for each award.

- Configuring Membership Enrollment Codes
- Configuring Membership Enrollment Groups
- Configuring Membership Market Groups
- Configuring Membership Classes
- Setting up Membership Type Rules
- Creating Membership Types
- Configuring Membership Property Groups
- Setting up Membership Points Calculation

- • Configuring Membership Rate Groups
- • Configuring Membership Status Codes
- • Configuring Membership Transaction Groups

Configuring Membership Enrollment Codes

Enrollment codes are a convenient way to categorize participants in membership programs based on their method of enrollment (or other criteria). For example, you might set up enrollment codes for persons who enroll on the Web, through their place of business, as a member of a social group, etc. The enrollment codes you set up are available to be associated with guest profiles via the Profile screen Membership options.

Enrollment codes are then combined into enrollment groups.

You can then use enrollment codes and/or enrollment groups to configure points calculation rules that apply to members who enrolled in certain ways.

Adding Membership Enrollment Codes

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Enrollment Codes**.

2. Click **New** and enter the following details:

   a. **Code**: Enter a code for the enrollment code.

   b. **Description**: Enter a description for the enrollment code.

      i. **Manage Translation**: Click to add translations for description.

   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned

3. Click **Save**.

Editing Membership Property Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Enrollment Codes**.

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

3. Select the Enrollment Codes, click **Vertical Ellipse** and select **Edit**.

4. Update details.

5. Click **Save**.

Deleting Membership Property Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Enrollment Codes**.

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

3. Select the Enrollment Codes, click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

> **Note:**
>
> You cannot delete codes linked to an Enrollment Group.

Configuring Membership Enrollment Groups

Enrollment codes are a convenient way to categorize participants in membership programs based on their method of enrollment (or other criteria). For example, you might set up enrollment codes for persons who enroll on the Web, through their place of business, as a member of a social group, etc. The enrollment codes you set up are available to be associated with guest profiles via the Profile screen Membership options.

Enrollment codes are then combined into enrollment groups.

You can then use enrollment codes and/or enrollment groups to configure points calculation rules that apply to members who enrolled in certain ways

Adding Membership Enrollment Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Enrollment Groups**.

2. Click **New** and enter the following details:

    a. **Code**: Enter a code for the enrollment group.

    b. **Description**: Enter a description for the enrollment group.

    c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

    d. **Enrollment Codes**: Select one or more Enrollment codes from the Available panel and click > to move to the Selected pane.

3. Click **Save**.

Editing Membership Enrollment Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Enrollment Groups**.

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

3. Select the Enrollment Group, click **Vertical Ellipse** and select **Edit**.

4. Update details.

5. Click **Save**.

Deleting Membership Enrollment Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Enrollment Groups**.

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

3. Select the Enrollment Group, click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Configuring Membership Market Groups

Market Groups are used within the setup of point calculation rules for Membership Types. Within a rule, you may specify if points are calculated by a market group. You can identify which market codes belong within the market group so that OPERA Cloud calculates points based on the codes entered here. For example, you may create a market group called Corporate and within this group, you can select the corporate market codes. When this market group is applied to a calculation rule, points are calculated if the reservation market code is included in this market group.

Adding a Membership Market Group

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Market Groups**.

2. Click **New** and enter the following details:

   a. **Code**: Enter the membership market group code.

   b. **Description**: Enter the description for the market group.

   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   d. Select one or market codes from the Available panel then use the greater than symbol (>) to move your selection to the **Selected** panel.

   > **Note:**
   >
   > Use the filter to refine the search; enter value and click **Go**.

3. Click **Save**.

Editing a Membership Market Group

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Market Groups**.

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

3. Select the market group and click **Vertical Ellipse** and select **Edit**.

4. Update the details.

5. Click **Save**.

Deleting a Membership Market Group

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Market Groups**.

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

3. Select the market group and click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Configuring Membership Classes

Membership classes are used to classify the various membership programs (types). They can be identified as Airline Programs (Frequent Flyer Programs) or Loyalty Programs (Frequent Guest Program) or other.

Before you configure membership types you must first define the membership classes that the membership types will belongs to.

Adding Membership Class

1. From the **OPERA Cloud Administration** menu, select **Client Relations**, select **Membership Management**, and then select **Membership Class**.

2. Click **New** and enter the following details:

    a. **Code**: Enter a code for the membership class.

    b. **Description**: Enter a description for the membership class.

    c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

    d. **Loyalty Program**: Select this check box if the membership class is a Frequent Guest loyalty program. Only one class may be selected as a loyalty program.

    e. **Frequent Flyer**: Check this box if the membership class is a frequent flyer program. Only one class may be selected as a frequent flyer program.

3. Click **Save**.

Editing Membership Class

1. From the **OPERA Cloud Administration** menu, select **Client Relations**, select **Membership Management**, and then select **Membership Class**.

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

3. Select the membership class, click **Vertical Ellipse** and click **Edit**.

4. Update details.

5. Click **Save**.

Deleting Membership Class

1. From the **OPERA Cloud Administration** menu, select **Client Relations**, select **Membership Management**, and then select **Membership Class**.

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

3. Select the membership class, click **Vertical Ellipse** and click **Delete**.

4. Click **Delete** to confirm.

> ✎ **Note:**
>
> You cannot delete a membership class which is linked to membership types.

- Membership Tiers

Membership Tiers

Membership tiers or levels are groupings that classify individual memberships according to the amount and quality of business they generate. You can upgrade a member from a lower to a higher tier, or downgrade from a higher to a lower tier. The membership tier determines guest eligibility for specific awards. The higher the tier, the greater the awards.

You can upgrade or downgrade members based on specific actions, which include:

- Number of stays booked by the member during a given period.
- Number of nights the member was in residence during a given period.
- Revenue generated by the member during a given period.

Tier Management Rules

Once you create tiers, you can set up tier management rules that require a minimum number of stays, nights, and revenue for each tier. These rules determine membership upgrades, downgrades, and renewals. For example, the member must stay a certain number of nights per year to remain at the current tier or exceed that number to upgrade to the next tier. A member's failure to meet the current tier's requirements can result in a downgrade to a lower tier.

Figure 14-2   TMR Rules Configuration

The rule configuration on the above screen translates into the following:

Membership Level Hierarchy (1 = highest level)

1. Red
2. Black
3. Platinum

4. Gold

- To upgrade from Platinum to Black, a member needs 1 stay point, 10 night points, or 10,000 revenue points.

- To upgrade from Platinum to Red, a member needs 5 stay points, 20 night points, or 40,000 revenue points.

- To upgrade from Black to Red, a member needs 5 stay points, 20 night points, or 30,000 revenue points.

- To maintain or renew the Red level, a member needs 5 stay points, 20 night points, or 30,000 revenue points.

- To maintain or renew the Black level, a member needs 2 stay points, 6 night points, or 10,000 revenue points.

- To avoid downgrade from Red to Black, a member needs 3 stay points, 10 night points, or 24,000 revenue points.

Setting up Membership Type Rules

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Type Rules**.

2. Click **New** and click **Save** after completing the required fields.

3. Complete the required Rule Definition fields:

   Membership Type: The membership type for which you are creating the point calculation rule.

   Rule Code: The code to associate with this rule and to identify it.

   Rule Based On: The application of the rule. Choose from the following options:

   - **Revenue**: This rule is used to determine points related to guest revenue. At least one revenue group must be configured in order to set up a revenue rule. If multiple revenue rules exist for one membership type, then the payment type is applicable to all the revenue rules for the membership type.

   - **Stay**: This rule is used to determine points related to stays.

   - **Nights**: This rule is used to determine points related to nights stayed.

   - **Enrollment**: This rule is used to determine points related to member enrollment.

   Type of Points: This determines if the points calculated by this rule are Base points or Bonus points. Choose from the following options:

   - **Base**: This rule is a generic rule applicable to a wide segment of the membership and is likely to be active for a relatively long period.

   - **Bonus**: This rule is for calculation of extra points for a special purpose, such as a promotion (possibly based on a specific market code, and possibly for a short period of time).

   Start / End Date: This defines the start and end dates for the period during which the guest must check in or check out for this rule to apply.

   Description: Enter a description of the rule.

Program Type: The membership program component this calculation rule supports. Choose from the following options:

- **Tier**: This rule determines tier points only.

- **Points**: This rule determines award points only.

- **All**: This rule determines both tier points and award points.

Rule Applies To: This determines whether the guest's arrival and/or departure must fall between the Start Date and End Date. Choose from the following options:

- **Arrival**: The guest's arrival date must be between the Start Date and End Date.

- **Departure**: The guest's departure date must be between the Start Date and End Date.

- **Any**: Either the guest's arrival date or departure date must be between the Start Date and End Date.

- **Restricted**: Both the guest's arrival date and departure date (that is, the whole stay) must be between the Start Date and End Date.

4. Complete the necessary Points Definition fields:

- **Points**: The number of points assigned to the member when this rule applies.

- **Cost per Point**: The actual or estimated cost to the property when points are assigned to a member based on this rule. This information can be used to track the expenses associated with the membership program.

- **Exclude from Points Projection**: Excludes this rule from evaluation for membership points.

Creating Membership Types

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Types**

2. Click **New** and enter the following details:

   a. **Rank**: Enter a rank that would prioritize the Membership Type reservation when competing with other reservations. Ranks in both Membership Level and Membership Types are incorporated for guest importance. The Rank is not mandatory, can have duplicates and non-sequential. 1 is considered the highest rank (Available when the AI Room Assignment OPERA Control is active).

3. Enter a **Type** for the membership type and enter a **Description**. Click **Save**. When you edit your new membership type, you can select one of the following options:

   a. **Centrally Managed**: Select if membership points are calculated and managed centrally rather than at the property level.

   b. **Primary**: Select if this is your primary membership. Only one membership can be primary.

Configuring Membership Property Groups

Membership property groups are groupings of properties that are treated as a cohesive unit. This make it convenient when points calculations are based on the property which originated the business or when back to back stays are flagged for membership transaction exceptions. Configure property groups form a Hub location.

Adding Membership Property Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Property Groups**.

2. Click **New** and enter the following details:

   a. **Code**: Enter a code for the property group.

   b. **Description**: Enter a description for the property group.

   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   d. **Properties**: Select one or more properties from the Available panel and click > to move to the Selected panel.

3. Click **Save**.

Editing Membership Property Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Property Groups**.

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

3. Select the property group, click **Vertical Ellipse** and select **Edit**.

4. Update details.

5. Click **Save**.

Deleting Membership Property Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Property Groups**.

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

3. Select the property group, click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Setting up Membership Points Calculation

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Types**.

2. Select the membership type for which you want to set up the point calculations, click **Edit**, and click **Points Calculation**. Click **Save** after completing the sections as described below.

3. Complete the Calculation Period section:

   The **Calculation Period** determines the member upgrades, downgrades, and expirations based on the tier points accumulated during a given time period. Calculation can be based on a 12-month calendar year (from January to

December of a year) or a rolling 12-month period (based on a time period from the month the points are calculated). The following example shows how the Rolling calculation method differs from the Calendar calculation method and how the differences affect your clients:

A member receives 500 tier points in November 2016, which is not enough at that time to be upgraded to the next tier. However, assume the guest accumulates another 300 tier points in January 2017. When the upgrade process is run in March 2017 and the calculation period is set to Rolling, the period covered would be from March 2016 to March 2017. The member would have sufficient points to be upgraded. If the calculation period is set to Calendar, the member would not be upgraded. The member would only have 300 tier points because with Calendar, the calculation only considers points received from January to December of a calendar year.

- **Calendar**: The calculation considers points received from January to December of a calendar year, no matter when the calculation is run. For tier management purposes, tier points accumulation is calculated annually for the 12-month period prior to the date of the upgrade/downgrade batch run. For example, if the batch process is run on September 12, 2017, the tier points from September 11, 2016, to September 12, 2017, are considered in the upgrade/downgrade/expiration calculations.

- **Rolling**: The time period calculated is from the month the points are calculated to the same month for the time period selected. For example, from March 2017 to March 2018.

Expire Inactive Card in: The time limit (from 1 to 5 years) for membership card expiration. When the Tier Management batch process is run and the calculation period is set to Rolling, the new expiration year is based upon this value. For example, if the value is set to 2 Years, and the member is upgraded from Bronze to Silver in 10/17 with the current expiration set to 12/17, the upgrade batch process updates to the new expiration date of 10/19 (2 Years from 10/17). If the same member was upgraded in 11/17 from Silver to Gold, the expiration date would again update with the new expiration of 11/19 (2 Years from 11/17).

Expire Award Points (Months): The number of months (0 to 60) for which award points are eligible for redemption. Zero means that award points are eligible for redemption only for the month in which they were calculated. If 12 months is selected, points are eligible for redemption for 1 year from the points calculation date. If you want to set award points to never expire over the life of the membership, leave this field blank.

Award Point Expiry Date (Years): The length of time award points remain eligible for redemption. Choose from the following options:

- **Do Not Expire**: Award points never expire over the life of the membership.

- **Same Year**: Award points are eligible for redemption during the same calendar year they were calculated. For example, points calculated in October 2017 are eligible for redemption until December 2017.

- **1-5 Years**: Award points are eligible for redemption for the number of calendar years specified (1, 2, 3, 4, or 5) starting from the date they are calculated. For example, if you select 3 years as the Award Points Expiry Date, points awarded on June 1, 2017, are not eligible for redemption until December 31, 2020. Starting on January 1, 2021, they are no longer eligible for redemption.

Grace Period (Years / Months): The number of years for the grace period.

Activity Period (Months): The number of months for the member's activity period. Only membership award points that fall within this activity period are extended. For example, if 24 is the value entered for the activity period in months, the member's activity must fall within the past two years for his or her award points to be extended.

Award Redeem Threshold: This number represents the minimum amount of points required before points can be redeemed for awards by this member. The member can only redeem points when this threshold amount is met.

4. Complete the Awards Management section:

Award Generation Method: The points calculation method you want to use. Choose from the following options:

- **Batch**: An automatic batch process is used to calculate points.

- **Manual**: You must manually calculate points and modify them on the member account.

- **External System**: Points information is calculated externally by third-party software.

Non Member Points: The potential membership points that could be earned for a stay by a non-member. The points appear for guests who are not members of a loyalty program and who are staying at the hotel.

Externally Controlled: The membership points calculation is controlled by a third-party system.

Required on Stay Period: Stay points are calculated for a loyalty program guest even if the loyalty membership card is not attached to the reservation.

5. Complete the Tier Management section:

Based On: The tier upgrade/downgrade processes based on either an Arrival Date, Departure Date, Posting Date, or Transaction Date.

Upgrade / Downgrade Period: The time period from which to calculate the upgrade/downgrade points.

Tier Expiration Month: The month in which the current membership tier expires.

Downgrade/Renewal: This option schedules the Auto Process Membership Tier Management job to run in the OPERA Scheduler. Based on the membership settings, this job automatically upgrades, downgrades, or renews all members with the primary membership type.

Requalify on Upgrade: This option checks if members have enough points to requalify for their current membership level on upgrade. If members have enough points, they receive an upgrade and a new expiration date. When members lack enough points for an upgrade, this option checks the following conditions: (a) if they have sufficient points to requalify for their current membership levels and (b) if their membership expiration dates are in the current year. If these conditions are met, members stay at their current levels and are assigned new expiration dates.

Non Member Points: The potential membership points that could be earned for a stay by a non-member. The points appear for guests who are not members of a loyalty program and who are staying at the hotel.

Tier Management Reset: This option activates the tier management reset functionality for the membership level. If a member is upgraded, downgraded, or renewed, the membership tier points reset.

Configuring Membership Rate Groups

Rate Groups are used within the setup of point calculation rules for Membership Types. Within a rule, you may specify if points are calculated by a rate group. You can identify which rate codes belong within the rate group so that OPERA Cloud calculates points based on the codes selected here. For example, you may create a rate group called Package and within this group, you can select the package rate codes. When this rate group is applied to a calculation rule, points are calculated if the reservation rate code is included in this rate group.

Adding a Membership Rate Group

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Rate Groups**.

2. Click **New** and enter the following details:

    a. **Code**: Enter the membership rate group code.

    b. **Description**: Enter the description for the rate group.

    c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

    d. Select one or rate codes from the Available panel then use the greater than symbol (>) to move your selection to the **Selected** panel.

    > **Note:**
    >
    > Use the filter to refine the search; enter value and click **Go**.

3. Click **Save**.

Editing a Membership Rate Group

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Rate Groups**.

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

3. Select the rate group and click **Vertical Ellipse** and select **Edit**.

4. Update the details.

5. Click **Save**.

Deleting a Membership Rate Group

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Rate Groups**.

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

3. Select the rate group and click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Configuring Membership Status Codes

Membership status codes may be assigned to individual memberships to define the current standing of the membership. For example, a membership might be characterized as **PERM** (permanent card mailed), **REJ** (does not want to join), **PREF** (preferences need to be selected), and so on, for whatever purposes your organization might have.

Adding Membership Status Codes

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Status Codes**.

2. Click **New** and enter the following details:

   a. **Code**: Enter a code for the status code.

   b. **Description**: Enter a description for the status code.

      i. **Manage Translation**: Click to add translations for the description.

   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned

3. Click **Save**.

Editing Membership Status Codes

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Status Codes**.

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

3. Select the property group, click **Vertical Ellipse** and select **Edit**.

4. Update details.

5. Click **Save**.

Deleting Membership Status Codes

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Status Codes**.

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

3. Select the property group, click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Configuring Membership Transaction Groups

Transaction Groups are used within the setup of point calculation rules for Membership Types. Within a rule, you may specify if points are calculated by a transaction group. You can identify which transaction (charge) codes belong within the transaction group so that OPERA Cloud calculates points based on the charge codes selected here that are posted in the reservation account. For example, you may create

a transaction group called All Revenue and within this group, you can select all sales charge transaction codes excluding non-revenue, paid out etc. When this transaction group is applied to a calculation rule, points are calculated if the selected charge codes are posted to the reservation account.

Adding a Membership Transaction Group

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Transaction Groups**.

2. Click **New** and enter the following details:

   a. **Code**: Enter the membership Transaction group code.

   b. **Description**: Enter the description for the Transaction group.

   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   d. Select one or Transaction codes from the Available panel then use the greater than symbol (>) to move your selection to the **Selected** panel.

   > ✎ **Note:**
   >
   > Use the filter to refine the search; enter value and click **Go**.

3. Click **Save**.

Editing a Membership Transaction Group

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Transaction Groups**.

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

3. Select the Transaction group and click **Vertical Ellipse** and select **Edit**.

4. Update the details.

5. Click **Save**.

Deleting a Membership Transaction Group

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Transaction Groups**.

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

3. Select the Transaction group and click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Profile Management

Use the options from the Profile Management menu to create codes for defining the account types, address formats, address types, titles, alternate language titles, communication types, company types, keywords, and preferences associated with your profiles.

Configuring Account Types

OPERA Cloud provides the ability to draw statistics about revenue, room nights, and so on. For example, you could learn if the business is from a local business or an international business from reports such as Account History and Forecast, Account Hierarchy, Profile Production Statistics, and Profile Productivity LOS Reports. To use this feature, the sales account profiles (company, agent profiles) must have an account type selected in the Sales Information panel.

1. To add new account types:

   a. From the Administration menu, select **Client Relations**, select **Profile Management**, and then select **Account Types**.

   b. Click **New**.

   c. Enter an alpha-numeric **Code**.

   d. Enter a **Description**.

   e. Set an optional sequence.

   f. Click **Manage Translations** to add or update account description translations.

> **g.** Click **Save** to save and exit or click **Save and Continue** to save the account type and add another.

2. To Edit or Delete

   a. On the Search screen, enter the **Code** or enter the code's **Description**.

   b. Click **Search**.

   c. From your search results, locate the code and click the vertical ellipsis.

   d. Select **Edit** or select **Delete**.

   e. If editing the code, make your changes to the Description field and/or Sequence number.

   - Select the **Inactive check box** to mark the code as inactive.

   - Click **Manage Translations** to add or update account description translations.

   - Click **Save**.

   f. If deleting the code, click **Delete** when the confirmation screen appears.

Address Formats

Address formats vary by country according to the requirements of the local service. Address formats enable you to define the layout of various name and address elements when the <FULL ADDRESS> merge code is used in the stationery template.

Address formats are then linked to country codes to instruct OPERA Cloud to generate the <FULL ADDRESS> according to the country code in the address. For example:

- Singapore does not have states; their address format would not need to include this element.

- In Japan, addresses are reversed so that POSTCODE, STATE, and CITY appear on the first line and the guest name appears on the last line.

- Configuring Address Formats

Configuring Address Formats

Adding an Address Format

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Address Formats**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code that briefly describes the address format.

   b. **Description**. Enter a detailed description of the address format.

   c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   d. **Sales Address Format**(Available when the OPERA Cloud Sales and Event Management Standard Cloud Service subscription is active). Select to use this

format as the default address format for catering contracts and Sales & Catering mailings.

> **Note:**
>
> The default address format (named SALES ADDR DEFAULT and provided in the SID data) is used for all OPERA Cloud Sales and Event Management Standard Cloud Service catering contracts and documents unless a specific address format has been configured for a given country.

e. **Available Elements**. Click to choose the elements to include in the address format; hold the CTRL key to select multiple elements. Click the (>) button to move selected elements to the selected elements panel.

f. **Selected Elements**. Modify the positions of the elements in the text editing area or delete elements as needed. You can use cut (ctrl + x), copy (ctrl + c), and paste (ctrl + v) keyboard shortcuts to relocate elements in the edit area.

> **Note:**
>
> Ensure you select the country_description element to output the full country name rather than the country code.

> **Note:**
>
> When the **Multi Language** function is active under the **General** group in OPERA Controls, you can use the Alternate Name elements (XLAST, XFIRST, XMIDDLE NAME, and XLASTNAME.) to set up address formats to output the national character set values (for example, Chinese or Japanese characters). If the alternate name fields are empty on a profile, OPERA Cloud reverts to outputting the (Western) first, last, and title values instead. It is not necessary to use both LAST and XLAST within the same address format configuration. If an alternate name is available, the "X-fields" are used. If an alternate name has not been saved on the profile, the Western name is used.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Address Format

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting an Address Format

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

Configuring Address Types

You can save multiple addresses on a profile. For example, you might add the home address to an individual guest profile. For a company profile, you might add the physical street address for shipping and add the P.O. box address for billing.

> **✎ Note:**
>
> Certain address types are pre-configured in OPERA Cloud and cannot be deleted.

Adding an Address Type

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Address Types**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter the code used to represent an address type (for example, HOME, BUSINESS, BILLING, or SHIPPING). The address type cannot exceed 20 characters in length.

   b. **Description**. Enter a descriptive phrase that classifies the address type (for example, Home Address, Business Address, Billing Address, or Shipping Address).

   c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Address Type

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting an Address Type

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

Related Topics

Alternate (Name) Language Titles

Prerequisites for Alternate (Name) Language Titles

In addition to configuring title codes for western languages, you can configure alternate language title codes using national character sets for Chinese, Japanese, Arabic, Thai, Korean, or Hebrew. The alternate name title is selected as part of the Guest profile's alternate name entry. When selected for the Guest profile, the alternate name is used to output the guest's name on stationery generated in the national character set.

• Prerequisites for Alternate (Name) Language Titles
• Configuring Alternate Name Titles

Prerequisites for Alternate (Name) Language Titles

OPERA Controls

Group: General

The **Multi Language** function must be active.

Configuring Alternate Name Titles

Adding an Alternate Language Title

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Alternate Language Titles**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter (or paste) the title code in the national character set (using Chinese as an example, for Xiānshēng / Mr., for Gōng; for Xiojiě for young woman; or for Tàitai).

   b. **Language**. Select the code to be associated with this title. All titles associated with a specified language code are available for selection when that language is chosen in the Language field on the guest Profile screen. The selected language is the language you use to exchange correspondence with the guest or contact rather than the guest's native language.

   c. **Title Number** (Advanced Title only). Enter a unique number that identifies the unique combination of Title Code, Description, and Language.

   d. **Salutation**. Enter the default salutation to be populated for the title. The salutation may include merge codes for variable information such as the alternate first name <XFIRSTNAME> and last name <XLASTNAME> on the profile.

   e. **Envelope Greeting**. (When the Advanced Title application parameter is active, Envelope Greeting appears as the label. When Advanced Title is not active, Business Title appears as the label.) This field identifies the name of

the envelope greeting or business title to be used along with the social title, such as Doctor. When this field is populated, the envelope greeting or business title appears in the Titles screen at the Profile Screen. This ensures the correct envelope or business title and code are entered when creating or selecting a profile.

f. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit, or click **Save and Continue** to save this Alternate Language Title and add another.

Editing an Alternate Language Title

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting an Alternate Language Title

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Configuring Business Segments

Business segments are used as a method of categorizing sales accounts (company and travel agent profiles).

Adding a Business Segment

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Business Segments**.

2. Click **New** and complete the following fields:

    a. **Code**. Enter a code for the business segment (for example, AC for Air Crew or DOD for Department of Defense, and so on.).

    b. **Description**. Enter a description for the business segment code.

    c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

    d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Business Segment

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a Business Segment

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

Communication Types

A communication type identifies the electronic means for communicating with a profile. Communication types include phone numbers, email addresses, fax numbers, and web pages.

You can create multiple communication type entries for a profile. For example, a company profile could have a fax phone number and a business phone number. You might also configure communication types for a home telephone number and mobile telephone number.

Each communication type you create is associated with a predefined role: Phone, Fax, Email, Pager, and Web Page.

Once configured, you can select the default communication types for Guest and Company/Travel Agent profiles in OPERA Controls.

• Configuring Communication Types

Related Topics

Configuring Communication Types

Adding a Communication Type

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Communication Types**.

2. Click **New** and complete the following fields:

   a. **Role**. Select from the list the role of this communication type: Phone, Fax, Email, or Web Page.

   b. **Type**. Enter a name that identifies the specific communication function (for example, Business Phone, Fax Phone, Email, Pager Phone, Mobile Phone, Cell Phone, or Website).

   c. **Description**. Enter a descriptive phrase that defines the communication type (for example, Manager's Home Number, Personal Fax Number, or Company Website).

ORACLE®

d. **Text Enabled**. (Available when the **Text Message Handling** application function under the **General** group is active and the selected Role is **Phone**.) Select to indicate this communication type supports delivery of text messages (for example, cell or mobile).

e. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Communication Type

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a Communication Type

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

Configuring Company Types

Prerequisites for Company Types

Company Types typically define a company as local, national, or international, but can be configured and used as any specific site requires.

To add new Company Types:

1. From the Administration menu, select **Client Relations**, select **Profile Management**, and then select **Company Types**.

2. Click **New**.

3. Enter an **alpha-numeric code**.

4. Enter a **Description**.

5. Select an optional **Sequence**.

6. Click **Manage Translations** to add or update the travel agent type code and description translations.

7. Click **Save** to save and exit, or click **Save and Continue** to save this travel agent type and add another.

8. To edit or delete company types:

    a. On the Search screen, enter the **Code** or enter the code **Description**, and click **Search**.

    b. From your search results, locate the code and click the row-level **vertical ellipsis**.

    c. Select **Edit** or select **Delete**.

> d. If editing the code, make your changes and click **Save**.
>
> e. If deleting the code, click **Delete** when the confirmation screen appears.

- Prerequisites for Company Types

Prerequisites for Company Types

OPERA Controls

Group: Profile

Function: IATA Company type

Forecast Types

A potential forecast type is a tag that can be attached to a prediction of the business activity and/or revenue expected from a client in specific revenue categories in a given period. For example, suppose you set up a TARGET forecast type. When you load the potential estimates for Company A using the Potential screen, you can specify that the TARGET forecast consists of an expected $3500 in food and beverage revenue and $9500 in room revenue generated by the client in a 3-month period. The Potential screen then enables you to compare the forecasted numbers with actual numbers for the period of interest.

- Configuring Forecast Types

Configuring Forecast Types

Adding a Forecast Type

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Forecast Types**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code for the forecast type (for example TARGET, F&B, ROOMS, and so on).

   b. **Description**. Enter a description for the forecast type code.

   c. **Manage Translations**. (Appears when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Forecast Type

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a Forecast Type

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

Configuring Frequency

The Frequency (that is, Potential Sales Frequency) feature enables Sales Managers to define the potential revenue and room nights expected of a client during specific periods of time, and, if applicable, for specific destinations. To monitor sales, use potentials as targets for comparison with the actual room nights and revenue generated from the client.

Adding a Frequency Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Frequency**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code that represents the frequency (for example, D for daily, WKLY for weekly, MON monthly, and so on).

   b. **Description**. Enter a description for the frequency code (for example, Daily, Weekly, or Monthly).

   c. **Manage Translations**. (Appears when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Frequency Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a Frequency Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

Configuring Inactive Reasons

When a sales account (companies and agents) or a contact is set to an inactive status, a reason should also be selected to clearly state to users why the profile was set to inactive.

Adding an Inactive Reason

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Inactive Reasons**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code that briefly describes the inactive reason.

   b. **Description**. Enter a detailed description of the inactive reason.

   c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Inactive Reason

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting an Inactive Reason

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

Configuring Keyword Types

Prerequisites for Keyword Types

You can configure various keyword types and add multiple keywords to a profile (individual, company, agent, or source). You can enter these keywords when searching to make it easier to find a profile.

Adding a Keyword Type

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Keyword Types**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code that identifies the keyword type. This code appears within the Keyword Type list of values on the Profile screen.

   b. **Description**. Enter the description of the keyword code.

   c. **Manage Translations**. Select to translate the description into another language.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   e. **Copy to Subsidiary Profile**. When this option is selected and a profile has an established Company Master to Company Subsidiary or Company Subsidiary to Company Master relationship, you are prompted to copy this keyword type to the profiles established within this relationship type. Deselecting this option does not prompt you to copy the keyword type/ keyword to the subsidiary profiles when this keyword type is added to a profile that has the Company Master relationship defined.

3. Click **Save** to save and exit or click **Save and Continue** to save this Keyword type and add another.

Editing a Keyword Type

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Keyword Type

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

• Prerequisites for Keyword Types

Prerequisites for Keyword Types

OPERA Controls

Group: Profile

The **Keyword** function must be active.

Configuring Mailing Action Codes

You can assign Mailing Action Codes to profiles and then use them to identify the profiles you want to include in custom reports or exports.

Adding a Mailing Action

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Mailing Action Codes**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code for the mailing action (for example, NY, XMAS, GIFT, EASTER, and so on).

   b. **Description**. Enter a description for the mailing action code.

   c. **Manage Translations**. (Appears when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Mailing Action

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a Mailing Action

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

Preference Groups

Preference groups (or types) are used to categorized the various preferences saved to a profile. OPERA Cloud is pre-configured with preferences for room features, smoking, floor, specials, and (room) Key Options.

You can create additional preference groups (for example, pillow, music, newspaper) as well as the preferences associated with these preference groups.

It is also possible to define the number (quantity) of preferences that can be selected for a particular preference group. For example, only one smoking preference (either smoking or non-smoking) is logical but several newspaper preferences could be selected.

- Configuring Preference Groups

Configuring Preference Groups

Adding a Preference Group

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Preference Groups**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code to identify the preference group (for example, newspaper, flowers, pillows, and so on).

   b. **Description**. Enter a description for the preference group.

   c. **Quantity**. Enter the maximum number of items that may be selected when choosing preferences from the preference group.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   e. **Reservation**. Select to have this Preference Group and its preferences available when selecting the **Preferences** field on the Reservation screen. If any preferences with this selection are attached to a reservation, the user is prompted with the option to attach the preference to the profile.

3. Click **Save** to save and exit or click **Save and Continue** to save this Preference Group and add another.

Editing a Preference Group

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Preference Group

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Preferences

Preferences are saved on Guest profiles to inform staff of a guest's preferences for a variety of preference groups.

A guest's smoking, floor, and room feature preferences are populated to respective search fields during an available room search and room assignment for a reservation. This ensures guests are assigned rooms that match their preferences.

You can use Key Options to designate special access to hotel areas, such as Pool, Executive Level, and Gym. These Key Options appear on the Guest profile and you can include them in the room key encoding for the guest.

The following are examples of other property-defined preference groups and preferences that you might configure:

• A preference group for PILLOW could have preference codes for Feather, Hypoallergenic, Snoring, Memory Foam pillows, and so on.

• A preference group for NEWSPAPER could have preference codes for Financial Times, Local News, Wall Street Journal, and other newspapers available for delivery.

• A preference group for DIET could have preference codes for Vegan, Vegetarian, Paleo, Low Fat, Low Sodium, No Diary, and so on.

• Configuring Preference Codes

Configuring Preference Codes

Adding a Preference Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Preferences**.

2. Click **New** and complete the following fields:

   a. **Property**. Enter or search for and select a property.

   b. **Preference Groups**. Select the preference groups from the list of values.

   c. **Code**. Enter a code that identifies the preference item in the preference group (for example, a preference group for ROOM FEATURES could have preference codes for corner room, jacuzzi tub, pool view, ocean view, or balcony).

   d. **Description**. Enter a description of the preference item in the preference group.

   e. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this Preference code and add another.

Editing a Preference Code

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Preference Code

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Profile Name Validations

Prerequisites for Profile Name Validations

When you define a profile type and a name string, it enables OPERA Cloud to perform a match and validation against the string and profile type each time a new profile is created. This ensures the name string matches the profile type and prevents the incorrect assignment of Companies as Agents or Guests as Companies, and so on.

For example, Profile Type = Company, Name String = Guest Profile's Name. When the **New** action is selected on the Profile Search screen, entering the "Guest Profile's Name" and selecting the Guest profile type results in the following warning: "Profile Type for this profile should be Company. Do you want to continue? " If you select **Yes**, the Individual Profile screen appears and if you select **No**, you remain on the Profile Search screen.

- Prerequisites for Profile Name Validations
- Configuring Profile Name Validations

Prerequisites for Profile Name Validations

OPERA Controls

Group: Profile

The **Profile Name Validations** parameter must be set to **On**.

Configuring Profile Name Validations

Adding a Validation Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Inactive Reasons**.

2. Click **New** and complete the following fields:

   a. **Type**. Select a profile type: **Company**, **Source**, or **Travel Agent**.

   b. **Name**. Type the name string to use. You can configure partial name string matches by using the % symbol along with the partial name. For example:

      - %Oracle — Based on the Profile type selected, compares the profile names that end with "Oracle" for the selected profile type. If the Profile Type does not match, then the message prompt about mismatched profile types appears.

      - Oracle% — Based on the Profile Type selected, compares the profile name string that starts with "Oracle" for the selected profile type. If the Profile Type does not match, then the message prompt about mismatched profile types appears.

- %Oracle% — Based on the Profile Type selected, compares the profile name string that includes the word "Oracle" for the selected profile type. If the Profile Type does not match, then the message prompt about mismatched profile types appears.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Validation Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a Validation Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

Configuring Profile Protection

Prerequisites for Profile Protection

Profile protection is used to protect certain profile screens and fields from being changed by users. You can specify the type of profile protection: By Profile Type or By Profile. You can also select the screens and fields you want to protect from editing. A set of permissions/tasks enables users to override the protection.

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Profile Protection**.

   This screen shows the Screen / Field Name and the Profile Type (Company, Contact, Group, Guest, Source, and Travel Agent). The icons show whether the screen/field is protected, partially protected, or not applicable.

2. To modify profile protection, click **Edit** and then select/deselect the check boxes for the appropriate screens/fields to protect them from being changed by certain profile types.

- Prerequisites for Profile Protection

Prerequisites for Profile Protection

OPERA Controls

Group: Profile

The **Profile Protect** function must be active.

Relationships

You can set up standard affiliations between profile types that can then be selected, much like templates, when setting up relationships for profiles. When setting up relationships for a specific profile, only the relationship types you configure which involve that profile type are available for selection. A common relationship would be one that exists between a parent company (profile type company) and a subsidiary company (profile type company). Another common relationship is employer (profile type company) and an employee (profile type guest or contact).

> **Note:**
>
> OPERA Cloud is pre-configured with master-sub relationship types for Company, Travel Agent, and Source profile types.

Relationships can be used to facilitate rate sharing and for more meaningful financial and statistical reporting. For example, you might want to share negotiated rates created for a parent company with all the subsidiaries of the company. Or you might want to report on total revenues associated with all subsidiaries of a company rather than on each subsidiary separately. Relationships enable you to do these things.

When setting up relationship types, you must define both sides of the relationship — the "from" side and the "to" side. It is sometimes helpful to think in terms of statements such as "Company X (a company profile) is the employer of Guest Y (an individual profile)." The left component of this relationship (company) is the From side. The right component (individual) is the To side. Once this relationship type has been configured, when you open the profile for "GUEST" (an individual type profile) and select the **Relationships details** link, you are able to set up an employee/employer relationship for GUEST with a company you choose from the Company profiles.

It is important to keep in mind that relationship configuration is designed to not accept duplicate values between From Relationship Type and To Relationship Type and the From Description and To Description. For example, when COMPANY has been used once in either From Relationship Type or To Relationship Type, it cannot be used again for either of these two fields for any new relationship. The same applies to the From Description and To Description.

- Configuring Relationships

Configuring Relationships

Adding a Relationship

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Relationships**.

2. Click **New** and complete the following fields:

   a. **From Relationship Type**. Select the profile type of the "from" component of the relationship.

   b. **Code**. Enter a code that briefly describes the "from" component of the relationship.

   c. **Description**. Enter a detailed description of the "from" component of the relationship (for example, employer, parent company, and so on).

d. **To Relationship Type**. Select the profile type of the "to" component of the relationship.

e. **Code**. Enter a code that briefly describes the "to" component of the relationship.

f. **Description**. Enter a detailed description of the "to" component of the relationship (for example, employer, parent company, and so on).

g. **Link Type**. Choose from the following options for the relationship link type:

   • **Default**. Select to indicate the relationship is the default relationship, or primary relationship, when these two profile types are part of a relationship. Only one primary relationship type is allowed for any relationship types that involve the same two profile types.

   • **Global**. Select to indicate the relationship type is global or available to all properties in the cluster. Global relationships are exchanged and synchronized among remote properties via OXI and must be centrally defined and managed. Global relationships can be viewed but not changed on the property level.

   • **Has Hierarchy**. Select to indicate the relationship type is hierarchical. Hierarchical relationships apply (and are the default) when company, travel agent, and source profile types are involved in the relationship. When you create a relationship and assign a hierarchical relationship type to it, the **Hierarchy** button is available on the Profile Relationships screen. The Hierarchy shows the current profile's hierarchical position in a "tree view" style diagram. If another account is selected from the diagram, Hierarchical relationships enable you to build multi-level relationships such as master, sub1, sub2, and so on.

     Non-hierarchical relationships support only one level (for example, Partner or Spouse). Non-hierarchical relationships are mainly used on individual profiles.

h. **Rate**. Select an option if negotiated rates are shared between the profiles linked with this relationship type.

3. Click **Save**.

Editing a Relationship

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a Relationship

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

Configuring Restriction Reasons

Prerequisites for Restriction Reasons

When a profile is set to a restricted status, you should also select a reason to make it clear to all users why the profile was set to restricted.

Adding a Restriction Reason

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Restriction Reasons**.

2. Click **New** and complete the following fields:

    a. **Code**. Enter the code for the restriction reason.

    b. **Description**. Enter a description for the restriction reason.

    c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the restriction reason.

    d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Restriction Reason

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a Restriction Reason

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

•   Prerequisites for Restriction Reasons

Prerequisites for Restriction Reasons

OPERA Controls

Group: Profile

The **Restriction / Flagged Reasons** application parameter must be set to **On**.

Sales Information

Prerequisites for Sales Information

Sales information can be provided on the Sales Information panel in Company, Travel Agent, Source, and Contact profiles. This information can assist Sales Managers in decision making and can be used in filters when generating sales reports.

The following types of sales information are available:

- **Priorities** — Business importance of the account or contact.

- **Business Potential** — Importance of the account in drawing accommodations business.

- **Competition Codes** — Your business competition for this account.

- **Industry Codes** — Industry classification of the account.

- **Influence Codes** — For contacts only. The influence the contact has in the decision-making process.

- **Scopes** — Broad geographical areas where the account or contact generates business.

- **Scope & Cities** — Cities where the account or contact generates business.

- **Sources** — Origin of the account (for example, media ad, website, and so on).

- **Territories** — Sales territory to which the account or contact is assigned.

- Prerequisites for Sales Information

- Configuring Account Priorities

- Configuring Business Potential

- Configuring Competition Codes

- Configuring Industry Codes

- Configuring Influence Codes

- Configuring a Scope

- Configuring a Scope City

- Configuring Sources

- Configuring a Territory

Related Topics

- page 2-14

Prerequisites for Sales Information

OPERA Controls

Group: Profile

Parameter : Sales Information

Configuring Account Priorities

Account Priorities enable you to specify the priority of the sales account.

Adding a Priority Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Account Priorities**.

2. Click **New** and complete the following fields:

Chapter 14
Profile Management

      a.   **Code**. Enter a code for the priority (for example, H for High, L for Low, and so on).

      b.   **Description**. Enter a description for the priority code.

      c.   **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

      d.   **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Priority Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.

5. Update the configuration and click **Save**.

Deleting a Priority Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring Business Potential

Use the business potential to categorize an account's ability to produce revenue at your property. The business potential of an account is an estimate and can be changed throughout the life of the account profile.

Adding a Business Potential Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Business Potential**.

2. Click **New** and complete the following fields:

      a.   **Code**. Enter a code for the potential (for example, 10K for $10,000-$10,999).

      b.   **Description**. Enter a description for the business potential code.

    c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

    d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Business Potential Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.

5. Update the configuration and click **Save**.

Deleting a Business Potential Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

> ✎ **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring Competition Codes

Competition codes enables you to identify other hospitality businesses that are competing with you for an account's business opportunities.

Adding a Competition Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Competition Codes**.

2. Click **New** and complete the following fields:

    a. **Code**. Enter a code for the competitor.

    b. **Description**. Enter a detailed description (name) of the competitor.

    c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

    d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Competition Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.

5. Update the configuration and click **Save**.

Deleting a Competition Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring Industry Codes

Use industry codes to describe the core business of an account.

Adding an Industry Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Industry Codes**.

2. Click **New** and complete the following fields:

    a. **Code**. Enter a code that briefly describes the industry code (for example, HC for health care, FIN for finance, ENT for entertainment, TECH for technology, and so on).

    b. **Description**. Enter a detailed description of the industry code.

    c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

    d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Industry Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.

5. Update the configuration and click **Save**.

Deleting an Industry Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

> **✎ Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring Influence Codes

Influence codes can be associated with contact profiles to indicate the impact a contact has on purchase decisions involving your property's offerings.

Adding an Influence Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Influence Codes**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code for the level of influence (for example, DEC for the decision maker, NEG for negotiator, and so on).

   b. **Description**. Enter a detailed description of the influence code.

   c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Influence Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.

5. Update the configuration and click **Save**.

Deleting an Influence Code

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

2. In the search results, select the code and click the **vertical ellipsis**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring a Scope

A scope indicates the region where a contact or account's business originates. Many accounts and contacts do not draw their business locally, but rather from another city, region, or even another country. Define scopes as regions or areas that are as specific or general as necessary.

Adding a Scope

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Scope**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code that briefly describes the scope (for example, UK for the United Kingdom, EUR for Europe, and so on).

   b. **Description**. Enter a detailed description of the scope.

   c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Scope

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.

5. Update the configuration and click **Save**.

Deleting a Scope

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

2. In the search results, select the code and click the **vertical ellipsis**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring a Scope City

The scope city is the city where the contact or account's headquarters is located or the city where one of your properties is located that the contact or account frequently uses.

Adding a Scope City

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Scope City**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code that briefly describes the scope city (for example, NYC for New York, MADRID for Madrid, and so on).

   b. **Description**. Enter a detailed description of the scope city.

   c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Scope City

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to mark the code inactive. Inactive market codes are not available for selection from market lists in OPERA Cloud. The code remains for historical, statistical purposes only.

