

# Opera Hotel Edition



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## *EAME Opera Utilities*

*Neuss August, 2007*

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## 1 UTILITIES

Utilities is a module of Opera that contains different facilities that allows us to better support a hotel.

Only certain Utilities should be shown to the hotel IT manager (indicated in each chapter of this document), however these should not be neglected as they have a great importance for the IT manages ability to support his hotel.

Many of the facilities in the Utilities module are protected with an additional password. This is to secure the hotel as best possible, since it is theoretically possible to delete all data in Opera through Utilities. The passwords for the extra secured Utilities can be retrieved from your Opera Product Manager or from the EAME office.

### 1.1 PROPERTY CONFIG

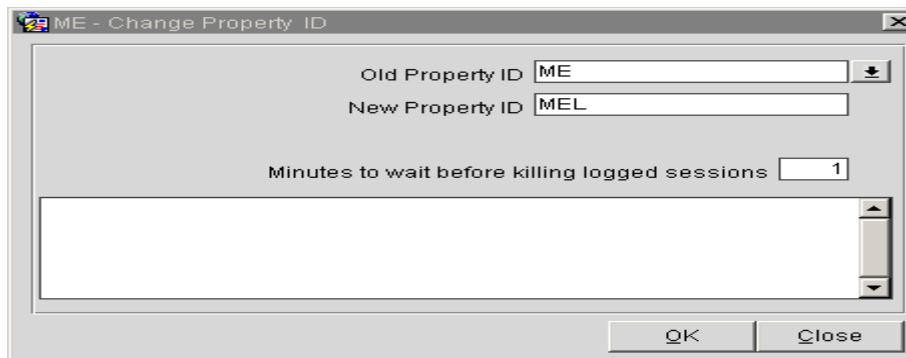
#### 1.1.1 CHANGE PROPERTY ID

A change of property id, or resort id, can take place at any time – however it should preferably be done in the beginning of the project, before configuration starts.

All systems connected to Opera uses the property id as identifier, so changing this code on a live site will cause the interfaces to no longer find the right hotel to post to.

Changing the property id does not require the users to exit Opera, however the new property id will only be visible once they have relogged in.

**Note that this utility requires an additional password.**



ME - Change Property ID

Old Property ID ME

New Property ID MEL

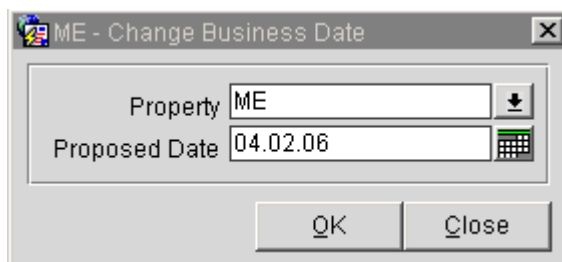
Minutes to wait before killing logged sessions 1

OK Close

#### 1.1.2 CHANGE BUSINESS DATE

The Business Date should preferably be set in the Utilities in the beginning of the project, before configuration starts.

It is possible to change the business date as long as there are no financial transactions and no reservations / blocks made for dates prior to the new business date.



ME - Change Business Date

Property ME

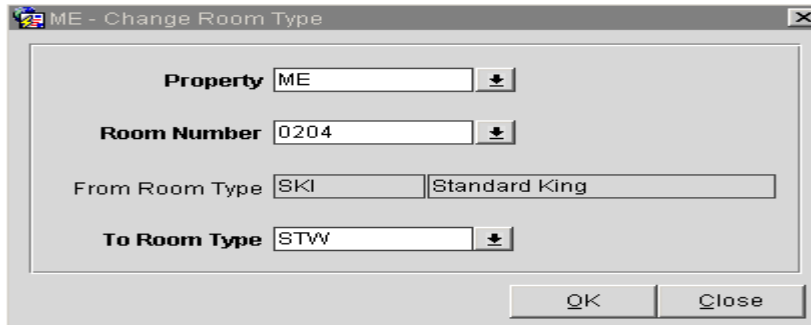
Proposed Date 04.02.06

OK Close

### 1.1.3 CHANGE ROOMS

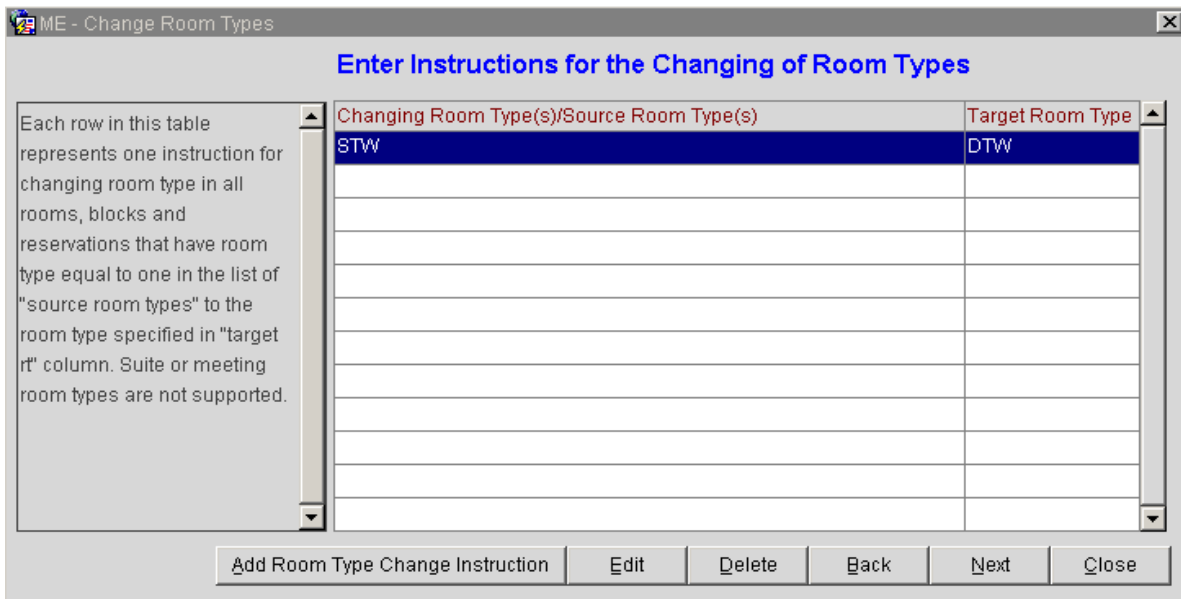
During configuration it frequently happens that a room number is attached to the wrong room type. This can be fixed by using the Change Room Type For A Room Number function.

