OPERA Programme

Track It Keeps Tabs On Luggage, Packages, & Vehicles

Web Addresses can be attached to the type, so with a click, you are taken to the configured web address

Specify a date when an action needs to be taken. Item does not display in list until date selected

Un-attach the reservation from the Track it ticket

Being bombarded with questions concerning the status and whereabouts of packages, lost items, luggage, or vehicles can't be an easy task. So, instead of individually searching through carrier slips, mass quantities of mail, or valet tickets, use OPERA's Track It to find the answers to all of these questions.

Track It is an application for monitoring and tracking guest luggage and parcel receipt, storage, and delivery; Track It also supports valet operations with features for tracking and managing parking activities and vehicle logistics. Lost items can be managed through this module as well. This feature can assist with the property's follow through when returning

items that guests have reported as lost or missing.

Track It is fully configurable to conform to property requirements and business processes. Defaults can be set so that specific options can be automatically populated in certain fields.

The Track It Dashboard brings together the most-used features of Track It and can be used as a jumping off point for other related activities. Extensive search criteria help you locate items quickly and easily. Additionally, you can create and edit tickets, associate or un-associate reservations with tickets, and access reservation details and options. The Log Book and Events features let you display information about property events and internal "pass-along" notes.

Use Track It to monitor and stay on the trail of the guests items.

ORS Handles Credit Card Deposits

To assist the Central Reservation Office (CRO) in accommodating guests who want to provide deposit prepayments prior to their stays, Opera Reservation System (ORS) now has a credit card payment option. This new feature processes deposits using credit card authorization through the credit card interface. The Deposit Cancellation screen *Deposits* tab lets you view and manage deposits for

the currently selected reservation. The screen has two sections. The top frame displays deposits requested for the reservation. The bottom frame displays deposit payments applied to the reservation. The process of applying a deposit payment to the reservation is quite simple. Highlight the deposit request in the upper grid and select the Payment button. When you have posted the deposit, the Paid Deposit and Due Amount are updated in

the top frame and a payment record appears in the lower frame. With this convenience, more guests will be apt to make reservations.

Channel Management (OCM) Simplifies Channel Complexity

Rate Header

Description	Day Use Rate Code	Market Code	CGC
Rate Category	DAY	Source Code	GUD
Begin Date	07/08/05	Channel Allowed	N
End Date	12/31/10	Package	N
		Transaction Tax Included	N

Policies Edit Copy Repeat

Rate Details

Begin Date	End Date	Room Types	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Price 1 Adul	Price 2 Adul
07/08/05	12/31/10	CD, CK, DLX, SUP, TD, TK	X	X	X	X	X	X	X	250.00	250.00

New Edit

OPERA Channel Management (OCM) has brought channel configuration to a level where novice channel management users can understand it. You do not need a vast knowledge in order to set up and sell rates to Global Distribution Systems (GDS) and Alternate Distribution Systems (ADS). A feature of OCM, which has proven successful in other OPERA products, is the template. With the template, you can quickly publish a rate code to a channel and even add a new ADS channel to it. By using the copy functionality in the template, the same rate code is published to multiple properties (including all channel information) in a few minutes. Adding a new ADS channel is just as easy, by selecting a channel from the template and pressing the Copy button. In today's environment, the more

ODH - Options

☐ Copy Rate Details
☐ Copy channel rate management

OK   Close

channels you offer rates to, the more rooms you sell. These enhancements not only reduce the workload from what would have taken days to just minutes, but they also reduce errors by entering the information only once. Another feature provides more control over what you can view and perform in OCM, by assigning specific users various levels of permissions. Thanks to OPERA Channel Management (OCM), your property can now spend time on sales strategies, rather than on configuring rates.

Print turndown tasksheets straight from the Turndown Management screen.

Turning it Up With Turndown Management

Housekeeping keeps it clean with its new Turndown Management feature. Turndown service for rooms is managed from one screen, which allows for the status (Requested, Not Required, or Completed) of the turndown to be maintained from the one central screen. Need to know the total number of rooms that need to be completed? Well just glance in the lower left-hand corner of the screen. A total number of rooms statistic is displayed here that summarizes the total number of rooms left to complete.

What about task sheets that can be printed and passed out? Well, these can be printed straight from this screen also. One click of the Report button, split by the number of attendees, by attendee name, and/or by the maximum number of credits, and they are on their way to complete the turndown. This just adds another step to providing staff efficiency and guest service.

DOCUMENT - Turndown Management

Turndown Status: ☑ Requested ☐ Not Required ☐ Completed
Reservation Status: ☑ Arrivals ☑ Arrived ☑ Stay Over

Search Advanced

Drop down menu to select the status of the turndown

X	Room	Rm. Type	Room Status	Room Class	Name	Reservation Status	Turndown Status
	1053	TK	Clean	DEF	Woods, Bonnie	CHECKED IN	Requested
	111	DLX	Inspected	TOWER	Barnwell, Beth	CHECKED IN	Completed
	416	CK	Pickup	DEF	Sands, Adam	CHECKED IN	Not Required
	418	CK	Clean	DEF	Samuels, Harry	DUE IN	Requested
	505	DLX	Inspected	TOWER	David, Edward	CHECKED IN	Requested
	511	DLX	Pickup	TOWER	Desenna, Joe	CHECKED IN	Requested
	521	DLX	Pickup	TOWER	Carstens, Joe	CHECKED IN	Requested
	527	DLX	Clean	TOWER	Decarlo, Max	CHECKED IN	Requested
	903	CK	Clean	DEF	Iverson, Paul	CHECKED IN	Requested

Displays the Turndown Tasksheets

Resv. Report Close

Total Rooms: 9

OPERA Vacation Ownership System (OVOS)

Integrated Solution

The OPERA Vacation Ownership System (OVOS) integrates into the OPERA Enterprise Solution giving OVOS the rich functionality already available with other OPERA products. In addition, the OPERA Vacation Ownership System offers many features specific to the mixed-use and vacation ownership environment, including full contract terms configurability and rules-based operation, to ensure the flexibility required to meet a wide spectrum of business needs.

The Hospitality Industry is no longer defined exclusively by hotel operations; many current and prospective OPERA clients also have vacation ownership units under their management. Integration of OPERA with OVOS allows standardization for all properties: hotels, condo hotels, and mixed-use hotels.

The integrated OPERA OVOS system seamlessly accommodates the business requirements of both hotel property management and vacation ownership operations. The same reservations agents who handle hotel bookings can take reservations for vacation properties. Similarly, the same check in agents, front desk staff, housekeeping personnel, and maintenance engineers can serve all clientele (including their special requests), regardless of whether they are hotel guests or vacation unit renters, without any additional training.

And for management companies that exclusively handle condo units, the functionally rich OPERA OVOS combination offers a host of features not available in any stand-alone condo-management system.

OVOS offers a wide range of benefits, including improved customer service, efficient property operations, and control over financial data integrity.

Superior Technology

Instead of installing and configuring separate systems and then implementing the respective interfaces, properties now have an option of installing PMS, S&C, and OVOS with several clicks of the mouse. Because the same database and modules are shared, a property can start with PMS and when business changes and vacation units are added, with the activation of a new license code, the configuration of the owned units is a click of a button away. No additional hardware may be necessary, and minimal additional training of staff is required as the main modules will remain the same except for the enhanced OVOS functionality.

The OPERA Vacation Ownership System configuration provides the ability for organizations to define templates for each of the modules they implement; this allows for new contracts to be defined and new business rules to be implemented without additional programming modifications.

OVOS Practices

During the reservation process in OVOS, at check-in, or at any other time a unit is being assigned, the property-defined rotation formula is used. OVOS will automatically suggest the next unit that should be rented based on this formula. Rotation formulas can reflect owner and property revenue goals, the value of the unit, the owner's desired usage levels and so on. Point values assigned to each unit by the formula fairly determine the precedence of each unit on the list of units suggested to reservations agent for rental. Points can be assigned Per Dollar Revenue, Per Stay, and Per Night Stay. To keep rotation points calculation equitable, a multiplier can be factored into the formula when OVOS determines rotation points for owner stays.

The OVOS Financial module gathers all financial information for the owner for on-demand and scheduled financial statements. Owner statements can be modified by each condo hotel, using OPERA Report Writer, to meet each organization's needs. OVOS also handles owner check payment and US-1099 income tax earnings reporting.