5. Update the configuration and click **Save**.

Deleting a Scope City

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

2. In the search results, select the code and click the **vertical ellipsis**.

> ✎ **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring Sources

A source indicates how you came to acquire an account. For example, through an advertisement, a website, a referral, and so on.

Adding a Source

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Sources**.

2. Click **New** and complete the following fields:

    a. **Code**. Enter a code that briefly describes the source (for example, WEB for web site, TS for trade show, CC for cold call, REF for referral, and so on).

    b. **Description**. Enter a detailed description of the source.

    c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

    d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Source

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.

5. Update the configuration and click **Save**.

Deleting a Source

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

2. In the search results, select the code and click the **vertical ellipsis**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring a Territory

Territories are the geographical sales areas where accounts and contacts are located and you can use them as filters in preparing sales reports.

Adding a Territory

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Territories**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code that briefly describes the territory (for example, NA for North America, AU for Australia, and so on).

   b. **Description**. Enter a detailed description of the territory.

   c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Territory

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.

5. Update the configuration and click **Save**.

Deleting a Territory

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

2. In the search results, select the code and click the **vertical ellipsis**.

> ✎ **Note:**
>
> Only inactive codes that are not currently used in a profile can be
> deleted.

3. Click **Delete**.

Titles

Guest and Contact profiles have a field for the person's Title (for example, Mr, Mrs,
Herr, Dr, and so on) The titles available for selection when you open the list of values
depends on the language selected in the Language field. For example, if you select E
for the English language, the available titles might be Mr, Mrs, or Ms. If you select F for
French language, the available titles might be Mlle, Mm, or M. Additionally, when you
select the title, a default salutation for guests having that title populates to the
Salutation field. For example, if you select the title "Mr" for Michael Summers, the
default salutation might be "Dear Mr Summers." The default salutation text can be
edited directly in the Salutation field.

Advanced Titles

Prerequisites for Advanced Titles

You can define and configure several different title suffixes for the same title and
language by using the Advanced Title feature.

The advanced title feature meets the needs of certain countries, such as Germany,
where a social title, such as Herr, might be combined with a professional title, such as
Doctor.

The following are examples of how the Advanced Title arrangement might be used:

- The salutation of a confirmation letter, such as "Herr Dr. Bernd Barysch"

- An address where the Title (Herr) appears on a separate line

On the Manage Profile screen in the Title Number field, enter a number that identifies
the unique combination of Title Code, Description, and Language. You cannot insert
the same Title Code more than once without a Title Suffix. However, you can create as
many descriptions and envelope greetings as necessary for the same Title Code and
Language Code. Using German as an example, you can create several Title Codes =
Herr and Language Codes = DE and each Title Code/ Language Code can have an
envelope greeting. Each combination of Title Code and Description must have a
unique Title Suffix number that identifies it. For example:

- A Title code of Herr with a Title Suffix of 1 could have the Description containing
  the title of Herr with an envelope greeting, such as Herr Doctor with merge codes
  <FIRSTNAME> <LASTNAME>.

- The same Title code of Herr could have a Title Suffix of 2 with the Description of Herr with merge codes <FIRSTNAME><LASTNAME> (without a professional title).

- Additionally, the same Title Code of Herr could have a Title Suffix of 3 with the Description of Herr Professor and merge codes <FIRSTNAME><LASTNAME>.

When Advanced Title = N, you can configure the following titles:

Table 14-1   Advanced Title = N

Title Code	Description (Salutation)	Language Code
MR	Mr.<LAST NAME>	E
MR	Mr.<LAST NAME>	E

When Advanced Title = Y, you must assign a Title Suffix to duplicate titles:

Table 14-2   Advanced Title = Y

Title Code	Description (Salutation)	Language Code	Title Suffix
MR	Mr.<LAST NAME>	E	21
MR	Mr.<LAST NAME>	E	22
MR	Mr.<LAST NAME>	E	23

- [Prerequisites for Advanced Titles](#)
- [Configuring Titles](#)

Prerequisites for Advanced Titles

OPERA Controls

Group: Profile

The **Advanced Title** parameter must be active.

Configuring Titles

Adding a Title

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Titles**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter the code that identifies the title (for example, Mr, Ms, Mrs, Capt, Rev, Hon, and so on).

b. **Language**. Select the code to be associated with this title. All titles associated with a specified language code are available for selection when that language is chosen in the Language field on the guest Profile screen. The selected language is the language you use to exchange correspondence with the guest or contact rather than the guest's native language.

c. **Title Number** (Advanced Title only). Enter a unique number that identifies the unique combination of Title Code, Description, and Language.

d. **Salutation**. Enter the default salutation to be populated for the title. The salutation may include merge codes for variable information such as the guest's first name <FIRSTNAME> and last name <LASTNAME> (for example, Dear Mr <LASTNAME>, Monsieur <FIRSTNAME> <LASTNAME>, or Estimada Señora <LASTNAME>

e. **Envelope Greeting / Business Title**. (When the Advanced Title application parameter is active, Envelope Greeting appears as the label. When Advanced Title is not active, Business Title appears as the label.) This field identifies the name of the envelope greeting or business title to be used along with the social title, such as Doctor. When this field is populated, the envelope greeting or business title appears in the Titles screen at the Profile Screen. This ensures the correct envelope or business title and code are entered when creating or selecting a profile.

f. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this Title and add another.

Editing a Title

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Title

1. Select or confirm the **Property**.

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

3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Configuring Travel Agent Types

Prerequisites for Travel Agent Types

Travel Agent Types indicate whether a travel agent requires a commission, is a local, national, or international travel agent, or has any other classifications.

Adding a New Travel Agent Type

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Travel Agent Types**.

2. Click **New** and enter the following details:

   a. **Code**: Enter an alpha-numeric

   b. **Description**: Enter a description.

   c. **Sequence** : Select an optional sequence number indicating the code's order of appearance in a list.

3. Click **Manage Translations** to add or update travel agent type code and description translations.

4. Click **Save** to save, or click **Save and Continue** to save this travel agent type and add another.

Editing a New Travel Agent Type

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Travel Agent Types**.

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

3. Click the **Vertical Ellipse**, select **Edit**.

4. Update details.

5. Click **Save**.

Deleting Keywords

• From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Travel Agent Types**.

• Enter search criteria, click **Search**.

• Click the **Vertical Ellipse**, select **Delete**.

• Click **Delete** to confirm.

•

Prerequisites for Travel Agent Types

OPERA Controls

Group: Profile

Function: IATA Company Type

VIP Levels

OPERA Cloud provides the ability to define different VIP levels for your guests. Throughout the application, guests and their associated reservation may be filtered using the VIP code assigned. Many reports also offer the ability to filter guests and their reservation data based on VIP levels.

Some common uses of VIP levels are to easily view VIP arrivals and departures or VIP guests in house. VIP codes can also be referenced when configuring global alerts to display alerts to the staff of guests who require or deserve special attention.

VIP status is usually used to identify regular guests, celebrities, royalty, hotel owners, loyalty club members, and important corporate guests. Regular (non-VIP) guests would not have a value in the VIP field.

When the **Reservation Color Definition** setting in the **Reservations** group in OPERA Controls is set to **VIP Levels**, the color assigned to the VIP level of the guest appears on the Reservation, Reservation Search, and Telephone Operator screens.

In multi-property operations, the VIP code configuration is global for all properties.

- Prerequisites for VIP Levels
- Configuring VIP Levels

Related Topics

- OPERA Controls — Reservations
- Configuring VIP Levels

Prerequisites for VIP Levels

OPERA Controls

Group: Profiles

Functions: VIP

Configuring VIP Levels

Adding a VIP Level

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **VIP Levels**.

2. Click **New** and complete the following fields:

   a. **Code**. Enter a code that briefly describes the VIP level.

   b. **Description**. Enter a detailed description of the VIP level.

   c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

   e. **Display Color**. Assign a color to the VIP level.

      f. **Rank**: Enter a number that would prioritize the VIP tier assignment of a reservation when competing with other tier reservations. Rank in VIP Levels is incorporated for guest importance. The Rank is not mandatory, can have duplicates and non-sequential. 1 is considered the highest rank. (Available when the AI Room Assignment OPERA Control is active)

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a VIP Level

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a VIP Level

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete**.

15
Interfaces Administration

Enhanced Room Key Generation

Room key generation enables you to create guest room keys before guests arrive and to configure default settings to streamline the key creation process and reduce manual input errors.

Use the room key validation, expiry, and additional rooms controls in conjunction with a third-party Door Lock System (DLS) to:

- Define the room key activation start date/time.
- Check if previous keys were made and for which additional rooms.
- Limit the number of additional rooms allowed for key creation.
- Override key options and suppress success notifications when creating keys for multiple reservations.

Customizing the Additional Rooms Field

1. Go to **Miscellaneous - Property Interface Control**.

2. Choose a reservation and click **Create Key**.

3. Select the **Customize** link.

4. Click the pencil icon next to the **Additional Rooms** field.

5. In the **Basic** tab, select the **</> Custom Validator icon** next to the **Default Value** field.

6. In the Expression Builder screen from the Available Fields search, select the **PreviousKeyAdditionalRooms** binding:

   (Name) **PreviousKeyAdditionalRooms**

   (Description) #**(bindings.PreviousKeyAdditionalRooms.inputValue)**

7. Click **Evaluate**, and then click **Apply**.

8. Click **Save**, and then **Close Customize**.

With this customization, the **Additional Rooms** field populates with all additional rooms associated with the reservation room when the previous key was created (Previous Keys Made > 0).
After the Additional Rooms functionality is customized, when a new key is created with additional rooms selected, the additional rooms are logged and saved with the main room key information. This is per reservation and room.

Customizing the Create Key Screen Additional Rooms Field

You can customize the Additional Rooms field on the Create Key to populate the Additional Rooms field with the room numbers that were selected when a new key is created for that reservation and room number. This applies to duplicate keys (when Previous Keys Made > 0).

Prerequisites/Conditions

- **Allow Multiple Room Selection for Keys** check box is selected in the Property Interfaces Configuration for DLS (Door Lock System).

- OPERA Cloud Task **Customize Chain** or **Customize Property** in the **General - Access Options**.

- **Customization must be on for Property / Hub level** — Main Menu – Settings – Customization, select Property/Hub Level.

DLS (Door Lock System) Property Interface Setup Options

Administration – Interfaces – Property Interfaces – Property Interfaces

The following are additional setup options for the DLS type property interface for enhanced room key generation on the General Information panel.

- **Send Valid Start Date / Time** — When this check box is selected, the **Valid Start Date** and **Valid Start Time** fields appear on the Create Key screen and the Room Keys screen. These enable you to set the key activation date and time.

- **Limit Additional Number of Rooms To** — When the **Allow Multiple Room Selection for Keys** check box is selected, the **Limit Additional Number of Room To** field is available. This field limits the number of additional rooms you can select or manually enter in the **Additional Rooms** field.

Creating Keys from the Property Interface Control Screen

Path: Applications - Quick Launch or Miscellaneous - Property Interface Control

If you want to make keys without other processes, or if you want to modify a key's access, you can use the Property Interface Control screen to create the keys. You must have the **Property Interface Control** task. You can create a room key for reservations that have a room number assigned. For room key option definitions, refer to *OPERA Cloud Terminology*.

For a Single Reservation

1. In the **Property Interface Control** screen, search for and select a reservation, and then click **Create Key**.

2. Select and enter the room key options, confirm or select the key machine location, and then click **Create Key**.

   a. **Key Card Use**. The value in this field defaults to the value defined for the **Gaming ID** setting in OPERA Cloud Controls. For example:

   - If the **Gaming ID** is set to **OFF**, the default key type will be Room Key Only. This means the guest's Gaming ID will not be stored.

   - If the **Gaming ID** is set to **MEMBERSHIP**, the default key type will be Gaming Card Only. This means the Gaming ID will be stored with the guest reservation.

   - If the **Gaming ID** is set to **UNICARD**, the default key type will be Universal Card. This means the Gaming ID will be stored with the guest membership.

3. Click **Close**.

For Multiple Reservations

1. In the **Property Interface Control** screen, search for and select the reservations, and then click **Create Key**.

2. In the **Room Keys** screen, select and enter the room key options, confirm or select the key machine location. You can also override associated key options and suppress the key success message. The room key options set here apply to all of these reservations. The key options can be modified or added on the following individual reservations as you proceed through the key creation process.

   a. **Key Card Use**. The value in this field defaults to the value defined for the **Gaming ID** setting in OPERA Controls. For example:

   - If the **Gaming ID** is set to **OFF**, the default key type will be Room Key Only. This means the guest's Gaming ID will not be stored.

   - If the **Gaming ID** is set to **MEMBERSHIP**, the default key type will be Gaming Card Only. This means the Gaming ID will be stored with the guest reservation.

   - If the **Gaming ID** is set to **UNICARD**, the default key type will be Universal Card. This means the Gaming ID will be stored with the guest membership.

3. Click **Process**. The process presents each reservation for you to modify or confirm the key options and key machine location.

4. Click **Create Key**, or click **Skip** to move on to the next reservation without creating a key for this reservation. After each key creation, the system sends a status message; only failures and time-outs appear if you chose to suppress the key success message.

5. Click **Next** and after the last reservation is processed, click **Close**. If you chose to suppress the key success message you are returned to the Property Interface Control screen after selecting **Create Key** or **Skip** on the last reservation to process.

Enhanced Room Key Generation Validation Rules by Process

Table 15-1 Enhanced Room Key Generation Validation Rules by Process

Reservation State/Status	Valid Start Date	Valid Start Time	Valid Until Date	Valid Until Time
Reserved, Pre-Arrival (before advance check in or before check in)	Reservation arrival date	Default time set in the **Key Valid Start Time** OPERA Controls Setting	**Valid Until Date** field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Cloud Control **Key Expiry Days** setting.	The **Valid Until Time** field defaults with the time setting that is chosen in the OPERA Cloud Control **Default Keys Expiry Time** setting.
During advance check in or when the reservation is flagged as Advance Checked In	Current system date	Default time set in the **Key Valid Start Time** OPERA Controls Setting	**Valid Until Date** field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Cloud Control **Key Expiry Days** setting.	The **Valid Until Time** field defaults with the time setting that is chosen in the OPERA Cloud Control **Default Keys Expiry Time** setting.
During check in process	Current system date	Current system time	**Valid Until Date** field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Cloud Control **Key Expiry Days** setting.	The **Valid Until Time** field defaults with the time setting that is chosen in the OPERA Cloud Control **Default Keys Expiry Time** setting.
When reservation is in house	Current system date	Current system time	**Valid Until Date** field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Cloud Control **Key Expiry Days** setting.	The **Valid Until Time** field defaults with the time setting that is chosen in the OPERA Cloud Control **Default Keys Expiry Time** setting.

Enhanced Room Key Generation Impact

The Enhanced Room Key Generation functionality with its related controls and tasks (refer to *Enhanced Room Key Generation Prerequisites*) impacts the following areas.

Property Interfaces Configuration for DLS

DLS property interface additional configuration setup to support sending room key valid start date and time validation (requires DLS vendor support). Refer to *DLS (Door Lock System) Property Interface Setup Options*.

- **Send Valid Start Date/Time** check box to send the start date and start time for the room key request to the third party DLS vendor.

- **Limit Additional Number of Rooms To** field to limit the maximum number (1-999) of additional rooms the key can access. When the **Allow Multiple Room Selection for Keys** check box is checked, the **Limit Additional Number of Room To** field is available. This limits the number of additional rooms you can select or manually enter in the **Additional Rooms** field..

Property Interface Control Screen

- Additional Search Criteria:
    - Arrival From
    - Arrival To
    - ETA From
    - ETA To
    - Reservation Status
    - Specials
    - Floors
    - Room Features
    - Room Class
    - Confirmation Number/CRS Number
    - Room Status
    - Include Linked Reservations
    - Include Blocks
- Additional Sort Options:
    - Arrival Date and ETR ascending
    - Arrival Date and ETR descending

Create Key Screen

- **Valid Start Date** field (default values):
    - In house: current business date
    - Future reservations: arrival date
- **Valid Start Time** field (default values):
    - In house: property system time
    - Future reservations: Key Valid Start Time setting, property system time
- **Previous Keys Made** number field:
    - Tracks the number of keys created since the last new key previously made for this specific reservation and room.

- When there are previous keys made for this reservation and room, the Key Type in the Create Key screen defaults to Duplicate Key.

- **Additional Rooms** field with customization to show the room numbers of additional rooms with previous keys made for that reservation. Refer to *Customizing the Additional Rooms Field*.

- **Number of Keys** field defaults to the number of adults on the reservation.

Room Keys Screen

- New screen when creating keys for multiple reservations.

- **Suppress Key Success Message** check box to hide the notification that keys have been successfully created to avoid interruption while in the create key process for multiple reservations.

- **Overriding Associated Key Options** check box to override or append the key options (access to specific areas of the property) in the Room Keys screen. Refer to *Overriding Associated Key Options*.

- **Additional Rooms** field with customization to show the room numbers of additional rooms with previous keys made for that reservation. Refer to *Customizing the Additional Rooms Field*.

Changes Log Screen

Activity Group = Reservation, Activity Type = Keys

- Details the number of keys created or modified for the primary room number, confirmation number, and the logged in user.

- Records the additional room numbers selected. These are only logged on the reservation that the primary key was created for, not on the reservations for those additional rooms.

Enhanced Room Key Generation Conditions/Assumptions

- Multiple rooms on one room key and Valid Start Date / Valid Start Time functionality is dependent on the DLS supporting it.

- When more than one DLS interface is active at the property, each must be configured with unique room numbers and must support the same functionality. The correct encoder/terminal for the DLS must be chosen during the Create Key process.

- Room key creation functionality shows the room key creation success or failure according to the DLS response.

- If the DLS doesn't respond within the timeout value set in the DLS property interface configuration, OPERA Cloud shows a message that the room key creation timed-out. If this occurs, you can retry creating the room key.

Prerequisites for Enhanced Room Key Generation

OPERA Controls

Group: IFC

Settings: Key Valid Start Time

Settings: Default Keys Expiry Time

OPERA Cloud Tasks

Group: Bookings

Property Interface Controls from Reservation:

- Edit Key Valid Start Date
- Edit Key Valid Start Time
- Edit Key Valid Until Date
- Edit Key Valid Until Time

Group: Miscellaneous

- Edit Key Valid Start Date
- Edit Key Valid Start Time
- Edit Key Valid Until Date
- Edit Key Valid Until Time

Property Interface: DLS (Door Lock System) Interface

- Send Valid Start Date / Time
- Allow Multiple Room Selection For Keys
  - Limit Additional Number of Rooms To

Configuring a Credit Card PIN Entry Device

1. From the **Administration** menu, select **Interfaces**, click **Interface Devices**, and then select **Credit Card Reader Devices**.
2. Click **New**.
3. Enter the following information for the reader:

   Reader Number: Enter a credit card PIN entry device number. This number is used when assigning the credit card device to the workstation.

   Description: Enter a description for the credit card device.

   Expiry Date: Enter the character this device uses as an expiration start date character. Typically, this is an equal sign.

   End of Track: Enter the character this device uses as an end-of-track separator. Typically, this is a question mark.

   Name: Enter the character this device uses as a name separator. Typically, this is a caret.

   Track 2: Enter the character this device uses as a track two separator. Typically, this is a semicolon.
4. Click **Save**.

Configuring a Chip and PIN Reader

OPERA Controls – Credit Card Group

• Chip and PIN parameter

OPERA Tasks – Interfaces Admin

• Property Interfaces

– Chip and PIN Terminal Setup

1. From the **Administration** menu, select **Interfaces**, select **Interface Devices**, and then select **Credit Card Terminals**.

2. Click **New**.

3. Enter the following information for the reader:

   Terminal ID: Enter the terminal ID number provided by the vendor. You can also locate this number on the actual card reader device.

   Terminal Label: Enter a label or description for the terminal/device that identifies its physical location. This helps you easily identify the terminal/device when it appears in a list of devices.

4. Click **Save**.

• Chip and PIN Payment Method

Chip and PIN Payment Method

OPERA Cloud supports the Chip and PIN method of credit card payment and authorization for any payment transaction such as deposits, guest ledger, AR ledger, Post-It, and so on. The Chip and PIN payment method relies on a microchip in the card that holds the cardholder authentication information.

To accept Chip and PIN payments, you must set up Chip and PIN devices for your property.

If a Chip and PIN payment method needs authorization, OPERA Cloud requests the authorization amount from the EFT Vendor. The EFT Vendor initializes the PIN entry device, and the guest inserts a card into the device. At the prompt on the device, the guest enters a PIN.

If the authorization is declined, the guest must select an alternative method of payment.

Configuring Device Areas

Device Areas are specific areas or locations on your property where assigned RFID key encoders and EMV PIN Entry devices are located. You can create Device Areas, copy them to respective properties, and then assign each RFID key encoder or EMV PED to a respective device area. When processing payment or encoding a room key, you can use Device Area as a filter, so it is much easier to find the devices assigned to that area.

Adding a Device Area

1. Select the **Administration** menu, select **Interfaces**, and then select **Device Areas**.

> **✎ Note:**
>
> When multi-property is active, select the template tab to configure new Device Areas and then copy the configuration to the required properties.
>
> Copying Configuration Codes to Multiple Properties

2. Click **New** and complete the following fields:

   a. **Property**. Enter or search for and select a property for the device area.

   b. **Code**. Enter a code that briefly describes the device area (for example, FD for front desk, HL for hall, LBBY for lobby, PL for pool, CF for club floor, VIP for VIP lounge, and so on).

   c. **Description**. Enter a description of the device area (for example, front desk, hall area, lobby area, pool, club floor, VIP lounge, and so on).

   d. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

   e. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

Editing a Device Area

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting a Device Area

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

2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Delete** and confirm the deletion.

> **✎ Note:**
>
> Device Area codes cannot be deleted if associated to an EMV or RFID Encoder device.

Desktop ID Document Scanning

Prerequisites for Desktop ID Scanning

With an active ID Document scanning service (OPP_IDS), you can configure and enable scanning of identification documents from a validated partner scanning

solution. ID scanning is available in the Identification panel of a guest or contact profile and also as part of the reservation check-in steps. On completion of an ID scan, you are presented with the profile information comparison screen, enabling you to retain or overwrite existing values obtained from the scan. In addition to the document data, an image of the ID Document may be captured and securely stored as an attachment to the profile.

Supported ID Documents Types

Passport, Visa, Driver License, and ID Card.

Supported Vendors

See the Certified Third-Party Interfaces list available on docs.oracle.com

- Prerequisites for Desktop ID Scanning
- Configuring a Desktop ID Document Scanner

Prerequisites for Desktop ID Scanning

Licenses / Subscriptions

Oracle Hospitality OPERA ID Document Scanning Cloud Service (OPP_IDS)

OPERA Controls

Group: General

Functions: File Attachments

Group: Profiles

Settings: Stored ID Document Image Type

OPERA Cloud Tasks

Client Relations: Profiles Management

- Identification
    - New/Edit Identification
    - Delete Identification
    - View Identification Details
- **Interfaces Admin**: ID Document Scanner Setup
    - New/Edit ID Document Scanner Setup
    - Delete ID Document Scanner Setup

Configuring a Desktop ID Document Scanner

Adding a New Desktop ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanners**.

2. Click **New**.
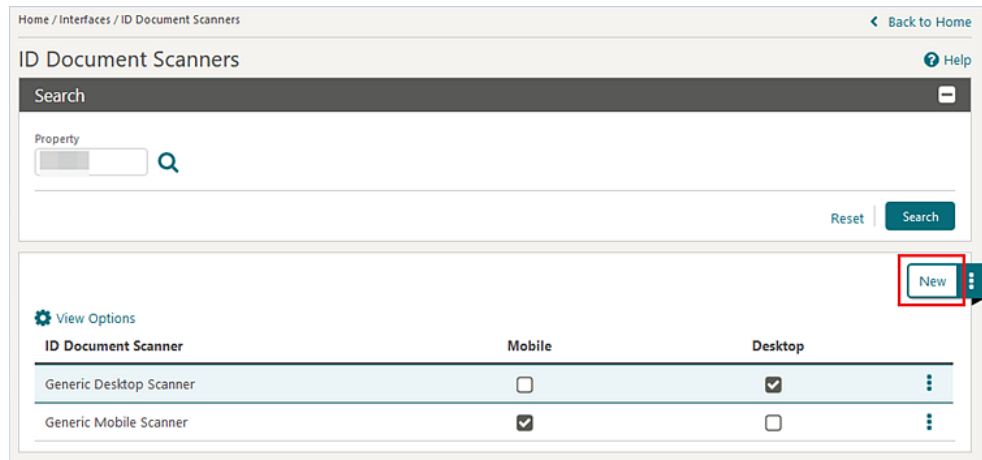
3. Select the **Property** if signed in at Hub level. If signed in at property level, the Property field is populated by default.
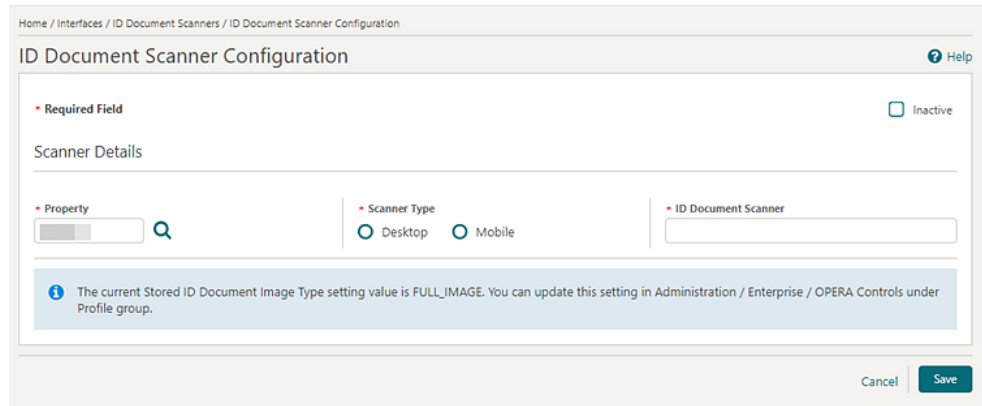
4. Select the **Scanner Type, Desktop** radio button. If ID Document scanning for Desktop configuration already exists for the selected property, you are presented with the following warning message: Desktop scanner configuration for [Property Code] already exists. If you continue and save this new configuration it will overwrite the existing record.
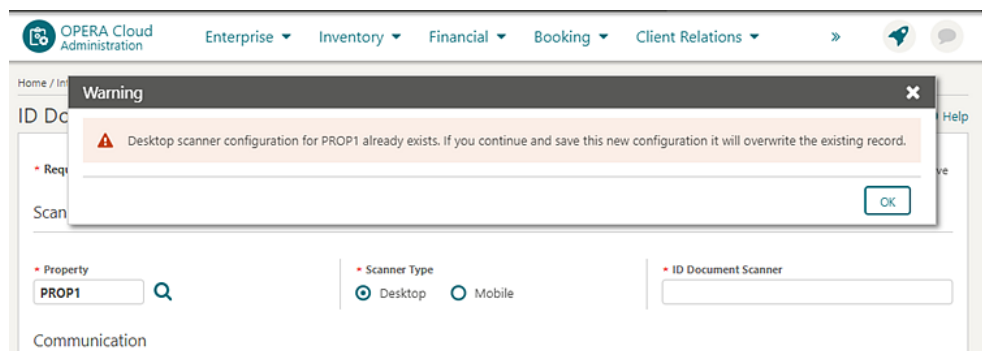
5. Enter the name of the partner into the ID Document Scanner field. This is a free text field.

6. In the Communication section, enter the full service URL – including domain, port, and resource location – into the URL field. Example: https://domain.com:443/scan.

7. In the ID Type Mapping section, select the **Identification Types** configured in Administration > Client Relations > Geographic Management > Identification Types for the supportable ID Document Types shown.

8. Click **Save** to complete the Desktop ID Document scanner configuration.

Editing a Desktop ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanner**.

2. Select the **ID Document Scanner** configuration entry that has the Desktop column checked.

3. Click the **vertical ellipsis** and select **Edit**.

4. The following fields are read only:

   a. Property

   b. Scanner Type

5. You can modify the following fields:

   a. Inactive check box

   b. ID Document Scanner

   c. URL

   d. ID Type Mappings

6. Click **Save**.

Deleting a Desktop ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanner**.

2. Select the **ID Document Scanner** configuration entry that has the Desktop column checked.

3. Click the **vertical ellipsis** and select **Delete**.

4. Click **Delete** to confirm.

Inactivating a Desktop ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanner**.

2. Select the **ID Document Scanner** configuration entry that has the Desktop column checked.

3. Click the vertical ellipsis and select **Edit**.

4. Select the **Inactive** check box in the upper right corner.

5. Click **Save**.

Mobile ID Document Scanning

Prerequisites for Mobile ID Scanning

ID Document Scanning is functionality built to support hotel employees embracing the freedom to greet guests anywhere. Architected to fit into the Cloud-first approach of OPERA Cloud, the integration offer's REST APIs for partners to integrate with and take advantage of the hardware built into the tablet. By initiating the scan process from either the guest profile or during the reservation check-in, the tablet camera is used to take an image of the ID Document. Once you are satisfied with the quality of the image, OPERA Cloud will send it to the partner to analyze the information and return them back to OPERA Cloud. You will be presented with a profile information comparison screen that allows you to select which existing information to overwrite with the data read from the ID Document, which to keep and which to remove. This functionality requires the OPERA Cloud Add-on "Oracle Hospitality OPERA ID Document Scanning Cloud Service" to be active and for the property to contract an integrated vendor.

Supported ID Documents Types

Passport, Visa, Driver License, and ID Card.

Supported Vendors

See the Certified Third-Party Interfaces list available on docs.oracle.com

- Prerequisites for Mobile ID Scanning
- Configuring a Mobile ID Document Scanner

Prerequisites for Mobile ID Scanning

Licenses / Subscriptions

Oracle Hospitality OPERA ID Document Scanning Cloud Service (OPP_IDS)

OPERA Controls

Group: General

Functions: File Attachments

Group: Profiles

Settings: Stored ID Document Image Type

OPERA Cloud Tasks

Client Relations: Profiles Management

- Identification
    - New/Edit Identification
    - Delete Identification
    - View Identification Details
- **Interfaces Admin**: ID Document Scanner Setup
    - New/Edit ID Document Scanner Setup
    - Delete ID Document Scanner Setup

Configuring a Mobile ID Document Scanner

Adding a New Mobile ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanner**.
2. Click **New**.
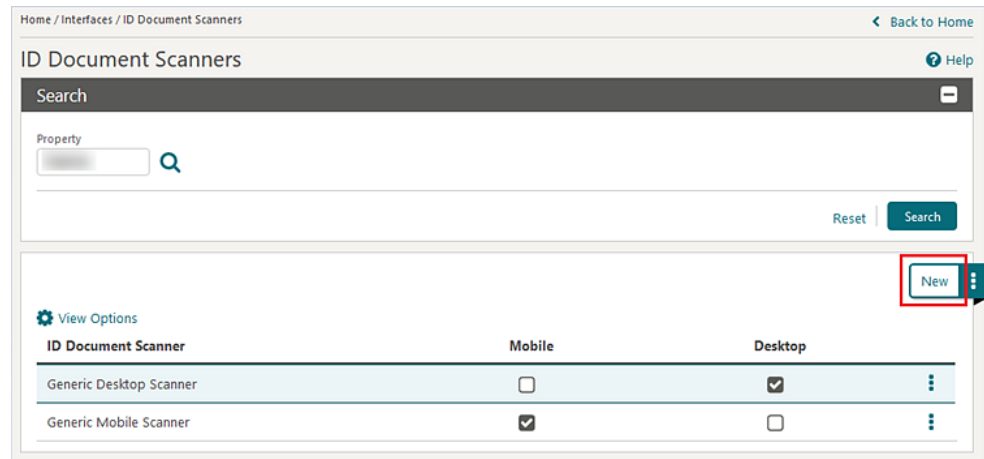
3. Select the **Property** if signed in at Hub level. If signed in at property level, the Property field is populated by default.
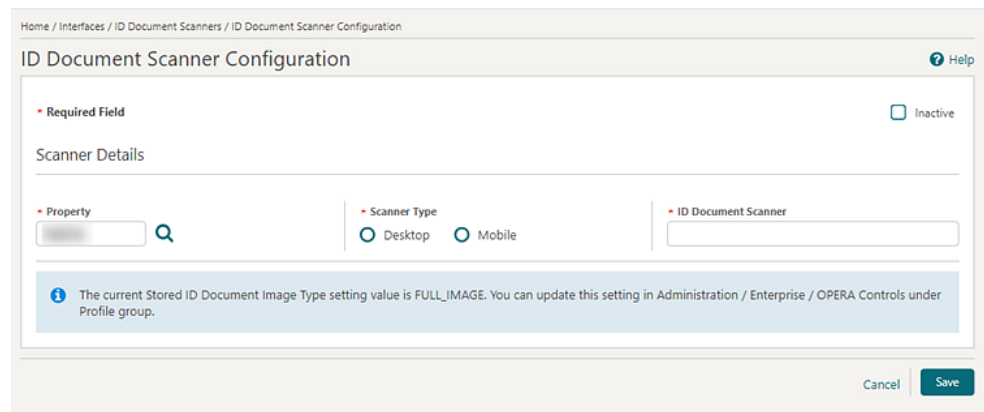
4. Select the **Scanner Type – Mobile** radio button. If ID Document scanning for Desktop configuration already exists for the selected property, you are presented with the following warning message: Mobile scanner configuration for [Property Code] already exists. If you continue and save this new configuration it will overwrite the existing record.
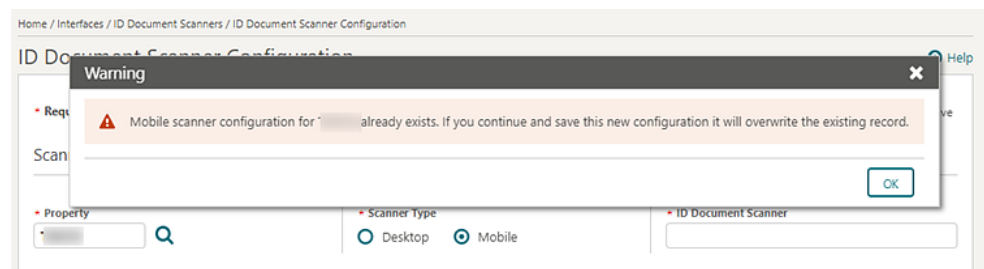
5. Enter the name of the partner into the ID Document Scanner field. This is a free text field.

6. In the Communication section enter details provided by vendor:

   a. **Scan URL** – enter the full Scan API URL, including domain, port, and resource location. Example: https://domain.com:443/scan.

b. **Register URL** – enter the full Register API URL, including domain, port, and resource location. Example: https://domain.com:443/client-register.

c. **Account ID**– value provided by vendor if required for their service.

d. **Access Secret** – value provided by vendor if required for their service.

e. **API Key** – value provided by vendor if required for their service.

7. After entering all values provided by vendor in the Communication section. click **Register** to identify the property to the vendor and generate a security token if entered details are valid.

8. In the ID Type Mapping section, select the **Identification Types** configured in Administration > Client Relations > Geographic Management > Identification Types for the supportable ID Document Types displayed.

9. Click **Save**.

Editing a Mobile ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanner**.

2. Select the ID Document Scanner configuration entry that has the Mobile column checked.

3. Click the **vertical ellipsis** and select **Edit**.

4. The following fields are read only:

   a. Property

   b. Scanner Type

5. You can modify the following fields:

   a. Inactive check box

   b. ID Document Scanner

   c. Scan URL

   d. ID Type Mappings

   e. Register URL

   f. Account ID

   g. Access Secret

   h. API Key

6. If any of the Communication fields related to scan registration (including Register URL, Account ID, Access Secret, and API Key) have been updated, click **Register** to update the vendor registration and token.

7. Click **Save**.

Deleting a Mobile ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanner**.

2. Select the **ID Document Scanner** configuration entry that has the Mobile column checked.

3. Click the **vertical ellipsis** and select **Delete**.

4. Click **Delete** to confirm.

Inactivating a Mobile ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanner**.

2. Select the **ID Document Scanner** configuration entry that has the Mobile column checked.

3. Click the **vertical ellipsis** and select **Edit**.

4. Select the **Inactive** check box in the upper right corner.

5. Click **Save**.

ORACLE®

Configuring a Workstation (RFID Encoder)

Adding a Workstation

1. Select the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.

2. Enter or select the **Property** and click **Search**.

3. Click the **vertical ellipsis** for the DSL interface and click **Edit**.

4. Scroll down to the **Workstation Setup** panel or click the **Workstation Setup** link to jump to this panel.

> ✎ **Note:**
>
> If the Workstation Setup link does not appear, click **Customise View** and then select **Workstation Setup** to add this panel to the presentation page.

5. Click **New** and complete the following fields:

   a. **Terminal**. Enter the terminal ID for the workstation.

   b. **Device IP / Encoder Number**. Enter the ID or encoder number for the RFID encoder device.

   c. **Device Area**. Enter or select the area where the workstation device physically resides at your property.

   d. **Location**. Enter a location of the encoder at your property.

   e. **Type**. Enter or select the type of encoder.

6. Click **Save**.

Editing a Workstation

1. Click the **vertical ellipsis** next to the workstation you want to edit.

2. Click **Edit**.

3. Update the workstation configuration and click **Save**.

Deleting a Workstation

1. Click the **vertical ellipsis** next to the workstation you want to delete.

2. Click **Delete** and confirm deletion.

Configuring Printers

Printers with email-to-print capabilities must be configured in order to be available for selection in the OPERA Cloud application.

Reports generated are emailed directly to the printer to be printed.

Printers defined here can be selected for Scheduled Reports. For more information, see Managing Scheduled Reports .

With the Alert functionality active you can indicate which printers can be used for alert printing. For more information, see Reservation Alerts.

Printers that don't support email-to-print do not need to be configured - reports can be previewed as PDF and printed to a local or network printer using the locally installed printers on the workstation.

Adding Printer

1. From the **Administration** menu, select **Interfaces**, and then select **Printer Configuration**.

2. Click **New** and complete the following:

    a. **Location**:

        i. **Global** : printer is are shared across multiple properties when a users location is set to a Hub.

        ii. **Property** : printer is property-specific , select the property from the list.

    b. **Output Type**:

        i. **Print**: not used

        ii. **Email**: the print job will be delivered via email directly to the printer (the printer has email-to-print capabilities)

    c. **Printer (Name)**: the name of the printer that will display to users. Use a naming convention that indicates the physical location of the printer to help users correctly identify the printer.

    d. **Printer Location**: not used (displayed based on output type = printer).

    e. **Printer Email Address**: Enter the email address for the printer.

    f. **Description**: Enter additional information for the printer - for example the manufacturer, model, install date.

    g. **Folio Printer**: Enabled when the **Cashiering** > **Credit Bill** function in OPERA Controls is active or if the **Cashiering** > **Fiscal Folio Printing** function in OPERA Controls is active, or for selected country modes.

    h. **Use Alert Printing**: Enabled when the **Reservations** > **Alerts** function in OPERA Controls is active. Select this check box if this email addressable printer is to be available for printing alerts. For more information, see Reservation Alerts.

    i. **Print Tasks**: Select various print tasks that the printer will support.

        Highlight the required print tasks in the left pane; l and click **>** to move print tasks to the selected panel; use **>>** to select all.

3. Click **Save**.

Editing Printer

1. From the **Administration** menu, select **Interfaces**, and then select **Printer Configuration**.

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

3. In the search results, select the printer and click the **vertical ellipsis**.

4. Click **Edit**.

5. Update the configuration.

6. Click **Save**.

Deleting Printer

1. From the **Administration** menu, select **Interfaces**, and then select **Printer Configuration**.

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

3. In the search results, select the printer and click the **vertical ellipsis**.

4. Click **Delete**.

5. Click **Delete** to confirm.

Copying Printer

You can copy or clone a printer. This is a new printer in edit state. You can make changes to these printers on the Printer Configuration screen with defaults from the printer copied.

For example, if you have 1, 2, and 3 front desk printers, setup printer 1, then select this printer and copy. On the Printer Configuration screen, update the information for printer 2, such as Printer Name, Printer Location, Description as so on and save it. Repeat the process for printer 3.

1. From the **Administration** menu, select **Interfaces**, and then select **Printer Configuration**.

2. In the search results, select the printer and click the **vertical ellipsis**.

3. Click **Copy**. New printer configuration is displayed, with the details populated from source / original printer. Update the information, such as Printer Name, Printer Location, Description.

4. Click **Save**.

- Prerequisites for Printer Configuration

Related Topics

Prerequisites for Printer Configuration

OPERA Cloud Tasks

Group : Interfaces Admin

- Printer Configuration
- New/Edit Printer Configuration
- Delete Printer Configuration

Configuring Custom Message Texts for Stationery

Configuring Custom Message Texts for Stationery

This option enables you to configure custom messages strings to output on stationery. When the Multi-language OPERA Control is active you can also add translation for each message string so that the correct text is fetched and output based on the profile language.
This feature can be used to add promotional text or other text strings that you want to include in the generated document. The message text can then be updated in OPERA Cloud anytime in the future without having to make further modifications to the stationery template. There are two message codes per stationery template, these message codes are suffixed with the property_code to support different messages per property.

1. From the Administration menu, select **Interfaces**, and select **Report Text Configuration**.

2. Enter search criteria and select the merge code which matches the template name you intend to update. For example, sample_guest_confirmation_text1 for the confirmation letter.

3. Click **Search**.

4. Select item in the search result, click on the **Vertical Ellipse**.

5. Click **Edit**.

6. Add your custom text in the **Reports Text** box.

7. Click **Manage Translation** to added translated text. Enabled when the (multi-language OPERA Control is Active.

8. Click **Save**.

- Prerequisites for Custom Message Texts for Stationery

Related Topics

- page 8-3

Prerequisites for Custom Message Texts for Stationery

OPERA Cloud Tasks

Group : Interface Admin

Report Text Configuration

Configuring Delivery Management

Delivery Management is available for you to configure the email, SMS and SFTP (for Scheduled Reports) gateway details for delivery of OPERA Cloud reports, guest stationery and other messaging such as Queue room notifications.

The following configuration options are available.

Table 15-2   Configuration methods and purpose

Method	Purpose
General	Reports via email and Scheduled Reports via SFTP
Confirmation Letters	Reservation confirmations via email and SMS
Guest Message	Guest messages via SMS
Billing Folios	Folios via email
Text to Guest	Queue Room ready notification to Guest via SMS
Text to Housekeeping	Queue Rush Room via SMS

Configuring Report Delivery

Editing Report Email Delivery

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **General** and click **Search**.

3. Click **Edit** and enter the following details:

    a. **Property**: Enter or select the property.

    b. **Activate Email Delivery**: Select to activate email delivery functionality.

    c. **From Email Address**: Enter the sender email address. You can set a "display name" along with the email address, . If you do so, enclose the email address in < and >.

    d. **(SMTP) Server Name**: Enter the FQDN of SMTP Server (Oracle SMTP server).

    e. **User ID**: Enter the user ID for SMTP server.

    f. **Password**: Enter the password for SMTP server.

    g. **Email Subject**: Enter the subject that is to appear in the email message.

4. Click **Save**.

Deleting Report Email Delivery

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **General** and click **Search**.

3. Click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Configuring Reservation Confirmation Delivery

Editing Reservation Confirmation Email Delivery

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **Confirmations** and click **Search**.