In order to change the room type for a room number, the room number can not be attached to any reservation or task sheet.



If a hotel decides to rebrand one of their room types, and in e.g. wish to change the name from Standard to Deluxe, the function called Change Room Type To Another Room Type should be used.

First the new room types have to be set up in Opera, then the mapping can be set up as shown below.



When clicking next, a message like the below may appear as a reminder to include the new room type on all rate codes etc.

"Instruction to change rt=DTW -to->JTW will update 58 ROOMS, 6 Blocks and 14 reservations. ATTENTION!!! For those blocks that do not have rate code and do not have rates for the new room type, existing rates of the first migrating room type will be copied to the target room type"

The room type to room type utility will run even if there are reservations attached to the room type.

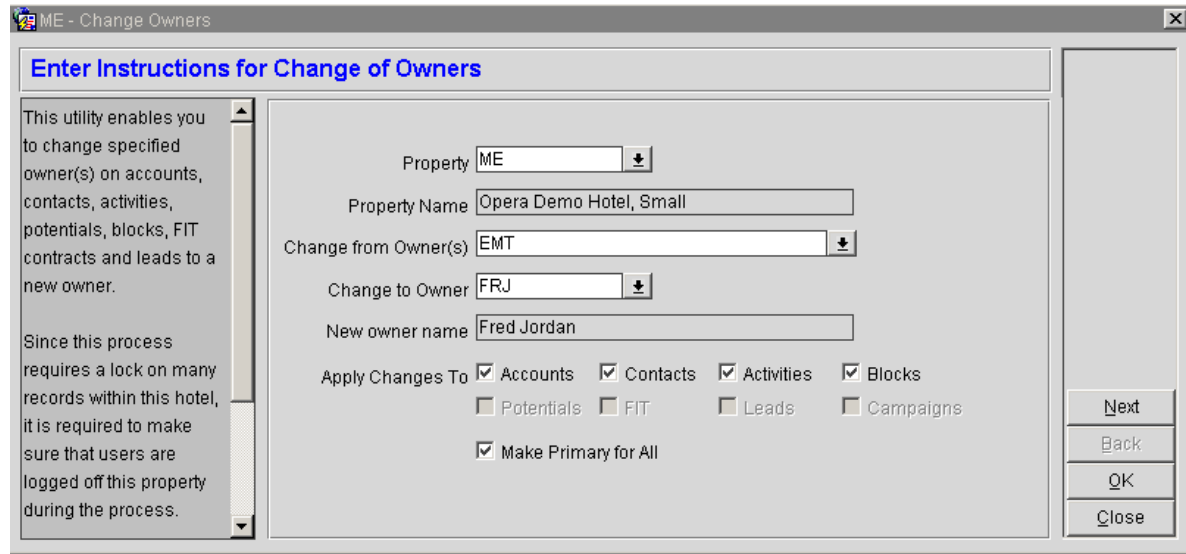
**Note that Change Room Type to Another Room Type utility requires an additional password.**

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**1.1.4 CHANGE OWNERS**

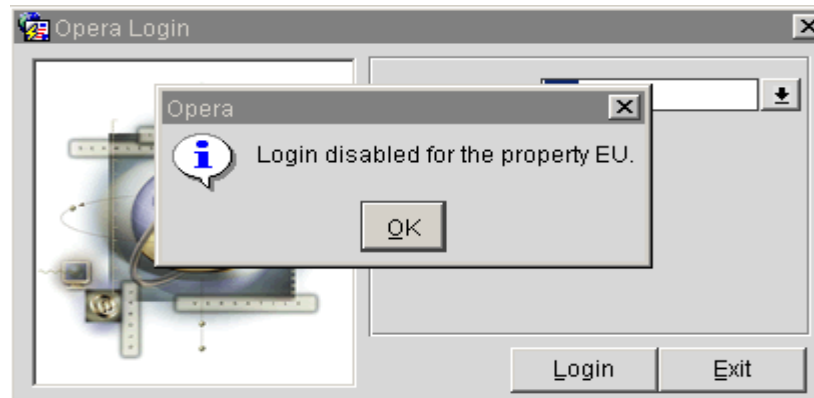
The Change Owner utility may be used when a sales representative leaves or is replaced with someone new in the hotel. Depending on the hotel, the old sales representative may be attached as the owner to hundreds of Profiles – which now is in the care of the new sales representative.

In the below example, Emily Taylor is being replaced by Fred Jordan – Fred will become the primary contact for every area that Owners can be attached.



**1.1.5 DISABLE PROPERTY LOGIN**

Disable Property Login will stop any user from logging into their Opera resort.