Hotels may provide owners with confidential access to unit information via the Web. Owners may modify their profile data, view availability, print statements, and make and change reservations for their units, including making special requests.
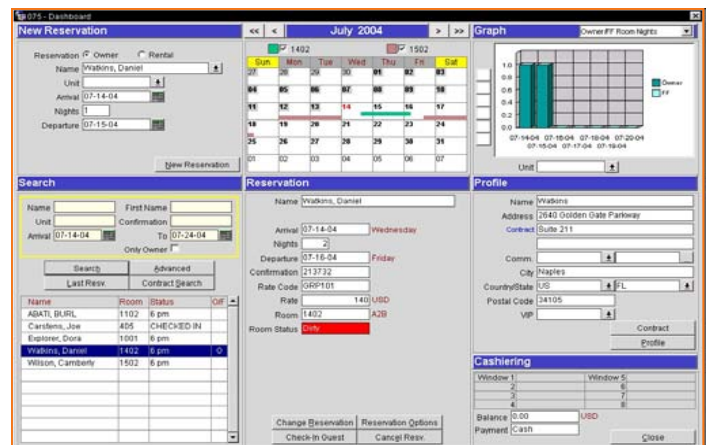
OXI & OXIHUB Reports

Troubleshooting Errors or Warning flagged messages has just become easier. Under Reports module, the "Errors Mining" report allows any of you to filter by 'Incoming', 'Outgoing' and or 'No Response' formats. Filters provided give Message Type, Data ranges, Message Id and Error text entries to generate a report any user can refer to for resolution to OXI and or OPERA configuration that triggered the warning. Generated as a comma delimited text report it can be opened immediately for review or saved to the system network for retrieval later and processing in an Excel spreadsheet or database application.

The following is a sample Outgoing generated report targeting Reservations with specified Date Range for any type of Error flagged.
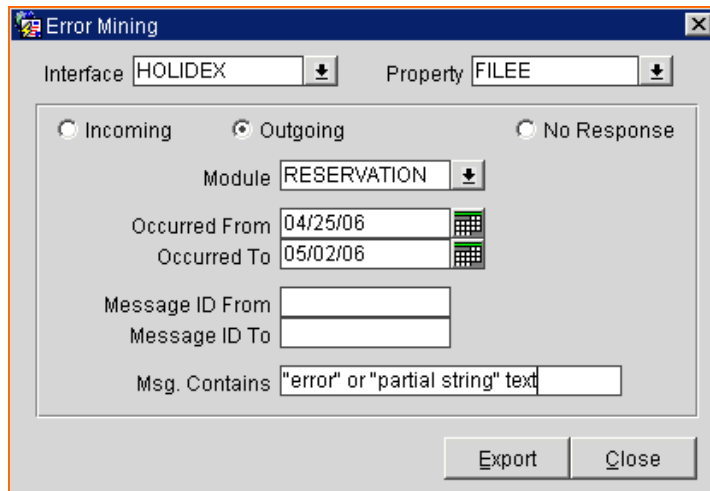
Prop, IFC, Date, Warning Type, Text of Warning, Message Id and Direction

MEXICO,ORS,2006-APR-28,T,"For Currency Code - MXN, conversion is not setup hence using OXI default 'USD'.",1502182,OUTGOING

New Cashiering Options Curb Early Exits

Guests who decide to leave early on a multi-night reservation can cause loss of revenue and business opportunities. Now, OPERA's new Early Departure Penalty features can help reduce the impact of early departures in two ways. The prospect of penalties can induce guests to complete their planned stay. And where the guest does choose to leave before the scheduled departure date, the negative impact on revenue, such as loss of potential room sales, is eliminated or minimized.

Once the Early Departure Penalty option is turned on, you can use a parameter setting to determine how penalties will be levied. Your choices include:

Charging the rate amount of the final night of the stay; charging for all remaining nights in the planned stay; or, forfeiture of the total deposits paid. (With the last choice, if no deposit was paid, no penalty is posted.)

Early departure penalty revenues can be grouped under the transaction code of your choice.

Of course, there will be times when imposing an early departure penalty is not appropriate. For example, the guest may need to leave because of a family emergency, or due to health problems. So OPERA gives you an opportunity to decide on a case-by-case basis whether the penalty should be imposed. A prompt appears when you access the guest's bill for an early departure settlement allowing you to make the decision whether or not to charge the early departure penalty.

Like cancellation penalties, letting OPERA oversee application of early departure penalties can lead to a stronger operation and potentially better business practices.

Winning new guests is up to ten times more expensive than retaining loyal guests.
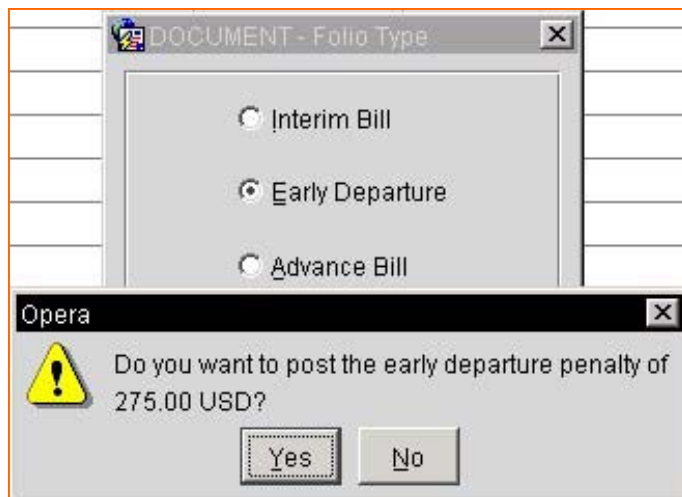
Did You Know? *Tips and Tricks for OPERA Users*

Version Information Displayed

The Version/Development/Revision/Service Pack/E-Patch number is displayed in the title bar of the main System, Configuration, End of Day, and Utilities screen in the upper left hand corner of PMS, S&C, QMS, and OVOS.

OPERA PMS [4.0.01.00/7]
Version # ←
Development # ←
Revision # ←
Service Pack # ←
E-Patch # ←
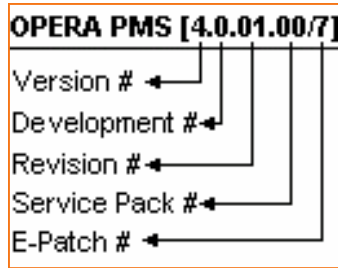
Move Cursor with Tab and Shift Tab

Tab and Shift Tab key cursor navigation is available in the following screens:

- Reservation Options
- Cashiering Options
- Cross Property Posting
- Housekeeping Options
- Mailing Options
- Payment Processing
- Payment Activity
- Data Extraction
- User Configuration

No More Waiting for Credit Card Authorizations

Checking a guest in may be quicker than you think. If you are currently using a credit card interface, then you realize that OPERA sends out for a credit authorization secured to a reservation that requires a credit card upon check in. OPERA now offers the ability to control whether you want the authorization window to remain visible during the process or disappear, so the check in process can continue. Leaving the window displayed means that the check in process is held up while the Front Desk agent waits for approval. But if the authorization is processed in the background, hiding the authorization display, then the agent can continue with other screen activities, thereby saving a significant amount of time.

Punch It to the Name Field

Looking to get to the Name field on the Reservation screen faster? Well, just select the Alt + (.)(Full Stop)(Period)keys and you are automatically taken to the name field to enter or modify the name attached to the reservation. This is just like going 0 to 60 in 4.5 seconds.

Maximizing the Methods of Communication

When communication methods are defined within OPERA and are associated to the EMAIL and WEB communication roles from the dashboard or profile, then reaching the addresses is only a double click away. Double clicking on the EMAIL communication method will display a new email message

EMAIL → dwatkins@micros
WEB → www.micros.com

with the profile information auto-populated, and selecting the WEB communication method automatically displays the web page associated to it. So utilize these tools to maximize OPERA's functionality and minimize your time completing communication tasks.

Hidden Button for Report Setup

No, OPERA is not some advanced computer game with secret passageways and trap doors, but a state of the art hospitality software package with hidden buttons for less frequently used functions. The reason for these hidden options is to allow power users, installation and support teams access without having to enter the configuration mode.

One function where this hidden button applies to is on the Report screen. Double clicking on the blank space below the Search button and beside the Report Group field displays a setup button at the bottom of the screen. Selecting this button automatically takes the user to the Report Setup for the report that is highlighted in the grid. Permission is still needed, but try it out for yourself and see what comes about.

Commission Codes and Commission Percentages Explained

Questions have been asked as to why we have a Commission Code and Commission Percentage field on the Rate Code Header screen? Here's the correct answer.

OPERA sets up its commission codes and calculates them for the purpose of commission payments, based on various approaches that can include per night, per stay, specific field amount percentages, etc. These variations are based on the transaction codes that are consumed by the guest. This formula works perfectly for the accounting department. But when these rate codes are exposed to the outside Travel Agents through the likes of the GDS System, for example, they are very unlikely to know what the code represents to them. So this is why OPERA also displays the percentage amount information on the screen. Everybody remains in sync and there are no problems calculating the commission.