3. Click**Edit** and enter the following details:

   a. **Property**: Enter or select the property.

   b. **Activate Email Delivery**: Select to activate email delivery functionality.

   c. **HTML Format Delivery.**: Select to generate email as embedded HTML. Note: all images included in the stationery (such as logos) must be available on a publicly accessible web-server.

   d. **From Email Address**: Enter the sender email address. You can set a "display name" along with the email address, . If you do so, enclose the email address in < and >.

   e. **(SMTP) Server Name**: Enter the FQDN of SMTP Server (Oracle SMTP server).

   f. **User ID**: Enter the user ID for SMTP server.

   g. **Password**: Enter the password for SMTP server.

   h. **Email Subject**: Enter the subject that is to appear in the email message. You can use conditional blocks to dynamically generate a subject line <Status>[='RESERVED'] Reservation confirmation #<ConfirmationNumber> for <ResortFullName><Status>[='CANCELLED']Reservation cancellation #<CancellationNo> for <ResortFullName>.

   i. **Email Body**: You can configure an email body when HTML delivery is not enabled. The reservation confirmation is attached in PDF format. Y. Use the rich text editor to enter text and select merge codes to display reservation-specific values in the email body. Select the **Merge Codes** button to view and select from the list to insert merge code into the message body. For example, name and confirmation number merge code can be inserted. Select the Conditions button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed

4. Click **Save**.

Deleting Reservation Confirmation Email Delivery

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **Confirmations** and click **Search**

3. Click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Configuring Confirmation SMS (Text Message) Delivery

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **Confirmations** and click **Search**.

3. In the **Text Message Delivery Settings** panel, click **Edit** and enter the following details:

   a. **Delivery Method**:

      i. **URL (HTTP POST)**: Post to URL.

      ii. **Email**: Send as email (email to sms).

b. **Partner/User ID**:Enter the Partner ID or User ID for the delivery provider. This is the Text Messaging Provider name.

c. **Service Type/Server**: Enter the service type or SMTP email server address.

d. **Service ID/Account**: Enter the service ID or SMTP email server account.

e. **Password**: Enter the SMTP email password.

f. **URL**: Enter the URL address for the Text Messaging Provider.

g. **URL Parameter Format**:Select Text or XML.

h. **Timeout in seconds**: Enter the delivery timeout in seconds for the message. Any message exceeding this limit will be timed out.

i. **Message Format**: . For email to SMS enter or select the following from the list of values: <TO_MOBILE>@<URL_NAME>. The <URL_NAME> tag is the value from the URL field..

j. **Text Message**: Use the rich text editor to enter text and select merge codes to display reservation-specific values in the message. Select the **Merge Codes** button to view and select from the list to insert merge code into the message body. For example, name and confirmation number merge code can be inserted. Select the Conditions button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed.

4. Click **Save**.

Configuring Guest Message Delivery

Editing Guest Message Email Delivery

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **Guest Messages** and click **Search**.

3. Click**Edit** and enter the following details:

   a. **Property**: Enter or select the property.

   b. **Activate Email Delivery**: Select to activate email delivery functionality.

   c. **From Email Address**: Enter the sender email address. You can set a "display name" along with the email address, . If you do so, enclose the email address in < and >.

   d. **(SMTP) Server Name**: Enter the FQDN of SMTP Server (Oracle SMTP server).

   e. **User ID**: Enter the user ID for SMTP server.

   f. **Password**: Enter the password for SMTP server.

   g. **Email Subject**: Enter the subject that is to appear in the email message.

4. Click **Save**.

Deleting Guest Message Email Delivery

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **Guest Messages** and click **Search**.

3. Click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Configuring Guest Message SMS (Text Message) Delivery

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **Confirmations** and click **Search**.

3. In the **Text Message Delivery Settings** panel, click **Edit** and enter the following details:

   a. **Delivery Method**:

      i. **URL (HTTP POST)**: Post to URL.

      ii. **Email**: Send as email (email to sms).

   b. **Partner/User ID**:Enter the Partner ID or User ID for the delivery provider. This is the Text Messaging Provider name.

   c. **Service Type/Server**: Enter the service type or SMTP email server address.

   d. **Service ID/Account**: Enter the service ID or SMTP email server account.

   e. **Password**: Enter the SMTP email password.

   f. **URL**: Enter the URL address for the Text Messaging Provider.

   g. **URL Parameter Format**:Select Text or XML.

   h. **Timeout in seconds**: Enter the delivery timeout in seconds for the message. Any message exceeding this limit will be timed out.

   i. **Message Format**: . For email to SMS enter or select the following from the list of values: <TO_MOBILE>@<URL_NAME>. The <URL_NAME> tag is the value from the URL field..

   j. **Text Message**: Use the rich text editor to enter text and select merge codes to display reservation-specific values in the message. Select the **Merge Codes** button to view and select from the list to insert merge code into the message body. For example, name and confirmation number merge code can be inserted. Select the Conditions button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed.

4. Click **Save**.

Configuring Billing Folios Delivery

Editing Billing Folios Email Delivery

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **Billing Folios** and click **Search**.

3. Click**Edit** and enter the following details:

   a. **Property**: Enter or select the property.

   b. **Activate Email Delivery**: Select to activate email delivery functionality.

    c. **From Email Address**: Enter the sender email address. You can set a "display name" along with the email address, . If you do so, enclose the email address in < and > .

    d. **(SMTP) Server Name**: Enter the FQDN of SMTP Server (Oracle SMTP server).

    e. **User ID**: Enter the user ID for SMTP server.

    f. **Password**: Enter the password for SMTP server.

    g. **Email Subject**: Enter the subject that is to appear in the email message.

4. Click **Save**.

Deleting Billing Folios Email Delivery

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **Billing Folios** and click **Search**.

3. Click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Configuring SMS (Text Message) to Guest

Used to send Queue room ready notifications to guests via SMS

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **Text to Guest** and click **Search**.

3. In the **Text Message Delivery Settings** panel, click **Edit** and enter the following details:

    a. **Delivery Method**:

        i. **URL (HTTP POST)**: Post to URL.

        ii. **Email**: Send as email (email to sms).

    b. **Partner/User ID**:Enter the Partner ID or User ID for the delivery provider. This is the Text Messaging Provider name.

    c. **Service Type/Server**: Enter the service type or SMTP email server address.

    d. **Service ID/Account**: Enter the service ID or SMTP email server account.

    e. **Password**: Enter the SMTP email password.

    f. **URL**: Enter the URL address for the Text Messaging Provider.

    g. **URL Parameter Format**:Select Text or XML.

    h. **Timeout in seconds**: Enter the delivery timeout in seconds for the message. Any message exceeding this limit will be timed out.

    i. **Message Format**: . For email to SMS enter or select the following from the list of values: <TO_MOBILE>@<URL_NAME>. The <URL_NAME> tag is the value from the URL field..

    j. **Text Message**: Use the rich text editor to enter text and select merge codes to display reservation-specific values in the message. Select the **Merge Codes** button to view and select from the list to insert merge code into the message body. For example, name and confirmation number merge code can

be inserted. Select the Conditions button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed.

4. Click **Save**.

Configuring SMS (Text Message) to Housekeeping

Used to send Queue room rush room notifications to Housekeeping via SMS

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **Text to Housekeeping** and click **Search**.

3. In the **Text Message Delivery Settings** panel, click **Edit** and enter the following details:

a. Delivery Method

i. **URL (HTTP POST)**: Post to URL.

ii. **Email**: Send as email (email to sms).

b. **Partner/User ID**:Enter the Partner ID or User ID for the delivery provider. This is the Text Messaging Provider name.

c. **Service Type/Server**: Enter the service type or SMTP email server address.

d. **Service ID/Account**: Enter the service ID or SMTP email server account.

e. **Password**: Enter the SMTP email password.

f. **URL**: Enter the URL address for the Text Messaging Provider.

g. **URL Parameter Format**:Select Text or XML.

h. **Timeout in seconds**: Enter the delivery timeout in seconds for the message. Any message exceeding this limit will be timed out.

i. **Message Format**: . For email to SMS enter or select the following from the list of values: <TO_MOBILE>@<URL_NAME>. The <URL_NAME> tag is the value from the URL field..

j. **Text Message**: Use the rich text editor to enter text and select merge codes to display reservation-specific values in the message. Select the **Merge Codes** button to view and select from the list to insert merge code into the message body. For example, name and confirmation number merge code can be inserted. Select the Conditions button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed.

4. Click **Save**.

Part IV
Role Manager

This part of the OPERA Cloud Help system contains information on working within the Role Manager menu for those responsible for managing OPERA Cloud users and their roles, permissions, and tasks.

- Manage Roles
- Managing Users
- Generating the Configured Roles and Tasks Report
- OPERA Cloud Tasks

ORACLE®

16
Manage Roles

When you create roles in Oracle Identity Manager (OIM), you must import and assign tasks (privileges) to these roles in OPERA Cloud. Additionally, the users you create in OIM must be assigned roles (Chain and/or Property). However, role assignment alone does not grant users access to properties. To have access to properties, users must also be assigned to one or more hubs.

In Role Manager, there are two levels of roles:

*   **Chain Roles** — Enable the same privileges across all properties in the chain (tenancy).
*   **Property Roles** — Created from a template (Template Roles), these roles limit access to a single property. A user can have one or multiple roles assigned to them, which can be Chain or Property roles or a combination of both. This provides you with flexibility in designing the access privileges that best suit your business requirements.

Property Role Examples

An example of a user with a property role would be a Front Desk user working at a single property. This user would have access to the default hub plus a property role.

An example of a user with multiple property roles would be a Reservation Manager responsible for a single hotel but requiring different levels of access. This user would have the default hub assigned to them plus a Reservation Agent property role and the Reservation Manager property role for elevated privileges.

Chain Role Examples

An example of a user with a chain role would be a Regional General Manager responsible for multiple hotels and the same privileges across all of them. If this user requires access to all properties in the chain with the same privileges, this user would have the default hub and a chain role assigned to them. However, if this user only needs access to a subset of properties in the chain, the administrator could create a new hub with only that subset of properties assigned to them. That user would be granted access to this new hub as well as a chain role assigned.

An example of a user with a combination of chain and property roles would be a Revenue Manager requiring access to multiple properties within a chain but only elevated access to select properties. Limited access to some or all properties in the chain is provided through a chain role and either the default hub or a new hub with a subset of properties. Elevated access to select properties is provided through property roles.

The following figure illustrates the configuration of a user's assigned property roles and assigned hub. In this figure, P1 (Property 1) and P1-Role (Property 1 Role) are the only intersecting access credentials when looking at the roles and properties attached to this user's assigned hub. As a result, a user with this configuration can only access the P1 Property.

Figure 16-1   Assigned Property Roles and Hub
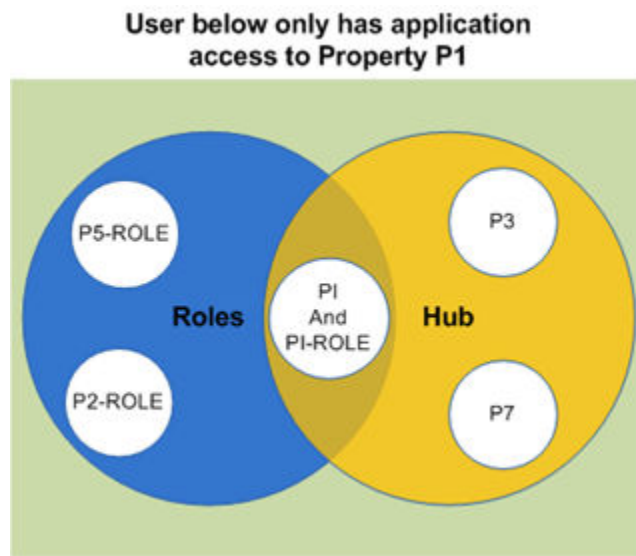
- [Configuring Chain Roles](#)
- [Configuring Property and Template Roles](#)
- [Assigning Tasks to a Role](#)
- [Associating Transaction (Charge) Codes to a Role](#)

Configuring Chain Roles

You first configure chain roles in Oracle Identity Manager (OIM) and then access them from the **OPERA Cloud Role Manager** menu by selecting **Manage Chain Roles**.

Adding a Chain Role to OPERA Cloud

1. From **OPERA Cloud Role Manager**, select **Manage Chain Roles**.

2. Click **Search**. You can optionally enter a **Role** and/or **Display Name** to filter results.

> **Note:**
>
> New roles from Oracle Identity Manager (OIM) appear with a red triangle and exclamation mark to indicate the role does not yet exist in OPERA Cloud.

3. Click the **vertical ellipsis** for a new OIM role (indicated with the red triangle and exclamation mark) and select **Create Role from LDAP**. The Manage Role page appears from which you can grant various tasks to the Chain Role.

4. From the top panel of the Manage Role screen, complete the following fields:

    a. **Role**. This field is read-only and displays the name of the role as it was configured in OIM.

    b. **Display Name**. Enter the display name for the role in OPERA Cloud.

    c. **Description**. Enter a description of the role in OPERA Cloud.

5. Click **Save**.

Assigning Tasks to a Role

Once you add a chain role, the next step is to assign tasks to the role. See Assigning Tasks to a Role for details.

Editing a Chain Role

1. From **OPERA Cloud Role Manager**, select **Manage Chain Roles**.

2. Click **Search**. You can optionally enter a **Role** and/or **Display Name** to filter results.

3. Click the **vertical ellipsis** for the role and select **Edit**.

The Manage Role page appears.

4. Under **Available Tasks**, select or deselect the assigned tasks from the role.

> **Note:**
>
> You can filter the available tasks that appear in Role Manager by entering the task in the **Filter** field and selecting **Filter**.

See Assigning Tasks to a Role for more information.

5. Click **Save**.

Viewing Users Assigned to a Chain Role

1. From **OPERA Cloud Role Manager**, select **Manage Chain Roles**.

2. Click **Search**. You can optionally enter a **Role** and/or **Display Name** to filter results.

3. Click the **vertical ellipsis** for the role and select **View Users**.

The Users screen appears with the User ID and Display Name for each user.

Deleting a Chain Role from the Database

1. From **OPERA Cloud Role Manager**, select **Manage Chain Roles**.

2. Click **Search**. You can optionally enter a **Role** and/or **Display Name** to filter results.

3. Click the **vertical ellipsis** for the role and select **Delete Role from Database**.

Related Topics

• Assigning Tasks to a Role

• Associating Transaction (Charge) Codes to a Role

Configuring Property and Template Roles

A property role is always based off a template role and these roles can be applied to one, multiple, or all properties.

When creating a new property role in Oracle Identity Manager (OIM), the name of the role must be the same as the template role in OPERA Cloud.

An administrator can remove tasks from a property role; however, tasks cannot be added to a property role if the template role does not already them. The benefit of a template role is to maintain the same privileges across multiple properties.

Adding a Property and Template Role

1. From **OPERA Cloud Role Manager**, select **Manage Property Roles**. The Manage Property Roles screen is divided into three sections: Search panel, Template Roles, and Property Roles.

2. Enter or select an **Organization (Property)** and click **Search** to view all configured Template Roles and Property Roles for the property.

> **Note:**
>
> When a Property Role is created in Oracle Identity Manager (OIM), it appears at the bottom panel with a red triangle and exclamation mark to indicate the role does not yet exist in OPERA Cloud.

3. Click the **vertical ellipsis** button for the property role you want to add and select **Create Property and Template Role**.

4. From the **Available Tasks** panel, select the **Tasks** you want to assign to the role and click **Save**.

> **Note:**
>
> You can select a category from the **Main Tasks** panel to load its tasks for selection under the **Available Tasks** panel.

Assigning Tasks to a Role

Once you add a chain role, the next step is to assign tasks to the role. See Assigning Tasks to a Role for details.

Assigning Tasks to a Role

Once you add a chain or property role, you must add tasks to the role.

The lower part of the Manage Role screen is divided into a Main Tasks panel and an Available Tasks panel. The Main Tasks align with the functional areas in OPERA Cloud and you can select the required tasks for the role you are creating. The All

green dot for a Main Task category indicates all tasks in the category are already assigned to the role.

Under the Main Tasks panel, task categories have a "New" indicator next to them when new tasks exist after an upgrade.

> **Note:**
>
> Assign report group tasks to grant access to specific report groups. Refer to Report Groups for more information.

Adding Tasks to a Role

1. From **OPERA Cloud Role Manager**, select either **Manage Property Roles** or **Manage Chain Roles**.

2. Enter or select an **Organization (Property)** or enter a **Role** and click **Search**.

> **Note:**
>
> The **Role** search filter is only for Manage Chain Roles and is optional.

3. Click the **vertical ellipsis** button for the property or chain role to which you want to assign tasks and select **Edit**.

4. From the **Available Tasks** panel, select the **Tasks** you want to assign to the role.

> **Note:**
>
> You can select a category from the **Main Tasks** panel to load its tasks under the **Available Tasks** panel for selection.

> **Note:**
>
> To grant access to specific report groups, select the respective report group tasks.

5. To filter the list of available tasks, enter the name of a specific task or a partial description into the filter field and click **Filter**.

6. Select **View By** check boxes to filter tasks to show tasks **Granted** and/or **Not Granted** to the role.

7. Choose **Select All** to select all tasks in a task category.

8. Click **Save** when you are finished selecting tasks.

Related Topics

- OPERA Tasks

- Configuring Property and Template Roles

- Configuring Chain Roles

Associating Transaction (Charge) Codes to a Role

You can restrict the charges a user can post by associating transaction codes to their role(s).

Adding Transaction Codes to a Role

1. From **OPERA Cloud Role Manager**, select either **Manage Property Roles** or **Manage Chain Roles**.

2. Enter or select an **Organization (Property)** or enter a **Role** and click **Search**.

   > **Note:**
   >
   > The **Role** search filter is only for Manage Chain Roles and is optional.

3. Click the **vertical ellipsis** button for the property or chain role to which you want to associate transaction codes and select **Associate Transaction Codes**.

4. Enter or select a **Property**.

5. In the **Available** panel, click the transaction codes you want to select.

   > **Note:**
   >
   > Use the filter to search by entering a specific transaction code or a partial description and clicking **Go**.

6. Click the **greater than arrow [>]** to move the selected transaction codes to **Selected** panel.

   > **Note:**
   >
   > Click the **double greater than arrow [>>]** to move all transactions codes matching the search filter to the **Selected** panel.

7. Click **Save** when finished.

Related Topics

- page 12-127

17

Managing Users

After users are registered in Oracle Identity Manager (OIM), you must update them with application-specific attributes in OPERA Cloud. This includes assigning the user to one or more hubs for property access. See the Assigning Hubs to a User section.

Editing a User

1. From **OPERA Cloud Role Manager**, select **Manage Users**.

2. Enter at least one search criteria, such as the **Organization** (Property), and click **Search**.

3. Click the **vertical ellipsis** button for the user and select **Edit**.

> ✎ **Note:**
>
> The read-only attributes for a user are defined in Oracle Identity Manager (OIM).

4. Complete the following fields for the user:

   a. **Act as**. This field enables you to select **Conference Sales Person**, **Reservation Sales Person**, or **External System**.

      • **Conference Sales Person**: Select this option for OPERA Cloud Sales and Event Management users. Once selected, the **At** field becomes active and displays **Property**.

      • **Reservation Sales Person**: Select this option for OPERA Cloud PMS users. Once selected, the **At** field becomes active and displays **Property**.

      • **External System**: Select this option only for users created specifically for integration with third-party solutions. External System determines which interfaces are booking group rooms against the Sales Allowance when the **Block Origin for Sales Allowance** setting is available in the Blocks group in OPERA Controls. The **At** field is not available.

   b. **At**. After you select either **Conference Sales Person** or **Reservation Sales Person**, the **At** field becomes active and you can select **Property**.

   c. **Clear Location**. Select to clear the At location.

   d. **Cashier ID**. Enter or select a cashier ID for the user. Financial transactions posted by a user are tracked by this cashier ID. See Configuring Cashiers for more information.

   e. **Owner Code**. (Appears when the OWNER control is enabled in OPERA Controls) Enter the owner code, which is typically the user's initials. This field enables you to define and associate a sales owner code for each sales account (company/agent) profile and business block. The owner code can be

used as a search filter within reports and when searching for profiles or blocks OPERA Cloud. This field is free text and any unique value can be entered.

f.   **Department**. Enter or select a specific department to associate with the user. See Configuring Departments for more information.

g.   **Job Title**. Enter or select a job title for the user. See Configuring Job Titles for more information.

h.   **Employee ID**. Enter up to 20 alpha / numeric characters for the user's employee ID. The data on this field is propagated from OIM and may contain a combination of up to 20 alpha/numeric characters.

5.   Click **Save** when finished.

Assigning Hubs to a User

The assignment of hubs determines a user's property access in multi-property operations.

1.   The assignment of hubs determines a user's property access in multi-property operations.

2.   Click the **Manage** link.

> **Note:**
>
> The Available Hubs section lists all hubs available for assignment to the user.

3.   Use the **Up Arrow** and **Down Arrow** action buttons to move selected hub(s) between the Available and Selected Hubs sections.

4.   When finished click **Select**.

> **Note:**
>
> When the multi-property Cloud service is inactive, a default hub is assigned to all users.

5.   Click **Save**

Viewing Assigned Roles

1.   Expand the **Roles** pane to view all roles currently assigned to the user.

This area is read-only and shows you which roles are assigned to the user in OIM. This area displays the **Organization** the user belongs to, the **Role Code**, **Role Level** (property or chain), and a **Description** of the role.

Resetting User PIN

1.   From **OPERA Cloud Role Manager**, select **Manage Users**.

2.   Enter at least one search criteria, such as the Organization (Property), and click **Search**.

3. Click the **Vertical Ellipse** and select **Reset PIN**.

> **Note:**
>
> User can set a new PIN via Settings.

Related Topics

- Configuring Hubs

18
Generating the Configured Roles and Tasks Report

Within Role Manager, you can generate a report of roles and their assigned tasks per task group.

1. From **OPERA Cloud Role Manager**, select **Configured Roles and Tasks Report**.

2. Select either **Chain** or **Property** and optionally enter a **Module** (for example, Booking Management or Financials) and a **Role** (for example, Admin or Front Desk).

3. Click **Search**.

4. Once the report is generated, click **I Want To...** and select **Printable Page** to view a printable version of the online report.

19
OPERA Cloud Tasks

OPERA Cloud Tasks are actions that a user can perform. Tasks are predefined. OPERA Cloud Tasks provide the ability to manage role specific privileges based on the functional requirements and on security considerations. You can do this by enabling and disabling the parent task, tasks, and sub tasks for each role.

OPERA Cloud Tasks comprise the entire set of tasks that are available in role-based security. Some examples of tasks include View Cash Transactions in Reports, Manage Reports, and View Internal Reports / Report Groups.

Each parent task consists of a set of tasks and sub tasks, which are also predefined. For example, the Reservation Management parent task contains the Routing Instruction task and contains New/Edit Routing Instructions and Delete Routing Instructions sub tasks.

The following sections provides a breakdown of Parent Tasks, Tasks, and Sub Tasks for each task group. Based on your property's configuration and your user credentials, you may not have access to all of the tasks listed here.

- OPERA Cloud Tasks — Bookings
- OPERA Cloud Tasks — Booking Admin
- OPERA Cloud Tasks — Channel
- OPERA Cloud Tasks — Client Relations Admin
- OPERA Cloud Tasks — Client Relations
- OPERA Cloud Tasks — Enterprise Admin
- OPERA Cloud Tasks — Exchange Interfaces
- OPERA Cloud Tasks — Financial Admin
- OPERA Cloud Tasks — Financials
- OPERA Cloud Tasks — General
- OPERA Cloud Tasks — Interfaces Admin
- OPERA Cloud Tasks — Inventory
- OPERA Cloud Tasks — Inventory Admin
- OPERA Cloud Tasks — Miscellaneous
- OPERA Cloud Tasks — Reports
- OPERA Cloud Tasks — Role Manager
- OPERA Cloud Tasks — System Support
- OPERA Cloud Tasks — Toolbox
- OPERA Cloud Tasks — Worklist

OPERA Cloud Tasks — Bookings

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-1   Task Permissions

Parent Task	Task	Subtask
Reservation Management	Routing Instructions	New/Edit Routing Instructions
		Delete Routing Instructions
		Decline Comp Requests
		Delete Comp Requests
		Delete Comp Routing from other Authorizers
		Add Comp Routing Instructions
		Approve Comp Requests
	Associated Profiles	Edit Profile
		Select Another Profile
		Attach Accompanying Guest
		Attach Travel Agent
		Attach Source
	Edit Stay Details	
	Edit Additional Details	
	Copy Credit Card Payment Methods	
	External Reference	New/Edit External Reference
		Delete External Reference
	Prepaid Cards	Manage Prepaid Cards
	Catering Events	Catering Events
		Catering Events
	Link Reservations	N/A
	Copy Reservation	Copy Payment Methods
	Cancel Reservations	N/A
	Merge Reservations	N/A
	Check In Reservations	Mass Check In Reservations
	Advance Check In Reservations	Mass Advance Check In Reservations
	Check Out Reservations	N/A
	Override Max Nights Upper Limit	N/A
	Override Max Rooms Upper Limit	N/A
	View Suppressed Rates	N/A
	Lookup Reservations	N/A
	Reservation Activities	N/A

Table 19-1   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Override Item Sell Control	N/A
	Fixed Charges	New/Edit Fixed Charges
		Delete Fixed Charges
	Deposit Policy	New/Edit Deposit Policy
		Delete Deposit Policy
	Post Deposit Payment	N/A
	Transfer Deposit	N/A
	Create e-Signed Registration Cards	
	View e-Signed Registration Cards	
	Queue Reservations	Change Priority
		Remove from Queue
		Send Text to Guest
		Send Text to Housekeeping
	Cancellation Policy	New/Edit Cancellation Policy
		Delete Cancellation Policy
	Transaction Diversions	New/Edit Transaction Diversions
		Delete Transaction Diversions
	Reservation Alerts	New/Edit Reservation Alerts
		Delete Reservation Alerts
		Override Global Alerts
	Synchronize Reservations	N/A
	Confirmations	Customize Confirmation Letter
	Guest Messages	New/Edit Guest Messages
		Delete Guest Messages
	Reservation Notes	New/Edit Reservation Notes
		Delete Reservation Notes
	Reservation Traces	New/Edit Reservation Traces
		Delete Reservation Traces
	Transportation	Edit Transportation
	Shares	Combine/Break Share Reservations
		Manage Share Reservation Rates
	Room Diary	N/A

Table 19-1   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Look To Book Sales Screen	Oversell Room Type for a reservation or block At House Level
		Oversell Room Type for a reservation or block At Room Class Level
		Oversell Room Type for a reservation or block At Room Type Level
		Override Maximum Occupancy
		Override LTB and Edit Reservation
		Override Restricted Profiles for Reservation
		Override Rate Code Restriction
		View Closing Script
		Block Pick Up
		Override Block Availability
		Override Turnaway Statistic Collection
		Override Sell Limits
		Move to Another Property
		Force Sell/Cancel
	Reservations Workspace	Generating Registration Cards
		Generate Confirmation Letters
	Discounts on Reservations	N/A
	Override Rate Amount	N/A
	Wake Up Calls	New/Edit Wake Up Calls
		Delete Wake Up Calls
	Room Assignment	AI Room Assignment
	Do Not Move Room	N/A
	Reservation Housekeeping	Manage Housekeeping Schedule for Reservations
	Awards / Certificates	N/A
	Upgrade Reservation	Reservation Upgrade for New Reservation
		Reservation Upgrade for change Reservation
		Reservation Upgrade for Check In
	Membership	New/Edit Membership
		Delete Membership
		Link Membership
	Packages	New/Edit Packages
		Delete Packages
		Override Package Amount

Table 19-1   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Attachments	New Attachments
		Delete Attachments
		Preview/Download Attachments
	Payment Instructions	Edit Payment Instructions
		Access Payment Instructions Actions
		View Credit Card Details
	Preferences	New Preferences
		Delete Preferences
	Item Inventory	New/Edit Item
		Delete Item
	Call History	New Call History
	Create House Posting Account	N/A
	Allow Pseudo/Physical Room Type Change	N/A
	Reservation Pre-Registration	N/A
	Reinstate Reservation	N/A
	Mass Cancellation	N/A
	Guest Locators	New/Edit Guest Locators
		Delete Guest Locators
	eCoupons	New/Edit eCoupons
		Delete eCoupons
	Tickets	New/Edit Tickets
		Delete Tickets
		Issue Tickets
		Inquiry Tickets
		Reprint Tickets
		Refund Tickets
	Generate Key Packets	N/A
	Player Snapshot	N/A
	Copy Credit Card Payment Methods	N/A
	Move Room for an In House Reservation	Override Room Move Status
	Custom Charge Exemptions	
	Room Assignment	AI Room Assignment
Manage Blocks	New/Edit Block	N/A
	Delete Block	
	Room Rate Grid	Override Rate Code Amounts
		New/Edit Room Rate Grid
		Cut Off

	Block Detail	N/A
	Block Reservations	N/A
	Block Status	Change Block Status
	Override Block Locking Owner	N/A
	Overbook Sales Allowance	
	Block Sell Messages	New/Edit Block Sell Messages
		Delete Block Sell Messages
	Block Restrictions	New/Edit Block Restrictions
		Delete Block Restrictions
	Block Traces	New/Edit Block Traces
	Block Access Exclusion	New/Edit Block Access Exclusion
		Delete Block Access Exclusion
	Rates/Packages/Items	New/Edit Packages
		Delete Packages
		New/Edit Rate Code
		Delete Rate Code
		New/Edit Items
		Delete Items
	Block Security	New/Edit Block Security
		Edit Synchronize Block
	Edit Synchronize Block	
	Block Wash Schedule	New/Edit Block Wash Schedule
		Delete Block Wash Schedule
	Block Lookup	N/A
Group Rooms Control	N/A	N/A
Manage Events	New/Edit Catering Events	Set Do Not Move
		Override Space Capacity
		Override Do Not Move
	Manage Event Postings	
	Delete Catering Events	
	Event Notes	New/Edit Event Notes
		Delete Event Notes
	Event Revenue	Edit Event Revenue
	Manage Resources	Edit Event Resources
		Delete Event Resources
Manage Event Waitlist	Prioritize Events	
	Force Availability	
Function Diary	N/A	N/A

Property Interface Controls from Reservation	Edit Key Valid Start Date	N/A
	Edit Key Valid Start Time	
	Edit Key Valid Until Date	
	Edit Key Valid Until Time	

OPERA Cloud Tasks — Booking Admin

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-2   Task Permissions

Parent Task	Task	Subtask
Booking Rules and Schedules	Deposit Rules	New/Edit Deposit Rules
		Delete Deposit Rules
	Cancellation Penalties	New/Edit Cancellation Penalties
		Delete Cancellation Penalties
	Reservation Types	New/Edit Reservation Types
		Delete Reservation Types
	Deposit Rules Schedules	New/Edit Deposit Rules Schedules
		Delete Deposit Rules Schedules
	Cancellation Penalties Schedules	New/Edit Cancellation Penalties Schedules
		Delete Cancellation Penalties Schedules
	Reservation Types Schedules	New/Edit Reservation Types Schedules
		Delete Reservation Types Schedules
Reservation Management	Manage Reservation	N/Ao
	Manage Alerts	New/Edit Alerts
		Delete Alerts
	Manage Trace Texts	New/Edit Trace Texts
		Delete Trace Texts
	Cancellation Reasons	New/Edit Cancellation Reasons
		Delete Cancellation Reasons
	Waitlist	New/Edit Waitlist
		Delete Waitlist
	Property Move Reason	New/Edit Property Move Reason
		Delete Property Move Reason

Table 19-2   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Discount Reasons	New/Edit Discount Reasons
		Delete Discount Reasons
		Manage Advanced Discounts
	Purpose Of Stay	New/Edit Purpose of Stay
		Delete Purpose of Stay
	Country Entry Points	New/Edit Country Entry Points
		Delete Country Entry Points
	Turnaway Codes	New/Edit Turnaway Codes
		Delete Turnaway Codes
	Guest Status	New/Edit Guest Status
		Delete Guest Status
	Immigration Status	New/Edit Immigration Status
		Delete Immigration Status
	Room Move Reasons	New/Edit Room Move Reasons
		Delete Room Move Reasons
	Pre-Registration Rules	New/Edit Pre-Registration Rules
		Delete Pre-Registration Rules
	Auto Attach Element	New/Edit Auto Attach Element
		Delete Auto Attach Element
	Upgrade Rules	New/Edit Upgrade Rules
		Delete Upgrade Rules
	Guest Messages	New/Edit Guest Messages
		Delete Guest Messages
	Guest Types	New/Edit Guest Types
		Delete Guest Types
	Guest Locators	New/Edit Guest Locators
		Delete Guest Locators
	Room Assignment Ratings	Edit Room Assignment Ratings
	eCoupons	New/Edit eCoupons
		Delete eCoupons
Block Management	Booking Types	New/Edit Booking Types
		Delete Booking Types
	Lost Reasons	New/Edit Lost Reasons
		Delete Lost Reasons
	Rate Override Reasons	New/Edit Rate Override Reasons
		Delete Rate Override Reasons
	Refused Reasons	New/Edit Refused Reasons
		Delete Refused Reasons
	Block Cancellation Reasons	New/Edit Block Cancellation Reasons
		Delete Block Cancellation Reasons

Table 19-2   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Destination Codes	New/Edit Block Destination Codes
		Delete Destination Codes
	Reservation Methods	New/Edit Reservation Methods
		Delete Reservation Methods
	Block Status	New/Edit Block Status
		Delete Block Status
	Contract Billing Instructions	New/Edit Contract Billing Instructions
		Delete Contract Billing Instructions
	Wash Schedule	New/Edit Wash Schedule
		Delete Wash Schedule
	Block Ranking	New/Edit Block Ranking
		Delete Block Ranking
	Block Conversion	New/Edit Block Conversion
		Delete Block Conversion
	Sales Allowance	New/Edit Sales Allowance
		Delete Sales Allowance
Resource Management	Item Pools	New/Edit Item Pools
		Delete Item Pools
	Item Class	New/Edit Item Class
		Delete Item Class
	Catering Package and Template Management	New/Edit Catering Package and Template Management
		Delete Catering Package and Template Management
	Catering Revenue	New/Edit Catering Revenue
		Delete Catering Revenue
	Item Inventory	New/Edit Item Inventory
		Delete Item Inventory
	Catering Codes	New/Edit Catering Codes
		Delete Catering Codes
	Item Rates	New/Edit Item Rates
		Delete Item Rates
	Item Templates	New/Edit Item Templates
		Delete Item Templates
	Meal Periods	New/Edit Meal Periods
		Delete Meal Periods
	Menu Management	New/Edit Menu Management
		Delete Menu Management
	Event Forecast Maintenance	New/Edit Event Forecast Maintenance
		Delete Event Forecast Maintenance

ORACLE®

OPERA Cloud Tasks — Channel

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-3   Task Permissions

Parent Task	Task	Subtask
Channel Inventory	New/Edit Channel Sell Limits	N/A
	Delete Channel Sell Limits	
Channel Accounts	New/Edit Channel Accounts	N/A
	Delete Channel Accounts	
Channel Statements	New/Edit Channel Statements	N/A
	Delete Channel Statements	

OPERA Cloud Tasks — Client Relations Admin

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-4   Task Permissions

Parent Task	Task	Subtask
Marketing Management	Sell Messages	New/Edit Sell Messages
		Delete Sell Messages
	Market Codes	New/Edit Market Codes
		Delete Market Codes
	Market Groups	New/Edit Market Groups
		Delete Market Groups
	Source Codes	New/Edit Source Codes
		Delete Source Codes
	Source Groups	New/Edit Source Groups
		Delete Source Groups
	Marketing Regions	New/Edit Marketing Regions
		Delete Marketing Regions
	Marketing Cities	New/Edit Marketing Cities
		Delete Marketing Cities
	Origin Codes	New/Edit Origin Codes
		Delete Origin Codes

Table 19-4   (Cont.) Task Permissions

Parent Task	Task	Subtask
Profile Management	Communication Types	New/Edit Communication Types
		Delete Communication Types
	Address	New/Edit Address
		Delete Address
	Profile Inactive Reasons	New/Edit Profile Inactive Reasons
		Delete Profile Inactive Reasons
	Account Types	New/Edit Account Types
		Delete Account Types
	Profile Restriction Reasons	New/Edit Profile Restriction Reasons
		Delete Profile Restriction Reasons
	VIP Levels	New/Edit VIP Levels
		Delete VIP Levels
	Account Priorities	New/Edit Account Priorities
		Delete Account Priorities
	Competition Codes	New/Edit Competition Codes
		Delete Competition Codes
	Territories	New/Edit Territories
		Delete Territories
	Industry Codes	New/Edit Industry Codes
		Delete Industry Codes
	Influence Codes	New/Edit Influence Codes
		Delete Influence Codes
	Scope Codes	New/Edit Scope Codes
		Delete Scope Codes
	Scope City Codes	New/Edit Scope City Codes
		Delete Scope City Codes
	Sources	New/Edit Sources
		Delete Sources
	Business Potential	New/Edit Business Potential
		Delete Business Potential
	Keyword Types	New/Edit Keyword Types
		Delete Keyword Types
	Potential	New/Edit Potential
		Delete Potential
	Guest Titles	New/Edit Guest Titles
		Delete Guest Titles
	Alternate Language Guest Titles	New/Edit Alternate Language Guest Titles
		Delete Alternate Language Guest Titles

Table 19-4   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Travel Agent Types	New/Edit Travel Agent Types
		Delete Travel Agent Types
	Company Types	New/Edit Company Types
		Delete Company Types
	Preference Groups	New/Edit Preference Groups
		Delete Preference Groups
	Preferences	New/Edit Preferences
		Delete Preferences
	Global Action Codes	New/Edit Global Action Codes
		Delete Global Action Codes
	Exclusive Preferences	New/Edit Exclusive Preferences
		Delete Exclusive Preferences
	Mailing Action Codes	New/Edit Mailing Action Codes
		Delete Mailing Action Codes
	Business Segment	New/Edit Business Segment
		Delete Business Segment
	Profile Name Validations	New/Edit Profile Name Validations
		Delete Profile Name Validations
	Profile Protection	N/A
	Credit Ratings	New/Edit Credit Ratings
		Delete Credit Ratings
	Relationships	New/Edit Relationships
		Delete Relationships
	Claim Adjustment Limits	N/A
	Profile Match Rules	New/Edit Profile Match Rules
		Delete Profile Match Rules
Membership Management	Membership Types	New/Edit Membership Management
		Delete Membership Management
	Claim Types	New/Edit Claim Types
		Delete Claim Types
	Claim Origins	New/Edit Claim Origins
		Delete Claim Origins
	Rate Groups	New/Edit Rate Groups
		Delete Rate Groups
	Property Groups	New/Edit Property Groups
		Delete Property Groups
	Market Groups	New/Edit Market Groups
		Delete Market Groups
	Revenue Groups	New/Edit Revenue Groups
		Delete Revenue Groups

Table 19-4   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Revenue Types	New/Edit Revenue Types
		Delete Revenue Types
	Membership Class	New/Edit Membership Class
		Delete Membership Class
	Transaction Groups	New/Edit Transaction Groups
		Delete Transaction Groups
	Enrollment Codes	New/Edit Enrollment Codes
		Delete Enrollment Codes
	Enrollment Groups	New/Edit Enrollment Groups
		Delete Enrollment Groups
	Status Codes	New/Edit Status Codes
		Delete Status Codes
	Awards	New/Edit Awards
		Delete Awards
	Membership Rates	New/Edit Membership Rates
		Delete Membership Rates
	Membership Room Groups	New/Edit Membership Room Groups
		Delete Membership Room Groups
	Qualifying Rates	New/Edit Qualifying Rates
		Delete Qualifying Rates
	Membership Type Rules	New/Edit Membership Type Rules
		Delete Membership Type Rules
	OCIS E-Certificates	New/Edit OCIS E-Certificates
		Delete OCIS E-Certificates
Geographic Management	Nationalities	New/Edit Nationalities
		Delete Nationalities
	Districts	New/Edit Districts
		Delete Districts
	Distance Types	New/Edit Distance Types
		Delete Distance Types
	Birth Country	New/Edit Birth Country
		Delete Birth Country
	Identification Country	New/Edit Identification Country
		Delete Identification Country
	Identification Type	New/Edit Identification Type
		Delete Identification Type
	Tax Category	New/Edit Tax Category
		Delete Tax Category
	Tax Office	New/Edit Tax Office
		Delete Tax Office

Table 19-4   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Tax Type	New/Edit Tax Type
		Delete Tax Type
	Fiscal Guest Type	New/Edit Fiscal Guest Type
		Delete Fiscal Guest Type
	Languages	New/Edit Languages
		Delete Languages
	Regions	New/Edit Regions
		Delete Regions
	Countries	New/Edit Countries
		Delete Countries
	States	New/Edit States
		Delete States
	City Postal Codes	New/Edit City Postal Codes
		Delete City Postal Codes
	Fiscal Regions	New/Edit Fiscal Regions
		Delete Fiscal Regions
	Country Main Group	New/Edit Country Main Group
		Delete Country Main Group
Activity Management	Activity Types	New/Edit Activity Types
		Delete Activity Types
	Activity Results	New/Edit Activity Results
		Delete Activity Results
	Trace Codes	New/Edit Trace Codes
		Delete Trace Codes

OPERA Cloud Tasks — Client Relations

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-5   Task Permissions

Parent Task	Task	Subtask
Profiles Management	Scheduled Activities	N/A

Table 19-5   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Create Profile	Guest Profile
		Company Profile
		Travel Agent Profile
		Source Profile
		Group Profile
		Contact Profile
	Correspondence	New/Edit Guest Privacy Options
		Edit Mailings and Sales Information
	Attachments	New Attachment
		Delete Attachment
		Preview/Download Attachment
	Efolio Export	Edit Efolio Export Delivery Method
		Delete Efolio Export Delivery Method
	Identification	New/Edit Identification
		Delete Identification
		View Identification Details
	Profile Financials	Manage Payment And Routing Instructions
	Manage Incognito Name for Profiles	N/A
	Manage Suspended Profiles	N/A
	Negotiated Rates	New/Edit Negotiated Rates
		Delete Negotiated Rates
	Profile Memberships	New/Edit Memberships
		Delete Memberships
		Calculate Membership Points
		New Membership Transaction
		Access Membership Name on Card
		Access Primary Membership Level
		Access Restricted Levels
		Membership Exceptions
	Web User Accounts	New/Edit Web User Accounts
		Delete Web User Accounts
	Account Receivables	N/A
	Profile Details	Edit Additional Details
	Relationships	New/Edit Relationships
		Delete Relationships
	Profile Lookup	N/A
	Primary Details	Edit Primary Details
	Communications	Manage Communications
	Keyword	New/Edit Keyword
		Delete Keyword

Table 19-5   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Preferences	New/Edit Preferences
		Delete Preferences
	Future And Past Stays	N/A
	Profile Notes	New/Edit Profile Notes
		Delete Profile Notes
	Override Profile Protection	Override Profile Protection For Contact Profile
		Override Profile Protection For Guest Profile
		Override Profile Protection For Source Profile
		Override Profile Protection For Travel Agent Profile
		Override Profile Protection For Company Profile
		Override Profile Protection For Group Profile
	Mark/Unmark Profile as Protected	N/A
	Mark/Unmark Profile as Property Exclusive	N/A
	Award List	N/A
	Tier Management	N/A
	Transfer Points	N/A
	E-Certificates	Issue E-Certificate
		Consume E-Certificate
		Extend E-Certificate
	Anonymize Profile	N/A
	Batch Profile Update	N/A
	Enrollments	New/Edit Enrollments
	Profile Merge	Contact Profile
		Guest Profile
		Source Profile
		Travel Agent Profile
		Company Profile
		Group Profile
	Profile Commission	New/Edit Profile Commission
		Delete Profile Commission
Batch Profile Update		
Enrollments	New/Edit Enrollments	
Profile Merge	Contact Profile	
	Guest Profile	

Table 19-5   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Source Profile	
	Travel Agent Profile	
	Company Profile	
	Group Profile	
Profile Commission	New/Edit Profile Commission	
	Delete Profile Commission	
Activities	New/Edit Activity	
	Delete Activity	
	Attachments	New Attachment
		Delete Attachment
		Download/Preview attachment