### 1.1.6 CHANGE ATTACHMENT SOTORAGE

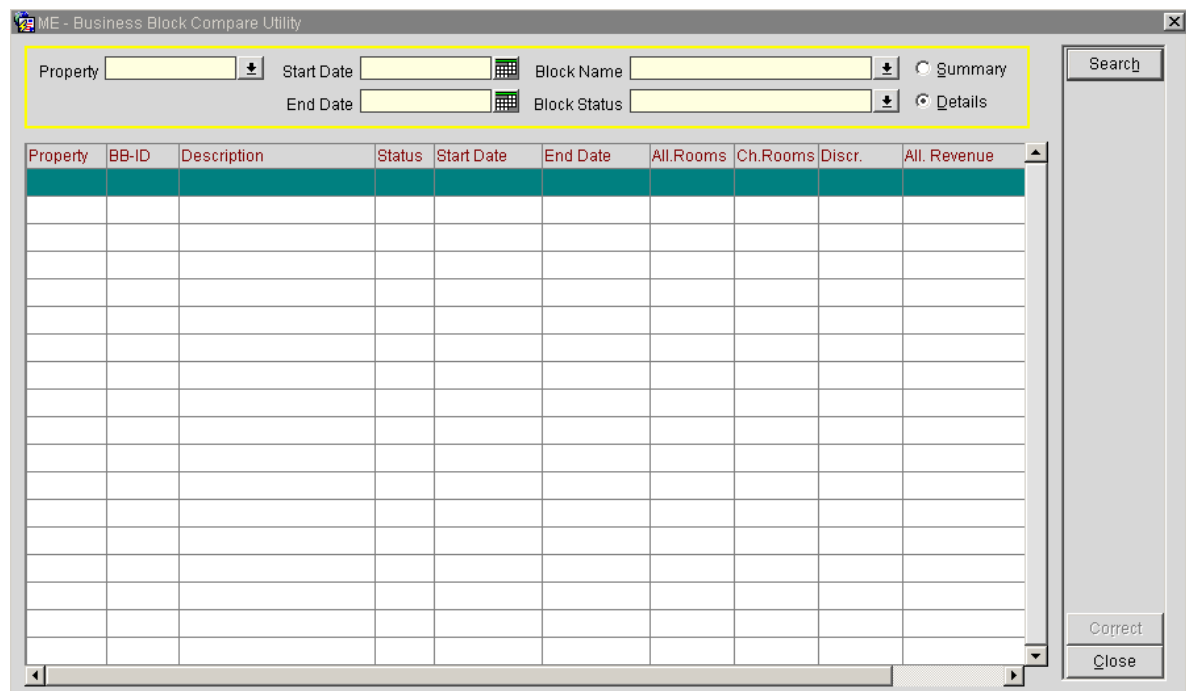
This functionality is used to change the attachment storage area from Bfile to Blob utility. All users must be out of the system.

Note that this utility requires an additional password.

### 1.2 BUSINESS BLOCK COMPARE

This Business Block compare utility compares the room and room revenue showing on the grid, with the actions recorded in the change log.

If there are discrepancies on the Block, the Block will show in the search screen (when search criteria have been filled out correctly) and the discrepancy can be automatically fixed by clicking on the Correct button.



This utility should be trained to the IT manager.

### 1.3 UPDATE EVENT ITEM ORDER BY

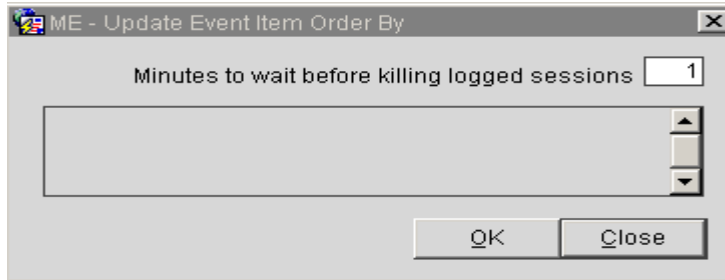
The Update Event Item Order By utility allows you to synchronize the event order shown on the Event Resources screen when an item group sequence has been changed for a category of items on the Item Inventory Setup screen. The item group sequence determines the placement of the items in that group when displayed on certain screens such as the Event Resources screen and on reports such as the Banquet Event Order.

Once the Update Event Item Order By utility has been run, the items will show in the new order.

Note that the users have to be out of the system for this utility to run.

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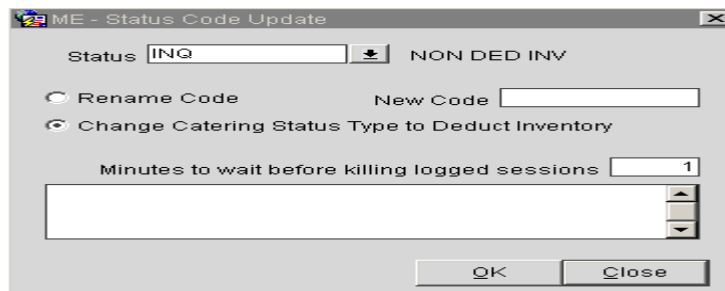


This utility should be trained to the IT manager.

### 1.4 UPDATE STATUS CODE

This utility is may be used to both change the name and code of a Status Code, or to change the behavior of the S&C status.

Note that the users have to be out of the system for this utility to run.



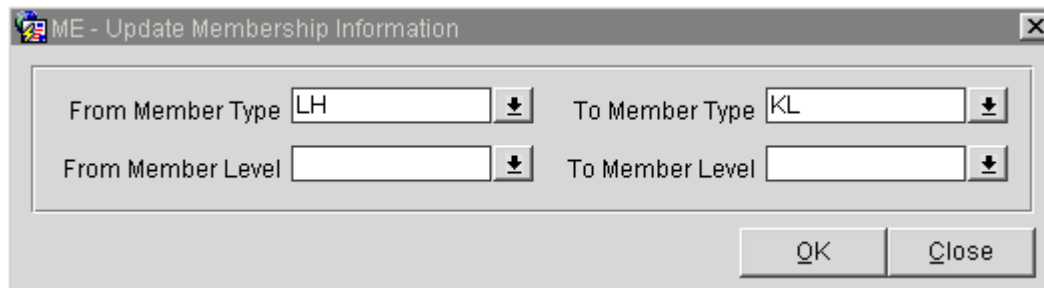
This utility should be trained to the IT manager.