Send emails or go to a website by double clicking on the appropriate communication method.

Mega Profile Distribution

OPERA Customer Information System (OCIS) has always been able to distribute a single profile to multiple properties, and now with new functionality, can distribute many profiles to single and multiple properties. OCIS provides a Profile Distribute screen where clients can search for certain profiles and stay conditions to create one profile group set. Clients can then perform a number of processes with the profile set as a whole. This includes applying keywords, marking the set Central Protected, and distributing the profile set to resorts.

The profile and stay criteria is used to search for and compile profiles. The profile result set can be subscriptions, stay date ranges, revenue amounts, number of nights, number of stays, VIP code, and keyword. Users will be able to save and name the filter search query names which are used frequently. For example, users may have "Top 100 Individuals for Revenue" as a saved query because this may be searched and managed monthly. The keyword of "Top 100" can be applied to the profile set.

To distribute the profiles, the user simply selects the properties where they want to distribute the profile set. If the distribution results in more than 100 rows, the profiles are be placed on queue and processed based upon the background processor configuration.

Specific profile criteria can be assigned for which profiles to distribute.

Let Me Check For Your Messages

When retrieving a message for a guest, you may notice that the Messages screen has been enhanced. If the new screen looks familiar, it is because in redesigning the Messages screen, we recognized successful ideas from the Traces and Wake-Up Calls screens.

Let's say that more than one message exists for a guest. Select one or more of the messages by marking it in the new X column. From here, many new things can now be accomplished. All of the selected messages can be printed with the single click of the Print button, or label them as Received when the guest gets them, by clicking the Receive button. Plus, an Edit button has been added. Use it to modify the message as needed.

Not only have buttons and columns been added, but new fields are now displayed. Following in the Traces footsteps, the addition of the Arrival, Departure, Room, and Reservation Status fields have been added.

When creating a message, several changes have been applied here also. All of the information is displayed in a vertical working order, allowing for easier and faster entry of new messages. Plus, pre-configured standard messages can be called up by simply clicking the ellipses(…) button to the right of the Message area and choosing the message that applies. This functionality comes in handy, for example, to alert a guest that a package is awaiting them and to give the instructions to receive it. So, the Messages screen has enhanced functionalities that allow messages to be added, modified, and received, in a simpler, more organized manner.

New messages screen enhances functionality and design.

Displays the Arrival Date, Departure Date, Room Number, and Reservation Status for the selected guest

Select All or None of the messages to apply specific actions to

Maximize Your Meeting Room Revenue

To maximize is to make the most of or to find a maximum value of. So to help you maximize the revenue for each of your function spaces, OPERA Sales & Catering has developed the Function Space Utilization Report.

This report calculates and displays, depending on the filtering information entered, the usage number and percentages of time used versus the available time within the configured utilization periods. Also displayed on the report is the overall daily usage time and percentage per function space. So what does this all mean for your property?

On the function space configuration tab, enter the number of minutes/hours that the function space would be at 100% utilization. If creating a new or updating an existing function space, then this space field is defaulted to 1440 minutes/24 hours. This can be modified to a lesser number, but can not be increased past the 1440 minutes maximum. In layman's terms, this means that the function space, setup at 1440 minutes of 100% utilization, would be considered utilized at 100% if it is booked for 24 hours per day.

Now with function spaces that are made up by a combination of rooms, just select the Rate/Combo Tab in the Function Space Configuration. The square feet or square meter size of each of the combo room is displayed in a separate column that will be used to display the revenue generated per sqft or sqm. Each combo element that makes up the function space must equal 100% and will automatically be assigned an equal percentage based on the number of combo rooms to make the function space, but this field is updateable. For example the combo space takes two rooms, then each would be assigned 50%. If it takes three rooms, then the percentages displayed would be 33.3%, 33.3%, and 33.4%.

Function Space Utilization Report helps maximize the revenue for your function spaces.

Extra! Extra! Read All About Report Updates

OPERA is always adding and modifying specific reports, filtering, and report functionality. But major modifications include the enhancements of Shift Reports, Report Setup and Report Groups. All three of these are now available as a menu item as part of configuration under the Setup menu option.

Shift Reports have been changed/added in order to run multiple reports by selecting one report. For example, a cashier could be at the end of their shift and need to run all of their reports. Instead of having to select and run every report individually, they could select the Cashier Shift Report and run all of their reports. Which reports and the number of reports that run for a shift report, are all configured by you.
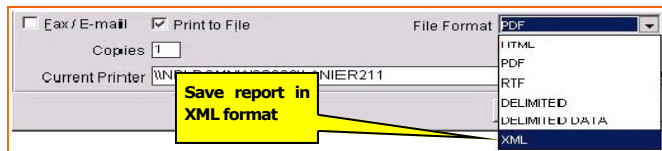
Both the Report Setup and Report Groups configuration can now have the default number of copies for a report set by the Copies value entered on the report's Edit Report screen.

And when printing reports to file, an XML (Extensible Markup Language) option is now available to be selected. The XML option is a powerful tool that will meet the information exchange and web processing needs of your property.

ORS Provides Window Routing Instructions

ORS routing instructions let you automatically forward charges for specific routing codes (defined groups of transaction codes) incurred by one or more guests to another guest's bill at the time of posting. The ORS user is given the ability to enter Window Routing Instructions while creating and modifying reservations in ORS, before the reservation is checked in. The Routing Instructions screen is available when you select the **Options** button on the guest's Reservation screen. From the Options menu, select the **Routing** button. If routing instructions have already been assigned to a guest, the Routing lamp displays in the lower part of the guest's Reservation screen. You may double-click the Routing lamp to quickly view the routing instructions screen for that guest. Each record in the Routing Instructions screen grid describes a separate routing instruction. You may use this screen to create new routing instructions, or edit or delete existing routing instructions.

All user activity involving routing instructions is recorded in the User Activity Log.

Pre-assigning routing Codes to a rate code or profile (Company, TA, Source, Contact, and Vendor profiles) allows the user to select a profile while making

a reservation and have the routing instructions attached. The system will automatically displays a message that a default routing instruction exist on the profile and if you want to attach the routing instruction to the reservation. It's that easy.

Global alerts display for reservations that meet the specified criteria.

Global Alerts: Calling All Guests

You will welcome, with open arms, Global Alerts that automatically associate a global alert to reservations that meet the specified criteria. A global alert could be configured to remind all guests with kids that the poolside snack bar serves free sundaes daily to children from 1:30 until 3:00.

Global Alerts can be configured to display when the guest is checking in, checking out, or whenever the reservation is accessed. Sets of display conditions further restrict the global alert display based on reservation type, block code, number of adults/ children, arrival/departure time, and a host of other criteria. OPERA makes setting up these conditions easy for you, as it is a step-by-step process and the screen guides you through the process. As you complete each step, appropriate choices become active in the following steps, based on your previous actions and choices.

So, use Global Alerts to simplify informing guests of information about their reservation or hotel events, for displaying important information about the guest, and for making your job easier.

Comp Accounting Update

Casino resorts and hotels often give guests food, beverages, rooms, and services, called "comps," to reward loyalty. OPERA's Comp Accounting module for tracking and controlling the cost of guest comp programs hit the jackpot with a handful of recent product enhancements.

Set the Default Comp Payment Method

When comp windows have a method of payment

Reference VISA

associated or are associated to an authorizer's AR and the Auto Settle Comp Folio function is active, then they will be checked out when the guest checks out. But what if no payment method

is specified to be used for the comp? The Default Comp Method of Payment application setting can be set to automatically use the selected method of payment for this situation and is displayed in the Reference field on the Transaction Details screen.

Who Is the Authorizer?

A Authorizer multi-select field and drop down arrow can be screen painted on the main Reservation screen and the Reservation More screen. Once the field and button are displayed, you can select and attach any active comp authorizers to the reservation. Once an authorizer is selected, they are then recognized by the PTS system as the "Trip Authorizer" for the reservation.

Parameter to Handle Postings From Another Room

The Auto Comp Room Routing application parameter, under the Comp Accounting Group, has been created to control routed postings from another room to a comp window when comp routing instructions exist for these transactions. When the new parameter is set to N, postings from another room are not routed to a comp window, even if comp routing instructions exist for the transactions. But if the parameter is set to Y and comp routing instructions exist for the transactions from the other room, then they are placed in a comp window for the account.

The Revamp of Wake-Up Calls

Wake-Up calls are now configured from one screen.