OPERA Cloud Tasks — Enterprise Admin

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-6   Task Permissions

Parent Task	Task	Subtask
Chain and Property Management	Global Hubs	New/Edit Global Hubs
	Hubs	New/Edit Hubs
	Properties	Edit Properties
	Attractions	New/Edit Attractions
		Delete Attractions
	Airports	New/Edit Airports
		Delete Airports
	Communication Methods	New/Edit Communication Methods
		Delete Communication Methods
	Delivery Status	New/Edit Delivery Status
		Delete Delivery Status
	Departments	New/Edit Departments
		Delete Departments
	Property Types	New/Edit Property Types
		Delete Property Types
	Attraction Categories	New/Edit Attraction Categories
		Delete Attraction Categories

Table 19-6   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Owner Teams	New/Edit Owner Teams
		Delete Owner Teams
	Transportation	New/Edit Transportation
		Delete Transportation
	Amenities	New/Edit Amenities
		Delete Amenities
	Corporate Information	New/Edit Corporate Information
		Delete Corporate Information
	Service Requests	Override Change Restriction
		New/Edit Service Requests
		Delete Service Requests
	Track It	New/Edit Track It
		Delete Track It
	Note Types	New/Edit Note Types
		Delete Note Types
	Closing Scripts	New/Edit Closing Scripts
		Delete Closing Scripts
	Electronic Registration Card	New/Edit Electronic Registration Card
		Delete Electronic Registration Card
	Web Reg Card	New/Edit Web Reg Card
		Delete Web Reg Card
	Property Detail Categories	New/Edit Property Detail Categories
		Delete Property Detail Categories
	Property Details	New/Edit Property Details
		Delete Property Details
	Job titles	New/Edit Job titles
		Delete Job Titles
Distribution Management		
OPERA Controls	Edit HUB Controls	
	Edit Global Controls	
	Edit Property Controls	
Chain Specific Management	Smoking Type	New/Edit Smoking Type
		Delete Smoking Type
	Room Preference Priority	New/Edit Room Preference Priority
		Delete Room Preference Priority
	Floor Type	New/Edit Floor Type
		Delete Floor Type
	Newspaper	New/Edit Newspaper
		Delete Newspaper

Table 19-6   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Snack	New/Edit Snack
		Delete Snack
	Beverage	New/Edit Beverage
		Delete Beverage
	Pillow Type	New/Edit Pillow Type
		Delete Pillow Type
	Room Amenities	New/Edit Room Amenities
		Delete Room Amenities
	Interests	New/Edit Interests
		Delete Interests
	Titles	New/Edit Titles
		Delete Titles
	Bed Type Request	New/Edit Bed Type Request
		Delete Bed Type Request
	Room Groups	New/Edit Room Groups
		Delete Room Groups
	GRS Codes	New/Edit GRS Codes
		Delete GRS Codes
OPERA Scheduler	Manage OPERA Scheduler	
Image Management	Property	
	Memberships	
	Attractions	
	Packages	
	Item Inventory	
	Nationality	
	Maps	
	Site Plans	
	Floor Plan	New/Edit Floor Plan
		Delete Floor Plan
	Out Of Order/Service	
	Room	
	Room Type	
	Room Maintenance	
	Room Condition	
	Function Space	Add/Edit Function Space
		Delete Function Space
	Track It Type	Add/Edit Track It Type
		Delete Track It Type
	Logo	

Table 19-6   (Cont.) Task Permissions

Parent Task	Task	Subtask
User Interface Management	Presentation Styles	New/Edit Presentation Styles
		Delete Presentation Styles
	User Defined Fields	Edit User Defined Fields
		Delete User Defined Fields
	Delete Customization	Delete Chain Customization
		Delete Hub/Property Customization
		Delete Users Personalization
		Delete Personalization

OPERA Cloud Tasks — Exchange Interfaces

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-7   Task Permissions

Parent Task	Task	Subtask
Interface Setup	Automatic Transmission Schedules	New/Edit Automatic Transmission Schedules
		Delete Automatic Transmission Schedules
	Interface Setup	New/Edit Interface Setup
		Delete Interface Setup
	Communication Methods	Edit Communication Methods
	Purge Data	N/A
	Data Request	N/A
	Interface Capabilities	N/A
	Interface Rules	N/A
	Queue Setup	N/A
Interface Mapping	New/Edit Interface Mapping	
	Delete Interface Mapping	
Message Status Workspace	Messages From External Systems	
	Messages To External Systems	
	Accumulated Business Events	
	Reprocess All	
	Failover Delivery Log	
Interface Controls	Edit Interface Controls	
Profile Match Rule	New/Edit Profile Match Rule	

Table 19-7   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Delete Profile Match Rule	
Interface Status		
Interface Resynchronization		

OPERA Cloud Tasks — Financial Admin

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-8   Task Permissions

Parent Task	Task	Subtask
Rate Management	Property Calendar	New/Edit Property Calendar
		Delete Property Calendar
	Package Codes	New/Edit Package Codes
		Delete Package Codes
	Package Groups	New/Edit Package Groups
		Delete Package Groups
	Package Forecast Groups	New/Edit Package Forecast Groups
		Delete Package Forecast Groups
	Rate Category	New/Edit Rate Category
		Delete Rate Category
	Rate Class	New/Edit Rate Class
		Delete Rate Class
	Rate Seasons	New/Edit Rate Seasons
		Delete Rate Seasons
	Hurdle Rates	New/Edit Hurdle Rates
		Delete Hurdle Rates

Table 19-8   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Rate Codes	New/Edit Rate Codes
		Delete Rate Codes
		Approve Rate Codes
		Manage Privileged Rate Codes
		Manage Privileged Rate Code Restrictions
		New/Edit Pricing Schedules
		Delete Pricing Schedules
		Edit Rate Code Type
		Override Custom Rate Protection
		Override Property Rate Protection
		Override Central Rate Protection
		Override Rate Floor
		Rate Distributions
		Download Rate Codes
	Rate Protection	Edit Rate Protection
	Strategies	New/Edit Strategies
		Delete Strategies
	Display Sets	New/Edit Display Sets
		Delete Display Sets
	Mass Rate Update	N/A
	Yield	New/Edit Yield
		Delete Yield
	Promotion Codes	New/Edit Promotion Codes
	Promotion Groups	New/Edit Promotion Groups
		Delete Promotion Groups
	Rate Groups	New/Edit Rate Groups
		Delete Rate Groups
Financial Transactions	Transaction Groups	New/Edit Transaction Groups
		Delete Transaction Groups
	Transaction Sub Groups	New/Edit Transaction Sub Groups
		Delete Transaction Sub Groups
	Transaction Codes	New/Edit Transaction Codes
		Delete Transaction Codes
		Override Property Protection
		Override Central Protection
	Transaction Code Protection	Edit Transaction Code Protection
	Revenue Type Mapping	New/Edit Revenue Type Mapping
		Delete Revenue Type Mapping
	Articles	New/Edit Articles
		Delete Articles

Table 19-8   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Routing Codes	New/Edit Routing Codes
		Delete Routing Codes
	Payment Methods	New/Edit Payment Methods
		Delete Payment Methods
	Transaction Diversions	New/Edit Transaction Diversions
		Delete Transaction Diversions
	Revenue Buckets	New/Edit Revenue Buckets
		Delete Revenue Buckets
	Tax Brackets	New/Edit Tax Brackets
		Delete Tax Brackets
	Credit Card Types	New/Edit Credit Card Types
		Delete Credit Card Types
Account Receivables	Restricted Reasons	New/Edit Restricted Reasons
		Delete Restricted Reasons
	Account Types	New/Edit Account Types
		Delete Account Types
Cashiering Management	Cashiers	New/Edit Cashiers
	Auto Folio Settlement Types	New/Edit Auto Folio Settlement Types
		Delete Auto Folio Settlement Types
	Authorization Rules	New Authorization Rules
		Edit Authorization Rules
		Delete Authorization Rules
	Folio Copy Legend	N/A
	GUI Number	N/A
	Foreign Currency Codes	New/Edit Foreign Currency Codes
		Delete Foreign Currency Codes
		Edit Foreign Currency Limits
	Adjustment Codes	New/Edit Adjustment Codes
		Delete Adjustment Codes
	Tax Types	New/Edit Tax Types
		Delete Tax Types
	Folio Types	New/Edit Folio Types
		Delete Folio Types
	Folio Grouping Codes	New/Edit Folio Grouping Codes
		Delete Folio Grouping Codes
	No Show Posting Rules	New/Edit No Show Posting Rules
		Delete No Show Posting Rules
	Number to Words	Edit Number to Words
	Period Definition	New/Edit Period Definition
		Delete Period Definition

Table 19-8   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Exchange Service Tax	New/Edit Exchange Service Tax
		Delete Exchange Service Tax
	Folio Print Queue	New/Edit Folio Print Queue
		Delete Folio Print Queue
	Collecting Agent Taxes	New/Edit Collecting Agent Taxes
		Delete Collecting Agent Taxes
	Fiscal Folio Parameters	New/Edit Fiscal Folio Parameters
		Delete Fiscal Folio Parameters
	Fiscal Folio Parameters	New/Edit Fiscal Folio Parameters
		Delete Fiscal Folio Parameters
		Fiscal Folio Parameters Template
	BIR Guest Type	Edit BIR Guest Type
		Delete BIR Guest Type
	BIR Doc Sequences	Edit BIR Doc Sequences
	Cashier Shift Drop Locations	New/Edit Cashier Shift Drop Locations
		Delete Cashier Shift Drop Locations
	Custom Number	New/Edit Custom Numbers
		Delete Custom Numbers
	Custom Charge Config	New/Edit Custom Charge Config
		Delete Custom Charge Config
		Custom Charge Exemptions
Budget Forecast	N/A	N/A
Commissions Management	Bank Accounts	New/Edit Bank Accounts
		Delete Bank Accounts
	Stop Processing Reasons	New/Edit Stop Processing Reasons
		Delete Stop Processing Reasons
	Commission Codes	New/Edit Commission Codes
		Delete Commission Codes
Comp Accounting	Authorizer Groups	New/Edit Authorizer Groups
		Delete Authorizer Groups
	Comp Authorizers	New/Edit Authorizers
		New/Edit Comp Authorizer Routing Instructions
		Delete Comp Authorizer Routing Instructions
	Comp Routing Codes	New/Edit Comp Routing Codes
		Delete Comp Routing Codes
	Comp Redemption Codes	New/Edit Comp Redemption Codes
		Delete Comp Redemption Codes

Table 19-8   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Transaction Codes	New/Edit Transaction Codes
		Delete Transaction Codes
Routine Management	End of Day Procedures	New/Edit Procedures
		Delete Procedures
	End of Day Reports	New/Edit Reports
		Delete Reports

OPERA Cloud Tasks — Financials

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-9   Task Permissions

Parent Task	Task	Subtask
Manage Financial Postings	Post Negative Amounts	N/A
	Change Revenue Date	
	Update Charge Details	
	Post Charges to No-Post Reservations	
	Override Credit Card Surcharge	
	Make Payment in Foreign Currency	
	Reverse Redemption	
	Credit Card Rebate Can Exceed Credit Card Payments	
	Reverse Cash/Check Payments	
	Override Flagged Account Direct Bill	
	Override Prepay Rules at Check In And Reservation Update	
	Post Service Recovery Adjustment	
	Adjust Custom Charges	
Void Folio		
Generate Debit Bill in Folio History	Generate Full Debit Bill	
Manage Accounts Receivables	Account Setup	New/Edit Setup
		Delete Setup
	Aging	N/A
	Fixed Charges	New/Edit Fixed Charges
		Delete Fixed Charges
	Future And Past Stay	N/A

Table 19-9   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Notes	New/Edit Notes
		Delete Notes
	Reminders	N/A
	Statements	N/A
	Invoices	Manage Invoices
	Traces	New/Edit Traces
		Delete Traces
	Year View	N/A
	Override Credit Limit	N/A
Accounts Receivables Workspace	Batch Reminders	N/A
	Batch Statements	N/A
	Direct Bill Transfer	N/A
	Apply Batch Postings	N/A
	Batch Charges	N/A
	Credit Card Transfer	N/A
	Transaction Research	N/A
Cashiering Workspace	Apply Batch Deposits	N/A
	Apply Batch Postings	N/A
	Batch Charges	
	Cashier Report	N/A
	Open Cashiers	N/A
	Close Cashiers	
	Posting Journal	Update Approval Status
	Prepaid Cards	Manage Prepaid Cards
	Currency Exchange Calculator	Currency Exchange Rates
		Manage Currency Exchange Rates
		Delete Past Exchange Rates
	Folio History	Convert Folio
	Credit Card Settlement	N/A
	Receipt History	N/A
	Post It	Charge It
		Fast Postings
		Post a Negative Post It Article
		Charge to Room
	Batch Folios	N/A
	Generate Batch Folios	N/A
	Credit Card Authorizations	N/A
	Reverse Certificate Postings	N/A
	Credit Limit Overages	N/A

Table 19-9 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Send Fiscal Commands	N/A
Manage Commissions	Attach/Detach Reservations	
	Hold Release Payment	
	Payment Activity	
	Manage Checks	
	Discard Checks	
	Reprint Checks	
	Reservation Search	
Fiscal Printing	N/A	N/A
End Of Day	Manage End Of Day	N/A
	Override Mandatory Check In of Pseudo Rooms	
	Manage Income Audit	
	End of Day Reports	
	Automatic Cashier Closure	

OPERA Cloud Tasks — General

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-10 Task Permissions

Parent Task	Task	Subtask
Access During Maintenance	N/A	N/A
Credit Card Terminal	N/A	N/A

Table 19-10   (Cont.) Task Permissions

Parent Task	Task	Subtask
Dashboard Tiles	Edit Dashboard	N/A
	View Activities Tile	
	View Advance Check In Tile	
	View Appointments Tile	
	View Arrivals Tile	
	View Block Overview Tile	
	View Custom Content Tile	
	View Daily Projections Tile	
	View Departures Tile	
	View Events Tile	
	View Image Gallery Tile	
	View In House Tile	
	View Max Available Rooms Tile	
	View OXI Interface Status Tile	
	View Queue Reservations Tile	
	View Reservation Activity Tile	
	View Reservations and Cancellations Today Tile	
	View Reservation Revenue Summary Tile	
	View Reservation Statistics Tile	
	View Room Maintenance Tile	
	View Room Status Tile	
	View Rooms Summary Tile	
	View Rooms Availability Summary Tile	
	View Rooms Sold Summary Tile	
	View 60 Minutes Tile	
	View Task Sheet Tile	
	View To Do List Tile	
	View VIP Guests Tile	
	View AI Room Assignment Tile	
Access Options	Customize Chain	N/A
	Customize Property	
	Personalize	
	Column Options	
Security	N/A	N/A
Quick Links	N/A	N/A

Table 19-10   (Cont.) Task Permissions

Parent Task	Task	Subtask
Property Brochure	Airports	N/A
	Alternate Properties	
	Conference Rooms	
	Dining	
	General Notes	
	Local Attractions	
	Maps / Directions	
	Miscellaneous	
	Property Calendar	
	Property Features	
	Property Images	
	Site Plan	
	Transportation	
Profile and Blocks Ownership	Add/Edit Owners	N/A
	Remove Owners	
Template Configuration	New/Edit Template	N/A
	Delete Template	
Activate / Inactivate Link Down	N/A	N/A
Notifications	N/A	N/A
Service Request Notifications	N/A	N/A
Device Notifications	N/A	N/A
Performance Meter	N/A	N/A
Dashboard Tiles	View AI Room Assignment Tile	N/A

OPERA Cloud Tasks — Interfaces Admin

Find the Task permissions by navigating to **Role Manager**, **Role Management** and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-11   Task Permissions

Parent Task	Task	Subtask
Property Mapping	Card Type	New/Edit Card Type
		Delete Card Type

Table 19-11   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Channel Marketing Text	New/Edit Global Channel Marketing Text
		Delete Global Channel Marketing Text
		New/Edit Property Channel Marketing Text
		Delete Property Channel Marketing Text
	Rate Code Mapping	New/Edit Rate Code Mapping
		Delete Rate Code Mapping
		New/Edit Channel Negotiated Rates
	Reservation Type	New/Edit Reservation Type
		Delete Reservation Type
	Room Type Mapping	New/Edit Room Type Mapping
		Delete Room Type Mapping
	Global Description	New/Edit Global Description
		Delete Global Description
Channel Configuration	Channel Setup	New/Edit Channel
		Sub-Channels
		New/Edit Sub-Channels
		Delete Sub-Channels
		Error Codes
		New/Edit Error Codes
		Delete Error Codes
		Rate Categories
		New/Edit Rate Categories
		Delete Rate Categories
		Rate Levels
		New/Edit Rate Levels
		Delete Rate Levels
		Room Types
		New/Edit Room Types
		Delete Room Types
	Channel Controls	New/Edit Channel Controls
		Delete Channel Controls
	Template Type	New/Edit Template Type
		Delete Template Type
	Distribution Templates	New/Edit Distribution Templates
		Delete Distribution Templates
	Total Pricing Elements	New/Edit Total Pricing Elements
		Delete Total Pricing Elements

Table 19-11   (Cont.) Task Permissions

Parent Task	Task	Subtask
Channel Mapping	Amenities	New/Edit Amenities
		Delete Amenities
	Currencies	New/Edit Currencies
		Delete Currencies
	Reservation Types	New/Edit Reservation Types
		Delete Reservation Types
	Credit Cards	New/Edit Credit Cards
		Delete Credit Cards
	Properties	New/Edit Properties
		Delete Properties
	Letters	New/Edit Letters
		Delete Letters
Channel Processing	Reprocess Rates	N/A
	Reprocess Restrictions	
	Reprocess Availabilities	
Property Interfaces	Quick Address Software Setup	New/Edit Quick Address Software Setup
		Delete Quick Address Software Setup
	Document Scanner Setup	New/Edit Document Scanner Setup
		Delete Document Scanner Setup
	Chip and Pin Terminal Setup	New/Edit Chip and Pin Terminal Setup
		Delete Chip and Pin Terminal Setup
	Fiscal Terminal Setup	New/Edit Fiscal Terminal Setup
		Delete Fiscal Terminal Setup
	Delivery Management	New/Edit Delivery Management
		Delete Delivery Management
	Business Events	New/Edit Business Events
		Delete Business Events
	Interface Devices Setup	N/A
	Property Interfaces	New/Edit Property Interfaces
		Delete Property Interfaces
	Export Mapping	New/Edit Export Mapping
		Delete Export Mapping
	Printer Configuration	New/Edit Printer Configuration
		Delete Printer Configuration
	UDF Mappings	N/A

Table 19-11   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Access to Scheduled Activities Configuration	New/Edit Scheduled Activity Status
		Delete Scheduled Activity Status
		New/Edit Scheduled Activity Location
		Delete Scheduled Activity Location
		New/Edit Scheduled Activity Types
		Delete Scheduled Activity Types
	Report Text Configuration	N/A

OPERA Cloud Tasks — Inventory

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-12   Task Permissions

Parent Task	Task	Sub Task
Property Availability	Edit Available Rooms	N/A
	Edit Sell Limits	
	Edit Sell Control Rooms	
Par Console	N/A	N/A
Manage Restrictions	New/Edit Restrictions	N/A
	Delete Restrictions	
Room Management Workspace	Housekeeping Board	N/A
	Attendant Console	
	Out of Order	
	Out of Service	
	Room Discrepancies	
	Access All Task Assignments in Task Companion	
	Receive Task Companion Emergency Assistance Notifications	
	Receive Task Companion General Assistance Notifications	
	Heartbeat	
	Floor Plan	
	Site Plan	
	Task Sheets	Delete Task Sheet
		Merge Task Sheet
		Lock / Unlock Task Sheet

Table 19-12   (Cont.) Task Permissions

Parent Task	Task	Sub Task
	Room Maintenance	New/Edit Room Maintenance
		Delete Room Maintenance
		Resolve/Unresolve Room Maintenance
	Manage Room Status	Setting of a room to Dirty Status
		Setting of a room to Clean Status
		Setting of a room to Pickup Status
		Setting of a room to Inspected Status
		Change Status of an Out Of Service room
		Change Status of an Out Of Order room
	Room Condition	New/Edit Room Condition
		Delete Room Condition
	Housekeeping Forecast	N/A
Place Rooms on Hold	Allows placing rooms on hold under HOLD1 reason	N/A
	Allows placing rooms on hold under HOLD2 reason	
	Allows placing rooms on hold under HOLD3 reason	
	Allows placing rooms on hold under HOLD4 reason	
	Room Hold Override	
Room Search	N/A	N/A

OPERA Cloud Tasks — Inventory Admin

Find the Task permissions by navigating to **Role Manager** and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-13   Task Permissions

Parent Task	Task	Sub Task
Manage Accommodations	Housekeeping Attendants	New/Edit Housekeeping Attendants
		Delete Housekeeping Attendants
	Room Types	New/Edit Room Types
		Delete Room Types

Table 19-13   (Cont.) Task Permissions

Parent Task	Task	Sub Task
	Task Sheets	New/Edit Task Sheets
		Delete Task Sheets
		Save Task Sheet Template
	Room Class	New/Edit Rooms Classes
		Delete Rooms Classes
	Room Conditions	New/Edit Room Conditions
		Delete Room Conditions
	Rooms	New/Edit Rooms
		Delete Rooms
	Bed Types	New/Edit Bed Types
		Delete Bed Types
	Out of Order/Service Reasons	New/Edit Out of Order/Service Reasons
		Delete Out of Order/Service Reasons
	Housekeeping Sections	New/Edit Housekeeping Sections
		Delete Housekeeping Sections
	Room Maintenance	New/Edit Room Maintenance
		Delete Room Maintenance
	Room Hierarchy	New/Edit Room Hierarchy
		Delete Room Hierarchy
	Floors	New/Edit Floors
		Delete Floors
	Room Features	New/Edit Room Features
		Delete Room Features
	Buildings	New/Edit Buildings
		Delete Buildings
	Room Pool	New/Edit Room Pool
		Delete Room Pool
Function Space Management	Function Space Types	New/Edit Function Space Types
		Delete Function Space Types
	Function Space Locations	New/Edit Function Space Locations
		Delete Function Space Locations
	Setup Styles	New/Edit Setup Styles
		Delete Setup Styles
	Rental Codes	New/Edit Rental Codes
		Delete Rental Codes
	Function Spaces	New/Edit Function Spaces
		Delete Function Spaces
	Event Types	New/Edit Event Types
		Delete Event Types

OPERA Cloud Tasks — Miscellaneous

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-14   Task Permissions

Parent Task	Task	Subtask
Exports	General Exports	New/Edit General Exports
		Delete General Exports
		Generate General Exports
	Country Exports	New/Edit Country Exports
		Delete Country Exports
		Generate Country Exports
	Membership Exports	New/Edit Membership Exports
		Delete Membership Exports
		Generate Membership Exports
	Back Office Exports	New/Edit Back Office Exports
		Delete Back Office Exports
		Generate Back Office Exports
	Export Schedules	New/Edit Export Schedules
		Delete Export Schedules
	Download Exports	New/Edit Download Exports
		Delete Download Exports
		Generate Download Exports
	Copy or Duplicate Export	
Miscellaneous Workspace	Log It	New/Edit Log It
		Delete Log It
	Service Requests	New/Edit Service Requests
		Delete Service Requests
	Changes Log	Not Available
	Telephone Book	New/Edit Telephone Book
		Delete Telephone Book
	Monitoring Workspace	ADS Error Processing
		Business Event Queue
		IATA Exceptions
		Delete IATA Exceptions
	Track It	New/Edit Track It
		Delete Track It
	Telephone Operator	Not Available

Table 19-14   (Cont.) Task Permissions

Parent Task	Task	Subtask
Property Interface Controls	Edit Key Valid Start Date	
	Edit Key Valid Start Time	
	Edit Key Valid Until Date	
	Edit Key Valid Until Time	

OPERA Cloud Tasks — Reports

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-15   Task Permissions

Parent Task	Task	Subtask
Run Protected Reports	Not Available	Not Available
Activate Reports	Not Available	Not Available
View Cash Transactions in Reports	Not Available	Not Available
Reports	Manage Reports	Not Available
	Schedule Reports	
	View Internal Reports / Report Groups	
Report Designer	Manage	

Table 19-15   (Cont.) Task Permissions

Parent Task	Task	Subtask
Report Groups	accounts	Not Available
	Accounts Receivable	
	Accounts Receivable Folio	
	Accounts Receivable Reminders and Statements	
	Accounts Receivable Statements	
	Alerts	
	Activity	
	Aging	
	Arrival	
	Blocks and Groups	
	Catering Configuration	
	Check Exchange Receipt	
	Commission	
	Commission Check	
	Confirmation letter	
	Currency Exchange Receipt	
	Comp Accounting	
	Configuration	
	Contacts	
	Dashboard	
	Departure	
	Deposit receipt	
	Dynamic Currency Conversion Receipt	
	Electronic Vouchers	
	Expense Folio	
	Events	
	FIT Contract	
	Financial	
	Forecast	
	Folio	
	Global Test Group	
	Group Folio	
	Guests in House	
	Housekeeping	
	Internal Reports	
	Key Packets	
	Kiosk Information	
	Labels	
	Mailings for Guests	
	Meeting rooms on the web	
	Membership Billing	
	Membership Letter	

ORACLE®

Table 19-15   (Cont.) Task Permissions

Parent Task	Task	Subtask
	Messages	
	New Chain Group	
	ORS/OCIS General	
	Miscellaneous	
	OCIS E-Certificate	
	Passerby Folio	
	Payment Receipt	
	Post It Folio	
	Profile	
	Registration Cards	
	Reservation	
	Resources	
	SFA	
	Shift Reports	
	Statistical	
	TG Reports	
	Transaction Receipt	
	Utilities	
	Yield Management	

OPERA Cloud Tasks — Role Manager

Find the Task permissions by navigating to **Role Manager**, **Role Management** and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-16   Task Permissions

Parent Task	Task	Subtask
Manage Users	New/Edit Users	Not Available
	Reset PIN	
Manage Roles	Manage Chain Roles and Tasks	Not Available
	Manage Property Roles and Tasks	Manage Property Role Templates
		Apply Templates to Property Roles
		Assign Tasks to Property Roles without Template

OPERA Cloud Tasks — System Support

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.

Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-17   Task Permissions

Parent Task	Task	Subtask
Support	Not Available	Not Available

OPERA Cloud Tasks — Toolbox

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-18   Task Permissions

Parent Task	Task	Subtask
Synchronization	Inventory	Not Available
	Stay Records	
	Room Pool	
	Financial Statistics	
	Room Status	
	Business Events	
	Block Occupancies	
	Physical Rooms	
	Catering Forecast Revenue	
	Summary Profile Statistics	
	Past Profile / Reservation Statistics	
	Sales Allowances	
	Package Prices	
	Block Rates	
	Event Item Class Sequence	

Table 19-18   (Cont.) Task Permissions

Parent Task	Task	Subtask
Data Management	Manage Business Date	Not Available
	Room Utilities	
	Change Function Space Code	
	Import Postal Codes	Create Signature Hash Folio
	Status Code Update	Create Signature Hash Folio
	External References Update	
	Update Market Code	
	Change Revenue Type	
	Membership Types	
	Imbalance Analysis	
	Catering Event Function Space Monitor	
	Business Block Compare	
	Update Owners	
	Update Contact	
	AR Enter Old Balances	
	Preference Utility	
	Manual Profile Purge Routine	
	Transaction Management	
Import Data		
External Databases	Not Available	Not Available

OPERA Cloud Tasks — Worklist

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 19-19   Task Permissions

Parent Task	Task	Subtask
Approval Waitlist	Not Available	Not Available

Part V
Toolbox

This part of the OPERA Cloud Help system contains information on working within the Toolbox menu for those responsible for managing OPERA Cloud utilities, systems, and data synchronization.

- Utilities
- System Setup

20
Utilities

The Utilities feature provides links for synchronizing data, scheduling background processes, data management, room utilities, and transaction management.

- Data Synchronization
- Data Management
- Room Utilities
- Transaction Management

Data Synchronization

OPERA Cloud works with large amounts of data gathered and exchanged across multiple database tables. This data can change by the minute, and sometimes data discrepancies are created. The Synchronization utilities let you recalculate key data, such as inventory, block rates, stay records, financial statistics, and more to ensure the latest information is correct in all application areas.

- Synchronizing Business Events
- Synchronizing Room Inventory
- Synchronizing Room Status
- Synchronizing Physical Rooms
- Synchronizing Block Occupancies
- Synchronizing Stay Records
- Synchronizing Room Pools
- Synchronizing Summary Profile Statistics
- Synchronizing Financial Statistics
- Synchronizing Catering Forecast Revenue
- Synchronizing Past Profile / Reservation Statistics
- Synchronizing Block Rates
- Synchronizing Item Class Sequence

Synchronizing Business Events

Business Event Synchronization enables you to capture past business event data and upload it to external systems. You should ensure that all users are logged out before running this utility. The synchronization process may cause a slowdown of the application.
To activate Business Event Synchronization:

1. From the OPERA Toolbox menu, select **Utilities**.

2. Select **Synchronization** and then select **Business Events**.

3. Select a property as the source of business events data.

4. Select the external system as the destination of your upload.

5. Select the check box belonging to the modules you wish to synchronize.

6. For each module you select, make any additional selections to refine the data upload.

   For example, select date ranges for the requested data. Or, if selecting the Blocks module, specify either the Begin dates or the Stay dates.

7. Click **Synchronize Business Events**.

Synchronizing Room Inventory

Prerequisites for Synchronizing Room Inventory

Synchronize Inventory is used to synchronize the room availability for a property.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Inventory**.

   a. **Property**. Select or confirm property

   b. **From Date**. Enter or select a start date

   c. **To Date**. Enter or select an end date

2. Click **Start**.

   a. Synchronizing progress is indicated; click **OK** to close

   b. Click **Status** to display progress.

• Prerequisites for Synchronizing Room Inventory

Prerequisites for Synchronizing Room Inventory

OPERA Cloud Tasks

Synchronization

• Inventory

Synchronizing Room Status

Prerequisites for Synchronizing Room Status

Synchronize Room Status is used to synchronize the room statuses for a property.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Room Status**.

   a. **Property**. Select or confirm property

      b. **Date**. Enter or select a start date

   2. Click **Synchronize Room Status**.

- [Prerequisites for Synchronizing Room Status](#)

Prerequisites for Synchronizing Room Status

OPERA Cloud Tasks

Synchronization

- Room Status

Synchronizing Physical Rooms

[Prerequisites for Synchronizing Physical Rooms](#)

Use this utility to recalculate and correct any issues with the inventory room count.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Physical Rooms**.

   a. **Property**. Select or confirm property

2. Click **Synchronize Physical Rooms**.

- [Prerequisites for Synchronizing Physical Rooms](#)

Prerequisites for Synchronizing Physical Rooms

OPERA Cloud Tasks

Synchronization

- Physical Rooms

Synchronizing Block Occupancies

[Prerequisites for Synchronizing Block Occupancies](#)

Use this utility as directed by Oracle support to ensure that the sum of room nights booked in different occupancy levels on a block corresponds to the total number of room nights that has been booked for the same block.

The utility will also correct any discrepancies in the allotment change logs and update these change logs so that the sum of changes again corresponds to the total number of rooms held on the block at that moment in time.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Block Occupancies**.

   a. **Property**. Select or confirm property

   b. **From Date**. Enter or select a start date

   c. **To Date**. Enter or select an end date

    d. Record Changes on

        i. **Date of Last Block Change** - Use the date when the business block was most recently changed (the default).

        ii. **Current Business Date** - Use today's business date.

2. Click **Synchronize Block Occupancies**.

- Prerequisites for Synchronizing Block Occupancies

Prerequisites for Synchronizing Block Occupancies

OPERA Cloud Tasks

Synchronization

- Block Occupancies

Synchronizing Stay Records

The Stay Records utility synchronizes guest stay history data elements in the OPERA Customer Information System (OCIS) and the OPERA Property Management System (PMS). You can prevent overwriting existing stay records information after a defined number of days by entering a number of days in the Profiles > Synchronize Stay Override Days application settings.

1. From the Toolbox menu, select **Utilities** and then select **Synchronization**.

2. Select **Stay Records**.

3. Select a property.

4. Enter the **From Date** and the **To Date** to synchronize.

5. Click **Synchronize Stay Records**.

Synchronizing Room Pools

Prerequisites for Synchronizing Room Pools

Use this utility to synchronize group blocks with the mapped room pool room types. If the Room Pool OPERA Control is activated when blocks already exist, this utility will update the existing blocks with the configured room pools

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Room Pools**.

    a. **Property**. Select or confirm property

2. Click **Synchronize Room Pools**.

- Prerequisites for Synchronizing Room Pools

Prerequisites for Synchronizing Room Pools

OPERA Cloud Tasks

Synchronization

• Room Pool

Synchronizing Summary Profile Statistics

Prerequisites for Synchronizing Summary Profile Statistics

The Synchronize Summary Profile Statistics Utility is used to populate tables required for various OPERA Cloud reports.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Summary Profile Statistics**.

    a. **Property**. Select or confirm property

    b. **Profile Type**. Select a profile type from the list

    c. **Name**. Search and select a profile

    d. **From Year / Month**. Enter or select a year and month from the list

    e. **To Year / Month**. Enter or select a year and month from the list

2. Click **Synchronize Summary Profile Statistics**.

• Prerequisites for Synchronizing Summary Profile Statistics

Prerequisites for Synchronizing Summary Profile Statistics

OPERA Cloud Tasks

Synchronization

• Summary Profile Statistics

Synchronizing Financial Statistics

Prerequisites for Synchronizing Financial Statistics

Use this utility to recalculate and update the financial adjustments for a specified period; this ensures that all adjustments and transactions are included in the financial statistics.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Financial Statistics**.

    a. **Property**. Select or confirm property

    b. **From Date**. Enter or select a start date

    c. **End Date**. Enter or select an end date

2. Click **Synchronize Financial Statistics**.

Prerequisites for Synchronizing Financial Statistics

OPERA Cloud Tasks

Synchronization

• Financial Statistics

Synchronizing Catering Forecast Revenue

Use this utility to update forecast revenues on existing events with the updated forecast numbers that have already been configured for event types. The following are specific rules to be aware of when running this utility:

• The utility will not update Catering Package Events.

• The utility will not update revenue types with expected revenue unless the **Use Forecast Revenue Only** option is selected on the event details tab.

• If the new forecast revenue for an event type does not contain forecast figures for a specific revenue type, the forecast figures will be blanked out in any updated event with that revenue type.

• If the new forecast revenue for an event type contains forecast figures for revenue types that do not exist on the existing events, these forecast elements will be added to the updated event.

• For existing forecast records, the figures will be updated with the new figures that have been set for the appropriate date range per event type and revenue type.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Catering Forecast Revenue**.

    a. **Property**. Select or confirm property

    b. **From Date**. Enter or select a start date

    c. **End Date**. Enter or select an end date

    d. **Event Type**. Select one or more event types from the list

    e. **Update Adjusted Forecast Records**. Select to also update forecast records that have been manually adjusted. When not selected, revenue types that have been manually updated will not be updated with this utility.

2. Click **Synchronize Catering Forecast Revenue**.

Prerequisites for Synchronizing Catering Forecast Revenue

OPERA Cloud Tasks

Synchronization

• Catering Forecast Revenue

Synchronizing Past Profile / Reservation Statistics

Prerequisites for Synchronizing Past Profile / Reservation Statistics

Recalculate Past Daily Statistics includes the following

Running Recalculate Detailed Statistics

This utility is used when a discrepancy in reported statistics is identified by your property. The utility recalculates daily reservation and profile statistics for a specified date range that are then repopulated in the statistics table

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Past Profile / Reservation Statistics**.

2. Select **Detailed Statistics** tab

   a. **Property**. Select or confirm property

   b. **From Date**. Enter or select a start date

   c. **To Date**. Enter or select an end date

   > ✏️ **Note:**
   >
   > Date ranges that are entered must not exceed three month period

3. Click **Recalculate Detailed Statistics**.

Running Recalculate Summary Statistics

Recalculates yearly statistics for the specified year. This utility should be run only if it is requested by Oracle support.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Past Profile / Reservation Statistics**.

2. Select **Detailed Statistics** tab

   a. **Property**. Select or confirm property

   b. **Year**. Enter or select a year

3. Click **Recalculate Summary Statistics**

Running Recalculate Revenue Buckets

The Recalculate Revenue Buckets Utility recalculates revenue bucket amounts based on the transaction codes selected for each revenue bucket within a bucket type.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Past Profile / Reservation Statistics**.

2. Select **Detailed Statistics** tab

   a. **Property**. Select or confirm property

   b. **From Date**. Enter or select a start date

   c. **To Date**. Enter or select an end date

> **✎ Note:**
>
> Date ranges that are entered must not exceed three month period

3. Click **Recalculate Revenue Buckets**.

• Prerequisites for Synchronizing Past Profile / Reservation Statistics

Prerequisites for Synchronizing Past Profile / Reservation Statistics

OPERA Cloud Tasks

Synchronization

• Past Profile / Reservation Statistics

Synchronizing Block Rates

Prerequisites for Synchronizing Block Rates

If the rate pricing schedules have been updated since the block was created and the Rate Guaranteed check box is not selected for the block, then the rate amounts on the block are updated to the new rate amounts .

The Rate Guaranteed check box on the Business Block exempts the block from refreshes implemented by this utility.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Block Rates**.

    a. **Property**. Select or confirm property

    b. **From Date**. Enter or select a start date

    c. **To Date**. Enter or select an end date

    d. **Rate Code**. Select one or more rate codes from the list

2. Click **Synchronize Block Rates**.

• Prerequisites for Synchronizing Block Rates

Prerequisites for Synchronizing Block Rates

OPERA Cloud Tasks

Synchronization

• Block Rates

Synchronizing Item Class Sequence

Prerequisites for Synchronizing Item Class Sequence

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Event Item Class Sequence**.

   a. **Property**. Select or confirm property

   b. **Minutes**. Enter number of minutes

2. Click **Event Item Class Sequence**.

   • Prerequisites for Synchronizing Item Class Sequence

Prerequisites for Synchronizing Item Class Sequence

OPERA Cloud Tasks

Synchronization

• Event Item Class Sequence

Data Management

Data Management enables you to perform back office data management tasks, including: export the property shell, reset data, change function space codes, import postal codes, perform a full purge, and so on. You can access the Data Management features from the Toolbox menu. Data management functions require special permissions.

• Managing Business Date

• Imbalance Analysis

• Entering Old Balances for AR Accounts

• Business Block Compare

• Changing Function Space

• Purging Manual Guest Profile

• Updating External Reference

• Updating Membership Types

• Updating Owner

Managing Business Date

Prerequisites for Managing Business Date .
At times you might want to run end of day (night audits) multiple, consecutive times to roll the business date forward several days. In such cases, you can use the Change Business Date utility to run the multiple, consecutive night audits.

To use this feature, change the proposed date to the future date you want for the property's business date. When the multi-property service is active, you can set a different business date for each property. To run the Change Business Date utility, there cannot be financial transactions posted to the property and no night audits executed.

When the multi-property service is active you can set a different business date for each property.

In order to run this utility there cannot be financial transactions posted to the property and no night audits executed.

> **Note:**
>
> The **Multiple End of Days** OPERA Control must be active and your user role must have **Manage Business Date** task granted in order to use this feature. The **EOD Email Address** OPERA Control setting should be configured with the email address of an individual to receive the final status report upon completion of the multiple end of day processes.

When reaching the Roll Business Date step, OPERA Cloud requires that all other users be logged out before the End of Day sequence rolls the business date. The utility displays a notification message to all logged in users indicating the amount of time remaining to log out.

Observe the following conditions when using the utility to consecutively run multiple end of day processes:

- All inhouse reservations must be checked out before starting the procedure.

- There cannot be any reservations scheduled to check in between now and the target date.

- There cannot be any blocks with a start date between now and the target date.

- There cannot be any reservations with open folios.

- All prior business days must have a closed status.

- The **End of Day** > **Auto Continue** application parameter should be set to Y.

- All of the parameters like **End of Day** > **Weather and Notes** should be turned N for faster processing.

> **Note:**
>
> When running end of day in multiple mode, the **End of Day** > **Income Audit** application function is ignored.

Changing the Business Date

1. From the Toolbox menu, select **Utilities**, select **Data Management**, and then select **Manage Business Date**.

2. Enter the following details:

   a. Enter or confirm the **Property** name.

   b. Select the **Proposed Date**.

3. Click **Process**.

4. When prompted, click **Deactivate** to disable all non-mandatory procedures and reports from running during this process.

Prerequisites for Managing Business Date

Licenses / Subscriptions

Multi-property service

OPERA Controls

Group: End Of Day

Parameter: Multiple End of Days

OPERA Cloud Tasks

Main Task: Toolbox

Parent Task: Data Management

Subtask: Manage Business Date

Imbalance Analysis

The Imbalance Analysis utility is available to provide the information required to investigate an out of balance financial report and can be very useful for verification purposes. If an imbalance is found in a report, please contact your local Oracle support office. If the report indicates no imbalances but believe your reports are incorrect, consider regenerating the report. If no imbalance is found, OPERA Cloud displays the message: **<Report Name> is in balance.**.

Running Imbalance Analysis

1. Enter the following details:

   • **Property**: Select a property from the list.

   • **Start Date**: Enter the start date to run the imbalance analysis. Date defaults to the business date, but it cannot be equal to or greater than the current business date.

   • **End Date**: Enter the end date to run the imbalance (maximum date range to be entered can be 180 days). Date defaults to business date, but it cannot be equal to or greater than the current business date. NOTE: You cannot select dates still open when the Income Audit OPERA Control is active.

   • **Verification Type**: Select from the following:

     – **Guest Ledger with Trial Balance**: Run to verify and view the imbalance between the Guest Ledger columns in the Financial_Transactions table and the Trial_Balance table. A grid is displayed informing the user of the transaction, where the difference in figures is originating from, and the dollar amount it is for.

     – **Package Ledger with Trial Balance**: Run to verify and view the imbalance between the Package Ledger columns in the Financial_Transactions table and the Trial_Balance table. A grid is

displayed informing the user of the transaction, where the difference in figures is originating from, and the dollar amount it is for.

– **Deposit Ledger with Trial Balance**: Run to verify and view the imbalance between the Deposit Ledger column in the Financial_Transactions table and the Trial_Balance table. A grid is displayed informing the user of the transaction, where the difference in figures is originating from, and the dollar amount it is for.

– **A/R Ledger with Trial Balance**: Run to verify and view the imbalance between the A/R Ledger columns in the Financial_Transactions table and the Trial_Balance table. A grid is displayed informing the user of the transaction, where the difference in figures is originating from, and the dollar amount it is for.

– **Passer By**: Run to verify that all the Passer By totals in the Guest_Ledger table are equal. If there is an imbalance, the transaction is displayed along with amount difference.

– **Cashiers**: Run to verify that all of the cashiers transactions are equal. If an imbalance should occur, the transaction is listed along with the difference in the amount.

– **C/O with Balance**: Run to view all the guests that have a "Checked Out" status and folio closed, but still have a balance with the property. Grid displays the name of the guest, Arrival and Departure dates, Reservation Status, and the remaining balance that is still owed.

– **Invalid Transactions**: Run to view all the invalid transactions, if any should develop. A list of the transactions that are invalid is displayed, along with the amount that it is wrong.

– **Effective Package Ledger**: Run to verify the accuracy of packages consumed by guests. A grid displays informing the Reservation and Guest ID, Arrival and Departure dates, Reservation Status, and the dollar amount difference. An **Autofix** button is available to attempt to fix the imbalance automatically.

– **Package Ledger with Guest Ledger**: Checks that the Guest Ledger's wrapper transaction is equal to the amount posted in the Package Ledger for the room portion amount of the package.