### 1.5 UPDATE MEMBERSHIP TYPES

This Utility is used when an old membership needs to be merged into a new one.

In e.g. if the Lufthansa membership program was to be merged into the KLM program, the codes would be as shown below.

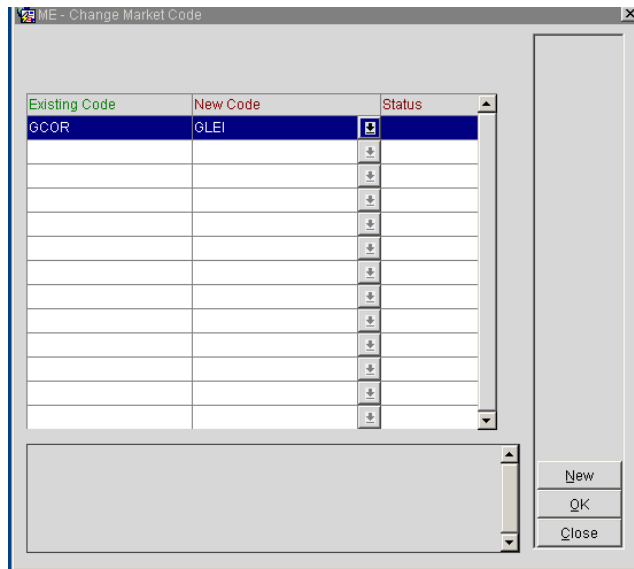
Levels can also be updated, if they are configured in the membership set up.



This utility should be trained to the IT manager.

## 1.6 UPDATE MARKET CODE

This functionality gives a property the capability to change market codes, create uniformity of market codes across all products, and update existing market codes. Market codes that already exist can be used or new market codes can be configured.

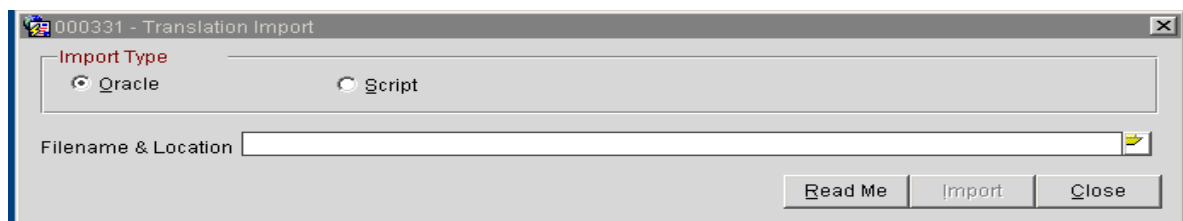


## 1.7 TRANSLATION IMPORT

The Translation Import offers you a Utility to import translated messages into the database you are connected to.

The utility will update the following tables: FORM\_DETAILS, FORM\_TRANSLATION, and TRANSLATION. Make sure you back up these tables before your import, as the import will delete any existing messages in those tables.

Before starting the import please read the read me file carefully. Make sure the translation import exe is to be found on the application server.



The Oracle import uses the Oracle import utility to populate the following Opera database tables from an Oracle dump file (.dmp extension). Some or all of the following tables may be updated: FORM\_DETAILS, FORM\_TRANSLATION, and TRANSLATION. The Oracle import is faster than the script import.

The script import file (.sid extension) consists of SQL statements that selectively insert, delete, and replace specific message records. The script import may be used to import individual messages (as when selected messages were not available at the time of the Oracle import), or to import the complete set of message records if you do not have access to the Oracle import utility, or when the Oracle script option was used to export the file being imported. The script import is slower than the Oracle import.



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**1.8 PROFILE**

**1.8.1 CLEAN UP**

This utility offers the hotel to manually run a clean up procedure with their own criteria. The options available are shown on the screen below; note that it is only possible to clean up records that are older than 3 months.

This utility should be trained to the IT manager.

**1.8.2 STATISTICS**

This utility shows the total number of Profiles that exists in the hotel, split by Profile Type.

Profile Count	
Individual	128
Company	19
Travel Agent	10
Source	3
Group	27
<b>Total</b>	<b>187</b>

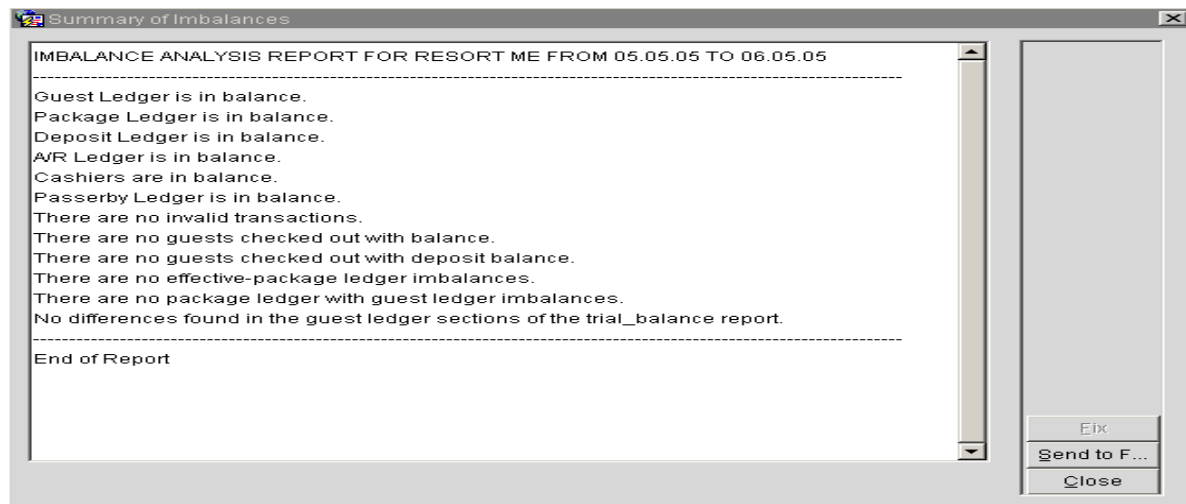
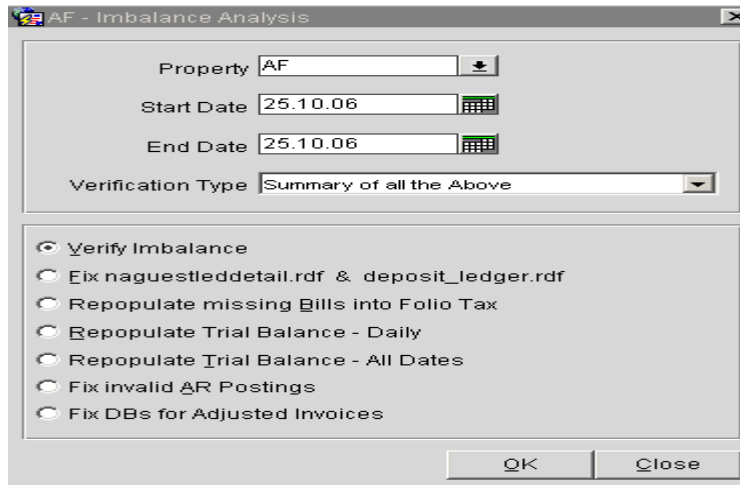
This utility should be trained to the IT manager.