The Wake-up Calls feature has been completely revamped to make it easier to use and more intuitive. One of the major changes is that all wake-up calls can be setup from one screen. It does not matter if it is a single room, shared rooms, or for a block, set the wake-up call from one comprehensive screen. "Smart" features have been added to allow for fast and easy wake-up call setup and editing of details. With a couple of clicks of the mouse and a couple of multi select list of values, your wake-up calls are setup for the next day or for the next month.

The main wake-up calls screen has been enhanced with many features to help the user. The most noticeable enhancement is the color coding and drop down menu selections for the wake-up call status. Color coding has also been added to the search criteria,

so specific wake-up call statuses can be searched for, along with specific room numbers, names, dates, and block names.

In the grid, the room number, name, date, time, and status (Pending, Completed, No Answer, Cancel) of the wake-up call is displayed. With this crucial information, a report can be generated with a variety of filters and options, by selecting the Report button. Some of the report filters that are available are the

Wake Date Range, Wake Time Range, Room Class, Block Code, and Wake-Up Call Status. Also, specific notes can be included and the results can be displayed by the Wake-Up Time, Alphabetical by guest name, or by the room number.

Need to see information pertaining to the guest's reservation or profile. Then highlight the guest and select the Profile or Reservation button. This will display the appropriate guest information for you.

Make Reservations and Redeem Awards at the Same Time

While OCIS still provides the ability to redeem awards through the Profile Screen, you can now redeem awards through the ORS Sales Screen. This eliminates the need to exit from the reservation and start another session to access screens for award redemption. Now, when creating a new reservation in ORS, the rate and product award redemption functionality is integrated within the Sales Screen (only awards based on rate codes are considered). To use this functionality, a new checkbox 'Redeem Award' is added to the ORS Sales Screen. When you select this checkbox, the Guest Information section displays the current Points Available for that membership. When the user selects Availability, the AWARD display set will reveal all existing awards. Upon committing the reservation, the system will generate and automatically issue the Award. The Snapshot screen contains an Award Info tab which displays the Award Number, Points and Total points. New columns also display the Cancel Penalty Days and Cancel Penalty Points. The Closing Script and Confirmation letter can be modified to include Award Points Deducted, Cancel Penalty Points, and Cancel Penalty Days fields for that guest's reservation.

Displays the number of points available for the membership type selected in the search

Select the check box to redeem award points for the reservation

The Multiple Colors of OPERA

Colors have been added to OPERA as a quick identifier for reservation and guests statuses. Colors can be assigned to reservation statuses and to guests, with their own description provided by the property as to what each color represents. For example, if a guest is disabled or not registered with the property, then a color would be displayed for them. Or if the reservation is important in one way or another, a color could be displayed for this kind of reservation.

Depending on the Reservations>Reservation Color Codes application setting, the color coding could represent Reservation characteristics, Marketing Codes, or VIP Levels. These configured colors and descriptions are then displayed on the Room Plan, Reservation Search screen, Arrivals screen, Telephone Operator screen, and Dashboard. If they are going to be used with reservations, then the field is available to be screen painted on the Main and More Reservation screen tabs. Now, if the field is screen painted, but the application setting is set to anything other than Reservation, the Color list of values will not be displayed.

Configuration of these colors is as simple as entering or modifying the Description, Sequence, and Active Status. The actual colors are automatically displayed by OPERA and can't be added, deleted, or edited. For little configuration that needs to be completed, this tool can be of great benefit for your property.

Redeem the guest's awards through the ORS Sales Screen.

Tech Talk: IFC8 Interface Introduced

A new interface — IFC8 — has been designed for use with OPERA PMS. Compared to IFC7w, IFC8 has a completely new design based on XML messaging and communication via web services. It also has enhancements that support self-recovery from loss of connectivity. With IFC8 you are able to start, stop, monitor, and configure the interfaces from any workstation that can access OPERA. The benefits of IFC8 for OPERA include:

▶No Oracle Client needed on Interface box.

▶All configuration to be stored in the OPERA database.

▶Black box functionality includes plug and play for easy recovery.

▶Puts the IFC PC back on site, saving customer money, while still supporting remote interface administration.

▶New design provides for better stability of the interfaces.

▶Easy to use configuration utility within OPERA PMS.

▶Ability to monitor the interfaces from any PC that has access to OPERA.

▶Ability to Start/Stop interfaces from any PC that

has access to OPERA.

▶Ability to reboot the IFC PC from any PC that has access to OPERA. No need for serial to IP converters.

IFC8 on OPERA is a fully released product as of OPERA V4.0. There are 3 main components that make up this new interface.
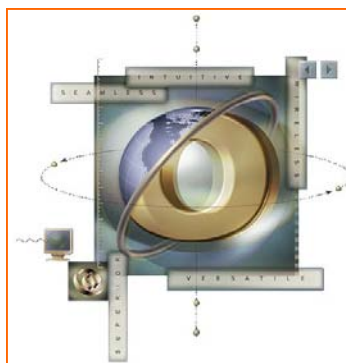
1) OPERA Interface Webservice – This webservice is installed as part of the standard OPERA Installation. This webservice allows the OPERA IFC Controller to enqueue and dequeue XML messages from the OPERA database.

2) OPERA IFC Controller Service – This is the heart of the application. The OPERA IFC Controller's responsibility is transferring XML messages between the OPERA system

and the IFC8.exe. The OPERA IFC Controller is also used for starting the IFC8.exe, stopping the IFC8.exe, rebooting the interface PC, as well as getting specific configuration data from the IFC8.exe for OPERA configuration.

3) The IFC8.exe – This program takes XML messages that are transferred to it from OPERA via the OPERA IFC Controller, and translates them into messages that are understood by the external systems it communicates with.

Other components include a start screen within OPERA, a new configuration utility within OPERA, and VNC integration within the new IFC start form. New tables have been created in the OPERA database for the additional configuration of the interface within OPERA, as we have now moved all configuration that previously resided in .dbf files into OPERA.

IFC8 is optional for OPERA sites upgrading to V4.0. IFC8 is standard for new OPERA installations and it will be required for all OPERA installations starting with V5.0.

> *IFC8 has a completely new design based on XML messaging and communication via web services.*

Import Rooming Lists Directly and Eliminate Typing

Currently OPERA allows you to create rooming lists for existing blocks through the application. Now, the Rooming List Import functionality provides a method for you to import already existing rooming list information directly into OPERA, through an .XML file.

Once the rooming list with the individual guests is received by the user, the process of making the reservations is as simple as uploading the whole guest list in the Block. After navigating to the Rooming List screen, you click on the Import List button, and select the appropriate rooming list. When the Upload button is pressed, all of the guests listed in the rooming list will be inserted into the application group rooming list screen. By pressing the Save button you have effectively created a reservation for every guest on that list.
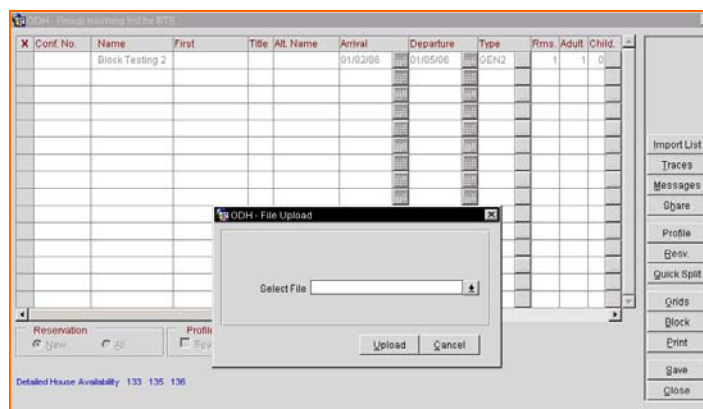
SHARING KNOWLEDGE
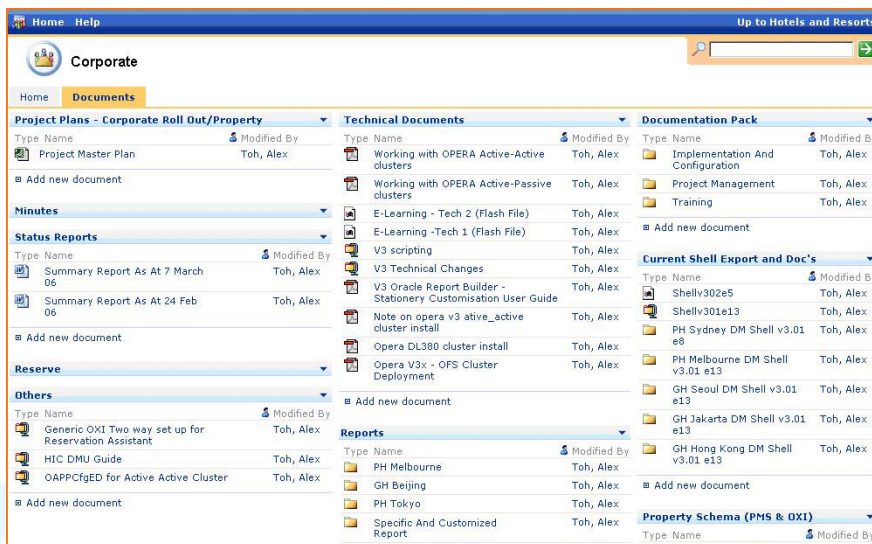
AMERICA

The Hotel Implementations Independent & Major Accounts Installer Retreat was held for installers to open up their minds to the new features of the OPERA software package and keep them fresh with the cutting edge technology.