– **Summary of All**: Checks all of the options available in the list, except the AR Health Check, and provides a **Send to File** button. A file called **<property>balance.txt** will be created. The file is located in the **\runtimes** directory in a Thick Client environment and in the \export directory in a Thin Client environment, to ensure that in a Thin Client environment the user will have the ability to download this file to the local PC to send to support.

2. 2. Click **Start**.

3. 3. If an imbalance exists, write down the ledger that is shown as out of balance from running the verification. Next run the imbalance analysis for the verification type for the specific ledger only. This will display the list of dates for which that particular ledger is out of balance and other information regarding the transactions causing the imbalance.

4. 4. Run the **Repopulate Trial Balance** action to repopulate the **Trial Balance** table for a specific date.

    a. Enter the date.

    b. Click Repopulate Trial Balance link and click **Start**.

    c. Wait for the procedure to complete, click **OK** to close.

5. 5. Re-Run the imbalance analysis for the verification type for that particular ledger to see if the trial balance table has resolved the imbalance.

- **Fix naguestleddetail and deposit_ledger**: Fixes the Guest Ledger and Guest Ledger Detail reports for the property, by finding where the data was missing in the Reservation Details table and repopulating the information.

- **Repopulate missing Bills into Folio Tax**: Select this option to find the missing bill information and repopulate it into the Folio_Tax table for a specific date.

- **Fix Invalid AR Posting**: Selecting this option fixes invalid A/R postings/bills in Financial_Transactions table and repopulates the invoice into the AR_Invoice_Header for the property.

- **Fix DBs For Adjusted Invoices**: Selecting this option fixes adjusted invoices in the database.

Entering Old Balances for AR Accounts

This utility is available to enter AR Account balances from an incumbent accounts receivable solution into OPERA Cloud Accounts Receivable.

Once AR Accounts have been created you can use this utility to create individual back-dated invoices or enter totals per aging period creating one back-dated invoice per period.

Prior to using this utility please ensure:

1. AR configuration is complete.

2. An AR Old Balances (sales, non-revenue) transaction code is configured.

3. All the AR OPERA Controls have been set; especially the Default Market, Source and Room Class settings and Old Balance Transaction Code setting.

Your assigned role(s) must be granted the AR Enter Old Balances task to access this utility.

Entering AR Accounts Old Balances

1. From the side menu, select **Toolbox**, select **Data Management** then select **AR Enter Old Balances**.

2. Select the property and enter other search criteria and click **Search**.

3. In the search result, click the Account Name of the AR Account you wish to enter balances for.

4. In the Enter Old Balance panel select either tab:

    a. **Single Folio Balances** to enter details of individual invoices; complete the following:

        i. **Guest Name**: Select a profile from list to create an invoice in a specific profile name. Default with the profile for the AR Account.

ii. **Date**: Select the original invoice date; this will ensure the correct aging is calculated in OPERA Cloud.

iii. **Supplement**: Enter any supplemental information for this invoice.

iv. **Reference**: Enter any reference number for this invoice

v. Click **Save**.

vi. On the Invoice Details panel complete the following:

- **Folio No**: Enter the invoice number for which you are entering an old balance.

- **Original Amount**: Enter the total amount on the old invoice. This amount is tax inclusive. You may specify the individual tax amounts in the Tax 1-20 set of fields.

- **Tax 1-20**: Enter the tax bucket number.

- **Trx Code**: Select a tax transaction codes for the selected tax bucket number.

  – Click **Add** to post additional taxes for the invoice.

- **Paid Amount**: Enter the amount paid against the original amount of this invoice (partial payment).

- **Currency**: Click to select a currency from the list for the invoice amount. The default is your property local currency.

- **Foreign Amount**: View-only field showing the amount displayed in foreign currency.

- **Total**: View-only field showing the outstanding total balance on this folio, if any.

vii. Click **Post**.

b. **Sums Per Aging Period** to enter balances per aging period; complete the following:

i. **Guest Name**: Select a profile from list to create an invoice in a specific profile name. Default with the profile for the AR Account.

ii. **Aging Periods**: Enter a total in each of the aging levels. OPERA Cloud will create back-dated invoices for the balances entered with an invoice date that falls in the middle of the period covered by the aging bucket. For example, if the business date is 06/29/04 and 150 is entered into the first aging bucket, which is 0 to 10 Days, an invoice dated 06/25/04 is generated for the 150 amount. 06/25/04 is the date for day 5, the mid-point, in the 11-day period between 06/29/04 (day 0) and 06/19/04 (day 10).

iii. **Date of Oldest Item**: Required if an amount is entered in the oldest aging bucket. Enter a date that will serve as the end point for the period covered by the oldest bucket; this will allow OPERA Cloud to compute a mid-point when assigning a date to the invoice for this balance. The default date is the minimum date if the balance is to fall within this aging bucket.

c. Click **Save**.

5. Repeat process for the next AR Account.

> **Note:**
>
> Once complete you can generate the OPERA Cloud AR Aging report(s) to reconcile the AR Account balances with those in the incumbent AR system. See Generating Reports.

Business Block Compare

Prerequisites for Business Block Compare

The Business Block Compare utility compares the number of rooms allotted and room allotment revenue figures shown on the business block room grid with the same information computed from the total activity recorded in the change log. Business blocks for which a mismatch exists are displayed in the Business Block Compare Utility grid. In the event of a discrepancy, you can use this utility to correct the change log so that the values on the business block room grid and change log match.

> **Note:**
>
> This utility will correct all the discrepancies for the specified property.

1. From the Toolbox menu, select **Utilities**, select **Data Management** then select **Business Block Compare**.

    a. **Property**: Enter or select a property.

    b. **Block Name**: Search and select a block.

    c. **Block Status**: Select one or more block statuses.

    d. **From Date**: Enter a Start date of business block.

    e. **To Date**: Enter an End date of business block.

2. Click **Search**.

3. Review list of blocks.

4. Click **Correct**.

   • Prerequisites for Business Block Compare

Prerequisites for Business Block Compare

OPERA Cloud Tasks

Data Management

• Business Block Compare

Changing Function Space

Prerequisites for Change Function Space

Use this utility to change the code associated with a function space and update all relevant events.

1. From the Toolbox menu, select **Utilities**, select **Data Management** then select **Change Function Space Code**.

    a. **Property**: Enter or select a property.

    b. **Code**: Select a function space from the list.

    c. **New Code**: Enter a new code for the function space

2. Click **Change Function Space Code**.

    • Prerequisites for Change Function Space

Prerequisites for Change Function Space

OPERA Controls

Group: Events

Function:

• Catering Events

• Simple Events

OPERA Cloud Tasks

Data Management

• Change Function Space Code

Purging Manual Guest Profile

Prerequisites for Manual Guest Profile Purge

Use the Manual Profile Purge utility to select and purge unwanted guest profiles from OPERA Cloud.

When executing the utility the PURGE PROFILE business event is triggered to notify integrated systems of the profile deletion.

The business event will result in one of the following outcomes:

• Profile is also deleted in the integrated system if the business logic in that system allow it (e.g., no reservations, etc.).

• If a deletion is not allowed by the integrated system, remove the subscription in the integrated system as the profile pointed to by that subscription will no longer exist.

OPERA Cloud automatically performs the following validation checks:

• Cannot purge profiles other than Guest.

• Cannot purge profiles that have been updated within 1 day of when the Manual Profile Purge is going to be run.

• Cannot purge if AR Account is attached to profile.

- Cannot purge if profile is linked to an AR Account with open balance invoice. AR invoices with a zero balance are regarded as open. Profiles linked to such invoices can only be purged after the zero balance invoices have been purged based on the Zero Invoice Purge Days OPERA Control.

- Cannot purge if profile has relationships to other profiles.

- Cannot purge if profile has current reservations with an outstanding balance.

- Cannot purge if profile has future reservations.

- Cannot purge if profile has outstanding commissions payable.

- Cannot purge if profile has an Inactive Date (marked inactive).

Profile purge activity is recorded in the Changes Log under Profile activity group and Purge Profile activity type.

> **Note:**
>
> The Manual Profile Purge Routine will purge a profile that meets all other purge criteria even if the **Keep History** check box is selected on the Profile.

Running Guest Profile Purge

1. From the Toolbox menu, select **Utilities**, select **Data Management** then select **Manual Profile Purge Routine**.

2. Enter profile search criteria

   a. **Name**: Enter the full or part of the last name of the profile.

   b. **First**: Enter the full or partial first name for the profile.

   c. **Country**: Enter or select a country code to limit purge to profiles with primary address matching the country code.

   d. **State**: Enter or select a state code to limit purge to profiles with primary address matching the state code.

   e. **Birth Date**: Enter a date to limit purge to profiles with the specific date.

   f. **Stays Fewer or Equal to**: Enter the minimum number of stays a profile must have to be retained; profiles with this or a fewer number of stays will be considered as candidates for purging.

   g. **Last Stay Earlier than**: Select a cutoff date in order to search for profiles based on the recentness of their stay activity. Profiles that do not have any stay dates more recent than this date are considered as candidates for purging. By default, the date displayed is the current business date minus one day.

   h. **VIP Code**: Select VIP Codes from the list to purge profiles with the specified VIP Code.

   i. **Exclude Restricted**: Select to exclude all profiles marked a restricted.

3. Click **Search**.

4. In the search result, select profiles to purge

5. Click **Purge**.

Prerequisites for Data Management - Manual Guest Profile Purge

OPERA Cloud Tasks

Data Management

• Manual Profile Purge Routine

Updating External Reference

The External Reference Update utility is used to maintain the external reference number of the reservation when changing external systems interfaced through OXI.

This utility might be used, for example, when the integrated central reservation system is switching to another solution provided by the same company/partner.

1. From the Toolbox menu, select **Utilities**, select **Data Management** then select **External Reference Update**.

   a. **Property**: Enter or select a property.

   b. **From External System.**: Select an external system from the list.

   c. **To External System**: Select an external system from the list.

2. Click **Update External References**.

Prerequisites for External Reference Update

OPERA Cloud Tasks

Data Management

• External References Update

Updating Membership Types

Running Update Membership Type

Update Memberships utility can be used whenever it is necessary to replace one membership type with another membership type. When changing membership types you may also select the specific membership level you wish to change, as well as specifying the membership level to be assigned to members of the new membership type.

1. From the Toolbox menu, select **Utilities**, select **Data Management** then select **Update Membership Type**.

2. Select **Update** tab.

    a. **From Membership**: Select a membership type from the list.

    b. **From Membership Level**: Select a membership level from the list.

    c. **To Membership**: Select a membership type from the list.

    d. **To Membership Level**: Select a membership level from the list.

3. Click **Update Membership Type**.

Running Delete Membership Type

Delete Membership Type utility enables you to delete selected membership type from OPERA Cloud. The process completely deletes the membership type and all its dependent records

This process requires a lock on many records and it is required that all users are logged off during the process.

1. From the Toolbox menu, select **Utilities**, select **Data Management** then select **Update Membership Type**.

2. Select**Delete** tab.

    a. **Membership Type**: Select a membership type from the list.

3. Click **Delete Membership Type**.

• Prerequisites for Update Membership Types

Prerequisites for Update Membership Types

OPERA Cloud Tasks

Data Management

• Membership Types

Updating Owner

Prerequisites for Update Owner

The Change Owners utility enables you to change the owner code from one or more selected owners to a new owner on Sales accounts, Contacts, Activities and Blocks

This utility is useful when sales staff leave your organization and new personnel commence, or when Sales responsibilities for a territory etc needs to be reallocated.

> **✎ Note:**
>
> As this process requires a lock on many records ensure that users are logged off during the update process

1. From the **Toolbox** menu, select **Utilities**, select **Data Management** then select **Update Owners**.

2. Enter the following details:

   a. **Property.** Select one or more properties from the list

   b. **Change From Owner(s)**: Select the sales manager / owner(s) from whom you wish to unassign ownership of accounts, contacts, activities, and blocks.

   c. **Change to Owner**: Select the sales manager /owner to whom the accounts, contacts, activities, blocks are to be reassigned

   d. **Make Primary For All**: Select to make the Owner primary on all entity types (make Primary checkbox selected and disabled in each section).

   e. Apply Changes To:

      i. **Sales Accounts**: Select to update Company, Agent, Source profiles.

         • **Make Primary**: Select to make the Owner primary.

         • Selection Criteria (Filter)

         • **Territory**: Select territories from the list.

         • **Business Segment**: Select business segments from the list.

         • **Country**: Select countries from the list.

         • **State**: Select states from the list.

         • **Industry Code**: Select industry codes from the list.

         • **Type**: Select account types from the list.

         • Postal Code:

            – **Use Free Format**: Manually enter postal codes in To/From.

            – **Use Configured Codes**: Select values from lists The available postal codes depends on your choice of countries and states.

            – **From/To**: Enter the range of postal codes you want to use to filter accounts. Enter only a From code to filter on an individual postal code. Down arrows allow you to select codes if the Use Configured Codes check box is selected.

      ii. **Contacts**: Select to update contacts.

         • **Make Primary**: Select to make the Owner primary.

         • Selection Criteria (Filter)

         • **Territory**: Select territories from the list.

         • **Business Segment**: Select business segments from the list.

         • **Country**: Select countries from the list.

         • **State**: Select states from the list.

         • Postal Code:

            – **Use Free Format**: Manually enter postal codes in To/From.

            – **Use Configured Codes**: Select values from lists The available postal codes depends on your choice of countries and states.

            – **From/To**: Enter the range of postal codes you want to use to filter accounts. Enter only a From code to filter on an individual postal code. Down arrows allow you to select codes if the Use Configured Codes check box is selected.

Chapter 20
Room Utilities

        iii. **Activities**: Select to update **Activities**.

- **Make Primary**: Select to make the Owner primary.

- **From Date**: Enter a start date.

- **To Date**: Enter an end date.

        iv. **Blocks**: Select to update Blocks.

- Selection Criteria (Filter)

- **From Date**: Enter a block start date.

- **To Date**: Enter a block end date.

- **Type**: Select block types from the list.

- **Market Segment**: Select market segments from the list.

- **Exempt Status**: Select the block statuses that will be exempt from owner updates on business blocks.

- **Overall Owner**: Select to update overall owner.

  – **Make Primary**: Select to make the Owner primary.

- **Rooms Owner**: Select to update rooms owner.

  – **Make Primary**: Select to make the Owner primary.

- **Catering Owner**: Select to update Catering owner.

  – **Make Primary**: Select to make the Owner primary.

3. Click **Review**.

4. Click **Update Owners**.

- Prerequisites for Update Owner

Prerequisites for Update Owner

OPERA Controls

Group: General

Function: Owner

OPERA Cloud Tasks

Data Management

- Update Owners

Room Utilities

The Room Utilities enables you to change room numbers, room types, and room class. The utility will update your changes in other functional areas impacted by your changes.

- Changing Room Numbers

- Change Room Type of a Room Number

- Change Room Type to Another Room Type
- Changing Room Class

Changing Room Numbers

The Change Room Number utility enables you to change current system-generated room numbers to valid property room numbers. You will need an OPERA Cloud Support Key from your system administrator for this functionality.

1. From the Toolbox menu, select **Utilities**.

2. From the drop-down, select **Room Utilities** and then select **Change Room Number**.

3. Enter a valid OPERA Cloud Support Key number and click **Login**.

4. Search for your property and click **Change Room Number**.

Change Room Type of a Room Number

The Change Room Type utility allows you to change the room type of a configured room number. To do so, the room number must meet several conditions. the room number cannot be:

- Used in current or future reservations.
- Associated with any no-show reservations.
- Scheduled in any house assignments.
- Currently or scheduled for out of order or out of service.
- A Can Be Meeting Room room type.
- Configured as a component room, room type.

You will need an OPERA Cloud Support Key from your system administrator for this functionality.

- Changing Room Type of a Room Number

Changing Room Type of a Room Number

1. From the Toolbox menu, select **Utililties**.

2. From the drop-down, select **Room Utilities** and then select **Change Room Type**.

3. Enter a valid OPERA Cloud Support Key number and click **Login**.

4. Select your property.

5. Enter the number of the room you want to change to a different room type.

6. Enter the new room type.

7. Click **Change Room Type**.

Change Room Type to Another Room Type

The Change Room Type to Another Room Type utility enables changing a property's specified room types on rooms, blocks, and reservations to another configured room type. You will need a valid OPERA Cloud Support Key from your system administrator for this functionality.

The utility will update room types for in-house reservations and blocks with arrival dates on the current business date or on future dates. It will also update all associated room numbers to the newly defined room types and will update the new room types with the appropriate room class. Old room types that were changed will remain available in the system until you manually delete them.

For example, assume you change room type AAA to AA using the Change Room Type to Another Room Type utility. The following situations would occur:

- Room numbers previously associated with room type AAA will now associate with room type AA. The physical room count for room type AAA will become zero.

- Reservations made for room type AAA will now display for room type AA on the reservation details panel (provided the reservation is in-house or the reservation arrival date is the current business date or a future date).

- Block headers that held the room type AAA in the room type field will now display the room type AA (provided the block is in-house or the arrival date is the current business date or a future date).

- Block grid allocations will still display the room type AAA after the procedure runs. However, the target room type AA will be visible in the block grid and display the inventory that was previously associated with room type AAA.

- The Rate Query screen will display both room type AAA and room type AA columns, assuming the active dates for both room types are prior to the current business date. The Physical Inventory associated with the room type AAA column will shift and be accounted for in the room type AA column.

- Changing Room Type to Another Room Type

Changing Room Type to Another Room Type

Use the following steps to change one room type to another room type and update the new room type on rooms, blocks, and reservations.

1. From the Toolbox menu, select **Utilities**.

2. From the drop-down, select **Room Utilities** and then select **Change Room Type to Another Room Type**.

3. Enter the OPERA Cloud Support Key number and click **Login**.

4. Select your property and click **New**.

5. In the Instructions panel, enter a **Source Room Type(s)** and enter a **Target Room Type**.

6. Click **Review** to see the expected results of your room type changes.

7. Click **Change Room Type**.

Changing Room Class

Room classes typically define groups of room types having some characteristic in common. The Change Room Class utility enables you to associate one or more room types to a room class for a property. You can also use the utility to associate all room types to the internal room class ALL, effectively turning off the Room Class function. To associate Room Types to a Room Class or turn off the Room Class function:

1. From the Toolbox menu, select **Utilities**.

2. From the drop-down, select **Room Utilities** and then select **Change Room Class**.

3. Enter a valid OPERA Cloud Support Key number and click **Login**.

4. If associating room types to a room class at your property, select the **Change Room Class** radio button.

5. Select a **Property**.

6. Select a **Room Class**.

7. Select **Room Types**.

8. Click **Change Room Class**.

9. If associating all room types to your property's internal Room Class ALL, click the **Default Room Class** radio button.

10. Search and select a Property.

11. Click **Change Room Class**.

Transaction Management

Transaction Management utilities provides control over transaction codes. You can assign new transaction codes to existing transaction codes, move transaction codes to new subgroups, and update transaction code ownership from property ownership to central ownership and vice versa. In a multi-property environment, you can generate template records based on property transaction code records.

- Changing Transaction Codes
- Changing Subgroup
- Group Template
- Subgroup Template
- Transaction Code Template

Changing Transaction Codes

The Change Code Utility enables you to assign a new transaction code number to an existing transaction code.

This process may require significant time to run depending on the volume of financial data to be updated.

1. From the **Toolbox** menu, select **Utilities**, select **Transaction Management** and then select **Change Code**.

2. **Property**: Enter or select the property.

3. Click **New**.

   a. **Transaction Code**: Select a transaction code the from list

   b. **New Transaction Code**: Enter a new (non-existing) transaction code.

4. Click **New** to add another row.

5. Click **Delete** to remove a row.

   a. Click **Delete** to confirm

6. When ready to process, click **Change Code**.

7. Update progress is indicated; click **OK** to close.

8. Click **Status** to display progress.

Changing Subgroup

The Change Subgroup utility allows you to modify the Subgroup selected on one or more transaction code(s).

1. From the **Toolbox** menu, select **Utilities**, select **Transaction Management** and then select **Change Subgroup**.

2. **Property**: Enter or select the property.

3. Click **New**.

   a. **Transaction Code**: Select a transaction code the from list

   b. **New Subgroup**: Select a subgroup for the transaction code.

4. Click **New** to add another row.

5. Click **Delete** to remove a row.

   a. Click **Delete** to confirm

6. When ready to process, click **Change Subgroup**.

7. Update progress is indicated; click **OK** to close.

8. Click **Status** to display progress.

Group Template

The Group to Template utility allows you to copy Transaction Groups from a property to the template in multi-property operations.

1. From the **Toolbox** menu, select **Utilities**, select **Transaction Management** and then select **Group Template**.

2. From the **Vertical Ellipse**, click**Copy to Template**.

3. **Source Property**: Enter or select the source property.

4. **Transaction Groups**: Select one or more transaction groups from the list.

5. Click **Save**.

6. Review and click **Copy and Continue**.

7. Confirmation panel will display result of the copy; click **Print** to generate a report in new window.

Subgroup Template

The Subgroup (to) Template utility allows you to copy Transaction Subgroups from a property to the template in multi-property operations.

1. From the **Toolbox** menu, select **Utilities**, select **Transaction Management** and then select **Subgroup Template**.

2. From the **Vertical Ellipse**, click**Copy to Template**.

3. **Source Property**: Enter or select the source property.

4. **Transaction Subgroups**: Select one or more transaction groups from the list.

5. Click **Save**.

6. Review and click **Copy and Continue**.

7. Confirmation panel will display result of the copy; click **Print** to generate a report in new window.

Transaction Code Template

The Transaction Code (to) Template utility allows you to copy Transaction Codes from a property to the template in multi-property operations.

1. From the **Toolbox** menu, select **Utilities**, select **Transaction Management** and then select **Transaction Code Template**.

2. From the **Vertical Ellipse**, click**Copy to Template**.

3. **Source Property**: Enter or select the source property.

4. **Transaction Subgroups**: Select one or more transaction codesfrom the list.

5. Click **Save**.

6. Review and click **Copy and Continue**.

7. Confirmation panel will display result of the copy; click **Print** to generate a report in new window.

21
System Setup

The System Setup feature provides links for managing OPERA licenses, Environment Controls, and External Databases.

- External Databases
- Data Import

External Databases

The External Database Setup feature in the Toolbox menu is essential for external systems configuration in OPERA Cloud and for integration with the correct chain/property. Its purpose is to link each property in the multi-tenant cloud to its respective external system and external database ID.

The feature enables you to create new external database configurations based on existing Interface Types. You create a unique External Database Code with a description to identify each new configuration. The description should include the External Database Code and a full external database name to explain its system type and use. OPERA Cloud will provide a list of properties that use the Interface Type you specify in your search. From the list, you can highlight and select one or more properties to move into your new configuration. You can save and continue the process of creating the external database.

You can also edit external database setups to update database descriptions and to add or remove linked properties. The search function provides a list of databases, each identified by a code, a description, and an interface type. You can expand each database listed in your search results to reveal the properties attached to the database. You can also elect to show inactive database/interface types or to hide inactive database/interface types using. Database/interface types remain configured even if shown as inactive.

Use the following search criteria to locate an interface type for your property.

- **Interface Type:** Select an interface type from the list of values (LOV). The LOV filters the search results by an interface types already configured. You can then edit the interface type. The same interface type might be associated with multiple databases, so the LOV shows all of the available databases when referencing the interface type.

- **Property:** Enter the external database name to filter search results based on a specific property database. The property database can include multiple properties, depending on its current configuration and name.

- **Code:** Search by entering a known External Database full or partial code.

Adding External Database

1. From the side menu select **Toolbox**, select **System Setup** then **External Databases**.

2. Click **New** and enter the following details:

   a. **Code**: Enter a code for the external database. The code is displayed in profile subscriptions. This code is also seen when configuring Business Events for special External Databases.

   b. **Description**: Enter full name to explain the location and use.

   c. **Interface Type**: Select an interface type from the list.

   d. **Outbound Code**: Select outbound code to link with external database code

   e. **Copy Subscription**: Select checkbox to copy default business events configuration for the database code created for an external system.

   f. **Available > Selected**: Select applicable properties in the **Available** panel and click **>** to move selection to the **Selected** panel.

3. Click **Save and Continue**.

Editing an External Database

1. From the side menu select **Toolbox**, select **System Setup** then **External Databases**.

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

> **Note:**
>
> Click **Vertical Ellipse** and select **Show Inactive** to include inactive records.

3. Select an external database in the result, click **Vertical Ellipse** and select **Edit**.

4. Update details.

5. **Inactive**: Click to mark the external database inactive.

6. Click **Save**.

Deleting an External Database

1. From the side menu select **Toolbox**, select **System Setup** then **External Databases**.

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

   .

3. Select an external database in the result, click **Vertical Ellipse** and select **Delete**.

4. Click **Delete** to confirm.

Data Import

Prerequisites for Importing Data

Data Import enables the import of data to a fully configured OPERA Cloud property. Data transformation is not available using this method; as such the data in the import data files must match the current OPERA Cloud property configuration.

> **Note:**
>
> Profile match and merge is not supported.

For reservation import, room type availability (including sell limits) are checked; reservations exceeding the room type availability will not be imported.

The following data types (objects) can be imported:

- Guest (Individual) / Contact Profiles
- Sales Accounts (Travel Agent, Company, Source) Profiles
- Relationships (Account/Contact relationship only)
- Reservations (Future)
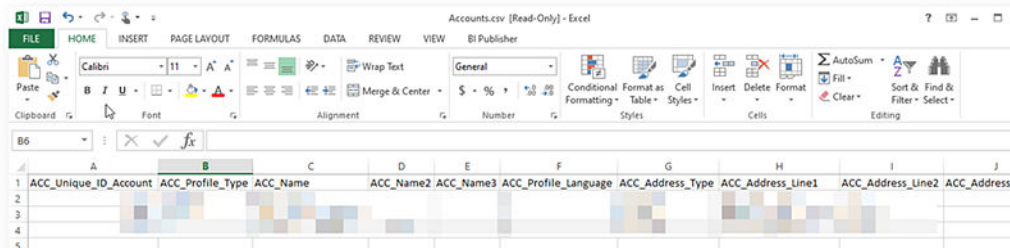
The data must be provided in CSV (comma separated) file format and template files, containing the required column names, are provided for each data type.

- Individual_Contact_Profiles.csv
- Accounts.csv
- Relationships.csv
- Reservations.csv

> **Note:**
>
> Each data file created must have a maximum file size of 10MB; you can upload and import multiple files per data type. Only one import cycle per property is permitted at any given time

The data import utility is intended for all entities to be uploaded, validated and imported in one cycle to ensure data consistency.

- You can import data type: Individual/Contact profiles only.
- You can import data type: Accounts only.
- You can import data types: Individual/Contact profiles and Accounts together.
- You can import data types: Individual/Contact profiles, Accounts and Relationships together. The unique Id's for Accounts and Individual/Contact profiles referenced in the Relationships data type files must exist in the respective Accounts and Individual/Contact profiles data type files.

- You can import data types: Individual/Contact profiles and Reservations together. The unique Id's for Individual/Contact profiles in the Reservations data type files must exist in the respective Individual/Contact profiles data type files.

- You can import data types: Individual/Contact profiles, Accounts, Relationships and Reservations together.

  – The unique Id's for Individual/Contact and Account profiles referenced in the Reservations data type files must exist in the respective Accounts and Individual/Contact profiles data type files.

  – The unique Id's for Accounts and Individual/Contact profiles referenced in the Relationships data type files must exist in the respective Accounts and Individual/Contact profiles data type files.

You have 14 days from the first successful file upload to complete the data import cycle. If the data import cycle has not been completed in 14 days, you will need to restart the data import process again.

Data import user activity is tracked in the changes log under the Miscellaneous group and Import Data action type.

Data File Requirements and Considerations

The upload data files must meet the following requirements

- All the mandatory columns should be present in the template along with values.

- Column data must meet (not exceed) the OPERA Cloud field length requirements.

- Column data only contains western characters .

- String values are imported 'as-is' in term of letter case.

- Unique Id's (primary key) in each data type must not be used in another file for same data type in the same import cycle. For example: if you are uploading two files Account01.csv and Accounts02.csv for Accounts data type, a ACC_Unique_ID_Account value specified in file Account01.csv cannot be used in Account02csv or any other files for the same data type within the same import cycle.

- Unique Id's (primary key) from Individual_Contact_Profiles and Accounts data files are referenced as foreign keys in Relationships and Reservations data files.

- The order/sequence of the columns can be different.

- All column names must match with respective template provided

- The columns names are case-insensitive.

- Date column values must be in **YYYYMMDD** format

- There must not be any new line characters in the CSV files.

- The uploaded file for a data type must not contain any additional header columns which are not part of template.

- Non-mandatory columns can be excluded from upload file

- Any reservation exceeding the inventory checks in place in OPERA Cloud will not be imported, these records will be generated in the error file after the import process is completed. Ensure that the files uploaded for data type **Reservations**, the cumulative number of rooms for a room type in all the files do not exceed the inventory checks in place

Data Types (Objects) and Data Elements

Table 21-1   Guest (Individual) / Contact Profiles

Column Name	Description	Sample Data	Mandatory
IC_Unique_ID_Ind_Contact (PK)	Unique id value for Individual/Contact profiles in the uploaded csv files for data type **Individual/Contact Profiles** within an import cycle. • Primary Key	Ex: (30001, INC20001)	Y
IC_Contact_YN	• Y or N • Y for contact ; else N	Ex: (Y, N)	Y
IC_Last_Name	The Last name of an Individual/Contact Profile name.	Ex: (Smith, Brown)	Y
IC_Middle_Name	The Middle name of an Individual/Contact Profile name	Ex: (David, James)	
IC_First_Name	The First name of an Individual/Contact Profile name	Ex: (Robert, John)	
IC_Profile_Language	Primary language used for the profile. The language code needs to be pre-configured in OPERA Cloud.	Ex: (DE, E, RU)	
IC_Title	The title of the Individual. The Title code needs to be pre-configured in OPERA Cloud.	Ex: (Mr., Mrs., Dr.)	
IC_Nationality	Nationality of the Individual. The Title code needs to be pre-configured in OPERA Cloud.	Ex: (IND, US)	
IC_Position	The business title for the Individual/Contact Profile.	Ex: (Director)	
IC_Owner_Code	Owner Code associated with the Individual/Contact Profile. If blank value is provided, it will be defaulted to **ALL**.	Ex: (ALL)	
IC_VIP_Code	VIP Code associated with the Individual/Contact Profile. The VIP code needs to be pre-configured in OPERA Cloud.	Ex: (VIP, VVIP)	
IC_Address_Type	The address type code. The address code needs to be pre-configured in OPERA Cloud.	Ex: (HOME, BUSINESS)	
IC_Address_Line1	The first line of street address.		
IC_Address_Line2	The Second line of street address.		
IC_Address_Line3	The third line of street address.		
IC_Address_Line4	The fourth line of street address.		
IC_City	The City of this address.		
IC_Postal_Code	The Postal Code of the address.		
IC_Postal_Code_Ext	The Postal Code Extension of the address.		
IC_Country	The Country code of the address; pre-configured in OPERA Cloud.		
IC_State	The State code of the address; pre-configured in OPERA Cloud.		
IC_Address_Language	The Language code used for the address; pre-configured in OPERA Cloud.		
IC_Ref_Currency	Currency code to be used for the commission payment; pre-configured in OPERA Cloud.		

Table 21-1   (Cont.) Guest (Individual) / Contact Profiles

Column Name	Description	Sample Data	Mandatory
IC_Communication_Type1	The Communication type code; pre-configured in OPERA Cloud.		
IC_Communication1	The value for the communication for IC_Communication_Type1.		
IC_Communication_Type2	The Communication type code; pre-configured in OPERA Cloud.		
IC_Communication2	The value for the communication for IC_Communication_Type2.		
IC_Communication_Type3	The Communication type code; pre-configured in OPERA Cloud.		
IC_Communication3	The value for the communication for IC_Communication_Type3.	Ex: (xxx@xxxxx.xxx) Code: EMAIL	

The Keep History YN and ActiveYN fields for Individual/Contact profiles will be defaulted to Y for all the imported profiles.

Table 21-2   Sales Account Profiles (Company/Agent/Source)

Column Name	Description	Sample Data	Mandatory
ACC_Unique_ID_Account (PK)	Unique id value for Sales Account in the uploaded csv files for data type **Accounts** within an import cycle.	Ex: (40001, AC40001)	Y
ACC_Profile_Type	The type of sales account. The account type can be **TA**, **Source** and **Company**.	Ex: (TA, Source, Company)	Y
ACC_Name	Name of the account profile.	Ex: (Company Name, Source Name)	Y
ACC_Name2	Second name of the account profile.		
ACC_Name3	Third name of the account profile.		
ACC_Profile_Language	Primary language of the profile; pre-configured in OPERA Cloud.	Ex: (DE, E, RU)	
ACC_Address_Type	The address type code; pre-configured in OPERA Cloud.	Ex: (HOME, BUSINESS)	
ACC_Address_Type1	The first line of street address.	Ex: 100 West Monroe	
ACC_Address_Type2	The Second line of street address.	Ex: Suite 100	
ACC_Address_Type3	The third line of street address.		
ACC_Address_Type4	The fourth line of street address.		
ACC_City	The City of this address.	Ex: (Chicago)	
ACC_Postal_Code	The Postal Code of the address.	Ex: (60601)	

Table 21-2   (Cont.) Sales Account Profiles (Company/Agent/Source)

Column Name	Description	Sample Data	Man dato ry
ACC_Postal_Code_Ext	The Postal Code Extension of the address.	Ex: (0401)	
ACC_Country	The Country code of the address; pre-configured in OPERA Cloud.	Ex: (US)	
ACC_State	The State code of the address; pre-configured in OPERA Cloud.	Ex: (IL)	
ACC_Address_Language	The Language code used for the address; pre-configured in OPERA Cloud.	Ex: (E, JPN, CHN)	
ACC_Ref_Currency	Currency code to be used for the commission payment; pre-configured in OPERA Cloud.	Ex: (INR, USD)	
ACC_Communication_Type1	The Communication type code; pre-configured in OPERA Cloud.	Ex: (MOBILE)	
ACC_Communication1	The value for the communication for ACC_Communication_Type1.	Ex: 9999999111	
ACC_Communication_Type2	The Communication type code; pre-configured in OPERA Cloud.	Ex: (WEB)	
ACC_Communication2	The value for the communication for ACC_Communication_Type2.		
ACC_Communication_Type3	The Communication type code; pre-configured in OPERA Cloud.	Ex: (EMAIL)	
ACC_Communication3	The value for the communication for ACC_Communication_Type3.	Ex: (xxxx@xxxxx.xxx Code: EMAIL	
ACC_Owner_Code	Owner Code associated with the Individual/ Contact Profile. If NULL it will be defaulted to **ALL**.	Ex: (ALL , BB)	

The active YN field for Accounts will be defaulted to Y for all the imported profiles.

Table 21-3   Relationships (Account/Contact)

Column Name	Description	Sample Data	Mand atory
REL_Unique_ID_Relationship (PK)	Unique id value for Relationship in the uploaded csv files for Data type **Relationships** within an Import cycle.	Ex: (50001, RL50001)	Y
ACC_Unique_ID_Account (FK)	Foreign Key: Linked Unique ID value of Sales Account Profile. Reference PK value from Sales Account data file within an import cycle.	Ex: (40004, AC40004)	Y
IC_Unique_ID_Ind_Contact (FK)	Foreign Key: Linked Unique ID value of Guest Profile. Reference the PK value from Guest/ Contact data file within an import cycle.	Ex: (30003, INC20003)	Y

• Records reference the **ACC_Unique_ID_Account** and **IC_Unique_ID_Ind_Contact** values from Sales Account and Guest/Contact data files respectively.

- The default relationship between the account and Individual/Contact profile will be Employer (Type: ACCOUNT) and Employee (Type: CONTACT) relationship.

Table 21-4   Reservations

Column Name	Description	Sample Data	Mandatory
RES_Unique_ID_Reservation (PK)	Unique id value for reservation in the uploaded csv files for Data type **Reservations** within an Import cycle.	Ex: (30001, INC20001)	Y
IC_Unique_ID_Ind_Contact (FK)	Foreign Key: Unique ID for Linked Individual/ Guest Profile. Reference PK value from Guest / Contact Profiles data file for an Import cycle.	Ex: (30001, INC20001)	Y
RES_Confirmation_Number	This is the confirmation number from OPERA5 or third-party PMS.	Ex: (3451267345)	
	If provided, res_confirmation_number will be migrated as an external reference number of type 'IMPORTCNF'		
	A new/unique OPERA Cloud confirmation number is generated for each reservation.		
RES_CRS_Number	This is the CRS confirmation number from OPERA5 or third-party PMS.	Ex: (56712345245)	
	res_crs_number will be migrated as an external reference number of type res_external_ref_type_crs (if provided) else 'IMPORTCRS' as default.		
RES_External_Ref_Type_CRS	The External Reference Type code.	Ex: (CRS)	
RES_Reservation_Type	The Reservation Type code; pre-configured in OPERA Cloud.	Ex: (6PM)	Y
RES_Arrival_Date	The Arrival Date of the reservation. The format must be YYYYMMDD.	Ex: (20201121)	Y
RES_Departure_Date	The Departure Date of the reservation. The format must be YYYYMMDD.	Ex: (20201125)	Y
RES_Room_Type	The Room type code; pre-configured in OPERA Cloud.	Ex: (KNGN)	Y
RES_Room_Type_Charge	The room type to charge code.; pre-configured in OPERA Cloud.	Ex: (KNGN)	
RES_Number_Rooms	No of rooms for this reservation.	Ex: (1)	
RES_Number_Adults	**Number of Adults**: Defaulted to 1 in case of Null value.	Ex: (2)	
RES_Number_Children	Number of Children.	Ex: (1)	
RES_Rate_Code	The Rate Code for the reservation; pre-configured in OPERA Cloud.	Ex: (RACK)	Y
RES_Rate_Amount	The Rate Amount for the reservation.	Ex: (100.00)	Y
RES_Currency_Code	The Currency code for the reservation; pre-configured in OPERA Cloud.	Ex: (USD)	
RES_Fixed_RateYN	The Fixed Rate Flag. • Y or N	Ex: (Y, N)	Y

Table 21-4   (Cont.) Reservations

Column Name	Description	Sample Data	Mand atory
Room_Number	The Room Number allocated (pre-assigned) for reservation.	Ex: (101)	
RES_Market_Code	The Market code; pre-configured in OPERA Cloud.	Ex: (CORPC)	Y
RES_Source_Code	The Source code; pre-configured in OPERA Cloud.	Ex: (REF)	Y
RES_Origin_Code	The Origin code; pre-configured in OPERA Cloud.	Ex: (PMS)	
RES_Source_Profile_ID (FK)	Unique id value of the Source profile in the uploaded csv files for Data type **Accounts** within an Import cycle.	Ex: (40002, AC40002)	
	Foreign Key: Unique ID for Linked Accounts Profile. Reference PK value from Accounts Profiles data file for an Import cycle.		
RES_Company_Profile_ID (FK)	Unique id value for Company profile in the uploaded csv files for Data type **Accounts** within an Import cycle.	Ex: (400013, AC40003)	
	Foreign Key: Unique ID for Linked Accounts Profile. Reference PK value from Accounts Profiles data file for an Import cycle.		
RES_Travel_Agent_Profile_ID (FK)	Unique id value for Travel agent profile in the uploaded csv files for Data type **Accounts** within an Import cycle.	Ex: (40004, AC40004)	
	Foreign Key: Unique ID for Linked Accounts Profile. Reference PK value from Accounts Profiles data file for an Import cycle.		
RES_Contact_Profile (FK)	Unique id value of the Individual/contact profile of uploaded csv files for Data type **Reservations** within an Import cycle.	Ex: (30003, INC20003)	
	Foreign Key: Unique ID for Linked Individual/ Guest Profile. Reference PK value from Guest / Contact Profiles data file for an Import cycle.		

- Records reference the **IC_Unique_ID_Ind_Contact** from Guest/Contact data file.

- Reservation Status will be auto populated with values: **Reserved** (if arrival date is greater than business date), **Arrival** (if arrival date is equal to business date).

- Payment method is defaulted to **CASH**.

> **Note:**
>
> Any reservation exceeding the inventory checks in place in OPERA Cloud will not be imported, these records will be generated in the error file after the import process is completed. Ensure that the files uploaded for data type **Reservations**, the cumulative number of rooms for a room type in all the files do not exceed the inventory checks in place.

Entity Relationships
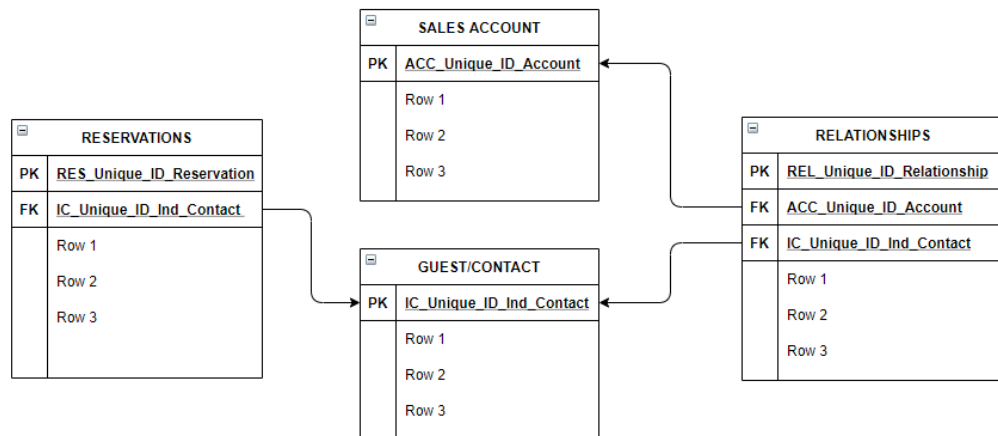
- Prerequisites for Importing Data
- Importing Data

Prerequisites for Importing Data

OPERA Cloud Tasks

Toolbox

- Import Data

Importing Data

Preparing Template Data Files

1. From the side menu select **Toolbox**, select **System Setup** then **Import Data**.

2. Click **Download Templates** to download a **templates.zip** file to your workstation.

3. Open the ZIP file and extract the CSV files to a folder.

4. Navigate to the folder, open and prepare the CSV file data based on the templates requirements.

> **Note:**
>
> Each data file created must have a maximum file size of 10MB; you can upload and import multiple files per data type. Uniquely name each file; example: Account01.csv and Accounts02.csv.

Uploading and Validating Data Files

1. From the side menu select **Toolbox**, select **System Setup** then **Import Data**.

2. Enter or select the property to which you want to import data and click **Import Data**.

3. Click **Add Data Types (Objects) to Import** and specify the number of files you have to upload for each data type.

4. For each data type click **Select/Upload File**.

   a. Click **Choose File** and select the CSV file from the file system, click **Open** to select.

   b. Click **OK**.

5. Repeat for each data type and file to upload.

> **Note:**
>
> Once the first file is uploaded successfully you have 14 days to complete the import cycle. You can always **Save and Close** the existing import cycle during the 14 day time frame and come back later and make changes. If you don't initiate the **Import Validated Data** into OPERA Cloud within the 14 days' time frame, all the existing files and any references to the files will be removed.

6. Once all the files are uploaded successfully, click **Validate Data** to validate the data against the property configuration, column widths and Primary-Foreign key relationships.

> **Note:**
>
> Any unused rows must be removed for the validate action to be enabled. All the upload files status must indicate success state for the validate action to be enabled.

Validation Errors

1. Any validation failures will generate an error file for each uploaded file; you can download the error file by clicking on the error file name link or click the **Vertical Ellipse** and select **Download Error File**.

2. Review the **[template]_errrors.csv** file.

   • Each error record in the file will have **Unique_Id_Column** and a column called **ERROR_MESSAGE** with the Error description (includes the column name, value and error message for ex: res_rate_code--profroma-reservation Rate

Code is not configured in OPERA Cloud), res_source_code--ref--source_code is not configured in OPERA Cloud), res_room_type--stdx--reservation Room Type is not configured in OPERA Cloud, res_room_type_charge--stdx--reservation Room Type Charge is not configured in OPERA Cloud).