**1.8.3 PADDING**

The Profile Padding utility was implemented to convert IATA numbers from Companies and Travel agent. The tool adds a '0' to the 7 digits IATA number, as an 8 digits number is the new standard. This procedure is mainly run at IHG Sites.



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**1.11 EXTERNAL REFERENCE UPDATE**

To facilitate the transition from one CRS to another (or other 3<sup>rd</sup> party system than a CRS, such as web site, myFidelio etc), this utility offers to convert external reference types from one to another – in e.g. PEGASUS to TRUST.

**1.12 CHANGE CC ENCRYPTION KEY**

This utility allows Opera users with appropriate permissions to change the encryption key that is used to secure customer credit card data. This utility should be used with extreme caution.

**2 PROCESSORS**

Processors are active db jobs in the data base – this means that a processor in the TRAINING schema will also be considered an active job when looking in the OPERA schema, as they both reside in the same data base. This particularly becomes obvious when the installer tries to drop the TRAINING schema and has forgotten to switch off the processors in the OPERA schema. No schema can be dropped without ALL processors being off in ALL schemas.

## **2.1 FORECAST PROCESSOR**

The Forecast processor calculates availability and forecast figures. If this processor is not running, all availability screens (shift F2, ctrl F2 etc) will be incorrect.

[This utility should be trained to the IT manager.](#)

## **2.2 FO ACT PROCESSOR**

The FO Act processor enables the postings from the in house interfaces to send the postings to Opera.

The FO Act processor should only be switched on in the OPERA schema when the hotel is ready to go live.

The FO\_ACT processor picks up messages from the IFC ->

If there are any invalid parameters in the posting string (invalid date format or transaction code etc) or if Lost IFC Posting 9500 is not checked in, the FO\_ACT processor will consider the posting FAILED ->

A FAILED posting does not reach Opera PMS ->

The IT Manager must check the FO\_ACT processor for FAILED postings on a regular basis

*The interface itself will not return any error message, as it has successfully delivered the posting to the FO\_ACT, however the FO\_ACT was not able to successfully deliver it to Opera PMS.*

Note that as from IFC8, the FO Act processor is not used anymore.

[This utility should be trained to the IT manager.](#)

## **2.3 CHECK OUT PROCESSOR**

As of V4 we have the possibility to schedule automatic check out of all guest which have a zero balance folio. This processor is function driven. The function is in application settings -> Cashiering -> Scheduled Check out.

## **2.4 RATE STRATEGY PROCESSOR**

As from V4, the processing of rate strategies and restrictions has been moved from the Forecast processor to its own processor – the Rate Strategy processor. If this processor is not running, the rate strategies and restrictions set by the hotel will not be enforced.

[This utility should be trained to the IT manager.](#)

## **2.5 BLOCK DATA PROCESSOR**

As from V4, the processing of block data has been moved from the Forecast processor to its own processor – the Block Data processor. If this processor is not running, the block data will be incorrect.

[This utility should be trained to the IT manager.](#)

## **2.6 PROFILE MATCH MERGE PROCESSOR**

Once the AUTO MERGE RULES parameter setting has been filled out, the Profile Match Merge processor will automatically merge profiles that fulfill the criteria defined in the merge rule.

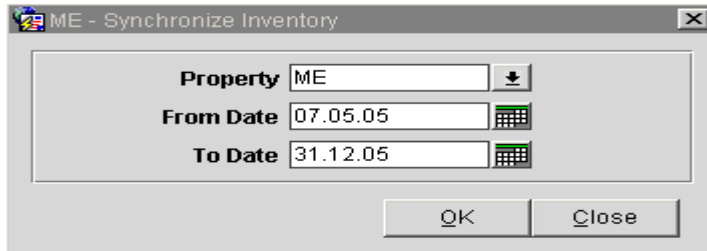
[This utility should be trained to the IT manager.](#)

### 3 SYNCHRONIZE UTILITIES

#### 3.1 SYNCHRONIZE INVENTORY

The synchronize inventory utility will update all availability screens with the accurate figures.

This utility can be run with the users in the system.