AMERICA

A Mentoring program has been established for installers where information and training are passed between installers. As part of this program, monthly phone calls are held between product specialists and installers, so everyone is current with the latest information.

LATIN AMERICA

Our LATAM Regional Office is implementing, Retreats and Seminars for Installers and Product Specialists. These retreats and seminars allow for information and recommendations to be passed from one another about the prominent OPERA hospitality software.

LATIN AMERICA

Our Latin America Regional Office is based in Buenos Aires, Argentina and it has direct link with the offices all around our region in order to keep them updated in regards to product news and versions. This information is distributed in the following countries: Argentina covering Argentina, Uruguay, Bolivia, Paraguay & Peru; Brazil, Chile, Mexico and Puerto Rico covering Central America & Caribbean. Our regional support office is also situated in Buenos Aires and covers all Latin American countries excluding Caribbean. Our policy for passing information and the knowledge base to the region has established the following channels: Frequent training courses for the OPERA Suite of products, New Product Introductions meetings and seminars, Organized Q&A process together with Subsidiaries, On-line training for specific areas like database management, report building, interfaces , Working closely together with commercial departments (assisting them in pre-sales conferences, demos, etc).

AROUND THE GLOBE

EAME

To handle the geographical size and time zones of over 60 OPERA countries, the EAME OPERA team have now employed Centra online training to ensure that regions stay up to date with the products. From new hire training to refresher courses, this has helped ensure a consistent level of knowledge across the entire EAME region.

EAME Regional Workshop

This year we grew even larger, to have 56 attendees from over 28 countries attend the workshop in Neuss, Germany. Also included were members of the Naples Development Team and customers, for the purpose of giving a clients perspective of OPERA in our region. The week was an opportunity to share ideas, review the new release, plus network across the region!!

EAME

Our OPERA Sharepoint site has had over 28,000 hits in 6 months. With more than 800 users signed up for regular alerts, this tool has helped ensure all our countries and offices are kept up to date on the latest OPERA product news.

ASIA PACIFIC

MFAP has extended its knowledge of sharing tools to reinforce user's knowledge, work processes and the support for these processes was leveraged from existing internal company infrastructure, as well as, the implementation of new systems. One such tool is the OPERA Sharepoint site that acts as a repository for information such as: product related announcements, product and training documentation as well as discussion forum for the collecting and capturing corporate experiential knowledge. MFAP also introduced Sharepoint sites for specific Major Accounts (MAC) to host a wide range of MAC specific content including- latest approved versions, documentation relating to procedures, implementation, project management etc. All installers on a specific MAC project are provided with access to the related MAC site.

ASIA PACIFIC

In 2006 MFAP will continue to provide product related 'Introductory' and 'Advanced' training and will also be publishing the blended e-learning for Major Accounts. Other training initiatives for 2006 will include 'Sales Training' aimed at enhancing the product knowledge base of its Sales team across the region.

Tech Talk: OPERA Joins the Grid!

With the release of OPERA's Version 4.0, OPERA is now part of Oracle's 10g grid. OPERA 4.0 has been developed to run on Oracle's latest version of their database platform-10g release 2. Moving to the latest version of the Oracle software means that OPERA is now taking advantage of all the benefits of the latest Oracle software. With databas3e platform-10g release 2, Oracle introduced a number of performance and quality improvements. 10g release 2 is also tuned to run in grid environments helping OPERA to scale to even larger heights. Along with the move to the new Oracle platform, the OPERA application was also tuned to make use of Oracle's cost based optimizer (CBO). The CBO is a method of tuning application by using database intelligence to determine how queries will run based on the type and amount of data being searched upon. Both of these changes, new in OPERA 4.0, will result in enhanced performance and an easier to manage system for you, the user. OPERA is dedicated to staying up to date with the latest technologies to help our customers run a secure and more efficient business.

Save reports in XML file format.
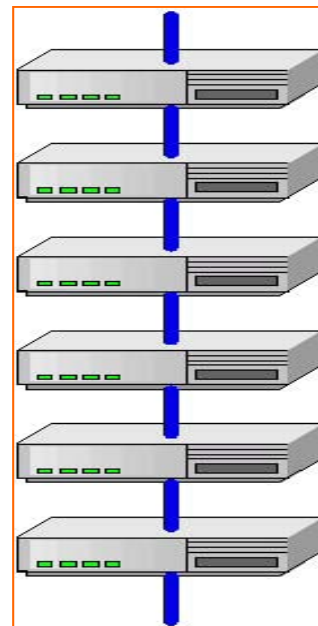
Convenience of Room Plan Expanded

Detailed availability information has been added to the Room Plan for your viewing. Select the Advanced button to display information such as Total Rooms Reserved, Occupancy %, etc. This data has been added so availability information can be viewed at a quick glance, not only allowing you to assign, but also to make reservations.

Plus, Room Condition Codes have been introduced to provide a flexible way to identify rooms that have been, for example, set aside for rooms/house-use or designated for some other property-specific purpose. The Room Plan shows rooms that have a room condition code assigned to them by labeling the date cell with the room condition code on a dotted background.

Room	Room Status	Rm. Type	Sat 12/24/05	Sun 12/25/05	Mon 12/26/05	Tue 12/27/05	Wed 12/28/05	Thu 12/29/05	Fri 12/30/05	Sat 12/31/05	Sun 01/01/06	Mon 01/02/06
BOAT	Inspected	MEET										
9777	Inspected	2			!Dozer, Share1 (2)				>>			
987654	Dirty	ECOMP										
401234	Dirty	E4										
301234	Dirty	E4										
201234	Dirty	E4										
101234	Dirty	E4										
344	Inspected	COMP	!Baturpza, Kaya	>>								
2355	Dirty	COMP										
G3008	Dirty	GREENC										
G3006	Out of Order	GREENC										
G3004	Dirty	GREENC										
88888	Clean	PM										
77777	Clean	PM		!Nabisco, Inc.		>>						
8475	Clean	PM	!Departure T	>>								
9044	Clean	PM										
120	Inspected	SUP										
411	Inspected	SUP										
410	Inspected	SUP										
409	Dirty	SUP										

Additional statistics added to the Room Plan

		Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon
Total Rooms Reserved		83	64	36	27	27	24	18	10	15	12
Occupancy %		74.83	52.29	30.72	24.84	21.57	16.34	12.42	7.19	11.76	12.42
Arrival Rooms	>>	15	0	0	0	3	0	0	0	9	3
Stayovers	>>	52	31	26	21	22	19	15	7	15	12
Departure Rooms	>>	45	11	17	8	3	3	5	8	3	6

Assign Multiple Rate Codes to Blocks

Codes indicator lamp is displayed. If you select one or more rate codes here, one rate code must be selected as the primary rate code. The primary rate you select will be displayed in this field and carried over to the Room Grid. If the Elastic check box is selected, you may select different rate codes to apply to Begin and End Shoulder periods, as applicable. The background of the Shoulder Start and End fields will display yellow also, if multiple rate codes have been selected.

An Indicator Lamp has been added to the Block Search screen as another identifier for multiple rate codes. Not only is it a quick identifier, but it serves as a shortcut to viewing the rate codes for the block.

A new parameter, Multi Block Rates, has been introduced, when active, it displays a list of Rate Codes available for selection on the Rooming List screen. Only the multiple rate codes that are defined on the block header of a business block can be selected from this drop down menu.

On the Business Block Rooms Tab, with multiple rate codes selected, the background of this field is yellow. In addition, the Rate

OPERA Can Jump Multiple Hurdles For A Single Day

Yield Market Types can be defined and associated to Rate Codes

With the OPERA Revenue Management System (ORMS) add-on license active, Yield Market Types can be defined and associated to Rate Codes. 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. Now that Hurdles have Market Type attributes, multiple hurdles can exist for a given date, for a particular yield category, or room type.