3. Correct the errors in the data CSV file uploaded and save changes to file.

4. From the vertical ellipse, click **Remove Uploaded File**, click **OK** to confirm.

5. Re-upload the corrected data CSV file, click **Select/Upload File**.

6. Re-validate the data, click **Validate Data**.

Cancelling Upload and Validation Process

You can cancel the import process anytime during the 14 day time frame prior to initiating the import of validated data by clicking **Cancel Import Process** to remove all uploaded files and references to the current import cycle.

Importing Validated Data

Once all files are validated successfully you can import the data.

1. Click **Import Validated Data**.

2. Click **Import Validated Data** to confirm.

3. A Data Import Overview page provides details about the import progress.

4. Once import is complete, click **Close** to return to the import data screen.

5. Click **OK** to confirm.

> **Note:**
>
> This will remove all uploaded files and references to the current import cycle.

Part VI
Exchange

This part of the OPERA Cloud Help system contains information on working with OPERA Exchange for two-way real-time data communication between OPERA and external interfaces.

- OPERA Cloud Exchange Overview
- Switching the Interface
- Interface Setup
- Interface Mapping
- Interface Controls
- Message Status
- Interface Resync

ORACLE®

22

OPERA Cloud Exchange Overview

OPERA Cloud Exchange is an electronic data exchange technology used by OPERA Cloud to transmit information between systems such as ORS and SYNXIS. The topics provided are guidelines for configuring a new interface in OPERA Cloud. Custom interfaces and formats are not supported by OPERA Cloud as the XML message is the supported format .

Before you configure a new interface, ensure that you have the necessary privileges. Then document is setup to lead you through the following prerequisites, such as identifying the external systems, activating the OXI interface license codes for your property, defining the database codes, then configuring the interfaces, setting up communication methods, and defining the interface controls. Address the needed mapping for OPERA Cloud Codes with the external system codes and configuring the required business events. Lastly, activate the External Systems for the Property and Interface.

Ensure that the external system is activated only when you are ready to start processing the messages with external systems.

Best Practices: Do not activate the external system until the configuration is complete; this creates unnecessary business events being generated and failures.

Example

When you update a reservation in OPERA Cloud, a business event is triggered and processed by the exchange module and sent to the outbound queue, and finally sent to external system as an XML message.

- Prerequisites

Prerequisites

The following are prerequisites for Interface Exchange:

- **OXI Licenses**: Search by Property and activate the required OXI licenses. The OXI licenses are property specific, and permissions are needed for activation.

- **User Permission**: Create required user roles in Oracle Identity Management (OIM) and assign the exchange task under Role Manager.

- **External Database**: Create an External Database code per chain per interface in recommended format like CHAIN-ORS and associate the required properties (OXI Interface license activated) to the Database code.

23
Switching the Interface

Switch Interface is used to toggle between the configured interfaces from a central or Property specific setup. On the Switch Interface screen, view all of your configured central and property interfaces.

When a user is logged in at Hub level, both Central and Property configured interfaces are shown.

When a user is logged in at a Property level, only the Property configured interfaces are shown.

1. From the **OPERA Cloud Exchange** menu, select **Switch Interface** from the drop down menu. If an interface is not configured, go to Interface Setup to configure a new interface, which then appears in the switch interface drop-down. The interface that you select here appears as a default interface in other exchange screens.

2. The Type and Property fields show the records by default. Click to search and select an Interface from the list of existing interfaces and click **Select**.

3. Click **Save**.

24
Interface Setup

Search page allows you to search by Property or by External systems code. The recommendation is to search interfaces by Property to get all the configured interfaces and search by Interfaces to get the selected interface. Selecting multiple properties and interfaces provides search results for all selected interfaces in the search results.

Searching an Interface

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup** , and then select **Interface Setup** from the drop down menu.

2. From the Search panel, select **Property** and click **Search**.

3. In the search results table, click the vertical ellipse to **Edit** or **Delete** the setup. Search result table shows External System Property Code and External System Active/Inactive status.

4. Click **I Want To…**, to update exchange capabilities. It allows you to configure the Business Events. It also allows you to activate External System if the external system is in an inactive state.

   • Communication Methods

   • Automatic Transmission Schedule (ATS)

   • Data Request

   • Copying Conversion Codes

   • Matching Profile Rules in OXI

Adding a New Interface

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup** , then select **Interface Setup** from the drop down list.

2. On the Interface Setup screen, click **New**

3. Select the **Property**.

4. Select an **Interface** that you need to configure.

5. In the **Description** field, the description of the interface automatically populates when you select a defined interface.

6. Enter the **External Property**. This is the external system's property code that is configured for the selected interface. You must enter the correct external system resort code here.

7. The External Database automatically gets populated in the **External Database** field when you select an Interface. If the database code is not automatically populated, you can click the search icon to select a database.

    a. On the External databases screen, search for databases by Interface. If there are no codes available, you can create a new database code in the recommended format, for example, CHAIN-INTERFACE.

    b. Click **New** and in the External Databases dialog, enter the **Code**.

    c. Enter a **Description** and select or deselect the **Copy Subscription** check box.

    d. Select **Properties** from the available list and click **Save**.

> ✏️ **Note:**
>
> If the property is not visible in available or selected list, activate OXI Interface License Code.

    e. Close the External Databases dialog. The database code gets defaulted to interface setup database field.

8. Select the **Delta Mode**.

    a. Set it to **Yes** if the external system does not sends the full message for changes. For example, a room type change is sent for a reservation. The external system sending these delta changes sends only the mandatory message items together with the changed room type. In this case, only the data sent would be updated in OPERA, and all other data is retained as inserted earlier. This also depends on OXI parameters.

    b. Set it to **No** if the external system sends the entire message for changes as well. This is called a 'full overlay' of data. For example, the external system sends a full message with the updated room type for the room type change. In this case, all data for this record is deleted and re-entered in OPERA. Based on the interface ID, this is already pre-configured for custom interfaces.

9. Select the **Data Flow**. Data Flow defines the data flow for the interface and selects all boxes that apply.

    • **External System -> OPERA**: Select for all interfaces that receive data from an external system.

    • **OPERA -> External System**: Select for all interfaces that send data from OPERA to an external system.

10. In the Deletion Indicator panel you can set indicators for deleting data in the OPERA system from an incoming message. This section is accessible only if the Delta Changes flag is set to **Y**, which indicates that the external system does not always send full data for a change. In this case OXI leaves data that is not sent in the message untouched in OPERA. It is therefore important that the incoming message signals clearly when data gets deleted. This is the purpose of setting the deletion indicators.

    a. Select the values from the **Character** drop-down list. Character allowed values ~, *, ^

    b. Select a numeric value from the **Numeric** drop-down list. Numeric allowed value -99999

    c. Select a date from the **Date** drop-down list.

    d. The **Message Format** defaults to XML format, which is the only format supported in cloud..

e. Select a version in the **Set All the Version As** drop-down list. When this drop-down is selected, the version in the XML Version grid also changes to the selected version when you click **Save**. If you wish to change the version only for a particular XML Type, select the row and change the version individually and save.

11. Click the vertical ellipse and then click **Negotiate**. This is applicable for OPERA to OPERA Interfaces such as ORS, MYFIDELIO, and so on, This option negotiates with the OPERA external system for the supported XML versions and updates in source interface XML versions for the XML types accordingly.

12. Click **Save**.

Communication Methods

The Communication Type defines how the interface receives and sends messages. If there is a multi-property setup Communication Methods are available for each property. Check and verify if the settings are set for each property. Communication Types can be configured at Global (Chain) or Property levels. When there is a configuration available at Property level, a communication happens with the configured details for that particular property. If not, the communication happens with the configured details at the Global level.
The communication method has to be set up for each interface before it can be activated.

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup** and then select **Communication Methods** from the drop down list.

2. On the Communication Methods screen, select a location.

   a. Select the **Global** option to utilize this communication method for all properties in a Multi-Property setup.

   b. Select the **Property** option to utilize this communication method for a specific property in a multi-property setup.

3. Search and select the **Interfaces** and then click **Search**. You have an option to select multiple interfaces.

4. Data Flow represents the outbound or inbound data. Communication Mode represents Client or Server for the interface. In search results, select a data flow, click the vertical ellipse and then click **Edit**. If you edit at a Global level configuration and then change it to Property level and save, it creates Property level communication method. When you edit a Property level configuration and then switch to Global level and save, it deletes the property specific configurations.

5. The screen opens to the Configure Communication URL and Credentials. You can change the Global or Property options.

6. In the Communication Mode panel, select a protocol **HTTP(S)/Client** or **Server**.

   • Select Client in case the Exchange Interface Processor is expected to take the responsibility to connect to the external system and send or receive the OXI XML messages with the provided external system URL and credentials.

   • Select Server in case the Exchange interface processor is expected to act as a Server and external system takes the responsibility of Sending/Receiving the messages from OPERA Cloud Exchange based on the OPERA Cloud Exchange processor URL and credentials provided to the external system.

a. Select **HTTP(S)/Client** . The HTTP/S protocol is a request/response protocol if the information is to be sent from OPERA Cloud to the External System. In the DETAILS panel, based on the dataflow, a default URL is displayed. Enter the **User Name** and **Password**.

b. Select **Compress Data** and **Use Client Certificate** check boxes.

c. Enter **Sleep Time(minutes)**. This is a user definable field in Minute format where the interface rests between waking up and doing POST and GET functions. If the interface continues to receive messages, then it does not sleep. This field accepts decimals for times smaller than the (1) minute time. Time entered with a dot (.1) is read as seconds (10 seconds).

d. Enter **Timeout(seconds)**. This is a user definable field in (Second) format where the interface tries to establish a connection before treating it as (timed-out) and creating a log entry. At this time it goes into the (Sleep Time) before attempting again. The error can be seen from the System Error Log located in the Interface Status menu. Timeout can handle three numeric value, such as 999.

e. Click **Save**.

7. Select the **Server** option, if the information is posted from the External System to OPERA Cloud.

8. Click **Save**.

Automatic Transmission Schedule (ATS)

This utility allows the external system to receive data in pre-definable, regular intervals. The AR EXPORT, BLOCK, INVENTORY, PROFILE DAILY STATS, and PROFILE REQUEST data modules are currently supported. At the time the next transmission kicks in, all data for the selected data module between the last transmission and this transmission is sent with this utility. This does not require OPERA business events, but it does require an OXI 2-way license code. When a message is sent it is identified as RTAV. You can set up multiple schedules that meet the business requirements of the site.

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup** and then select **Automatic Transmission Schedule** from the drop down list.

2. The **Property** field has default property. You can select multiple properties by clicking the search icon.

3. Click **Search**.

4. On the search table, click **Show/Hide Inactive** to include or exclude configured schedules from the search results.

5. Click **New** to configure an Automatic Transmission Schedule.

a. On the Automatic Transmission Schedules screen, the **Property** and **Interface** is selected by default. Select a **Module**. Interface ID for which the automatic transmission schedule is set and the data module for which the automatic transmission schedule is set.

b. Select the **Inactive** check box. The transmission does not take place if you select this check box.

c. In the **Recurrence Pattern** panel, select the **Frequency**. Depending on your choice here, the setting When to Run displays different options.

- If you select Interval, you must configure it in minutes.

- If you select Daily. Schedule by the hour.

- If it is week, schedule it by Days in the week and what Hour.

- If it is Monthly, schedule it by 4th day of month and hour of the day in that month.

- If it is Yearly, schedule it by month and the day and hour for that month.

d. When to Run displays different options depending on what Frequency option was selected. Select the specific time from the **When to Run** fields when you want the automatic transmission to begin.

e. Select the **Range Days** in advance for which automatic transmission shall occur. If the range is set to 30 days, OXI sends the data with start dates from current business date until 30 days in advance. Automatic Transmission has a message limitation. If the range of days exceeds 30 days, for example 60 days, then the transmission is 2 RTAV messages of 30 days each. If the range of days is 90, then the transmission is 3 RTAV messages of 30 days each, and so on.

f. Select the **Future Days**. It allows for a range in the future to be returned. For example: If the business date is 06/29/19 and the Range is set for 2 days, then the Range is set from 06/29/19 to 06/30/192. If the Future field is updated to 30, then the begin date of the Range that was sent is 30 days from 06/29/19.

   The Start Date and End Date calculates the dates based on the Range Days and Future Dates. The start date is calculated based on property's current business date and future days. End date is calculated based on start date and range days.

g. Click **Save**.

6. Click **Edit** to edit or modify the Automatic Transmission Schedule and click **Save**.

7. Click **Delete** to delete the Automatic Transmission Schedule.

Data Request

The purpose for Data Request Utility is to have data synched from OPERA PMS to the ORS, initiated from ORS side. Data Request differs from the Resync Utility. In the Resync Utility it requests data from the external system, not sending data to the external systems from ORS. Offered requests are Reservations, Blocks, Rates, Packages, Profiles, key Configuration Items, Datamart and Inventory Items. Multiple modules can be flagged for requests together just by selecting the check box by each and populating the request criteria columns. Configuration responses populate the global template when required and the Property level.

Permissions are required to access this utility; at login provide the interface id and property. For the Reservations and Block requests there are three options available. They can be selected by the option button to the left of the date fields. The other modules offer one date range criteria to use.

To initiate any Data Request select the module or modules, Start and End Criteria and select Synchronize button.

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup**, and then select **Data Request**, from the drop down list.

2. The **Property** field already has property by default. Search and select an **Interface**.

3. In the Data Request Module to Synchronize, select **Reservations** check box and then select an option from **Arrival**, **Stay**, and **Created**. Enter the **From Date** (first arrival date for the reservation resync) and **To Date** (last arrival date for the reservation resync) and then click Synchronize. You can select only one option at a time.

4. Select the **Blocks** check box and then select an option **Begin**, **Stay**, and **Created**. You can select only one option at a time. Enter the **From Date** (first restriction start date for the resync) and **To Date** (last restriction start date for the resync).

5. Select the **Rates** check box and then select the **From Date**. This is the first rate code start date for the resync. Only rate codes valid for this date are shown. Select the **To Date**. This is the last rate code start date for the resync. Only rate codes valid for this date are shown.

6. Select the **Profiles** check box and then select the **From Date** and **To Date**.

7. Select the **Configuration** check box and search and select an **Item**, **Level**, and **Items**.

8. Select the **Inventory** check box and then select **From Date** and **To Date**. You can resync for Inventory Out of Order and Overbooking.

9. Click **Synchronize** for whatever module you need to synchronize the data.

   Example: Select Item Type = MARKET CODE and Level is = SPECIFIC. A Market Code of XYZ has been noted in messages but is not existing in the ORS configuration. Defaults have been substituted in place of this value. By free typing text XYZ and selecting the OK button, a message is sent to the external system requesting that specific data. A message is returned from the external system containing the Market Group and Market Code information. Which is populated to the Market Code Template and the Property level Market Codes grid.

   When selecting a request where Level is = SPECIFIC:

   Following are some recommendations if you are selecting the Rate option.

   • Do not recommend resyncs for large periods of time during peak work hours

   • A resync be done in the late to early morning hours where Night Management or Night Audit can run resync without system performance slow down

   • If a resync is needed during peak hours we recommend only choosing a few rate codes to be synced to resolve updates to Rate Header and Rate Details

   It is not recommended to select all displayed items in the list, instead use Level = ALL for that purpose. To request a large number of specific items, it is better to break up the selection into multiple smaller groupings.

Copying Conversion Codes

Copying is an efficient way to populate the interface conversion codes, instead of manually inserting the codes one by one. Copy Conversion Codes helps you to copy the conversion codes from OPERA to the selected interface. Copy option also validates new and active/inactive OPERA codes. It copies these codes to the Interface Mapping conversions along with their respective groups. An example of an extensive list of conversion codes can be the Countries or Rate Codes. This form copies the conversion codes from OPERA based on the activated conversion codes for this

interface. When copying, OPERA and external system values are populated with the same value in the conversion details.
To select conversion codes:

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup** and then select **Copy Conversion Codes** from the drop down list.

2. On the Copy Conversion Codes screen, Property is selected by default. Select an **Interface** and click **Search**.

3. In the search results table, select a Conversion code row that is to be copied and then click **Copy**. You can select multiple rows.

4. You get an Information pop-up validating that it is copied successfully. Click **OK**.

Matching Profile Rules in OXI

The OXI Profile Matching Module has an internal entry criteria matching system that checks for a primary match based on hard-coded, predefined columns in the name table and its child tables. These entry criteria are not configurable and not visible to the user. It is the base for every following weighing point matching activity. If the entry criteria match fails, no further weighing point match is attempted and the profile is either created newly or rejected based on parameter settings for this interface ID in OXI.

> **Note:**
>
> This process applies to an accompanying profile and the primary guest profile. When a reservation change occurs, when only the first and last names of a profile for either a primary or accompanying profile associated with the reservation are sent with the reservation, duplicate profiles are not created. The Profile Match process is not included. Instead, OXI updates the profiles according to the internal identifier of the profile in OPERA that is linked to the reservation, without applying any further matches based on the profile's same first and last name.

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup** and then select **Profile Match Rule** from the drop down list.

2. In the **Property** field, property is there by default. Search and select an **Interface** and then click **Search**. If the controls PROF_CREATION is not active, profile match fails and the profile is not created. It gets automatically created if PROF_CREATION is set to active. Property and Interface values defaulted based on the Switch Interface context.

3. To create a new profile rule, in the Match Criteria panel, click **New**.

4. In the Manage Profile Rule panel, the **Property** and **Interface** values are defaulted based on the Switch Interface context. Search and select a **Profile Type** and enter a **Threshold** and select **Active** check box to make the rule active status.

5. Select the **Match Rule**. You can select multiple match rules.

6. Enter **Points** and select or unselect the **Active** check box to set the rule as active.

7. To Add Match Criteria, click **New**, select Match Rule elements (allows multi-select), then provide Points for rule weight and select **Active** to make the match rule active. Click **Save**.

8. You can edit an existing Match Rule and modify the match criteria, points, activate or deactivate rules.

25

Interface Mapping

Interface Mapping is used to configure conversion values for the OPERA Codes and External System Codes.

- [Mapping UDF](#)

System Default Conversions

You can define the conversion values for the available conversion codes. A few conversion codes are activated and populated through the OXI installation wizard, as they contain the same values for all interfaces and are never changing. These conversion codes are Reservation Status, Reservation Action Types, Profile Types, and Guest Preference Types.

Standard Conversion Code Settings. These conversion code settings apply to all interfaces.

Conversion Code	OPERA Value	External Value	External>OPERA	OPERA>External
Action Type	CANCEL	CANCEL	Y	Y
	CHECK IN	CHECKIN	Y	Y
	CHECK OUT	CHECKOUT	Y	Y
	DELETE RESERVATION	DELETE	Y	Y
	JOIN GUEST	SHARE	Y	Y
	NEW RESERVATION	ADD	Y	Y
	NOSHOW	NOSHOW	Y	Y
	REACTIVATE NO SHOW	REINSTATE	N	Y
	REACTIVATE WAITLIST	WAITLISTTOACTIVE	Y	Y
	REVERSE CHECK IN	CNXCHECKIN	Y	Y
	REVERSE CHECK OUT	CNXCHECKOUT	Y	Y
	ROLLBACK CANCEL	REINSTATE	Y	Y
	SEPARATE GUEST FROM	ADD	N	Y
	UPDATE RESERVATION	EDIT	Y	Y
Document Type			Y	Y

Conversion Code	OPERA Value	External Value	External>OPERA	OPERA>External
Guest Preference Type	NEWSPAPER	NEW	Y	Y
	ROOM_FEATURES	FEA	Y	Y
	SMOKING	PRS	Y	Y
	SPECIALS	SPE	Y	Y
Profile Type	COMPANY	CORPORATE	Y	Y
	D	GUEST	Y	Y
	G	GROUP	Y	Y
	S	WHOLESALER	Y	Y
	TRAVEL_AGENT	TRAVEL	Y	Y
Reservation Status	CANCELLED	CANCELED	Y	Y
	CHECKED IN	INHOUSE	Y	Y
	CHECKED OUT	CHECKEDOUT	Y	Y
	NO SHOW	NOSHOW	Y	Y
	PROSPECT	REQUESTED	Y	Y
	RESERVED	RESERVED	Y	Y
	WAITLIST	WAITLISTED	Y	Y

From the Interface Mapping screen:

- The Search panel allows you to search by Interface Type, Property and Interface code. Result panel shows all the defined mappings or conversions with OPERA code and External Code.

- Select a Group and Create New Mappings in right pane with the New option with the OPERA Code, External Code, and Enable/Disable Data Flow options.

- Select a Group and Edit existing conversions with the Edit option, update codes and the enable/disable Data flow options.

- Select a Group and Specific Mapping in the right panel and delete the invalid conversions.

1. From the **OPERA Cloud Exchange** menu, select **Interface Mapping** and then select **Interface Mapping** from the drop down list.

2. On the Interface Mapping screen, select a group. Search for a **Property** and an **Interface** and click **Search**.

   a. From the search results, select a defined mapping or conversion.

   b. In the right panel, you have an option to create a new mapping or conversion. For example:

3. Click **Account Type** group from the search results.

4. In the Account Type panel that opens, you can see the configured mapping.

5. Click **New** to create a new mapping or conversion.

a. The Default **Interface Type** is displayed or you can select one from the drop-down list.

b. The Default **Property** is displayed or you can search for another property by clicking the search icon.

c. The Default **Interface** is displayed or you can search one by clicking the search icon.

d. Search for **OPERA Code**.

e. Enter an **External Code**.

6. Click **Edit** to edit an existing group mapping.

a. The fields for Interface Type, Property, and Interface are disabled. You cannot edit these fields.

b. Select an **OPERA Code** and enter an **External Code** and then click **Save**.

7. Click **Delete**, to delete a mapping.

8. Select the **Show Inactive** check box for first time activation of the conversion table. Highlight the conversions that are used and select the Activate button. To deactivate a conversion code, uncheck the Show Inactive box, highlight a conversion code, and select Inactivate.

When creating a new Profile Type Mapping and select:

• **External-OPERA Default:** A check mark indicates what OXI uses as default in the case of multiple same entries in the external system value column. It is possible that more OPERA values than the external system values exist for a conversion code. In this case the external system values would need to be duplicated and will occur more than once in the external system value columns.

– Only one of the duplicate external system values can be set as External->OPERA Default Y, and this is the record that OXI uses when processing data from the external system to OPERA.

– All other duplicate codes are set to N. OXI automatically warns you if a record has already been set to Y as a default, and you are trying to flag another record with the same external system value the same way.

• **OPERA-External Default:** A check mark indicates what OXI uses as default in the case of multiple same entries in the OPERA value column. It is possible that more external system values than OPERA values exist for a conversion code. In this case the OPERA values need to be duplicated and occur more than once in the OPERA value columns.

– Only one of the duplicate OPERA values can be set as OPERA > External Default Y, and this is the record that OXI uses when processing data from OPERA to the external system.

– All other duplicate codes are set to N. OXI automatically warns you if a record has already been set to Y as a default, and you are trying to flag another record with the same external system value the same way.

For example: The external system has more market codes than OPERA, and the OPERA market codes have to be entered multiple times in the conversion code. If a reservation with such a market code is sent by OPERA, OXI has to know which conversion record to use. The OPERA-> External Default is the identifier for the correct conversion record.

Table 25-1   OPERA and External Default Values

OPERA Value	External System Value	External>OPERA	OPERA>External
GRP	GROUP	Y	Y
GRP	LEIS	Y	N
IND	INDIVIDUAL	Y	N
IND	TRANSIENT	Y	Y

Mapping UDF

UDF Mapping is handled separately of the normal Conversion Codes as the information is not handled by defaults for passage but has to show possible external values and the insertion user. The UDF Mapping in OXI allows you to define UDF mappings for Profile, Reservations, and Stay UDFs to be exchanged with an external system.

1. From the **OPERA Cloud Exchange** menu, select **Interface Mapping** and then select **Interface Mapping** from the drop down list..

2. From the search results, select a defined UDF mapping or conversion. In the right panel, you have an option to create a new mapping or conversion.

3. Click the **Profile UDF** group from the search results.

4. In the Profile UDF panel that opens, you can see the configured mapping.

5. Click **New** to create a new mapping or conversion.

    a. The Default **Interface Type** is displayed or you can select one from the drop-down list.

    b. The Default **Property** is displayed or you can search for another property by clicking the search icon.

    c. The Default **Interface** is displayed or you can search for one by clicking the search icon.

    d. Search for a **Profile** type.

    e. Search for an **OPERA UDF Field** and enter the **External Field** value.

    f. Select or deselect the **Active** check box. An indication is give of whether or not the UDF label appears on the Web site.

    g. The **IFC Created** check box indicates whether this conversion was manually entered or IFC created.

6. Click **Edit**, to edit an existing UDF mapping.

7. Click **Delete**, to delete a UDF mapping.

26
Interface Controls

Interface Controls allows you to control the business use cases to turn-On/Off and allows ability to set the default values. Most of the parameters are defaulted with a system default value, you can change the values to instruct OPERA Cloud for the preferred behavior. Default values used in the handling of inbound and outbound message when no mappings/conversion codes are found for the respective messages. The values configured here are used as defaults for incoming and outgoing messages if no matching conversion value from the conversion tables can be applied during data transmission, or if conversions are not activated.

1. From the **OPERA Cloud Exchange** menu, select **Interface Controls** , and then select **Interface Controls** from the drop down list.

2. The Type **Property** and **Interface** fields display the default interfaces based on the Switch Interface context.

3. Click **Search**.

4. Select a Group and drill down to the Settings areas for the Default fields available for Inbound and Outbound data flows. Defaults are applicable only for Blocks, Others, Profiles, Rates and Reservation groups.

   * Block Parameters and Settings

   * Generic Parameters and Settings

   * Inventory Parameters and Settings

   * Profiles Parameters and Settings

   * Rates Interface Parameters and Settings

   * Reservations Interface Parameters and Settings

Opera Cloud Global Parameters for Exchange

* OXI Message Purge Retain Days: Default is 10. Allows System Administrator to set the value between 3 to 28 days. Based on the configured value, messages are purged automatically when they are lapsed beyond retention time.

* OXI Outbound Delivery Retry Count: This functionality allows you to define the retry value for HTTP messages that fail to post because the server is unavailable. This value defined here is as a global configuration applicable for all interfaces and properties.

> ✎ **Note:**
>
> Retry Interval is taken from the sleep-time configured for the respective property and interface communication definition.

Block Parameters and Settings

Block parameters apply if your interface transmits blocks. All parameters are set at the global level.

Table 26-1   Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
EXTERNAL LOCKED YN	Y/N	From the external external system to OPERA Cloud. The system creating the block can remain the owner of it, which means the block can only be modified by the originating system. Set this parameter to Y if the block created by the external system should be locked in ORS and cannot be modified by ORS users. Set to N if the block created by the external system should be fully changeable in ORS.	Set to Y in case blocks are sent two ways and both systems wants to retain ownership of their blocks. The default setting is Y for OXI-OPERA
EXT SYS BLOCK GENERATES INVENTORY	Y/N	Direction: Data from the external system to OPERA Cloud When a block message from CRS is received, OXI will generate inventory snapshots for the affected dates and room types.	Setting depends on the situations described.

Table 26-1   (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
HANDLE BLOCK SOLD	1) EXT_SYS->OPERA 2)NONE 3)OPERA- > EXT_SYS 4)TRANSMIT_BOTH_WAYS	Direction: Data from the external system to OPERA Cloud (EXT_SYS- >OPERA) Update block sold count from external system when sent to OPERA Cloud. This assumes that the external system has all block reservations but not OPERA Cloud. In this case we need a sold count update as part of the block messages. Direction: Data both ways between the external system and OPERA Cloud (NONE) Block sold counts will not be transmitted between the systems. Use this if both systems transmit full reservations both ways, including block reservations. In this case an additional sold count update in the block message is not necessary. Direction: Data from OPERA Cloud to the external system (OPERA- >EXT_SYS) Send block sold counts from OPERA Cloud to external system. This assumes that OPERA Cloud has all block reservations but external system has not. In this case we need to send a sold count update as part of the block messages.	Setting depends on the situations described. The default setting is NONE for OXI-OPERA

Table 26-1   (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		Direction: Data both ways between the external system and OPERA Cloud (TRANSMIT_BOTH_ WAYS)	
		Update block sold counts from external system when sent to OPERA Cloud, and also return sold counts to external system. Use this if block reservations are not transmitted between the systems at all. In this case the block messages must mutually update the sold counts.	

Table 26-1   (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
HANDLE MASTER BLOCKS	Y/N	Direction: Data both ways between the external system and OPERA Cloud. OPERA Cloud can convert a single block into a master block, which is used when multiple sub blocks are linked to one block as master. A common scenario for this is a tour series, in which a former single block becomes a master block from which all tour series copies are made. The master block is visibly flagged as such in OPERA Cloud and has no inventory. A sub block is linked to a master block through the master block ID. If this parameter is set to Y, OXI will send master blocks in OPERA Cloud with the respective flags so that the external system can apply the same logic. Sub blocks are sent with the master block ID and need to be linked properly to the master block in the receiving system again, where the master could have a separate ID. If the external system is not capable of handling master and sub blocks, this parameter should be set to N. In this case OXI sends a block cancel in case a block converts into a master, to make sure that the external	Setting depends on the situations described. The default is Y for OXI-OPERA Cloud.

Table 26-1   (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		system releases the inventory from that block accordingly. All sub blocks in OPERA Cloud will be sent as normal single blocks without amaster block ID to such as an external system.	
KEEP BLOCK PACKAGES	Y/N	-> Direction: Data from the external system to OPERA Cloud.	
		KEEP_BLOCK_PACKAGES parameter determines how to handle the existing OPERA Cloud block packages.	
		This parameter setting will be significant only when the packages are not received as part of the blocks.	
		If this parameter is set to Y, then do not full overlay, keep the block packages as-is.	
		If this parameter is set to N, then full overlay the OPERA Cloud block packages with received block packages.	
		If this parameter is set to Null, then the received allotment entity packages value will gain significance in determining whether to full overlay block packages or to keep them.	

Table 26-1   (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SPLIT INV DETAILS	Y/N	-> Direction: Data from OPERA Cloud to external system. If Y, OXI will split the block inventory detail message into multiple chunks of size less than 32K. If N, OXI will send the entire inventory detail message to the external system.	Set to Y if typical Block inventory is created with long date ranges and all room types. The default setting is N for OXI-OPERA.
UPL CATERING BLOCKS	Y/N	-> Direction: Data from OPERA Cloud to external system Blocks can be flagged as Catering in ORS or SFA. Set this parameter to Y to send catering only blocks to the external system. If set to N, catering only blocks will be suppressed from sending to the external system.	The default setting is N for OXI-OPERA

Table 26-1   (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPL DED ONLY	Y/N	-> Direction: Data from OPERA Cloud to external system If the external system does not distinguish between deductible and non-deductible blocks, you may want to suppress non-deductible blocks from sending, as these would affect the other system's inventory directly and cause inventory imbalances. In such a case you would set this parameter to Y and OXI_HUB will only send deductible blocks. If the external system has a similar concept of handling deductible and non-deductible blocks, you can set this parameter to N and OXI_HUB will send all blocks regardless of their status. In OPERA Cloud, the block status code determines whether a block is considered deductible. Check the OPERA Cloud block status configuration for further information.	Set to N if external system handles deductible and non-deductible blocks. Otherwise set to Y. The default setting is N for OXI-OPERA.

Table 26-1　(Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPL OPEN ONLY	Y/N	-> Direction: Data from OPERA Cloud to external system. If the external system does not have a concept of 'open for pickup' blocks, you may want to suppress non-open blocks from sending, as these would still allow pickup in the other system and cause inventory imbalances when a reservation is sent to non-open block in OPERA Cloud. In such a case you would set this parameter to Y and OXI_HUB will only send open for pickup blocks. If the external system has a similar concept of open for pickup blocks, you can set this parameter to N and OXI_HUB will send all blocks regardless of their status. An open for pickup block is defined by its status. Check the OPERA Cloud block status configuration for further information.	Setting depends on whether external system has a concept of open/non-open blocks. The default setting is N for OXI-OPERA

Table 26-1   (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
WAIT FOR BLOCK EXT REF	Y/N	-> Direction: Data from OPERA Cloud to external system. If a block is created in OPERA Cloud, OXI can send the block header first and expect a result message with the external system's confirmation number. Only once this confirmation is received would OXI send the block details, as it is now safe to assume that the block details would be accepted by the external system as well. This external confirmation can even be displayed on the block header as of OPERA Cloud 33.02, ensuring OPERA Cloud users that they can pickup reservations from a block without problems, as the external system knows the block as well. Set the parameter to Y if block transmissions shall be handled like this. Set the parameter to N if the external system does not return a response, or if it can safely handle block header and details at the same time.	Set to N unless there is an explicit need that OXI should wait for the returned block confirmation number.

- [Block Defaults for OXI](#)

Block Defaults for OXI

The following are recommended block default settings.

Table 26-2   Block Defaults for OXI

Block Defaults	Description
Block Rate Code	Select a rate code that has all of the configured room types for the property. Since rates can be subject to restrictions that either close the rate and or room types depending on hotel occupancy, we strongly suggest making a 'OXI Default' group rate code and insert this value. • This rate code is to be setup with all viable room types and a single rate detail, at $0.00, that has all room types linked to it. If proper revenue/ADR is a factor set a rate amount instead. Remember to include the PM room type as groups require this before booking reservations. • This rate code should not be subject to restrictions as other rates are. • If CRS allotted groups are setup for rates that are flagged restricted or out of inventory on the hotel side, this default is used to get the group inserted. • Warnings in OXI alerts hotel users that the allotment was inserted, the rate was not available and the default was taken instead. Thus allowing the hotel to update the group accordingly. • To see any warnings where a default was substituted then OXI offers a warnings report.
Block Status	OXI shows only the deductible block status types in this list of values as all received blocks from external systems are automatically considered deductible. This is a crucial element for the creation of a block and has to be set.
Block Owner	This is no longer mandatory but depending on the OPERA Cloud Cloud function Generic > Owner. If this is flagged, a block owner must be set in order to update the block in OPERA Cloud.

Destination Code	When processing a Canceled, Lost or Turndown message the destination code can be matched to the code used as the default in the OXI Block Defaults tab. If no match is found then the OXI default, if defined, can be applied.
	• If a Block Destination Code conversion is active, then OXI tries to convert to the received value:
	  – If a conversion record found, the converted value is used to match against OPERA Cloud values.
	  – If a conversion record not found, the value as received from the message to match against OPERA Cloud values.
	• If the Destination Code sent in the message matches with an OPERA Cloud Destination Code, the matched value is applied.
	• If the Destination Code sent in the message does NOT match with an OPERA Cloud Destination Code, then OXI checks for a default:
	  – If a default Destination Code is defined, the default value is applied.
	  – If a default Destination Code is not defined, the field is left blank.

Generic Parameters and Settings

All parameters are set at the global level.

Table 26-3   Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
AUTO RESYNC ON ROLL BUSINESS DATE	B/R	-> Direction: Data both ways between external system and OPERA Cloud.	Set accordingly.
		Whether to resync OPERA Cloud transactions without external system confirmation number from OPERA Cloud to external system when the business date is rolled in OPERA Cloud.	
		Note: This is implemented only for those interfaces using XML message format, also for this to work, ROLL BUSINESS DATE business event must be subscribed in OPERA Cloud configuration.	
		This parameter allows the user to pick the modules they would like to auto resync when the OPERA Cloud business date is rolled.	
		Available values are B and R:	
		• When B is selected in the parameter, active blocks without subscription records will be resynced.	
		• When R is selected in the parameter, active reservations without external confirmation number will be resynced.	

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SUPPRESS RESULT SUCCESS MESSAGES		Direction: Data from OPERA Cloud To External System OXI by default suppresses the Result Success messages for the Inbound messages. This parameter is provided to optimize the message traffic by sending only the useful fail and warning messages to notify the respective external systems. Success messages for selected modules will be suppressed. This parameter is not applicable for New Profile, New Reservation and New Block Business events because the unique IDs exchanged in the result success messages are needed to keep data in sync between OPERA Cloud and the external system.	

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
CREDIT CARD SUPPRESS	Profile Reservation Both N	-> Direction both ways: Credit Card(s) information suppressed. Due to privacy laws, credit card(s) information will be suppressed based on following settings - PROFILE: OXI will not include Profile Credit Card information in the outgoing profile messages and will not store Profile Credit Card information when received through messages of any type from non-opera systems. RESERVATION: OXI will not include any reservation Credit Card information in RESERVATION messages, however Profile Credit Cards for Profiles attached to a reservation may be sent. OXI will however process reservation credit card information into OPERA Cloud. BOTH: OXI will not include ANY Credit card information in the outgoing Reservation and profile messages and will not process any profile credit card information when received through messages of any type from non-opera systems. OXI will however process reservation credit card information into OPERA Cloud. N: OXI will send and process all and any	Set accordingly.

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		credit card information present.	
DATABASE SIZE	Small/Medium/ Large	-> Direction: Data from external system to OPERA Cloud.	Set accordingly.
		This parameter determines what internal profile match criteria shall be used based on the size of the database.	
		On Individual profiles, Name Code, Membership, Credit Card, Passport, AR Number and Last + Phone will always be considered in the profile matching processes.	
		When database size is set to SMALL the following will also be considered. Last + Phone, Last + Address1 + City, Last + Zip, Last + Address1, Last + City.	
		For Non-Individual profiles Name Code, Membership and Credit Card will always be considered in matching. When database size is set to SMALL, Company + Address1 + City, Company + Zip, Company + Address1, Company + City are also considered.	
		When set to MEDIUM only Company + Address1 + City are considered in addition to the criteria always applied.	

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
DEFAULT PRINTER	Network Path	-> Direction: no direction The name of the physical printer device configured in OPERA Cloud. Used for OXI back-end printouts.	Used for reports that are not manually selected for printing. Network path is to be set to local machine easily accessed by users.
GENERATE XML	Y/N	-> Direction: Data both ways between external system and OPERA Cloud. The generation of an XML message is required for all generic interfaces where no OXA adapter translates the OPERA Cloud data format into the external system specific format. Even custom interfaces with an OXA adapter (Trust, FTCRS, Pegasus, Marsha, TLX) may benefit from XML generation as it allows users and support personnel to recognize message contents easier. Set to Y to generate an XML message from/to the external system message. Set to N to avoid the XML message creation.	Set to Y for all interfaces using the XML message format. All other interfaces can be set either way.

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
HANDLE PSEUDO ROOMTYPES	Y/N	-> Direction: Data both ways between external system and OPERA Cloud. If this parameter is set to Y, the interface will accept and send room types flags as pseudo in the data transmission for reservations, blocks, and rates. The OXI room type conversion table will allow the selection of pseudo room types. Set this parameter to N if pseudo room types shall be suppressed from data transmission. This would be the case if the external system has no pseudo room types configured and message would lead to failures, or conversion could be setup falsely.	Set to Y for all interfaces that support pseudo room types.

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
LANGUAGE HANDLING	ALL ENGLISH ONLY SINGLE BYTE ONLY	->Direction: Data both ways between external system and OPERA Cloud. This parameter controls the way OXI handles the data in multi- language systems. See the list of values for available options and details. ALL: Transfer all data irrespective of the Language. ENGLISH ONLY: Transfer data having language code E (English) or unspecified language code. SINGLE BYTE ONLY: Transfer data consists of single byte characters	Generic: ALL

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
MULTI ROOMTYPE CONV	Y/N	-> Direction: Data both ways between external system and OPERA Cloud. This parameter should always be set to N in a 2- way interface bases on reasons described below. It can be used for a 1-way interface. If set to N, OXI will mandate a one-to-one room type conversion between external system and OPERA Cloud to keep the inventory in balance. This is very important if the interface uses block or rate messages, as it is not possible to convert one-to- many room types for blocks and rates, and this would result in severe imbalances. You should only set this to Y for interfaces that transmit only reservations, as one-to-many room type conversion could then be allowed to give flexibility. A one-to-many room type conversion must be very carefully considered as it can lead to differences in room type usage between the systems. Sample: OPERA Cloud has only room type KING and the external system converts both KNG and QUE into KING in the OXI room type conversion table. This is possible with the	Set to N for all 2-way interfaces. Set accordingly.

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		conversion defaults and in this case the OPERA Cloud->external default is set to N for the record KNG<- >KING and set to Y for the record QUE<->KING. If the external system sends a reservation with KNG, this will map to KING when entering OPERA Cloud. If the OPERA Cloud user now changes the reservation, the room type will be converted into QUE when sending to external system, as QUE is flagged as OPERA Cloud->external default in this multi-to-one room type conversion table. The result is that the same reservation exists as QUE in one system and as KING in the other, which may lead to confusion and questions.	

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RATE DETAILS DISTINCT	Y/N	- > Direction: Data from external system to OPERA Cloud. When receiving messages of type 'DETAIL', OXI will identify the exact rate details to be updated by searching for a match with the begin date, end date, DOW flags and room types. If an exact match is found, OXI will then update the matched rate detail with the values received in the message. If no exact match exists, OXI fails the message.	
RETRY COUNT	Numeric Value	-> Direction: Data from external system to OPERA Cloud. OXI will retry this number of times to process an incoming message if the first attempt was not successful due to, for example, a locked record. A locked record can occur when OXI tries to process a message while another user is updating this record at the same time in OPERA Cloud. OXI will retry the update x number of times as defined in this parameter. This parameter is directly linked to RETRY_INTERVAL.	Set this value to a number of retries that is appropriate for your operation. We recommend at least 3 times.

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RETRY INTERVAL	Numeric Value	- >Direction: Data from OPERA Cloud to external system. Interval in seconds between each retry that OXI will perform to process an incoming message after the first attempt failed. This parameter is directly linked to RETRY_COUNT.	Set this value to an interval you feel is appropriate. We recommend 60 seconds.
SEND COMMENT WITH CONVERSION	Y/N	- >Direction: Data from OPERA Cloud to external system. When set to Y, non-internal comments with conversion code exist only send to external system. If set to N, all the non-internal comments will be sent to the external system. Internal comments will not be sent out always.	Default is N. Set accordingly.

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SEND IFC CREATED ONLY	Y/N	-> Direction: Data from OPERA Cloud to external system. If set to 'Y': Reservations: If set to 'Y', changes and updates made to a record will be sent to this external system only if the record originated in this external system. Rates (Ext Sys must handle rates): When this Parameter is set to 'Y' AND Rate Code Conversion is active: Only Rates for which a conversion has been defined will be sent to this external system. Rates that do not have a defined conversion will not be sent to this external system. If Rate Code Conversion is inactive: All Rates will be sent to this external system. Products/Packages (Ext Sys must handle products): When this Parameter is set to 'Y' AND Product Conversion is active: Only Products for which a conversion has been defined will be sent to this external system. Products that do not have a defined conversion will not be sent to this external system. If Product Conversion is inactive: All Products will be sent	Set to N if external system is handling External and OPERA Cloud based data regardless of origin. Set to Y if external system will only handle specific data originated in external system. (See conditions for this to work below.) We recommend N value.

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		to this external system.	
		Rate Code/Rate Category Restrictions:	
		When this Parameter is set to 'Y', only those Rate Code/Rate Category Restrictions that have an associated Rate Code/Rate Category conversion record will be sent to the external system. Rate Code/Rate Category Restrictions that do not have an associated Rate Code/Rate Category conversion record will not be sent to the external system.	
		If Rate Code conversion is inactive, all Rate Code Restrictions will be sent to the external system.	
		If Rate Category conversion is inactive, all Rate Category Restrictions will be sent to the external system.	
		If set to 'N':	
		External System will receive all Reservations, Rates and Products, irrespective of Conversions configuration.	