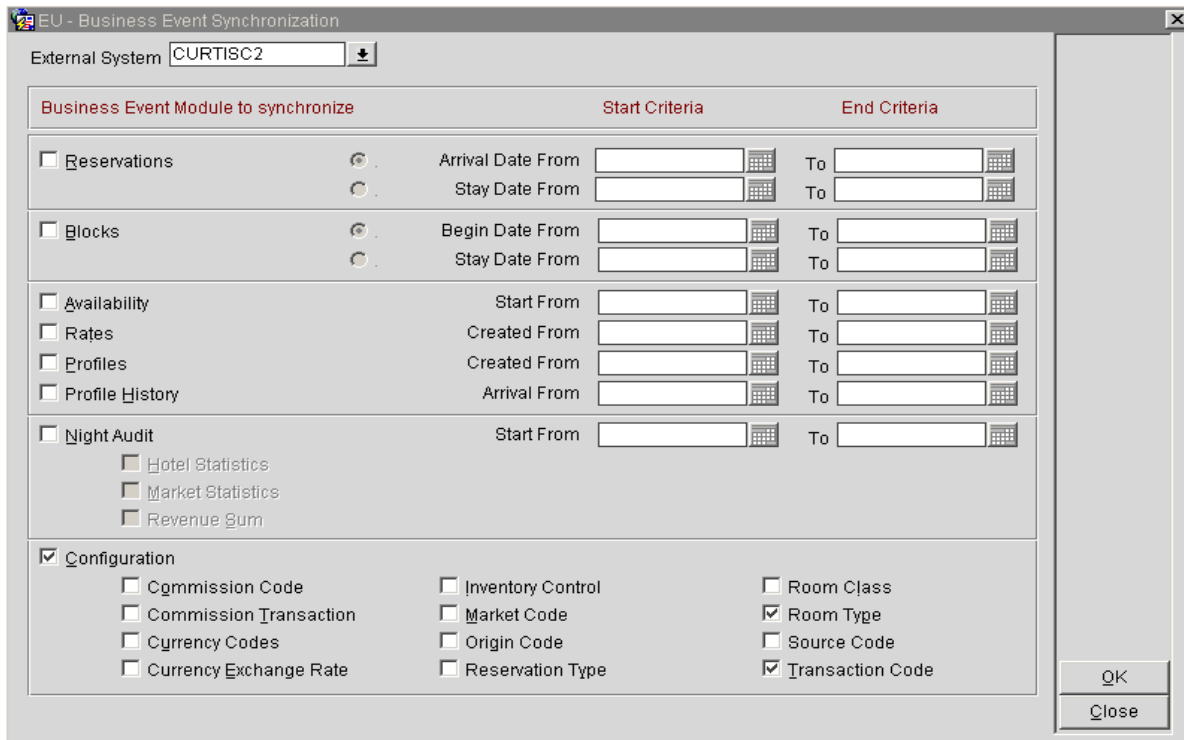
This utility should be trained to the IT manager.

#### 3.2 SYNCHRONIZE PHYSICAL ROOMS

The synchronize physical rooms utility will recount all physical rooms that have been configured in the hotel.

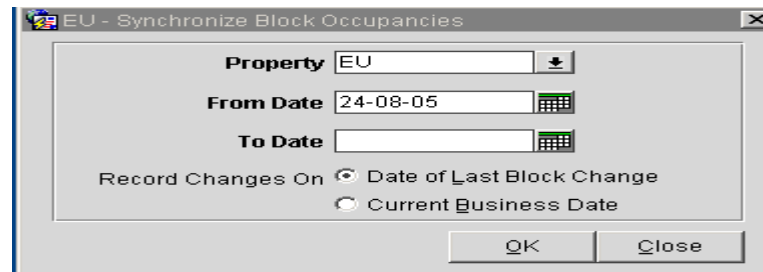
#### 3.3 BUSINESS EVENT SYNCHRONIZATION

The Business Event utility enables the hotel to manually trigger certain items to be uploaded to a 3<sup>rd</sup> party system. In e.g. the upload of configuration details to Curtis-C for Rezidor hotels.



### 3.4 SYNCHRONIZE BLOCK OCCUPANCIES

The synchronize Block Occupancies utility synchronizes the availability between the room grid and the block header, when the function for room per occupancy is switched on.



This utility should be trained to the IT manager.

### 3.5 SYNCHRONIZE SC ROOM GRID

The synchronize SC Room Grid utility is used to synchronize the PMS group blocks with the mapped S&C room types.

This becomes necessary when Opera PMS had been installed before the Opera S&C module and blocks were created from PMS without S&C being active. Once the S&C module is activated, running this synchronization utility will synchronize the PMS room types to the S&C room types, so that they will display in the S&C module.

### 3.6 SYNCHRONIZE ROOM STATUS

The synchronize room status utility refers to the housekeeping status of the room, and should be run if these are out of synch.

This utility should be trained to the IT manager.

### 3.7 SYNCHRONIZE STAY RECORDS

The synchronize stay records utility will synchronize the stay history data elements of Opera CIS and the stay history data elements of Opera PMS.

### 3.8 SYNCHRONIZE CATERING FORECAST REVENUE

The synchronize catering forecast revenue utility will synchronize existing forecast elements for revenue types with updated forecast record elements for the future dates specified.

This synchronization will perform the below actions:

- If the new forecast for the specific event type does not contain forecast figures for a specific revenue type, the forecast figures will be blanked out for the event.
- If the new forecast for a specific event type contains forecast figures for the revenue types that do not exist in the event forecast records, these forecast elements will be added.
- 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.

This utility should be trained to the IT manager.

### 3.9 RECALCULATE SALES ALLOWANCE

The recalculate sales allowance utility should be run each time a Sales Allowance is changed, and for the same time frame that the Sales Allowance records are updated for.

The Available Sales Allowances can get out of sync when the number of rooms allotted to the Sales Allowance is changed after deduct inventory bookings already exist for the dates.

[This utility should be trained to the IT manager.](#)

### 3.10 RECALCULATE PAST DAILY STATISTICS

#### Recalculate Summary Statistics

Use this utility to recalculate summary statistics and repopulate data in the statistics table

#### Recalculate Detailed Statistics

Use this utility to recalculate detailed statistics and repopulate data in the statistics table

#### Recalculate Revenue Bucket

Use this utility to recalculate revenue buckets if you make changes to the association of transaction codes to revenue buckets.