Comparing the corresponding yieldable rate code to its hurdle, based on

the matching yield market types, determines its "rateable" value. Only rate codes having the yield market types specified in the rate query, and whose bid prices clear the associated hurdle rates, will be available for sale on the given date. Thus, the hurdle rates for different guests can be

different, based on the yield market type (or types) with which the rate query is associated. One or more of these Yield Markets can then be selected from the Rate Query screen when creating new reservations.

In the event that no rate codes are available for a particular yield market, OPERA has taken this into consideration also using an alternative Yield Market.

Dominate With Prevailing Rates

In a nutshell, here's the problem: How do you offer potential guests rate choices based on multiple lengths of stay and specific arrival dates when an array of yieldable room types are involved? The answer is OPERA's Prevailing Rates feature, available in V4.0 with the separately licensed yield management system, O P E R A   R e v e n u e M a n a g e m e n t   S y s t e m (ORMS).

It all hinges on the rate code you pick to be the " p r e v a i l i n g   r a t e code" (hence the feature name, Prevailing Rates). The prevailing rate code is the rate code for which OPERA computes daily rate details for the room types that have been designated as yieldable. You can choose any number of room types and up to 14 different lengths of stay.

To put the math involved in simple terms, each day OPERA starts with the hurdle rate sent by ORMS and computes daily rate details for all yieldable room types and multiple lengths of stay. It does this by applying increments (which can be different for each room type) to the hurdle amount and rounding the resulting amounts according to a special algorithm. (Readers who want the details should see the diagram below.)

To streamline the display of the resulting rate options when querying on prevailing room rates, OPERA offers a new Rate Query Details screen if you check the Prevailing Rates check box on the Rate Query (F5) screen.

For the requested arrival date (and for up to 3 days prior to arrival and for the 3 days following arrival), the Rate Query Details shows rate amounts for each room type, along with counts of available rooms. The screen shows only rates for the prevailing rate code. This lets your sales staff focus on just the details they need in order to help the guest to compare the advantages of various arrival dates and lengths of stay.

For the Math Minded
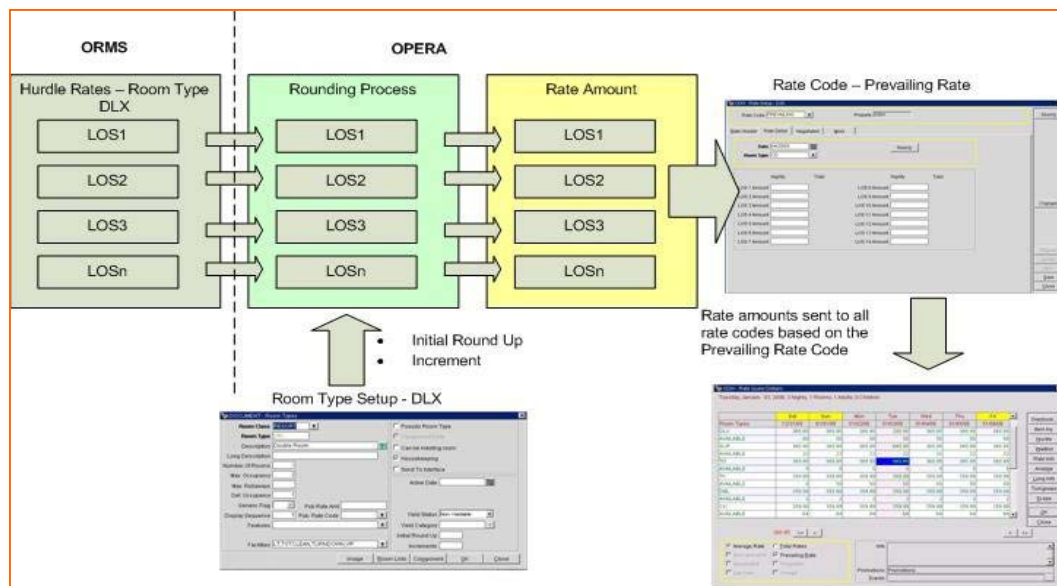
The diagram shows the major elements in the prevailing rate amount calculation process. ORMS sends daily hurdle rates to OPERA for each yieldable room type and length of stay for an arrival date. The rounding process takes the daily hurdle rate for each room type/LOS and calculates the prevailing rate amount for the day by room type and LOS using the Rounding and Increment values for the applicable room type.

The prevailing rate amount calculations are made in the following manner.

1. The hurdle rate amount for each room type per LOS is divided by the number of nights. For example, if the 2-night hurdle rate for the DLX room type is 208.50, the calculated nightly rate is 104.25.

2. The rounding process checks the Room Type configuration for each yieldable room type. Two values are taken from the Room Type configuration: an initial round up value and the increment value. The initial round up value is applied in a special way to the calculated nightly rate.

Next, the increment is applied. This whole number is added to the calculated nightly rate if the calculated nightly rate amount is less than the hurdle rate. The increment can be added multiple times, if necessary, to make the calculated nightly rate equal to, or greater than, the hurdle rate.

3. After rounding, the calculated nightly rate is multiplied by the number of nights for the LOS to obtain the prevailing rate amount for the total stay. This rate amount is the prevailing rate amount for the day by room type by LOS. Prevailing rates may be passed to a maximum of 15 rate codes based on the prevailing rate code. These rate amounts are displayed in the Rate Query Details.

Auto-Population of Primary Profiles

Relationship profiles automatically populated on Rate Query.

same manner as it always would be, just without any relationships displayed.

Populating the primary profiles when creating a reservation can save a user time as they do not need to drill down into the guest's profile to see if any relationships already exist. Previously, it would take a user three or four steps to see the guest relationships, whereas now, it practically takes zero steps to view them. Talk about a great reduction in time for booking certain types of reservations as well as ensuring negotiated rates and statistics are kept accurate.

When generating a new reservation and a relationship is setup for the profile of the guest, it is now possible to have this primary relationship automatically populate the appropriate field of the new reservation. Activate the Reservations>Populate Primary Profiles for New Reservations application parameter and the primary company, travel agent, and source profiles are auto populated for the individual, who has the relationships configured, when a new reservation is created via the Reservation, Room Plan, Rate Query, Dashboard, etc. screens. But if no relationships exist, then the reservation is booked in the

Before, it took a user three to four steps to see if a guest had a relationship attached to them. Now it takes less than one step.

Building of Family Blocks

A guest is requesting a small group reservation where all of the guests have different requests to fulfill their stay at your property and they want to do this in a hurry. One guest needs a

Family Block functionality can handle this.

A Family Block is definitely the answer. Used in conjunction with Quick Business Blocks, Family Blocks allow for the quick

With one click of the Rooming List button from the Quick Business Block screen, all of the reservations associated to the Family Block can be entered on one screen.

queen size bed by the pool and another needs a King Bed room. And the requests go on and on. How are all of these requests going to be met to keep the guests happy and quickly? OPERA's

creation of a rooming list. OPERA automatically assumes that the family block is elastic. This means that you may make reservations without being limited to the room grid assignment.

Directly select a room type, number of rooms, and number of adults and children on the screen. Plus, all of the tools of a standard business block rooming list are available.

Interface Monitoring Included in OXI-HUB

Before, monitoring the communications between many of the External Systems from the Central Interface Monitor had to be completed from a separate system meaning that users would have to toggle between the different systems to verify if the properties were receiving their data. This could be a very time consuming task. OPERA has now merged the Central Interface Monitor into its OXI-HUB system and now all of the communications between the systems can be monitored quickly and easily.

Located under the Interface Status menu option, the Interface Monitor functionality has been upgraded with a new design and feel, that allows the user to watch all of the interfaces on the visually pleasing screen. Search filters can reduce the results down to a specific interface that needs to be monitored closely. The

Interface Monitor Grid appeals to the user in both functionality and looks. Color coding of the interface communication status tells the user what the state of the interface is with a quick glance. Also, displayed is the Property, PMS Type, and Delivery Type, among many other informative data about the interfaces.

With OXI-HUB housing the Interface Monitor, Alert capabilities have been

expanded. Types of Alerts provided are Email and SMS (Text Messaging) and they are easily setup and configurable by 'Item'. Alerts can be setup to go to a Department Manager or Network System Administrator, who can easily correct communication issues. The benefit is that the central system users and property clients can experience minimal interruption of message transmission.

Ten task sheets are visible on one screen and up to 12 rooms are now displayed per task sheet.

Expanded Task Sheets Get "Cleaned Up"

More is the key word when talking about the Expanded Task Sheets. More is refering to more search filters, more rooms displayed on each sheet, and housekeeping status colors displayed, among other enhancements

The Expanded Task Sheet screen has been stretched to maximum capacity. Ten task sheets are visible on one screen and up to 12 rooms are now displayed without scrolling. And with each of these rooms, the Housekeeping status color

of each room can be viewed. These colors match the Search Criteria color check boxes that are displayed at the top of the screen.