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SEND VAULTED CREDIT CARD	Y/N	-> Direction: OPERA to External system. When CC vault is on, this parameter determines whether to include actual plain text credit card information or the unique id received from CC vault system in the outgoing messages. - Set this to Y if the receiving system is vaulted and is using the same vault and understands vaulted information in the message. - Set this to N if the receiving system is not vaulted or is using a different vault or does not understand vaulted information in the message.	Default for this parameter is N. This parameter should be set to Y only if both sides of the interface is using same vault installation for storing and retrieving credit cards.

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SPECIFIC BLOCK EXCHANGE	Y/N	-> Direction: Data between External System to OPERA Cloud and OPERA Cloud to External System. This parameter determines if conditions can be applied to determine which allotments and related reservations are exchanged with the external system. This parameter is an additional condition and does not enable the exchange of reservations and allotments. It function is conditional to all other configuration items and parameters related to allotments and reservations. If this parameter is set to Y, it will enable a button OXI on OPERA Cloud Block form. This button will allow selection of any external systems where the parameter is set to Y. When an external system has been selected on the allotment form, this block and all reservations related to that block will be sent to the external system. If this parameter is set to N, all allotments and related reservations will be exchanged with the external system.	Default for this parameter is N.

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
WARNINGS AS TRACES	Y/N	-> Direction: Data from external system to OPERA Cloud. Warnings that occur when reservations are sent to OPERA Cloud can be added to these reservations as traces. Users are then prompted with the trace in due time before the guest arrives, and could update the record accordingly. A sample for a reservation warning would be if OXI uses a default instead of converted the incoming value. This warning would indicate to users that the conversion table is incomplete. Set this parameter to Y and OXI will create traces for each mandatory warning that occurred on the reservation. These traces are created for the trace department selected in the OXI Other Defaults for Trace warning. If set to N, no traces will be generated for warnings. This applies only to reservations.	Set to Y if you would like to keep track of your warnings within the reservations where they have occurred.
DELETE ENROLLMENT CODES NOT RECEIVED		Determines whether to keep or delete existing OPERA Cloud membership enrollment codes when they are not received in the message payload.	

Table 26-3   (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
OXI_GENERIC: DELETE ENROLLMENT CODES NOT RECEIVED	Y/N	-> Direction: Data from external system to OPERA Cloud. This parameter determines whether to keep or delete existing OPERA Cloud membership enrollment codes when they are not received in the message payload. If the value is set to 'Y' and the membership enrollment code is not received in the message payload: • If no dependency exists, the existing OPERA Cloud membership enrollment code will be inactivated. • If a dependency exists, the existing OPERA Cloud membership enrollment code will remain untouched. If the value is set to 'N' and the membership enrollment code is not received in the message payload: • The existing OPERA Cloud membership enrollment code will remain untouched.	

• [Other Defaults for OXI](#)

Other Defaults for OXI

Table 26-4   Other Defaults for OXI and its Description

Other Defaults	Description
Maximum Availability in advance	This section defines for how long in advance you can receive or send messages for data modules that affect the inventory. If you want to restrict your reservations to the external system to, for example, 720 days in advance and not send any reservations beyond that inventory time span, you would select availability type 'Day' and availability in advance for '720' (days). • Maximum Availability Type: Setting of the availability types either in Days or by Week • Maximum Availability in Advance: Setting of the number of days/weeks availability in advance is allowed • Start Day of the Week: Day of the week from which the time format is calculated. Only shows when the Max Availability Type is flagged as DAY.

Table 26-4   (Cont.) Other Defaults for OXI and its Description

Other Defaults	Description
External System Currency Details	• Currency Code:
	The currency code the external system is sending and expecting. The revenue amounts sent in STAY messages to the external system are converted to the external system currency code configured in OXI here. The actual currency code (once code conversion, if configured, has occurred) of the revenue amount is also sent along with the revenue amounts.
	• Currency Format:
	Select the format mask matching the external system currency code
	• Currency Multiplier:
	Currencies that have denominations without decimals need to be set to convert correctly for messages from the external system. Amounts sent by external systems are multiplied by this value when set.
	• Decimal Indicator:
	Auto populated once the Currency Format is selected. Based on the currency format set in OPERA Cloud.

> **Note:**
>
> If any value for the External System Currency Details is changed, the OXI Services have to be restarted in order to activate the new settings.

Table 26-4   (Cont.) Other Defaults for OXI and its Description

Other Defaults	Description
Trace Department	A maximum of two default trace departments can be selected and configured.
	• Trace Department 1 or 2:
	Select by clicking on the down arrow button. A list of valid OPERA Cloud trace departments appears.
	• Trace on Arrival Date:
	Set the trace start date in OPERA Cloud by inserting the number of days prior to the arrival of the guest.
	• Always Overwrite:
	If this box is checked, new traces sent by the external system always overwrite existing traces for the same trace department in the reservation. If this box is blank, new traces sent are appended to existing traces in the reservation and is not overwritten.
Trace Warning	You can decide to capture all mandatory interface warnings as traces in the respective reservation they belong to. To do so, the OXI_GENERIC parameter WARNINGS_AS_TRACES must be set to Active. All warnings that have occurred during the download of a reservation are registered as traces with a start date equal to the current system date.
	• Trace Warning:
	A list of valid OPERA Cloud trace departments appears.
	• Always Overwrite:
	If this box is checked, new warnings always overwrite existing warnings in the reservation. If this box is blank, new warnings are appended to existing warnings in the reservation and are not supposed to be overwritten.

Inventory Parameters and Settings

In case your interface does not transmit full reservations and blocks both ways, inventory may be out of sync in either system and adjusted with the help of an inventory snapshot.

This is usually sent from a OPERA Cloud PMS to OPERA Cloud ORS to update ORS with inventory changes at the property that have not been transmitted through the interface. This inventory snapshot contains the total sold count, overbooking level, and out of order rooms per day per room type. It further splits the sold counts into transient and block bookings, as well as definite and tentative bookings.

For example, CLS PMS receives reservations from ORS only and does not send its own reservations back. This means ORS does not know what the exact availability in the PMS is. To make sure ORS has exact sold counts and does not mistakenly overbook the hotel, CLS PMS sends an inventory snapshot to ORS, containing full reservation and block counts. When OXI-HUB receives this inventory snapshot it directly updates the availability tables for transient reservations and blocks for this property, and thus has an accurate picture of the number of rooms that are still available.

All parameters are set at the global level.

Table 26-5   Inventory Parameters and Settings

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
CHANGE TO INVENTORY GENERATES	INVENTORY RTAV	-> Direction: OPERA Cloud to External System only.	Set accordingly.
		When a Change in Inventory (Overbooking or External Allowance) occurs in OPERA Cloud and Inventory business event "AVAILABILITY/% ALLOWANCE" or "CONFIGURATION/% INVENTORY CONTROL" is generated, OXI can use these event in different ways.	
		- Set to INVENTORY, As is continue to generate the Inventory messages for the above Business Events.	
		- Set to RTAV, Generate the RTAV XML messages instead of Inventory messages for the above Business Events.	
ENABLE ALLOWANCE	Y/N	-Direction: Data from OPERA Cloud To External System.	Set accordingly.
		Inventory allowance for external systems.	

Table 26-5   (Cont.) Inventory Parameters and Settings

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
EXTERNAL PHYSICAL ROOMS	Y/N	-> Direction: Data from external system to OPERA Cloud. Applies mainly to OPERA Cloud S&C in this case. The hotel might not allow OPERA Cloud S&C to sell its full physical room capacity. Although the hotel has 100 rooms it may allow only 50 rooms to be sold by the S&C. In this case the physical rooms should be calculated from the inventory snapshot the external system sends to S&C to make sure only 50 rooms are considered. In this case the parameter would be set to Y. Set it to N if OPERA Cloud S&C has the entire physical room inventory from which the sold counts shall be calculated.	If your OPERA Cloud is an S&C standalone install, physical room inventory might not be configured and should be updated by the external system.

Table 26-5   (Cont.) Inventory Parameters and Settings

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
INV ROOMCLASS	N - No OO - Overbook Only YP - Physical Rooms for Suite YS - Suite as a Single Unit	-> Direction: Data from OPERA Cloud to external system The external system may accept the Room Class totals in the RTAV message. Set the parameter to 'YP' to include Room Class totals in the RTAV message. For Suites (Virtual Rooms), actual physical rooms comprising the Suite will be used for the Room Class totals. Set the parameter to 'YS' to include Room Class totals in the RTAV message. Each Suite (Virtual Room) will be treated as a single unit for the Room Class totals. Set the parameter to 'OO' to only send overbook counts in the RTAV message. Set it to 'N', if Room Class totals are not to be included in RTAV messages.	When the General > Room Class and General > Component Rooms application functions are set to Y and the Inventory > INV_ROOMCLASS OXI Parameter is set to YS, Physical Room Types and Component Room Types cannot be attached to the same Room Class. Also, only 1 Component Room Type can be attached to a Room Class.

Table 26-5   (Cont.) Inventory Parameters and Settings

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
INV SNAPSHOT BLOCKS	Y/N	-> Direction: Data from external system to OPERA Cloud.	If your OPERA Cloud is an S&C standalone install, set accordingly.
		Applies mainly to OPERA Cloud S&C in this case. If blocks are not transmitted both ways in this interface but the external system creates blocks that affect its inventory, this parameter should be set to Y. In this case block inventory will be updated in the OPERA Cloud S&C inventory tables from the inventory snapshot sent by external system. Set this parameter to N if it is not necessary to update the OPERA Cloud S&C block inventory from the snapshot. This would be the case if blocks are transmitted fully both ways, or if the external system does not create any blocks at all.	

Table 26-5   (Cont.) Inventory Parameters and Settings

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
INV SNAPSHOT RES	Y/N	-> Direction: Data from external system to OPERA Cloud. Applies mainly to OPERA Cloud S&C in this case. If reservations are not transmitted both ways in this interface but the external system creates reservations that affect its inventory, this parameter should be set to Y. In this case transient reservation inventory will be updated in the OPERA Cloud S&C inventory tables from the inventory snapshot sent by external system. Set this parameter to N if it is not necessary to update the OPERA Cloud S&C reservation inventory from the snapshot. This would be the case if reservations are transmitted fully both ways, or if the external system does not create any reservations on its own.	If your OPERA Cloud is an S&C standalone install, set accordingly.
UPL BLOCK INFO	Y/N	-> Direction: Data from OPERA Cloud to External System. Set it to Y if OXI needs to send the block information (block code, ded type, blocked/sold count) to the external system. Set it to N if OXI does not need to send the block information to the external system.	Set as Y/N according to system needs.

Profiles Parameters and Settings

Table 26-6   Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
ACCEPT ANONYMIZATION UPDATE	Y/N/YR	-> Direction: Data from external system to OPERA Cloud. This parameter determines whether to anonymize the OPERA Cloud profile when the update profile message is received with anonymize flag and the Profile Information Protection functionality is active. - If set to YR (Yes and Return), the OPERA Cloud profile will be anonymized and a snapshot of the profile will be sent back to the calling system after it has been anonymized in OPERA Cloud. The calling system must be subscribed to the UPDATE PROFILE business event to receive the profile update. - If set to Y the OPERA Cloud profile will be anonymized. A profile update will NOT be sent back to the calling system after the profile is anonymized. - If set to N the OPERA Cloud profile will NOT be anonymized.	Set accordingly.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
ACCEPT CENTRAL MERGE	ALL Select one or more profile types	-> Direction: Data from external system to OPERA Cloud. This parameter determines whether to merge corresponding OPERA Cloud profiles when the received PROFILE message contains MergedIDs. - If this parameter is set to 'ALL' or one or more profile types, OXI will attempt to merge while processing messages of the specified profile types and will update the merged profile with the information received in the message. - If this parameter is not set to any value, OXI will ignore MergedIDs in the message and will update one matching profile with the information received in the message.	Set accordingly.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
ACCEPT PRIVACY UPDATE	Y/N	-> Direction: External system to OPERA Cloud. This parameter determines whether to update the privacy options in OPERA Cloud profile when the profile message is received. - If this parameter is set to 'Y' then privacy fields in OPERA Cloud profile will be updated. - If this parameter is set to 'N' then privacy fields in OPERA Cloud profile will NOT be updated.	Set accordingly.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
CHANGE TO PROFILE GENERATES	PROFILE RESERVATIONS	- > Direction: Data from OPERA Cloud to external system. This parameter specifies how OXI will use the following event: a change to a profile occurs in OPERA Cloud and a Profile business event is generated. When this parameter is set to 'Profile': if the external system has a profile concept and can apply the changes to only the profile record. When this parameter is set to 'Reservations': if the external system has a concept of Guest Name Record (GNR), where the guest information is stored with the reservation record. In this case, OXI will search all active reservations linked to that profile and send reservation updates for these records.	The default for this parameter is Profile.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
CORP EXT CRS OVER	Y/N	-> Direction: Data from external system to OPERA Cloud. This parameter determines whether a company profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate company data than the OPERA Cloud database. Set to Y and the external system profile details for company profiles will overwrite the existing OPERA Cloud profile. Set to N and the OPERA Cloud details will remain unchanged. Even if this parameter is set to Y you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT CRS OVER, NEGRATES EXT CRS OVER, PHONE/ADDR EXT CRS OVER, PREF EXT CRS OVER, PROFCOMMENTS EXT CRS OVER.	Set to Y if external system shall be allowed to update.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
DISCARD DUPLICATE MEMBERSHIPS	Y/N	-> Direction: Data from external system to OPERA Cloud. If set to Y, discard received memberships if they already exist in another OPERA Cloud profile and issue warning. If set to N, profile will be created without checking if the received memberships already exist in another OPERA Cloud profile.	Set accordingly.
PROCESS INBOUND DOCUMENTS		Global, determines if documents are processed.	

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
DOCUMENT TYPES TO EXCHANGE	ALL NONE Configured Document Types	-> Direction: Data from OPERA Cloud to External System only. Only Global, and not resort specific, documents will be exchanged based on the parameter setting. Select 'ALL' to exchange all Document Types. Select 'NONE' to exchange no Document Types. Select Document Types in any combination, to restrict the Document Type exchange to the selected values. If the parameter value is not set, as is (backward compatible), with OPERA Cloud interfaces ALL Document Types will get exchanged; but with External Interfaces only 'PASSPORT' Document type will get exchanged.	Select the Document Types to Exchange

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
GLOBAL PROFILE	Y/N	-> Direction: OPERA Cloud to External System only.	Set accordingly.
		This parameter defines if all new profiles will be sent to the External System, or if new Profiles will adhere to the property they were created in:	
		If this parameter is set to Y, when a new profile is created in a property that does not have this External System active, a message will be sent as originating from the first listed property having this External System active.	
		If this parameter is set to N, when a new profile is created in a property that does not have this External System active, no message will be generated for the creation of the profile in the external system, until such time that the profile is used by one property with the specified External System active. Once the profile is subscribed, all changes to the profile will be sent to the external system, no matter which property initiates the change.	

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
GROUP EXT CRS OVER	Y/N	-> Direction: Data from external system to OPERA Cloud.	Set to Y if external system shall be allowed to update.
		This parameter determines whether a group profile shall be overwritten from the external system or not. This may be desirable if the external system sends many details in the group profile while the OPERA Cloud database only has the name. Set to Y and the external system profile details for group profiles will overwrite the existing OPERA Cloud profile. Set to N and the OPERA Cloud details will remain unchanged.	
		Even if this parameter is set to Y you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT CRS OVER, NEGRATES EXT CRS OVER, PHONE/ADDR EXT CRS OVER, PREF EXT CRS OVER, PROFCOMMENTS EXT CRS OVER.	

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
HANDLE RESORT AR NUMBERS	FULLOVERLAY IGNORE MERGE	-> Direction: Data from external system to OPERA Cloud	

This parameter determines how to handle the incoming resort AR numbers in the ResortArs collection.

When set to FULLOVERLAY, all received AR Numbers for the resort will get inserted or updated, for new AR numbers OXI will copy the primary address of the profile as AR address. Existing AR numbers will only get deleted if OPERA Cloud parameter 'ACCOUNTS_RECEIVABLES' is set to 'N'

When set to MERGE, incoming AR numbers will Only get merged with existing Resort AR Numbers.

When set to IGNORE, incoming AR numbers will be ignored.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
HANDLE RESORT PAYMENT METHOD	FULLOVERLAY IGNORE MERGE	-> Direction: Data from external system to OPERA Cloud	
		This parameter determines how to handle the incoming Profile Resort Payment Method.	
		When set to FULLOVERLAY, existing Profile Resort Payment Method will get overwritten with the incoming value.	
		When set to UPDATE, update only if existing Profile Resort Payment Method is null.	
		When set to IGNORE, incoming Profile Resort Payment Method will be ignored.	

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
IND EXT CRS OVER	Y/N	-> Direction: Data from external system to OPERA Cloud. This parameter determines whether an individual profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate guest data than the OPERA Cloud database. Set to Y and the external system profile details for individual profiles will overwrite the existing OPERA Cloud profile. Set to N and the OPERA Cloud details will remain unchanged. Even if this parameter is set to Y you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT CRS OVER, NEGRATES EXT CRS OVER, PHONE/ADDR EXT CRS OVER, PREF EXT CRS OVER, PROFCOMMENTS EXT CRS OVER.	Set to Y if external system shall be allowed to update.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
INTEREST EXT CRS OVER	Y/N	-> Direction: Data from external system to OPERA Cloud. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT CRS OVER, CORP EXT CRS OVER, TA EXT CRS OVER, SOURCE EXT CRS OVER, or GROUP EXT CRS OVER have to be set to Y. The functionality of this parameter is further determined by the mode of your interface. If it works with Delta Changes set to Yes (Interface Configuration > Edit Interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA Cloud profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in Delta mode. The deletion indicators can be configured in interface	Determine whether values shall overwrite or append and select your setting accordingly.

ORACLE®

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		configuration > edit interface. If your interface is set to Delta changes No, OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as Delta Changes = Y and no interests are sent by external system in the profile message, this parameter is ignored and the existing OPERA Cloud profile interests remain untouched. Otherwise the following parameter rules apply: If Y, interests sent by external system will overwrite existing OPERA Cloud profile interests. If N, interests sent by the external system will be appended to existing OPERA Cloud profile interests.	

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
MAX PROFILE MATCHES	Y/N	-> Direction: External System to OPERA Cloud only. This setting impacts the search depth for profiles meeting matching criteria, prior to establishing weighted points: - A lower setting (i.e. 10) will favor execution speed, while correctly matching the vast majority of profiles. - A higher setting (i.e. 100) will favor even very distinct differentiation, while providing very good execution speed. - A setting of 1000 can have a negative impact on performance, when reservations are received with limited profile information. - Leave blank, if you want OXI to always find and weigh all possible matches. If the value is left blank and you have limited information in the message (i.e. John Smith in New York) and several thousand potential duplicates can be found in the database, processing these reservations may take several minutes. During this time, the OXI Download processor will go into WAITING status and users will be prompted with a warning about	Set accordingly.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		the state of the interface.	

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
NEGRATES EXT CRS OVER	Y/N	-> Direction: Data from external system to OPERA Cloud. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT CRS OVER, CORP EXT CRS OVER, TA EXT CRS OVER, SOURCE EXT CRS OVER, or GROUP EXT CRS OVER have to be set to Y. The functionality of this parameter is further determined by the mode of your interface. If it works with Delta changes set to Yes, (Interface Configuration > Edit Interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA Cloud profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in Delta mode. The deletion indicators can be configured in interface	Determine whether values shall overwrite or append and select your setting accordingly.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		configuration > edit interface. If your interface is set to Delta changes = No, OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.	
		Here is how the parameter works: If your interface is setup as Delta Changes = Y and no negotiated rates are sent by the external system in the profile message, this parameter is ignored and the existing OPERA Cloud profile negotiated rates remain untouched. Otherwise the following parameter rules apply: If Y, negotiated rates sent by external system will overwrite existing OPERA Cloud profile negotiated rates. If N, negotiated rates sent by the external system will be appended to existing OPERA Cloud profile negotiated rates.	
PHONE EXTENSION SYS OVER		Determines whether to send the phone extension.	

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
PHONE/ADDR EXT CRS OVER	(see description)	-> Direction: Data from external system to OPERA Cloud. This parameter determines how the phone/addresses received from the external system update the phone/addresses in OPERA Cloud. This parameter will supersede the Delta setting of the interface. A = If received, replace OPERA Cloud values with the received values. If not received, remove the values from OPERA Cloud. B = If received, replace OPERA Cloud values with the received values. If not received, do not remove the values from OPERA Cloud. C = If received, merge the received values with OPERA Cloud values. If not received, remove the values from OPERA Cloud. D = If received, merge the received values with OPERA Cloud values. If not received, do not remove the values from OPERA Cloud. N = Ignore the phone/addresses received. Do not touch the values in OPERA Cloud.	Determine whether values shall overwrite or append and select your setting accordingly.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
PREF EXT CRS OVER	Y/N	-> Direction: Data from external system to OPERA Cloud. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT CRS OVER, CORP EXT CRS OVER, TA EXT CRS OVER, SOURCE EXT CRS OVER, or GROUP EXT CRS OVER have to be set to Y. The functionality of this parameter is further determined by the mode of your interface. If it works with Delta changes set to Yes, (Interface Configuration > Edit Interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA Cloud profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in Delta mode. The deletion indicators can be configured in	Determine whether values shall overwrite or append and select your setting accordingly.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		(Interface Configuration > Edit Interface.)	
		If your interface is set to Delta changes no, OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.	
		Here is how the parameter works: If your interface is setup as Delta Changes = Y and no preferences are sent by the external system in the profile message, this parameter is ignored and the existing OPERA Cloud profile preferences remain untouched. Otherwise the following parameter rules apply: If Y, preferences sent by external system will overwrite existing OPERA Cloud profile preferences. If N, preferences sent by the external system will be appended to existing OPERA Cloud profile preferences.	

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
PROFILE CREATION	Y/N	-> Direction: Data from external system to OPERA Cloud	Set Accordingly.
		If you do not have any reason for not creating a new profile in case a match could not be found, this parameter should always be set to either Y or a comma separated combination of the alphabets A, B, C, D, E AND F.	
		Each alphabet stands for specific profile selection:	
		A- Guest	
		B- Corporate	
		C- Group	
		D- Travel Agent	
		E- Source	
		F- Contact	
		For all interfaces that transmit reservations and blocks, this parameter has to be set to either Y or the above alphabet combination and a new profile will be created in case no profile match and merge with an existing OPERA Cloud profile is possible. The reason that a profile fails the match can be that the profile does not make the entry match criteria or that it fails in the weighing point match criteria. Set this parameter to N if you do not transmit blocks and reservations in your interface, and no new profile will be created	

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		in case profile match fails.	
PROFILE MATCHING	Y/N	-> Direction: Data from external system to OPERA Cloud	Set Accordingly.
		Set to Y in order to use the OXI Profile Matching routine with entry match criteria and weighing point match criteria. In case you do not require profile matching, for example, if OPERA Cloud and the external system share their internal profile numbers both ways and always have an ideal match, you can select to set this parameter to N. The OXI Profile Matching routine will then be ignored.	

Table 26-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
PROFCOMMENTS EXT CRS OVER	Y/N	-> Direction: Data from external system to OPERA Cloud. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT CRS OVER, CORP EXT CRS OVER, TA EXT CRS OVER, SOURCE EXT CRS OVER, or GROUP EXT CRS OVER have to be set to Y. The functionality of this parameter is further determined by the mode of your interface. If it works with delta changes set to Yes (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA Cloud profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in delta mode. The deletion indicators can be configured in	Determine whether values shall overwrite or append and select your setting accordingly.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		(Interface Configuration > Edit Interface.)	
		If your interface is set to delta changes No, OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.	
		Here is how the parameter works: If your interface is setup as Delta Changes = Y and no comments are sent by the external system in the profile message, this parameter is ignored and the existing OPERA Cloud profile comments remain untouched. Otherwise the following parameter rules apply: If Y, comments sent by external system will overwrite existing OPERA Cloud profile comments. If N, comments sent by the external system will only overwrite OPERA Cloud profile comments where the update_user=interface ID, and the ones that were last changed by the OPERA Cloud user remain untouched.	

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RELATIONSHIP	None All Global Send Conversion Only	-> Direction: Data from external system to OPERA Cloud and from OPERA Cloud to external system. This parameter manages the transfer of relationship associations between OPERA Cloud and External Systems. This parameter consists of 4 distinct settings (All, None, Global, Send with Conversion only). This parameter is valid only for Profile Schema v3 and above. None - When active, no relationship data will be sent to or received from External system. All - Any update to the relationship will be updated in the receiving system regardless of local or global designation. Global - Only relationship flagged as global will be exchanged. Any local relationships will not be exchanged or updated. Send with Conversion Only - Only relationships with active conversions will be exchanged between systems.	Setting is based on the use of profile relationships; select accordingly.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RELATIONSHIPS INCOMING	ALL GLOBAL NONE	-> Direction: External System to OPERA Cloud only. This parameter manages the transfer of relationship associations between OPERA Cloud and External. None - When active, no relationship data will be sent or received from External system. All - Any update to the relationship will be updated in the receiving system regardless of local or global designation. Global - Only relationship flagged as global will be exchanged. Any local relationships will not be exchanged or updated.	Set Accordingly.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RELATIONSHIPS OUTGOING	ALL GLOBAL NONE	-> Direction: OPERA Cloud to External System only. This parameter manages the transfer of relationship associations between OPERA Cloud and External. None - When active, no relationship data will be sent or received from External system. All - Any update to the relationship will be updated in the receiving system regardless of local or global designation. Global - Only relationship flagged as global will be exchanged. Any local relationships will not be exchanged or updated.	Set Accordingly.
REPLACE MEMBERSHIP CARD NUMBER	Y/N	-> Direction: Data from external system to OPERA Cloud If set to 'Y', update the card number of the existing membership with same type. If set to 'N', inactivate current membership of same type and create a new membership with the received membership number.	Set to Y if external system shall be allowed to update.

Table 26-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SOURCE EXT CRS OVER	Y/N	-> Direction: Data from external system to OPERA Cloud. This parameter determines whether a source profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate data on the source or wholesaler than the OPERA Cloud database. Set to Y and the external system profile details for source profiles will overwrite the existing OPERA Cloud profile. Set to N and the OPERA Cloud details will remain unchanged. Even if this parameter is set to Y you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT CRS OVER, NEGRATES EXT CRS OVER, PHONE/ADDR EXT CRS OVER, PREF EXT CRS OVER, PROFCOMMENTS EXT CRS OVER.	Set to Y if external system shall be allowed to update.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
TA EXT CRS OVER	Y/N	-> Direction: Data from external system to OPERA Cloud. This parameter determines whether a travel agent profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate agent data than the OPERA Cloud database. Set to Y and the external system profile details for agent profiles will overwrite the existing OPERA Cloud profile. Set to N and the OPERA Cloud details will remain unchanged. Even if this parameter is set to Y you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT CRS OVER, NEGRATES EXT CRS OVER, PHONE/ADDR EXT CRS OVER, PREF EXT CRS OVER, PROFCOMMENTS EXT CRS OVER.	Set to Y if external system shall be allowed to update.

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE SALUTATION	Y/N	-> Direction: Data from external system to OPERA Cloud. When this parameter is set to Y, OXI will update the salutation of a profile based on the profile's title handling, each time a PROFILE message is received. When this parameter set to N, OXI will insert salutation when inserting a new profile, but will then not update this salutation, to allow users to maintain custom salutations in OPERA Cloud.	Default is N. Set accordingly.
OXI_PROFILES: PROCESS INBOUND DOCUMENTS	Y/N	-> Direction: Data from External System to OPERA Cloud only. Only Global, and not resort specific, documents will be processed based on the parameter setting. Select 'Y' to process all received Document Types. Select 'N' to ignore all received Document Types.	

Table 26-6   (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
OXI_PROFILE: PHONE EXTENSION SYS OVER	Y/N	-> Direction: Data from External system to OPERA Cloud This parameter determines whether to send phone extension . • If this parameter is set to 'Y', phone extensions will be exchanged from external system. • If this parameter is set to 'N', phone extensions will not be exchanged from external system.	

• Default Profiles for OXI

Default Profiles for OXI

The following are recommended default settings for Profiles.

Table 26-7   Default Profiles for OXI and it's Description

Default Profiles	Description
TA Commission Code	Select a default for commission codes when Travel Agent profiles are transmitted and you would like to apply a default commission code to new TA profiles.
TA/Company Owner	This is no longer mandatory, instead it is dependent on whether the OPERA Cloud function OWNER parameter is active. If this function is active, a profile owner must be set in order to update an account profile in OPERA Cloud. Select the sales associate or owner for a profile from the external system. Ownership by sales associates, as pertains to groups and conferences, is then defaulted when a new Company or Travel Agent profile is sent.

Table 26-7   (Cont.) Default Profiles for OXI and it's Description

Default Profiles	Description
Member Number that shows in Profile and Reservation.	You can select a High Priority Member Type or determine that the member number that made the profile match is shown on top of the guest profile memberships and the reservation memberships screen. These columns are mutually exclusive but you can also leave both columns blank if you don't have a preference for the member number to show.
	• **High Priority Member Type**: Select a member type from a list of OPERA Cloud values. If a membership record with this member type exists for the profile, or is created during profile download, the member number linked to this member type is inserted as the first record in the OPERA Cloud memberships table. It is then visible on top of the reservation screen and as first record in the profile memberships.
	• **Match Member Number**: Check this option if you want to give priority to the profile matching member number rather than a specific member type. During download the profile-matching module attempts to find an existing OPERA Cloud profile to merge the incoming data with. If the match can be made based on a member number that is linked to an existing profile, this member number is then visible on top of the reservation screen and as first record in the profile memberships.

Rates Interface Parameters and Settings

Rate parameters apply if your interface transmits rates. All parameters are set at the global level.

Table 26-8   Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
CONFIDENTIAL RATES	A B C	-> Direction: Data from external system to OPERA Cloud Select a letter for a rate marked as "Confidential" in the external system can be marked in OPERA as "Suppress Rate", (do not display the rate to users during the reservation process), "Do Not Print Rate" (do not print the rate on registration cards and confirmation letters), or both. Values: A - Suppress Rate B - Do Not Print Rate C - Suppress and Do Not Print Rate	Set Accordingly.
EXT SYS DEPENDENT RATES	Y/N	-> Direction: The external system is capable of handling dependent rates. If set to Y, only the modified rate will be sent to the external system, if set to N, the resulting recalculated dependent rates will be sent to the external system.	Set Accordingly.

Table 26-8   (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
HANDLE RATES POSTING RHYTHM	FULL OVERLAY IGNORE KEEP UPDATE	-> Direction: Data from external system to OPERA Cloud This parameter determines how to handle the incoming Rate Posting Rhythm (applies to non-V3 interfaces only). When set to FULLOVERLAY, existing Rate Posting Rhythm will get overwritten with the incoming value. When set to UPDATE, update Rate Posting Rhythm only if existing value is null. When set to KEEP, keep existing Rate Posting Rhythm if the received value is null. When set to IGNORE, incoming Rate Posting Rhythm will be ignored.	Set Accordingly.

Table 26-8   (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
KEEP RATE DETAILS	M S P Y	-> Direction: Data from external system to OPERA Cloud	Set Accordingly.
		This parameter determines whether the Market code, Source Code, Package Elements and Yield Adjustment information of rate code details will be overwritten by an external system update or not. This parameter can be set to a single value or a comma separated combination of following :	
		M: Market Code	
		S: Source Code	
		P: Package Elements	
		Y: Yield Adjustments	
		For example if we don't want any modifications to any of these we will set this parameter as 'M,S,P,Y'. To allow updating of this column information just don't set any value in the parameter list.	

Table 26-8   (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
KEEP RATE HEADER PKG	Y/N	-> Direction: Data from external system to OPERA Cloud. This parameter determines whether package elements attached to the OPERA Cloud rate code will be overwritten by an external system update or not. Set to Y and only package elements attached to the rate header where the update_user = external system ID will be updated. This means that package elements created by an OPERA Cloud user will not be overwritten. If this parameter is set to N, all package elements will be overwritten by changes from the external system, regardless where they have been created.	Set to Y if OPERA Cloud package elements should be kept.

Table 26-8   (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
NO RATE HEADER UPDATE	(see description)	-> Direction: Data from external system to OPERA Cloud. Select the letters for the rate header columns that shall not be updated by rate change messages from external systems. Values: A - Rate Description B - Rate Category C - Folio Text D - Market Code E - Source Code F - Commission G - Minimum Stay Through H - Maximum Stay Through I - Min Advance Booking J - Suppress Rate K - Print Rate L - Long Info M - Short Info N - Transaction Code O - Yieldable YN P - Commission % Q - Max Advance Booking R - Yield As S - Sell Sequence T - Discount U - Membership V - Daily Rates W - Day use X - Complimentary Y - House use	Select all letters that apply. This highly depends whether a GDS interface is installed at the OPERA Cloud level, in which case the update of most rate header columns sent by external system should be prevented.

Table 26-8   (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RATE DELTA HANDLING	Y N	-> Direction: OPERA to external system This parameter determines if the OPERA Cloud Rates will be sent as Delta or FullOverlay messages. This parameter only applies to Non-OPERA interfaces. When set to Y, OPERA Cloud Rates will be sent as Delta messages. When set to N, OPERA Cloud Rates will be sent as FullOverlay messages.	Set Accordingly.

Table 26-8   (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RATE DETAIL MESSAGE HANDLING	FAIL REMOVE REQUEST	-> Direction: Data from external system to OPERA Cloud This parameter applies only when receiving rate messages of type DETAIL, whereby OXI will not receive all rate details belonging to that rate, but is requested to update individual rate details as present in the message. This parameter determines processing principles when receiving details that offend existing rate details (i.e. existing rate DETAIL for one of the room types with dates overlapping). FAIL: When receiving an offending rate detail, OXI will FAIL the message and report RESULT FAIL in the result message returned to the sender. REMOVE: When receiving an offending rate detail, OXI will remove all existing offending rate details and rely on the external system to provide all other replacing details in subsequent messages. REQUEST: When receiving an offending rate detail, OXI will	Set accordingly.

Table 26-8   (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		FAIL the message and request	
		the FULL RATE from the sending system. For this setting, the external system must support MESSAGEREQUEST V3 or higher.	
		MAKE ROOM: Make room for the incoming rate details, during this process conflicting rate details will be appropriately adjusted to make room for incoming rate detail using split/insert/ update and delete operations.	
RATE EXTERNAL LOCKED YN	Y/N	->Direction: Data from external system to OPERA Cloud.	Set to Y, if external system will have control.
		If this parameter is set to Y the rate code created by the external system will be locked in OPERA Cloud and cannot be modified by OPERA Cloud users. If set to N the rate code created by the external system will fully changeable in OPERA Cloud.	

Table 26-8   (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RESTRICTION CODES	Open Closed Open for Arrival Closed for Arrival Open for Departure Closed for Departure Min. Stay Through Max. Stay Through Min. Length of Stay Max. Length of Stay Min. Advanced Booking Max. Advanced Booking Length of Stay Not Available Clear All Restrictions Restrictions per Day	-> Direction: Data from OPERA Cloud to External and External System to OPERA Cloud. Restriction Codes in the Rate Availability and Rate Strategy screens that are supported for the Interface. Select one or multiple restriction codes from a multi-select list of values. Note: When no value(s) are selected, all restriction types will be sent.	Set Accordingly.
SUPPORTED CHANNELS	(see description)	-> Direction: Definition of channels. Allowed definition of channels for which restrictions are to be sent through specified interface.	Set Accordingly.

- Rate Defaults for OXI

Rate Defaults for OXI

The following are recommended default settings for Rates.

Table 26-9   Rate Defaults for OXI and Description

Rate Defaults	Description
Rate Class	This can be left blank if a rate category default is selected, as the rate category automatically determines the rate class linked.
Rate Category	This default can be used for all rates codes from the external system if no conversion of the rate category is possible, or if no rate category is sent.

Reservations Interface Parameters and Settings

All parameters are set at the global level.

Table 26-10   Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
ADDITIONAL REFERENCE EXCHANGE	(see description)	-> Direction: Data from OPERA to external systems and external systems to OPERA. Comma separated list of unique additional external reference types that are allowed to be included in the reservation and reservation result messages to the external systems, and accepted from the external systems. This may include actual external system types (such as ORS, OXI-OPERA, MYFIDELIO, etc.), but references belong to those systems will be exchanged from OPERA to external systems only, those will be ignored while processing inbound messages from external systems to OPERA to prevent tampering legitimate external system references present in OPERA.	Set Accordingly.

Table 26-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
AUTOPOPULATE MEMBERSHIP YN	Y/N	-> Direction: Data from external system to OPERA. If this parameter is set to Y, OXI will populate the selected memberships from the reservation message based on the membership type configuration in OPERA. This means if the membership type is setup to auto populate reservation, OXI will do the same when inserting the reservation. If that membership type is setup to not auto populate reservation or to prompt user, OXI will not copy the membership either. If the parameter is set to N, OXI will copy the selected memberships from the message into the reservation, regardless of the membership type configuration in OPERA.	Set to Y to allow the same functionality as if OPERA user enters a membership directly.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
COPY COMMENTS FROM PROFILE	Select a profile type accordingly.	-> Direction: Data from external system to OPERA. For profiles which have notes (Type: Reservation) associated with it, this parameter will determine whether to copy them on to reservation as comments. The value(s) of the parameter will also determine the type of profiles the copy is intended. Leave the value blank (null, which is default value) to avoid copying the reservation notes from profile to reservation as comments. If single value is selected then notes from that particular profile type are copied. If multiple values are selected then notes from those selected list of profile types are copied.	Default value is null.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
EXT SYS HANDLES DAY USE	Y/N	-> Direction: Data from OPERA To External System. When parameter value = Y, handling day use rooms has no difference. When parameter value = N, OXI will send a cancellation message to the external system when OPERA reservation has an external reference number and the number of nights equals 0.	Default is Y. Set accordingly.

Table 26-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
EXT SYS MARKET/ SOURCE CONTROL	R/B/E/D/Y or N	-> Direction: Data from external system to OPERA. This parameter defines the sequence in which OXI identifies the market and source codes to apply in the reservation. • R = Use the codes defined in rate definition (rate details first and then rate header), • B = Use the codes defined in block definition, • E = Use the codes received from the external system (after conversion, if applicable), • D = Use the codes defined in OXI defaults, • Y = When used alone, same as ED and • N = When used alone, same as BRD.	Set accordingly.

Table 26-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
EXT SYS PRICE CONTROL	N/Y/YC	-> Direction: Data from external system to OPERA Y -> External rate will be applied with discounts present in the message. The reservation rate will be fixed if OPERA Fixed Rates is enabled and the inbound message includes an indicator (identified by a structured tag in the message) that the rate should be fixed or if the indicator is not present in the message. If the inbound message includes an indicator that the rate should not be fixed, the reservation rate will not be fixed. In this case, there will be no rate comparison between the rate sent in the message against the rate detail in OPERA. The rate amount sent in the message will always be used and the decision to fix the rate in OPERA will be made by the contents of the inbound message. YC -> External rate will be applied with discounts present in the message. The reservation rate will be fixed if OPERA Fixed Rates is enabled and the inbound message includes an indicator (identified by a structured tag in the	Set to Y as external system has already sold the rate amount, and therefore it should be confirmed in OPERA as well.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		message) that the rate should be fixed.	
		If the inbound message includes an indicator that the rate should not be fixed or if the inbound message does not include the fixed rate indicator, then a rate comparison between the rate sent in the message against the rate detail in OPERA will be executed to determine whether or not to fix the rate. The rate amount sent in the message will always be used, but the decision to fix the rate in OPERA will be made by the results of the rate comparison. If the rate in the inbound message matches the rate in OPERA, the rate will not be fixed. If the rate in the inbound message does not match the rate in OPERA, the rate will be fixed.	
		N -> OPERA rate will be applied. Any discounts present in the message will be ignored and will not be applied.	

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
EXT SYS GENERATED INV	Y/N	-> Direction: Data from external system to OPERA When a reservation message from an external system is received, OXI will generate inventory snapshots for the affected dates and room types.	Set Accordingly.
FORCE BLOCK CODE	Block Code / Blank	-> Direction: External System to OPERA only. When selected, all reservations received will be booked against the selected block, regardless of the presence or value of a block code in the message. When blank, no particular function is associated. Note: This interface parameter is available for the TUI interface only.	Default is blank. Set Accordingly.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
FULL OPERA SHARES	Y NS NU	->Direction: Data both ways between external system and OPERA. The following rules apply to both incoming and outgoing messages: When this parameter is set to Y, any update on one individual reservation will be reflected in one reservation XML message. Any share related action (combine/break) will be reflected in appropriate share reservation message with only the key information about the reservations involved. When this parameter is set to NS any update, including share related on any of the reservations will be reflected in a reservation XML message containing information about all the relevant shares. External reference of all the share reservations in OPERA will be updated from the incoming result message. When this parameter is set to NU, it acts similarly to NS, but external reference of only those reservations in OPERA mentioned in the result message will be updated from	Set to N as this is only used for OPERA.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		the incoming result message.	
		Note: This parameter can be active for any interface that requires it (ORS / OXI-OPERA / OXI-V7 / OXI-V6).	

Table 26-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
IGNORE RES FOR UPDATE OLDER THAN	Numeric value for number of days	-> Direction: Data from external system to OPERA Enter a numeric value that will be translated into number of days. The value entered here will determine how many days in the past OXI will consider existing reservations for update when matching on external reference number. If the external reference number sent in the message matches the external reference of an existing reservation, then that reservation will be considered for update if the departure date of the existing reservation is same or later than the number of days in the past entered in this parameter. If the departure date of the existing reservation is earlier than the number of days in the past entered in this parameter, then the existing reservation will be ignored and a new reservation will be created. If this parameter is left blank, then ALL existing reservations will be considered for update.	Set Accordingly. The Default setting is blank and this parameter should be left blank if the external system will always send a unique confirmation number.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
INHERIT CONFIRMATION NUMBER	Y/N	-> Direction: External System to OPERA only. When set to Y, OPERA will inherit the external system's confirmation number as its own, which will allow passing of the originating (Guest) confirmation number to PMS systems that do not have the capability of processing and storing multiple external references. When set to N, OPERA will store the external system's confirmation number, assign the OPERA confirmation number and pass it along to the receiving system. This parameter is subjected to the following restrictions: - The parameter can be set to Y for only one external system across the entire OPERA system - For this one system, it can be selected for any number of resorts - For resorts, where the parameter is set to Y, the parameter SEND IFC CREATED ONLY must be set to Y as well. The restrictions serve to limit the possibility of colliding confirmation numbers between multiple external systems and OPERA. It is however	Set Accordingly.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		the OPERAtor's responsibility to set the confirmation number sequences such that this never occurs.	

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
ITEM INVENTORY EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA	Set Accordingly.
		Enter a numeric value that will be translated into number of days.	
		The value entered here will determine how many days in the past OXI will consider existing reservations for update when matching on external reference number.	
		If the external reference number sent in the message matches the external reference of an existing reservation, then that reservation will be considered for update if the departure date of the existing reservation is same or later than the number of days in the past entered in this parameter. If the departure date of the existing reservation is earlier than the number of days in the past entered in this parameter, then the existing reservation will be ignored and a new reservation will be created.	
		If this parameter is left blank, then ALL existing reservations will be considered for update.	
		Default setting is blank and this parameter should be left blank if the external system will always send a	

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		unique confirmation number.	
PACKAGE EXT SYS OVER	(see description)	-> Direction: Data from external system to OPERA.	Set Accordingly.
		This parameter determines how the package elements received from the external system updates the packages in OPERA.	
		A = If received, replace OPERA values with the received values. If not received, remove the values from OPERA.	
		B = If received, replace OPERA values with the received values. If not received, do not remove the values from OPERA.	
		C = If received, merge the received values with OPERA values. If not received, remove the values from OPERA.	
		D = If received, merge the received values with OPERA values. If not received, do not remove the values from OPERA.	
		N = Ignore the package elements received. Do not touch the values in OPERA.	