### 3.11 SYNCHRONIZE SC DATA MART

This function allows the users to sync Booking Production, Rooms Snapshot and Catering revenue data between their respective tables. The Utility gives the option of synchronizing by Block ID or Arrival period.

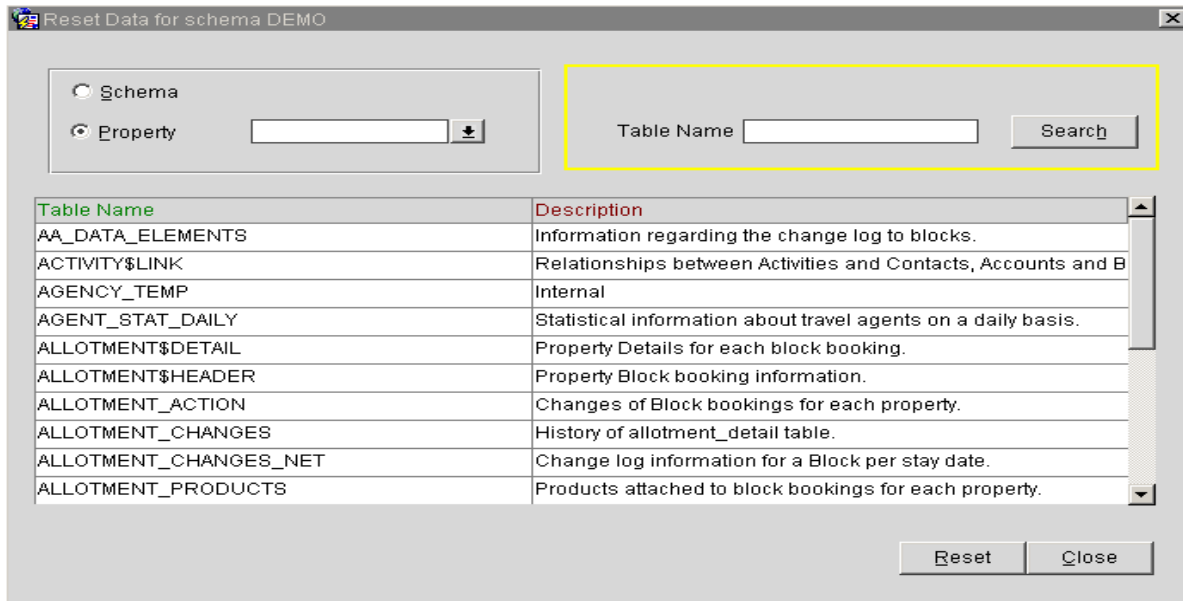
Module to Synchronize	Start Criteria	End Criteria
<input checked="" type="checkbox"/> Booking Production	Arrival Date From <input type="text" value="10.05.05"/>	To <input type="text" value="15.05.05"/>
<input type="checkbox"/> Rooms Snapshot	Block ID <input type="text"/>	
<input type="checkbox"/> Catering Revenue		

## 4 DATA

### 4.1 RESET DATA

The Reset Data utility will remove ALL production data (configuration and Profile will remain) from either the Schema or the Property. It is not possible to reset a specific table only.

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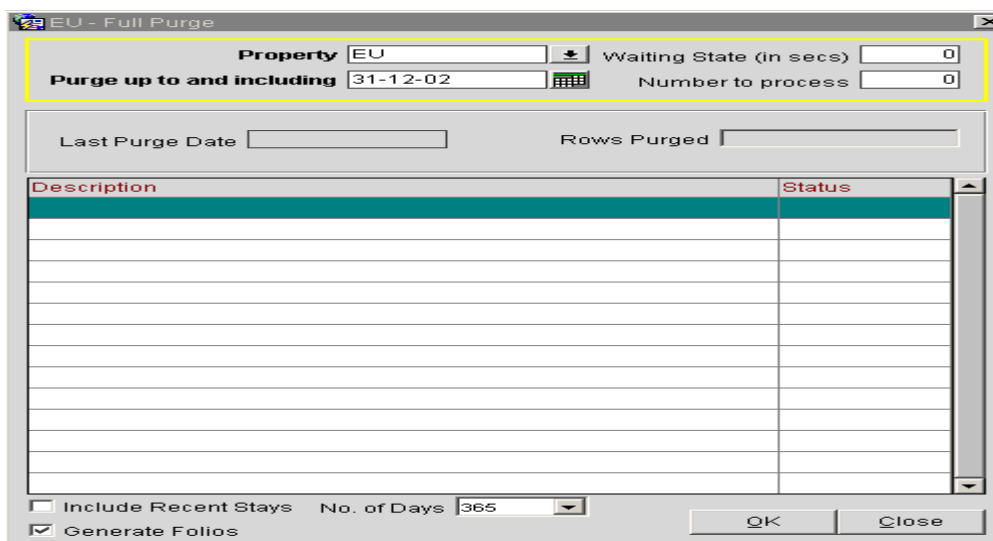
Note that this utility requires an additional password.

## 4.2 FULL PURGE

The Full Purge utility allows hotels to remove historical reservations and associated data such as financials, journal entries, etc., from the Opera application.

The Full Purge will only delete reservations and associated records having a reservation departure date older than 2 years from the current business date.

During the Full Purge routine Opera will create PDF files of detailed folios for each window belonging to a reservation stay that is being purged. This will in turn allow the hotel to continue to make use of the folio history option in cashiering for these reservations, and to access the associated financial data these folios contain.



After the folio PDF is created, the system deletes all rows for the reservation, including all associated financial table rows. Each folio that is created will have 1 row added in a separate table where its financial data is recorded. This will allow regenerating the trial\_balance and accurate preparation of other financial reports.

Note that this utility requires an additional password.