Need to know the total number of rooms or credits that have been assigned to each task sheet. just glance in the top and bottom portions of each task sheet. The total number of rooms is displayed in the top portion, and the total credits being awarded per sheet is displayed in the bottom of each expanded task sheet. Need to move some rooms from one task sheet to another to even them out? Just drag and drop the rooms from one to another. Just like that, the room has been switched.

It's All About Money!

Another addition has been included within the OPERA Accounts Receivable module. This new functionality allows you to configure Finance Charges that can be levied against outstanding AR balances. At the individual Account Type level, it is now possible to define the Day of Month when the balances of associated accounts are analyzed, how old, in days, the balance needs to be before being charged, and whether the finance charge posted should be based on a percentage or a flat amount. Plus with the selection of one check box, unallocated payments can be considered before the outstanding balance is computed.

Once the configuration of the Finance Charge has been completed, OPERA takes care of the rest by automatically including the finance charge in the End of Day routine. With very little effort and some simple setup, your property operation can implement finance charges and interest fees, just as a bank or credit card company would.

Defines the Day of Month and Amount/Percentage to charge

Set the number of days old the outstanding balanceis to be before being charged

Run reports at a certain time and frequency with the Report Scheduler.

You Don't Have to Be Around to Generate Reports

The Reports Scheduler provides the capability to run OPERA reports at a certain time and frequency. A user selects the report and sets up the schedule for a future run time. The report automatically generates data according to the schedule. All available OPERA reports can be scheduled to run using this feature. The Reports Scheduler is a significant improvement over the single, one-time report generation. This is noticeable when generating long running, or repetitive reports. In ORS this is especially true, as there may be a need to generate data for many properties in the same report, and this might be needed on a repetitive (hourly, daily, weekly, monthly) basis.

Just set up the frequency and let the Reports Scheduler do the job.

"Neither a Borrower Nor a Lender Be…"

Borrowing package allowances from another guest can be a big convenience and an added value from the guest's perspective. This is the principle that goes into Package Allowance Linking. Package allowance linking enables multiple rooms to mutually consume the value of the allowances attached to the participating reservations.

Rooms in a linked allowance relationship are known as the "Source" room and the "Target" room. The source room makes its allowance available to the target room. Whether or not the source room can draw on the allowances of the target room, all depends on the response to a display prompt when the link is setup. Linking of rooms is accomplished by selecting the Link button from the Package Options screen of the source room, and choosing the target room. One source room and one target room can be linked, or multiple source rooms can be linked to a single target room.

For example, a family is staying at your property with the parents in Room 108 and the children in Room 109. Each reservation has a $20 breakfast allowance. Early in the morning, the children have breakfast and consume $15 from their allowance. In the late morning, the parents have breakfast and consume $35 worth of food. $20 of this comes from their allowance and $5 comes from the remaining linked allowance from their children in Room 109. The parent's room 108, will only be charged a $10 overage for their breakfast.

Offering this great amenity to your guests is your choice.
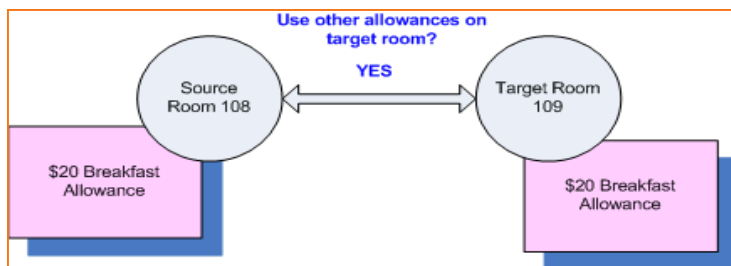
Ready, Set, Checked Out

Checking out a guest is now easier than ever. With OPERA's new Scheduled Checkout functionality, set the time and the guest's reservation status is automatically changed to "Checked Out" as that time on the departure date.

In order for this automated sequence to handle various scenario's, the Scheduled Checkout application parameter must be active and the guest must have a zero balance on their account. Apply this option using the Privileges screen or opt for it during the Check Out process. Select a check box and enter the check out time and you are on your way to saving time.
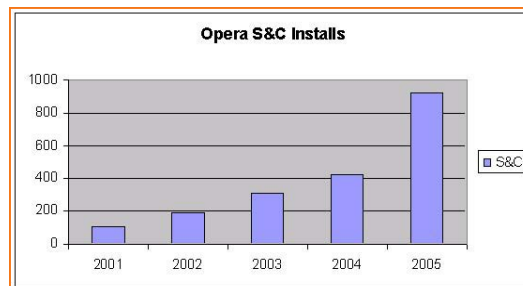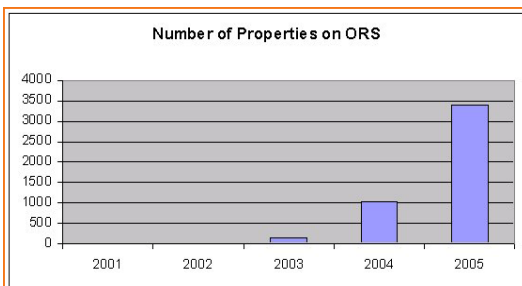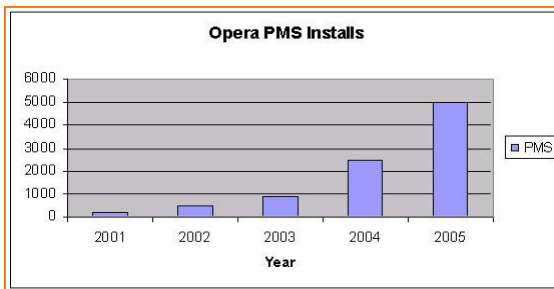
Just imagine the potential uses, such as scheduling group checkouts with the ability to have the housekeeping status of the checked out rooms automatically updated without any user intervention.

Package allowance linking enables multiple rooms to mutually consume the value of the allowances attached to the participating reservations.

Extending the Courtesy With Pre- and Post-Stay Charging

PCHPIT - Pre and Post Charge Rules

Pre Stay Rules

☑ Days Prior to Arrival 2

☑ Reservation Payment Type AX,DS,MC,VA

☑ Reservation Type CC-CARD,COMPANY,6PM,4PM

☐ Only Post if Reservation is on Queue

☑ Default Pre Stay Charges on Reservation

Post Stay Rules

☑ Reservation Payment Type AX,DS,MC,VA

☐ Default Post Stay Charges on Reservation

OK   Close

Allow guests to post charges to their folios before they check in and after they check out.

To guests, it's an added convenience that helps put your hotel at the top of the list when it's time to plan another. To your Accounting Department, it's an added convenience, too -- one that makes their job easier, costs the hotel nothing extra, and boosts revenue.

We're talking about OPERA's new Pre-Stay Charging and Post-Stay Charging features -- highly flexible, controlled, rule-based billing option introduced with V4.0. Respectively, they allow guests to post charges to their folios before they check in and after they check out. Here's how they work.

A set of pre-stay and post-stay rules can be configured for the property; these rules let you control the types of credit cards that the guest must have on their reservation in order to use these options, and whether pre-stay and/or post-stay charging will be the default for all reservations. Regardless of whether the default rule is set, however, the guest's Privileges screen -- also new with V4.0 -- can be used to turn these options on or off at the individual reservation level.

Other rules for Pre-Stay Charging can be used to determine how far in advance of check-in the pre-stay charges may begin, the reservation types that can support pre-stay charges, and whether the reservation must be waiting before the charges may begin. The sets of Pre-Stay and Post-Stay Charging rules are each additive for greater security.

All Pre-Stay Charging rules must be complied with before pre-check-in charges can be posted. And all Post-Stay Charging rules must be complied with before post-check-in charging is allowed. (As an additional security precaution on Pre-Stay Charging, no interface charges are permitted before the day of arrival.)

As you might have guessed, Pre-Stay Charging can be a big benefit for guests who have arrived before their room is ready -- and whose reservation may be on queue for their room. While they wait, these guests can conveniently charge bar or restaurant refreshments or necessaries from the gift ship to their room. And they can start bringing in revenue, even before they check in. Pre-Stay Charging is also a plus for guests who call days, or even weeks, before their arrival date and ask your concierge to charge those hard-to-get theater tickets to their room.

Application of the Post-Stay Charging option is valid from the guest's check-out up until end-of-day processing. Post-Stay Charging might be appreciated by guests who have checked out, but who will remain at the property for dinner or for a spa appointment on their departure date. They can still charge these expenses to their folios.