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
PEGASUS CHANNEL UPDATE	ALN/LCL or ORD/RID	-> Direction: Data from external system to OPERA. For Pegasus only: this parameter determines whether the combination ALN/LCL or ORD/RID are used to map into the OPERA channel code. For ALN/LCL: If Pegasus sends ALN, this will be used for channel mapping, otherwise the LCL will be used. For ORD/RID: If Pegasus sends ORD, this will be used for channel mapping, otherwise the RID will be used.	Pegasus for Fairmont: ALN/LCL Pegasus for Meridien: ORD/RID
PROMOTION EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA This parameter determines whether Promotion elements sent by external system shall overwrite OPERA Promotion elements or not. Overwriting may be desired, as the property should decide what Promotions the guest has in this reservation. Set to Y and reservation Promotions will always be overwritten by external system Promotions. Set to N and Promotion elements sent by external system will be appended to existing ones in OPERA.	Set Accordingly.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RATE CODE CONVERSION MODE	RATE CODE FLOATING RATE	-> Direction: Data both ways between external system and OPERA This parameter determines whether to use only one of external SRP and rate level or the combination of both to convert to/from OPERA rate codes. When set to RATE CODE, when SRP is received from external system, it will be converted to OPERA rate code, else rate level will be converted to OPERA rate code and back. When set to FLOATING RATE, combination of the external SRP and rate level will be converted to an OPERA rate code and back.	Set Accordingly. This parameter is only available for the Pegasus Interface.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
REINSTATE CANCELLED RESERVATION	ALWAYS - ON ANY UPDATE ACTION REINSTATE - ONLY ON REINSTATE ACTION	Direction: Data from External System to OPERA. This parameter determines how canceled reservations will be reinstated when processing inbound reservation messages. ALWAYS: Cancelled reservations will be reinstated when the action type in the reservation message indicates UPDATE or REINSTATE or RESYNC. REINSTATE: Cancelled reservations will be reinstated only when the action type in the reservation message explicitly indicates REINSTATE or RESYNC. If the action type in the reservation message is different, reservation will not be reinstated and an appropriate error will be logged.	Set Accordingly.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
REMOVE EXT SYS NO	Y/N	-> Direction: Data from OPERA to external system. This parameter only applies to full 2-way interfaces that send reservations both ways. If a party reservation is split into multiple single reservations in OPERA, the split-offs need to be sent as new reservations to the external system. In this case the original external confirmation number should be removed before the message is sent to ensure that a new confirmation number is triggered. The same would apply in case a share is broken in OPERA. Here we would send a new reservation for the broken share and that should result in a new confirmation number as well. Therefore the parameter would be set to Y. If set to N, the external system confirmation number will be kept after a split of a party reservation or a break share. This is required for a 1-way interface where the external system does not return a new confirmation number since it does not know about the change in OPERA.	Set to Y for all full 2-ways that sent CRS numbers upon receipt of new reservations. Otherwise set to N.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
REMOVE EXT REF ON REINSTATE	NO SHOW CANCEL NULL	->Direction: Data from OPERA to External System Select NO SHOW if the reinstate no show message sent to the External System should not contain the External Reference Number of the current interface. Select this option when the External System cannot reinstate a no show reservation using the same reference number. Select CANCEL if the reinstate cancel message sent to External System should not contain the External Reference Number of the current interface. Select this option when the External System cannot reinstate a canceled reservation using the same reference number. If this parameter is NULL, then the External Reference Number of the current interface will always be sent to the External System for reinstate messages.	Set Accordingly.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RESCOMMENTS EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA. This parameter determines whether reservation comments sent by external system shall overwrite OPERA comments or if they shall be appended to existing ones. If set to Y the OPERA reservation comments will always be overwritten by the external system comments. If set to N, only comments where the update user = external system ID in the OPERA database will be updated.	Set to N if you would like to keep OPERA changes intact.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SHARE RATE CALC METHOD	ENTIRE FULL INACTIVE SPLIT	- >Direction:Data from external system to OPERA 'INACTIVE' = When OXI Parameter OPERA FULL SHARES is set to Y, behavior is INACTIVE, regardless of parameter value. When 'FULL OPERA SHARES' is set to N, OPERA determines the share amount as follows: SPLIT: Each sharer will carry an equal portion of the total rate amount. FULL: Each sharer will have the full rate amount. ENTIRE: First sharer will be determined as the primary and carry the entire rate amount, all other sharers will have a zero rate amount.	Defaults to INACTIVE Works with FULL OPERA SHARES parameter, see explanation before setting.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SHARER REMOVAL MODE	CANCEL DELETE NEITHER	-> Direction: External system to OPERA only. Applicable only when FULL OPERA SHARES=N. This parameter determines how should OXI handle share reservations those found in OPERA but not coming in the message. When this parameter = CANCEL it cancels any sharer present in OPERA which does not appear in the incoming message. When this parameter = DELETE it deletes any sharer present in OPERA which does not appear in the incoming message. When this parameter = NEITHER it leaves sharer(s) those present in OPERA untouched, even if they don't appear in the message.	This parameter is only available when the parameter FULL OPERA SHARES is set to N. Set accordingly.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SPECIALS EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA. This parameter determines whether special requests sent by the external system will overwrite the ones in OPERA, or if they will be appended to existing ones. The functionality of this parameter is further determined by the mode of your interface. If it works with Delta changes set to Yes (Interface Configuration>Edit Interface), the external system can send reservation changes only and does not need to send the full reservation every time a small change to a reservation occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA reservation. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in Delta mode. The deletion indicators can be configured in interface configuration->edit interface. If your interface is set to Delta changes No,	Determine whether values shall overwrite or append and select your setting accordingly.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.	
		Here is how the parameter works: If set to Y and the interface is setup as Delta Changes = Y, ONLY the specials originally inserted by the external system will be overwritten. If set to Y and the interface-> Direction: Data from OPERA to external system	
		When the reservation message can't be delivered (possibly due to communication errors) to the external system, a trace will be logged against this trace department. Applicable only if OXI processor is configured to deliver the messages.	
		is setup as Delta Changes = N, all reservation specials in OPERA will be overwritten by the external system specials. If set to N, new specials will be appended to existing ones in OPERA, regardless whether the interface works in delta mode or not.	

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SPLIT CANCELLATIONS	CANCEL/ DELETE	-> Direction: Data from external system to OPERA. This parameter determines how OXI handles split off reservations, for a 1-way interface, when a cancel message is received for the original multi room reservation from the external system. CANCEL: Split reservations will be canceled. DELETE: Split reservations will be deleted.	Set Accordingly. (For 1-Way Interface)
STAY UPLOAD PROFILE TYPES	(see description)	-> Direction: Data from OPERA to external systems. If null all the stay records will be sent to external system. If value(s)are selected; then the stay records will be sent where only those profiles exist on Stay records. (i.e. If selection is only TRAVEL_AGENT, then only Stay Records that have an attached Travel Agent profile will be sent. All other Stay records without this profile will not be sent).	Set Accordingly.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
TRACE DEPT FOR DELIVERY FAILURE	(see description)	-> Direction: Data from OPERA to external system When the reservation message can't be delivered (possibly due to communication errors) to the external system, a trace will be logged against this trace department. Applicable only if OXI processor is configured to deliver the messages.	Set Accordingly.
TRACE DEPT FOR FAILURE IN EXT SYS	(see description)	-> Direction: Data from external system to OPERA When the external system can't process a reservation message received from OPERA, if it sends a result message back to OPERA indicating the error, a trace with the error message will be logged against this trace department.	Set Accordingly.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
TRACE DEPT FOR NON REVIEWED	(see description)	-> Direction: Data from external system to OPERA When a non-reviewed reservation message received from the external system is processed, a trace will be logged against this trace department. If a canceled reservation message is sent from an external system OXI also adds an additional trace reading "Please review this reservation cancelled by XXX external system.", where XXX is replaced with the name of the actual interface.	Set Accordingly.
TRACE ROOM ASSIGNMENT	NO ROOM ALWAYS NEVER	-> Direction: External System to OPERA only. NO ROOM - OPERA will trace if Room could not be assigned. ALWAYS - OPERA will trace Room assignment process. NEVER - OPERA will not trace Room assignment.	Set Accordingly.

Table 26-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE ACCOMPANY GUEST	A B C D N	-> Direction: Data from external system to OPERA This parameter determines how the accompany guest received from the external system updates the accompany guest in OPERA. A = If received, replace OPERA values with the received values. If not received, remove the values from OPERA. B = If received, replace OPERA values with the received values. If not received, do not remove the values from OPERA. C = If received, merge the received values with OPERA values. If not received, remove the values from OPERA. D = If received, merge the received values with OPERA values. If not received, do not remove the values from OPERA. N = Ignore the accompany guest received. Do not touch the values in OPERA.	Set Accordingly.

Chapter 26
Reservations Interface Parameters and Settings

Table 26-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE FEATURES	A B C D N	-> Direction: Data from external system to OPERA. This parameter determines how the features received from the external system updates the features in OPERA. A = If received, replace OPERA values with the received values. If not received, remove the values from OPERA. B = If received, replace OPERA values with the received values. If not received, do not remove the values from OPERA. C = If received, merge the received values with OPERA values. If not received, remove the values from OPERA. D = If received, merge the received values with OPERA values. If not received, do not remove the values from OPERA. N = Ignore the features received. Do not touch the values in OPERA.	Set Accordingly.

ORACLE®

26-108

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE FIXED CHARGES	A B C D N	-> Direction: Data from external system to OPERA This parameter determines how the fixed charges received from the external system update the fixed charges in OPERA reservation. A = If received, replace OPERA values with the received values. If not received, remove the values from OPERA. B = If received, replace OPERA values with the received values. If not received, do not remove the values from OPERA. C = If received, merge the received values with OPERA values. If not received, remove the values from OPERA. D = If received, merge the received values with OPERA values. If not received, do not remove the values from OPERA. N = Ignore the fixed charges received. Do not touch the values in OPERA.	Set Accordingly.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE INHOUSE RES	Y/N	-> Direction: Data from external system to OPERA. With this parameter OXI allows you to update reservations that are flagged as Checked In OPERA PMS. If set to Y, OXI will accept changes to checked in reservations in OPERA except for arrival date and room type changes. If set to N, OXI will reject any changes to a checked in reservation in OPERA.	Set to Y if you would like your in-house reservations updated further by the external system.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE ROUTING TO ROOM	Y/C/N	-> Direction: Data from external system to OPERA. This parameter determines how the room routing instructions received from the external system update the room routing instructions in OPERA reservation. Y = Replace all the OPERA routings with the received routings. If no routings are received, remove all the OPERA routings. C = Accept all the valid routings received into OPERA, remove only those OPERA routings with codes configured in conversion but not received in the message. N = Ignore the routings received. Do not modify any routings in OPERA.	Set Accordingly.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE ROUTING TO WINDOW	Y/C/N	-> Direction: Data from external system to OPERA. This parameter determines how the window routing instructions received from the external system update the window routing instructions in OPERA reservation. Y = Replace all the OPERA routings with the received routings. If no routings are received, remove all the OPERA routings. C = Accept all the valid routings received into OPERA, remove only those OPERA routings with codes configured in conversion but not received in the message. N = Ignore the routings received. Do not modify any routings in OPERA.	Set Accordingly.
UPDATE ALERTS		Determines how the Reservation Alerts received from the external system is processed.	

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE SHARE RES	Y/N	-> Direction: Data from external system to OPERA. This parameter allows external systems to update a share reservation in OPERA. If set to Y, OXI will accept changes to shared reservations in OPERA based on a strict set of rules: 1. Based on the OXI parameter UPDATE INHOUSE RES, the external system can send changes to checked-in sharers except for changes to the arrival date and room type. 2. In case the external system sends a change to the departure date, OXI will check if the room number assigned to the guest is still available for the extended stay. If not, the change will be rejected with an explicit error message. The currently assigned room number will not be removed. OXI will log all warnings in its status tables, visible to the user 3. Changed reservation data	Set to Y if you would like your shared reservations updated further by the external system.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		will be updated equally for all sharers. If for example an update to market code, booker, comment, etc are sent in the reservation change message, OXI will update the same data equally in all share reservations.	
		4. All changes to the reservation will be applied to all sharers alike except for the data mentioned in the following bullet points. This means that formerly inserted changes to the share reservations in OPERA are overwritten.	
		a. Rate changes: OXI will apply the rate amount change to the primary sharer, which is identified by the lowest OPERA confirmation number.	
		b. If changes to the membership details are	

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		sent by the external system, this will only be applied to the primary sharer reservation and profile. For data from OPERA to an external system, OXI will only send changes to non-inventory fields if these changes have occurred on the Primary Sharer, the reservation with the lowest OPERA confirmation number.	
		If this parameter is set to N, OXI will reject any changes to shared reservations in OPERA.	

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE TRANSPORTATION COMMENTS	Y/N	-> Direction: Data from external system to OPERA. This parameter setting will determine if the transportation comments in OPERA reservation should be modified or not. If the value is set to 'Y' the transportation comments in OPERA reservation will be updated or deleted based on the existence of transportation comments in the received message. If the value is set to 'N' the transportation comments in OPERA reservation will not be modified in anyway irrespective of the transportation comments existence in the received message.	Set Accordingly.

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPL DED RES ONLY	Y/N	-> Direction: Data from external system to OPERA. If set to Y, only deductible reservations will be sent to the external system. In a reservation this is determined by the reservation type and means that only reservations with deductible reservation types would be sent. This is desirable if the external system does not have a concept of tentative and definite reservations and would regard all bookings equally deductible regardless of their status. Set to N if all reservations should be sent to the external system irrespective of the reservation type.	Set to'N if external system handles deductible and non-deductible reservations. Otherwise set to Y.
USE GUEST STATUS NOTIFICATION EXTENSION YN	Y/N	-> Direction: Data from OPERA to External Systems. When set to Y, the HTNG function "GuestStatusNotificationExt" will be used to upload reservation data to the external system. When set to N, the HTNG function "GuestStatusNotification" will be used to upload reservation data.	

Table 26-10   (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
OXI_RESERVATIONS: UPDATE ALERTS		-> Direction: Data from external system to OPERA This parameter determines how the Reservation Alerts received from the external system will get processed in OPERA. • A = If received, replace OPERA values with the received values. If not received, remove the values from OPERA. • B = If received, replace OPERA values with the received values. If not received, do not remove the values from OPERA. • C = If received, merge the received values with OPERA values. If not received, remove the values from OPERA. • D = If received, merge the received values with OPERA values. If not received, do not remove the values from OPERA • N = Ignore the Reservation Alerts received. Do not touch the values in OPERA.	

Table 26-10　(Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
OXI_RESERVATIONS: AUTO ATTACH ELEMENTS	Y/N	Direction: Data from external systems to OPERA Cloud. If this parameter is set to 'Y', OXI auto attaches the reservation elements based on the auto attach element configuration rules. If the parameter is set to 'N', OXI does not auto attach the reservation elements.	Default value is Y. Set accordingly.

• Reservation Defaults for OXI

Reservation Defaults for OXI

The following are recommended Default Settings for Reservations.

Table 26-11　Reservation Defaults for OXI and it's Description

Reservation Defaults	Description
Room Type	Select a room type that is readily available with high inventory
Rate Code	Select a rate code that has all of the configured room types for the property. Since rates can be subject to restrictions, either close the rate or room types depending on hotel occupancy, recommendation is to make a OXI Default rate code and insert this value.

Table 26-11   (Cont.) Reservation Defaults for OXI and it's Description

Reservation Defaults	Description

Setup of the Default Rate	• This rate code is to be setup with all viable room types and a single rate detail, at $0.00, that has all room types linked to it. If proper revenue/ADR is a factor set a rate amount instead.
	• This rate code should not be subject to restrictions as other rates are. This can decrease the amount of reservations that are rejected by OPERA.
	Points to be considered:
	• If certain CRS booked reservations are allowed into rates that are flagged restricted or out of inventory on the hotel side, this default is used to allow that booking in. Warnings in OXI alerts hotel users that the reservation was inserted, the rate was not available and the default was taken instead. Thus allowing the hotel to adjust the booking accordingly.
	• This default maximizes the hotel's efficiency regarding having all bookings in the hotel system. Limiting the scenario of missing reservations, due to closeouts that OXI cannot bypass.
	• This default lessens the hotel's need to monitor OXI interface on a rigorous schedule.
	• To make it easier to see these types of defaults being used within the OPERA PMS, recommendation is the use OXI parameter WARNING AS TRACES = Y.
	   – This setting is highly recommended. Although OXI offers a warnings report, if system users do not have permission to be in the OXI to run the report then this is an alternate solution. Excellent choice for the smaller hotels with fewer resources in the evenings when Reservations Department has left for the day.
	   – OXI enters only mandatory warnings generated into Traces. A Trace lamp is lit on the reservation when viewed.
	   – This parameter also requires that the Others default field **Trace Warning** is set to a monitoring department; that can be either Front Office or Reservations.
	• OPERA also offers a Trace Report. Which allows a full overview of all reservations where Traces are created.

Currency	OPERA property currency code that should be used as default for a reservation in case no currency code is sent or the code cannot be converted.
Market Code	Select the standard market code that should be used in case conversion is not possible, or if the associated block code/rate code for the reservation do not contain a market code. This is in direct relation to the OXI_RESERVATIONS parameter EXT SYS MARKET/SOURCE CONTROL.
Source Code	Select the standard source code that should be used in case conversion is not possible, or if the associated block code/rate code for the reservation do not contain a source code. This is in direct relation to the OXI_RESERVATIONS parameter EXT SYS MARKET/SOURCE CONTROL.

ORACLE®

Table 26-11   (Cont.) Reservation Defaults for OXI and it's Description

Reservation Defaults	Description
Reservation Type	The reservation type in OPERA determines whether the booking is deductible from inventory or not. Select your default according to your needs and we highly recommend maintaining proper conversion for this data element as well.
Payment Method	This is the default payment method used by OXI for a reservation in case no payment method is sent or conversion fails. We highly recommend to select this default carefully and to maintain proper conversion for this data element as well.
Discount Reason	Select a default discount reason that OXI can apply in case the external system rate overwrites the OPERA rate code amount and a discount amount is entered into the reservation in OPERA. This is only needed if the OPERA function FIXED RATES is NOT used. • Select other defaults according to your needs. • The external system defaults can be set in case no conversion occurs on external system level.
Conf. Letter Name	The default letter name to be used in the Confirmation field on the PMS reservation screen. For hotels that do not want to use this functionality the field would be left blank.

27
Message Status

You can use the Message Status menu to view the status of transmitted messages and to review details of the original external and XML message formats. All errors and warnings that occur during message processing are visible and traceable here. A message can also be reprocessed if necessary, after configuration errors are corrected.

- Messages From the External System
- Messages To External System

Messages From the External System

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, and then select **Messages From External System**, from the drop down list.

2. On the Search panel, **Type** is displayed by default.

3. Search for an **Interface ID** and **External Property**. You can select multiple external properties.

4. Search for a **Module**. This option shows a list of all available interface modules such as, reservations, profiles, results, and so on. A module would only be shown if a message for that module has already been processed. The module is required when using the 'Msg contains' search and you have multiple interfaces active.

5. Search for a **Message ID From**. Starting message ID for this display filter.

6. Search for a **Message ID To**. Ending message ID for this display filter.

7. Select **Message Status**. Shows the status of the message transmission.
   - **SUCCESS**: shows when a message is successfully processed.
   - **FAILED** : shows when a message is rejected by OXI. Possible reasons for failure have been provided.
   - **WARNING**: shows when the message has produced mandatory warnings.

8. Select the **Enqueue From** and **Enqueue To**dates. Date when the message was enqueued by the OXI download process.

9. Select the **Error Type**. Select from the options, ERROR, RESULT_EXCEPTION, OPTIONAL_WARNING, and WARNING.

10. Enter the **Error Contains**. Enter partial text for an error message or copy and paste a complete error message into this field to search for a specific error message that was logged.

11. Enter the **Message Contains**. Click the settings icon and select the check box **Any one of the messages** or **Values only**.

12. Click **Search**.

Messages To External System

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, and then select **Messages To External System**, from the drop down list.

2. On the Search panel, **Type** is displayed by default.

3. Search for an **Interface ID**. This is useful when you have multiple interfaces running at the same time and shows only the messages of one interface. The interface ID is required when using the 'Msg contains' search and you have multiple interfaces active.

4. Search for an OPERA **Property ID**.

5. Search and select a **Module**. You can select multiple modules. This option shows a list of all available interface modules (such as, reservations, profiles, results, and so on.). A module would only be shown if a message for that module has already been processed. The module is required when using the 'Msg contains' search and you have multiple interfaces active.

6. Search a **Message ID From**. Starting message ID for this display filter.

7. Search a **Message ID To**. Ending message ID for this display filter.

8. Search and select a **Message Status**. You can select multiple Message Statuses. Status of the message that was transmitted to the external system. Options are FAILED, PROCESSED, READY, REJECT, and RESEND SUCCESS.

9. Select a date for **Created From** field. Start creation date for transmitted messages.

10. Select a date for **Created To** field. End creation date for transmitted messages.

11. Search and select a **Reference**. This field is for the OPERA reservation confirmation number. This shows a reservation number or a block reference number. For all other modules it remains blank.

12. Search and select an **Error Type**. Select and choose an error type from the list to filter search results by a specific error type. The following values are available for selection: ERROR, RESULT EXCEPTION, OPTIONAL WARNING, and WARNING.

13. Enter the **Error Contains**. Type or copy and paste an error message into this field to search for a specific error message that was logged.

14. Search and select an **Action Type**. The OPERA business event or other action that has triggered the creation of the upload message. Contents show all action types for which messages exist in the OXI queue tables.

15. Enter the **Message Contains**. Click the settings icon and select a check box **Any one of the messages** or **Values** only.

16. Click **Search**.

    In the search results table shows the following details:

Search Results	Description
Interface ID	The interface ID this message was created for. This is useful in case you have multiple interfaces running.
Created Date	Date when the message was created by OXI.
Message ID	Internal action ID from OPERA for each created message.
Module	Data module of outgoing message. This identifies the kind of message sent for example, reservation, profile, rate, block, rate restriction, inventory, and result.
Action Type	The action type is equal to the business event that has generated the data in OPERA. Some additional action types exist for cases where the messages were not initiated by business events directly.
Message Status	The status of a sent message from OXI. Options are: • **FAILED**– The message has failed in the external system during upload. The exact reasons depend on the specific system and can be reviewed in the 'errors and warnings' part of the screen. • **PROCESSED** – Simply notifies that the message was processed by OXI. It has still not been delivered by the service, at which time it would turn into SUCCESS. If the messages status does not change from PROCESSED into SUCCESS, make sure that your OXI service is running and that the communication details are set correctly. • **REJECT**– Shown in case OXI rejects the message from upload since vital data is missing or the upload file cannot be built. • **RESULT SUCCESS** – The external system has sent a result for this message and has informed that the message was successfully updated on external system side.
Reference	This column is for the OPERA reservation confirmation number. This shows a reservation number or a block reference number. For all other modules it remains blank.
Action ID	OXI creates a unique sequential ID for each outgoing message, which is used for tracking and error handling internally.

17. Click on the vertical ellipses and then click **Reprocess**. In the response pop-up a message appears **Message(s) processed successfully**. This allows all messages to be reprocessed or just individually selected records.

18. Click **Mark As Reviewed**. Click this to mark all messages in the grid as reviewed.

19. Click **View and Download**. An Attachment window opens with an XML message. Click **Download** to download the file or click **Close** to close the window.

20. Click **Delete** to delete the row.

28

Interface Resync

The Interface Resync option can be run individually and in no particular sequence at any time to resync specific data to the external system. One reason for this could be to send all reservations that have not received an external system number during the original transmission. It is recommended that reservations only be resynced once it is certain that the respective rate codes, blocks, and profiles have been built in the external system.

The following are some recommendations:

- Resynchronization for large periods of time during peak work hours is not recommended.
- Resynchronization should be done in the late to early morning hours where Night Management or Night Audit can run them without compromising system performance.
- Resynchronization can be done during the day, however keep in mind that:
  - Smaller time frames are preferable to larger ones.
  - Choose the necessary records to resync over hundreds of records at a time.
- Resynchronization History
- Interface Resync - Blocks
- Interface Resync - Turnaways
- Interface Resync - Datamart
- Interface Resync - Events
- Interface Resync - Function Space
- Interface Resync - Inventory
- Interface Resync - Products
- Interface Resync - Profiles
- Interface Resync - Promotions
- Interface Resync - Rates
- Interface Resync - Reservation
- Interface Resync - Restrictions
- Interface Resync - Stay
- Interface Resync - Hurdles
- Interface Resync - Inventory Items

Resynchronization History

For any resync that is executed a record is created in the Resync History screen. This history record assists you in keeping track of all resyncs done and what their status is/was. The Remarks column shows the text for records found and processed. When the remarks are populated with (-1) then 1 or more messages failed to be sent to the External System successfully.
How to utilize history and find unsuccessful records:

- Finding resync messages that did not make it, check and note the Start Date and Start Time.

- Go to Message Status. Messages to External System.

- Use the Search Filters to narrow down the messages you are looking for; Populate Module type (i.e. Reservation, Profile, etc.), Created From and Created To for the day of business and Message Type value.

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync** and then select **Resynchronization History** from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. Click **Resync History** on any of the resync modules. In the Resync History pop-up window, you can see the Resync Module that was used.

   The following details appear in the pop-up:

   - **Status** is the resync status. The status options that you can see are:

     – **New**: Resync has just started.

     – **RUNNING**: Resync is currently being processed.

     – **COMPLETED**: Resync is complete and reservations are sent to external system if resync filters have found any records.

   - **Start Time** and **End Time**: The time stamps showing full span of time to for the resync to process.

   - **PURGE**: Manual deletion of all resync history. Only resyncs that have not been completed yet will be excluded from the deletion. A warning occurs that has to be confirmed before the purge is performed.

   - **REFRESH**: To see the latest status of all resync activities.

Interface Resync - Blocks

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Blocks**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. Search and select Block Codes. You can select multiple codes.

4. Enter a Period. **From Start Date**, select the first restriction start date for the resync. **To Date**, select the last restriction start date for the resync.

5. Select **All Active Records** check box. Select if no other conditions are to be met except resyncing active records.

6. Select the **Unconverted Blocks** check box.

7. Select the **Include Pickup Counts** check box. Select only if the external system requires the pickup counts within the block message. This would be the case if you were resyncing a block without resyncing all its reservations afterwards. For initial cutover resync we do not recommend including the pickup counts, as reservations may be subsequently resynced and this automatically updates the pickup count in the blocks.

8. Select the **Include Cancelled Blocks** check box. This could be needed for initial cutover resyncs where both systems should have all blocks including the cancelled ones, in case these may be reinstated.

9. Click **Resync History**. Click this button to view when the resync option had last been executed and its status. This shows all resync options that have been executed.

10. Click **Resync**. Click this button to start the resync process. This executes the resync according to the filters you have set.

Interface Resync - Turnaways

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Turnaways**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. From the Turnaways to Resynchronize, select the **Turnaways**. Select all or part of a turnaway code to be resynced.

4. For Turnaways Filter Conditions, enter the **Rate Code Like**, enter all or part of a rate code to be resynced. Search and select the **Room Type**.

5. Click **Resync** or **Resync History**.

Interface Resync - Datamart

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Datamart**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. In the Datamart to Resynchronize panel, select **From Start Date** and **To Start Date**.

4. From the **Type** drop down list, select the type of Datamart option.

5. Click **Resync** or **Resync History**.

Interface Resync - Events

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Datamart**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. In the Events to Resynchronize panel, for Booking Arrival Date, select a **From Date** and **To Date**.

4. Enter the **Block Codes Like** field and select or unselect **Include Cancelled Events** check box.

5. Click **Resync** or **Resync History**.

Interface Resync - Function Space

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Function Space**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. In the Function Space to Resynchronize panel, search and select the **Function Space**. You can select multiple spaces.

4. Click **Resync** or **Resync History**.

Interface Resync - Inventory

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Inventory**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. In the Inventories to Resynchronize panel, select the **Room Type** and **Room Class**. A multi-select list of configured room types and room classes opens when you select this option.

4. Select a Period, **From Start Date** and **To Start Date**.

5. You can select between an **Overbooking** or **Out Of Order** resync by checking one of the radio buttons. When you select Out Of Order, the Room Class option is removed from the screen.

6. Click **Resync** or **Resync History**.

Interface Resync - Products

This synch is only available from ORS to OPERA PMS.

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Products**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. In the Products to Resynchronize panel, select **From Start Date** and **To Start Date** for the resync.

4. Select **Products**. This option is to find only Packages that are not linked to groups. This option is usually the most desired for Resync choice and is the default upon entering this screen.

5. Select **Groups**. This option is to find only Packages that are linked to groups.

6. Search and select the **Product Codes**.

7. Click **Resync** or **Resync History**.

Interface Resync - Profiles

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Profiles**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. In the Profiles to Resynchronize panel, search and select the **Profile Types**.

4. Enter the **Date Type**. Use this menu to select a date type for the resync process. The options contained within this field are Updated Date that is used to resync profiles that have been modified within the selected From/To dates entered. Created Date is used to resync profiles that were created within the parameters of the From/To dates entered.

5. Enter the **From Name**, the specific name of the profile to be resynced. Enter **To Name**, type the specific name of the profile to be resynced. The query takes all names BETWEEN the letters in From Name and To Name. Sample:

   Example: If you have typed 'A' into "From Name" and 'G' into "To Name". That means GA would not be taken into account anymore and the resync would only include the latest name with F such as, FZ.

6. Select to resync **Profiles for Active Reservations** . Selecting this option sends only profiles that are attached to active reservations.

7. Select to resync **Profiles For Active Blocks**. Selecting this option sends only profiles that are attached to active blocks.

8. Select to resync **Profiles For Active Reservation and Block**. Selecting this option sends profiles that are attached to active reservations and blocks.

9. Select to resync **Profiles with Membership**.

10. Select to resync **Profiles with Primary Membership**.

11. Select to resync **Profiles with Negotiated Rate**.

12. Select to resync **All**. Selecting this option resyncs all profiles, regardless whether they are linked to active reservations and blocks or not.

> ✏ **Note:**
>
> Select the proper Profile Code for your resync to minimize the data flow, as the hotel could have a huge profile database that can lead to a very long resync process.

13. Click **Resync** or **Resync History**.

Interface Resync - Promotions

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Promotions**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. In the Promotions to Resynchronize panel, select **Limited Use Promotion** check box.

4. Search and select **Promotions**.

5. Click **Resync** or **Resync History**.

Interface Resync - Rates

You have to select either a date range or check the rate codes in order to resync rates. A 'Total Count' of all active Rate Codes during the time frame entered will be displayed. User has the option to choose each rate code or all if necessary for resync to an external system.

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Rates**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. In the Rates to Resynchronize panel, enter the **From Start Date**. You must select the first rate code start date for the resync. Only rate codes valid for this date are to be shown.

4. Enter **To Start Date**. You must select the last rate code start date for the resync. Only rate codes valid for this date are to be shown.

5. Search and select **Rates**. Shows how many active rate codes you have in the OPERA database. Once you have selected a date range the count is adjusted to match the number of rate codes that fall into your selected date range.

6. Click **Resync** or **Resync History**.

Interface Resync - Reservation

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Reservation**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. Enter a Period **Date Type**. Choose from the option **Arrival Date**, **Created Date**, and **Updated Date**. Enter a **From Date**, this date specifies the first arrival date for the reservation resync. Enter **To Date**, this date specifies the last arrival date for the reservation resync.

4. Enter the External System Reference **From**. This specifies an external system confirmation number to resync. You can enter a single number or multiple numbers separated by comma.

5. Enter the External System Number **To**. This specifies the external system confirmation in case you want to specify a range from number/to number.

6. Enter OPERA Reference Number **From**. This specifies an OPERA confirmation number to resync. You can enter a single number or multiple numbers separated by comma. Enter OPERA Reference Number To that specify the OPERA confirmation in case you want to specify a range from number/to number.

7. Select the **All** check box. Select this option if no other conditions are to be met except resynching active records.

8. Select **Include Cancels** check box. Select this option to include the cancels in your resync.

9. Select **Include Checked In** check box. Select this option to include the checked-in guests in your resync.

10. Select **Include No Shows** check box. Select this option to include no shows in your resync.

11. Select the **No External Confirmation** check box. Select this option to resync only reservations without external system confirmation number. If this is unchecked, all reservations will be resynced.

12. Click **Resync** or **Resync History**.

Interface Resync - Restrictions

You have to select a date range in order to resync rate restrictions. An example of Block Restrictions from OPERA PMS to ORS.OXI can now send restrictions created from OPERA Blocks application. These restrictions set on the blocks can also be resynced through the Restrictions resync, by selecting the option for Date Ranges and setting Blocks. The resync offers a multi-pick list of blocks that may have restrictions set on them for selection. For Block Restrictions to work Business Events in OPERA have to be set.

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Restrictions**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. In the Restrictions to Resynchronize panel, search and select the **Block Codes**. Select a specific block code or a starting letter following by a % in order to filter your search.

4. Enter a **From Date**. Select the first restriction start date for the resync.

5. Enter a **To Date**. Select the last restriction start date for the resync.

6. Select the **All Restrictions**option. Select this restriction for all existing restriction types to be sent to external system.

7. Select **Rate Restriction**option. Select this restriction for rate restrictions to be sent to external system. The search and select Block Code is disabled if this option is selected.

8. Select the **Block Code** option.

9. Click **Resync** or **Resync History**.

Interface Resync - Stay

Stay files can be created for some interfaces after the guest has checked out and the OPERA night audit has run.

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Stay**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. In Stay to Resychronize panel, enter a **From Departure Date**. Select the first restriction start date for the resync. Enter **To Departure Date**. Select the last restriction start date for the resync.

4. Enter the **First Name**, type the specific first name of guest whose stay data shall be resynced. Enter the **Last Name**, type the specific last name of guest whose stay data will be resynced.

5. Click **Resync** or **Resync History**.

Interface Resync - Hurdles

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Hurdles**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. In the Hurdles to Resynchronize panel, select a date for **Hurdles From** and **Hurdles To**. These dates range helps to resync hurdles.

Interface Resync - Inventory Items

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Inventory Items**, from the drop down list.

2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. In the Inventory Items to Resynchronize panel, select the**Inventory Items From** and **Inventory Items To**.

Part VII
OPERA Cloud Terminology

- OPERA Cloud Terminology A-Z

ORACLE®

29

OPERA Cloud Terminology A-Z

Table 29-1 `Terminology`

Term	Description
Accompanying Guest	Secondary guests who are added to the reservation. Eligible accompanying guests can have a separate registration card printed. Eligibility is determined by the value set in the **Age Threshold to Print Registration Card** application setting.
Advance Check In	The ability to flag one or more arrival reservations as Advance Checked In reservations. Note: Pseudo room reservations cannot be flagged for Advance Check In.
Advance Checked In	One or more reservations that have been flagged as Advance Checked In reservations but not checked in to the property.
Additional Rooms	This is a multi-select field to choose rooms to include in the key creation with the reservation room. This field is available when the property interface configuration for the active DLS (Door Lock System) has the check box active for **Allow Multiple Room Selection for Keys**. You can customize the **Additional Rooms** field on the Create Key screen to populate the field with the room numbers that were selected when the new key was created for that reservation and room number. This applies to duplicate keys (when Previous Keys Made > 0). Without this customization, the field does not populate with the additional room numbers for which the key was created.
Auto Advance Check In	Automatically checks in Advance Checked In reservations when the housekeeping room status of the reservation matches the housekeeping room status defined in the Room Status for **Auto Check In of Advance Checked In Reservations** OPERA Control setting.
Billing Window	Billing windows are used to assign more than one payee to one reservation or to separate posted transactions using configured routing instructions. A reservation can have up to eight billing windows and each window can be assigned to a different payment method and a different payee.
Business Date	The OPERA property business date.
Credit	If the payment or deposit amount is greater than the posted charges on a billing window, a Credit balance remains. This balance is settled with the Automatic Folio Settlement functionality if the **Include Credit Balances** check box is selected.
Duplicate Key	A duplicate key is the exact copy of the original, including for Valid Start Date / Valid Start Time and Valid Until Date / Valid Until Time. If this information is modified, then the Key defaults to New. When **Previous Keys Made** is one or more, then the default is Duplicate Key instead of New Key type. This is editable in the Create Keys screen. When **Duplicate Key** is the Key Type and changes are made to Additional Rooms, Key Options, Valid Until Date and Valid Until Time, or Valid Start Date and Valid Start Time, the key type switches to a New Key type since a duplicate key is no longer an exact copy of a previous key made when these options are altered.

Table 29-1 (Cont.) `Terminology`

Term	Description
ETA	The guest's Expected Time of Arrival (Arrival Time) for their reservation. After the reservation is Advance Checked In, the Expected Time of Arrival (ETA) for the reservation is updated with the time the reservation was flagged as Advance Checked In. After the reservation is Advance Checked In, the Arrival Date is changed to read-only and cannot be modified.
ETR	The Expected Time of Return (ETR) and/or an Expected Time of Return Comment on reservations. In the Advance Checked In screen reservations can be sorted by ETR options when an ETR is provided. For ETR options, the Expected Time of Return (ETR) parameter must be On.
Folio	Master bill containing all posted transactions including charges, payments and deposits (if any).
Key Machine Locations	The Key Encoders available for use. By default, OPERA remembers the last location used. You can select a different key encoder.
Key Options	Defines key access to specific areas of the property. The default is key options associated at the room level configuration, such as access to the Parking Garage, the elevator, the pool area.
Key Type	When **Previous Keys Made** is one or more, then the default is Duplicate Key instead of New Key type. This is editable in the Create Keys screen. When **Duplicate Key** is the Key Type and changes are made to Additional Rooms, Key Options, Valid Until Date and Valid Until Time, or Valid Start Date and Valid Start Time, the key type switches to a New Key type since a Duplicate Key is no longer an exact copy of a previous key made when these options are altered. When the Key screen is accessed with the Mass Check In, the key type New or Duplicate is not available. Only when the individual Create Key screen is displayed is the key type available and defaults according to whether previous keys were made.
Mass Advance Check In	The option to Advance Check In multiple reservations when the arrival date of the reservations is the current business date of the property.
Mass Check In	Mass Check In functionality provides one easy process to check in multiple reservations for arrivals due in on the property's current business date, and to (optionally) generate their room keys and registration cards. Mass Check In can be used for individuals or blocks within the property. If logged in to a hub, you can Mass Check In individual and/or block reservations one property at a time for each property you have access to, without having to log in and out of each one.
Number of Keys	Default is **Per Adult On Reservation** to create the same number of keys as the number of adults on the reservation. Use the **Per Reservation** option to set any number of keys for the reservation.

Table 29-1   (Cont.) `Terminology`

Term	Description
Override Associated Key Options	Overrides the key options in the Room Keys panel (when multiple reservations are selected for key creation). Key options can be modified or added on the individual reservations Create Key screen as you proceed through the key creation process.
	• When deselected (default), the selections added in the **Key Options** field are appended to existing key options at the room level for the room keys for each of the selected reservations for key creation. For example, you are creating keys for several reservations and the room configuration of the assigned rooms have Garage in the associated **Key Option** field. In the Room Keys screen, you also select the Lounge key option, and then process the key creation. In the Create Keys screen, both Garage and Lounge key options appear for each reservation.
	• When selected, the selections added or removed in the **Key Options** field override all existing key options at the room level for the room keys for each of the selected reservations for key creation. For example, you are creating keys for several reservations and the room configuration of the assigned rooms have Garage in the associated **Key Option** field. In the Room Keys screen, you select the Lounge key option, and then process the key creation. In the Create Keys screen, the Garage key option is overridden and only the Lounge key option appears for each reservation.
Pre-Arrival Reservation	A reservation with an Arrival date >1 day prior to the OPERA property business date.
Previous Keys Made	In the Create Keys screen, this is the number of keys since the last new key previously created for this specific reservation and room. If the **Additional Rooms** field on the Create Keys screen is customized with PreviousKeyAdditionalRooms, the **Additional Rooms** field populates with the additional room numbers if the previous key made had additional rooms selected when created. When **Previous Keys Made** is equal to or greater than 1, then this defaults to Duplicate Key instead of New Key (this is editable.) When Duplicate Key is the default key type and changes are made to Additional Rooms, Key Options, Valid Until Date and Valid Until Time, and/or Valid Start Date and Valid Start Time, the key type switches to New Key because it is not considered a duplicate key of a previous key made when these options are altered. A duplicate key is the exact copy of the original, including the options set in the original key creation. When the reservation is checked out, the Previous Keys Made count resets to zero.
Primary Guest	The guest name under which the reservation is booked. The primary guest's name appears at the top of the list in the Select Guests panel on the Registration Card screen.
Settlement	The process of obtaining payment for a guest's bill.
Suppress Key Success Message	When this option is selected, the key success message does not display. Instead, the process continues to the Create Key screen for next reservation. If the request to the DLS (Door Lock System) fails, then the failure notification appears with the option to retry the key creation.
System Date/Time	Operating System date/time.
Valid Start Date	Displays when the **Send Valid Start Date/Time** check box is active in the DLS property interface configuration. Refer to the *Enhanced Room Key Generation Validation Rules by Process* topic for more information.

Table 29-1   (Cont.) `Terminology`

Term	Description
Valid Start Time	Displays when the **Send Valid Start Date/Time** check box is active in the DLS property interface configuration. Refer to the *Enhanced Room Key Generation Validation Rules by Process* topic for more information.
Valid Until Date	Defaults to the reservation departure date or to the added days if the OPERA Controls setting **Key Expiry Days** is set. Refer to the *Enhanced Room Key Generation Validation Rules by Process* topic for more information.
Valid Until Time	Defaults with the time that is chosen in the **Default Keys Expiry Time** setting. This can be the reservation ETD (Expected Time of Departure) or the time in the **Key Expiry Time** setting. Refer to the *Enhanced Room Key Generation Validation Rules by Process* topic for more information.

Part VIII

OPERA Cloud Videos

The following videos support the OPERA Cloud documentation.

Getting Started

Using Keyboard Shortcuts

View Property Brochure from Quick Launch

Managing Quick Links on the Quick Launch Menu
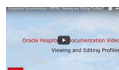

Add Tiles and Pages to the Dashboard
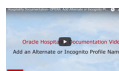

Enable Page Composer to Customize

Client Relations

Creating a Profile

View and Edit a Profile

Add an Alternate or Incognito Profile Name

Adding Notes to a Profile

Bookings

Create a Reservation using the Room Diary

Opt-in Guest Notifications

Find Reservations with Opt-in Guest Notifications

Cancel a Reservation

Cancel Multiple Reservations

Post Charges and Payments to a Reservation

Events

Add an Event to a Block

Adding Menus and Items to Events

Create a Catering Block and Event

View, Search, and Edit Events on the Function Diary

ORACLE®

Front Desk

Check In an Arrival Reservation

Reverse Check in Reservations

Advance Check In Reservations with an ETR

Reverse Advance Check In Reservations

Add a Reservation to the Queue

Printing Registration Cards for Arrival Reservations

Create an Electronic Registration Card for the Guest to Sign on a Tablet

Advance Check In Multiple (Mass) Reservations

Creating a Room Key

Check Out a Reservation

Using Auto Check Out

ORACLE®

Apply Credit Card Rebates to a Reservation

Change Rooms for an In House Reservation

Using Batch Room Assignment

Inventory

Manage Rate Restrictions

View Property Availability and Configure Sell Limits

Update the Room Status using the Housekeeping Board

Assigning Room Conditions

Using Housekeeping Boards

Auto-Generate Task Sheets

Manually Create a Task Sheet

Using the Task Sheet Companion

Financials

Post Charges to a Reservation Using Post It

Miscellaneous

Using Track It

Reports

Generate Reports