Floor Plans: Not Just Blueprints Anymore

Stick figure of person indicates the room is occupied

Color of room indicates housekeeping status of room

Legend helps identify symbols easily
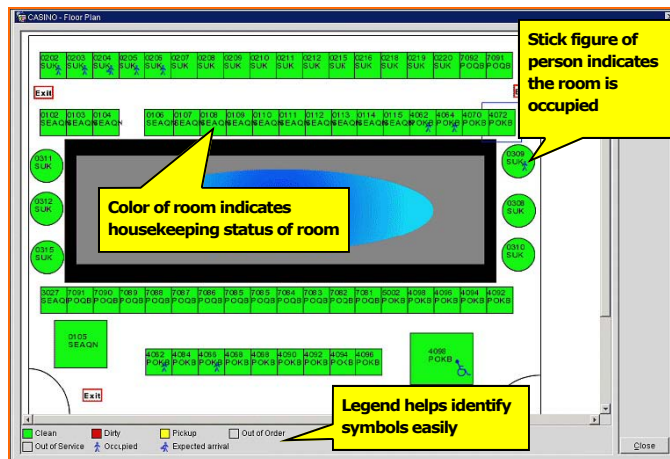
Floor plans now are not only used to view a layout of a floor. OPERA has added many enhancements that bring the floor plan functionality to life for your property.

Configuration drawing tools have been added to make the creation and maintenance of floor plan diagrams easier. Select rooms, amenities, signage, and other objects from the palette. Use copy, rotate, cut, undo, redo and other features to create clean, professional floor plans. And all of this can be completed with just a couple of clicks of the mouse.

Check In and New reservation buttons have been added as part of the upgrade. When viewing floor plans, you may click on an occupied room, represented by a stick person, to see the associated Reservation screen. A stick person with a suitcase is displayed on an arrival room. And room and room type information screens, which can include images, are available by clicking on a room type or room number within a room symbol. You may want to know the up-to-the-minute housekeeping status of the room, so the housekeeping status color has been added, too.

AddressDoctor Performs a Checkup

OPERA has extended the AddressDoctor integration by correcting user spelling errors and providing missing information about addresses that have been overlooked. With the activation of the AddressDoctor license code, the functionality incorporates a phonetic matching feature that helps in capturing and storing addresses. Addresses entered into OPERA profiles are compared to the global AddressDoctor database of postal address information. Used online, AddressDoctor enables verification of address data in near real time, as it is entered. For each address it checks, AddressDoctor returns a list of suggestions that match or come near to matching the address that was input into OPERA. You may then select from the list of suggestions to auto-populate the profile address fields. Once populated into the address fields, the information may be edited as necessary.

Address verification is performed automatically when the Cleansed check box on the Profile screen or the Addresses screen is un-selected.

The Address Cleansing Result displays all entries in the AddressDoctor database that match, or nearly match, the address information you entered. Results are displayed in order, from most to least likely matches. The more address information that is provided, the more focused the search results will be. For example, if you enter only "High Street" for the street address and "Greenfield" for the city, the results will show all valid addresses in the database that match or come near to matching, regardless of the state, city, and ZIP code (e.g., High Street, Greenfield, MA; High Street, Greenfield, MO; etc.)

Seamless integration into OPERA eliminates the need for training on other software programs or learning how to export data to an external service provider. So there is no learning curve, no data uploading or downloading, and no extra hardware or software required. Plus, data entry at check in is sped up by about 40% and direct mail marketing campaigns are ran more smoothly with better efficiency.
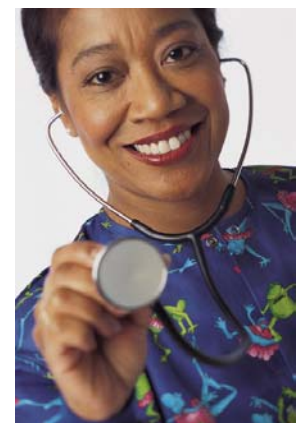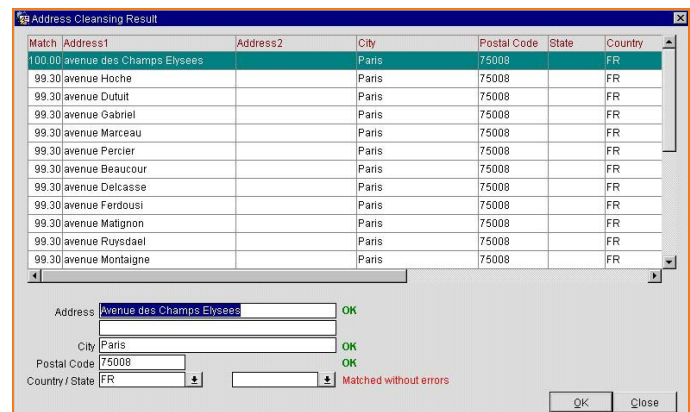
Creation and maintenance of floor plans is easier due to configuration drawing tools.

Your Group Block Status at a Glance

The Room Grid screen has had its layout totally updated to help the user find information quicker and easier. Colors and a more informative grid layout has been introduced to make information less cluttered and look so ran together.

The first layout change can be seen at the very top of the screen in the title bar. The new title bar displays the block code, the dates covered by the display, the status of the business block rooms section, and the property name. For example, this is how the title bar would display now: Original Grid for APR_030 From 04/21/05 to 04/25/05 Status PEN Property ODH.

The actual room grid is where most of the modifications will be noticed on each Display type. Colors have been added to group like data together and differentiate the like data from other data. This way specific data can be viewed in a timely, almost instant, manner and the user does not have to search for the information.

When adding or changing rooms in the grid, you may notice that the Occupancy Rates screen has changed. Not only have the Occupancy 1-4 fields been changed from vertical to horizontal alignment, but more fields have been added. Rate fields have been added so that rates can be entered for each occupancy and then these are displayed in the Room Grid when the Rates option is selected in the Display field. Also, when the Sell Limits application parameter is active, a sell limit may be entered. During the block pickup process, reservations are picked up against the blocked rooms first. If no blocked rooms are available, then the pickup is drawn from the sell limit and that is the purpose for the addition of this field.

You can still use the Room Grid screen to customize rates, enter room blocks, create and modify reservations for a group, etc., but now you can also view and set booking positions and sell limits for the property. For blocks marked as Elastic or Sell Limits in the Inventory Control field of the Business Block screen Rooms tab, shoulder dates may be added to the block prior to the arrival date and/or following the departure date of the business block. These dates will be displayed in yellow type on the Rooms Grid.

Add-On Reservations Now Faster

Properties have always been able to use the Reservation Add-On functionality to copy a reservation and its payment method if need be. But what about copying some of the other information that is attached to the reservation? Users now have the ability to decide what other crucial information should be copied over from the original reservation.

By selecting from a menu of check boxes, the user may choose the information being copied, including preferences, routing instructions, specials, packages, inventory items, comments. Which add-on features are displayed and can be copied depends on active application settings, permissions, etc.

With more options now to be copied with the Add-On Reservation functionality, users will save more time.

Add on to reservations with the new Add-On Reservation functionality.
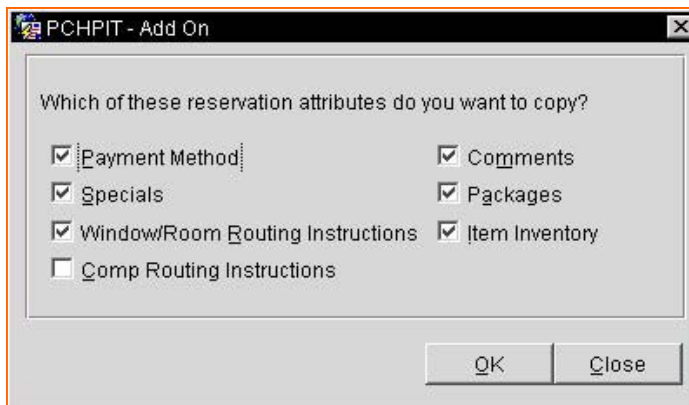
Digital Format Introduced for OPERA's Overture

Every great performance begins with an overture and the latest OPERA release, V4.0, is no exception. Because of the volume of enhancements and new features being introduced with this release is so large, we have adopted a new format for the Overture to make it easier to get an overview of what's new and to zero in on areas of special interest to you.

Use the Search functionality to find particular information by entering specific keywords into the full text search field. A list of links to the Help topics that include your search terms is displayed. Click on a link to display that Help topic.

The organization of the Table of Contents in the left panel is similar to the organization of the TOC in previous printed editions of Overture. Clicking on a TOC heading expands to list the features and enhancements that are related to that module. You can click on any of these links to go directly to the point in the Overview page where that item is described. The TOC links are useful for browsing or for returning to a Help topic once you are familiar with the enhancements.

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