### 4.3 CONVERT PRODUCTION DATA

This utility is for use following upgrade from a pre- V2.5 Opera installation to V2.5 or later versions of Opera.

As soon as possible following upgrade, you must run the Convert Production Data utility. This utility will split snapshot Gross Revenues into Net and Gross for better reporting granularity. This utility must be run as part of the whole upgrade scenario for both S&C and PMS sites, before the installer handling the upgrade leaves the site. If this utility is not run, the Rooms Blocked information on the main Business Block screen will display as zero. Even though this is a display issue only, and the correct number of rooms is actually blocked and held in inventory, the erroneous display will confuse users.

The Convert Production Data should only be run once per property. In Multi Property Environment you should log in to each property to run the procedure separately.

### 4.4 IMPORT POSTAL CODES

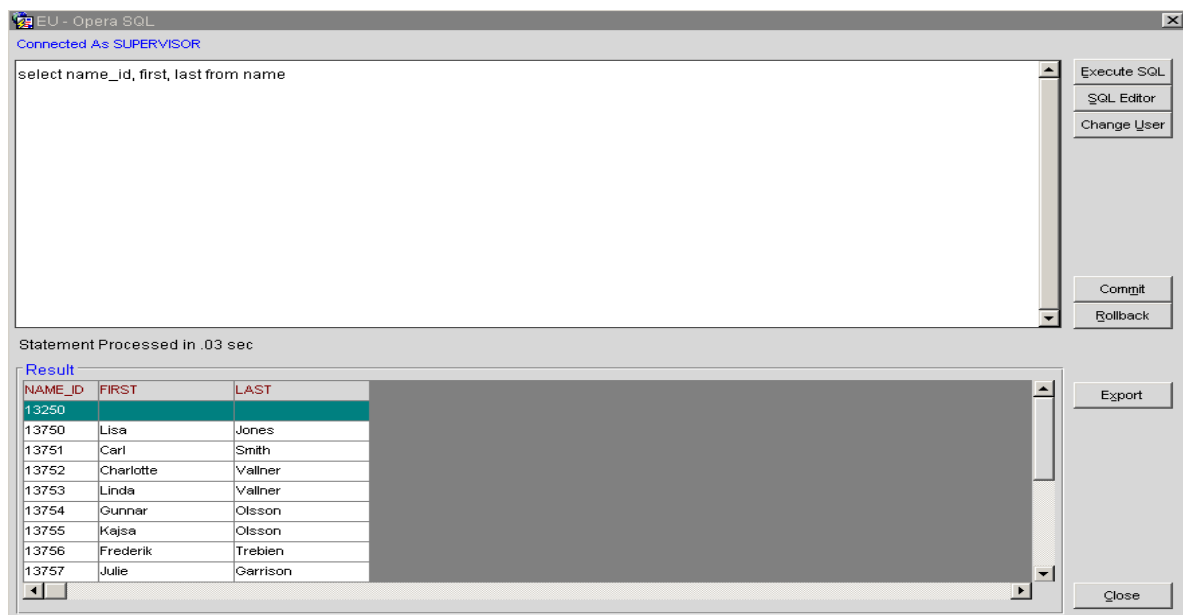
This utility is currently only available for the Unites States and Canada. EAME postal codes for your country can be added to Opera SID data if prepared in script for and submitted to the EAME office.

## 5 TOOLS

### 5.1 OPERA SQL

Opera SQL is an open SQL editor window for the schema that you have logged into.

The export button allows you to generate a txt file (always named operasql.txt), which you can download from d:\microS\opera\export\resortid and in e.g. open in Excel.

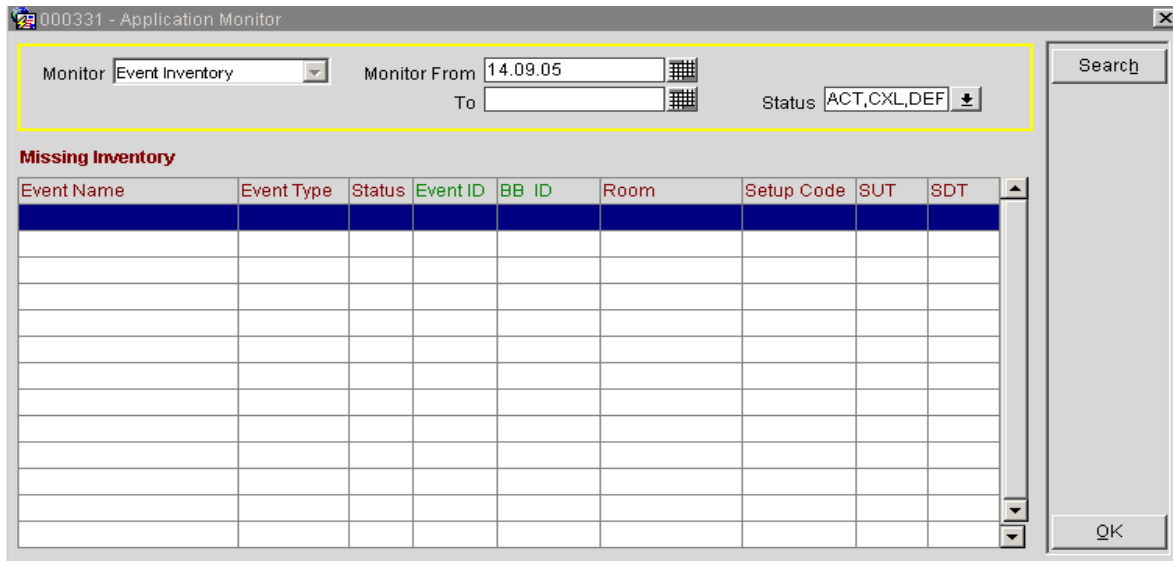


### 5.2 SESSION STATISTICS

The Session Statistics screen informs you about logged in users, i.e. workstations, services, interfaces.



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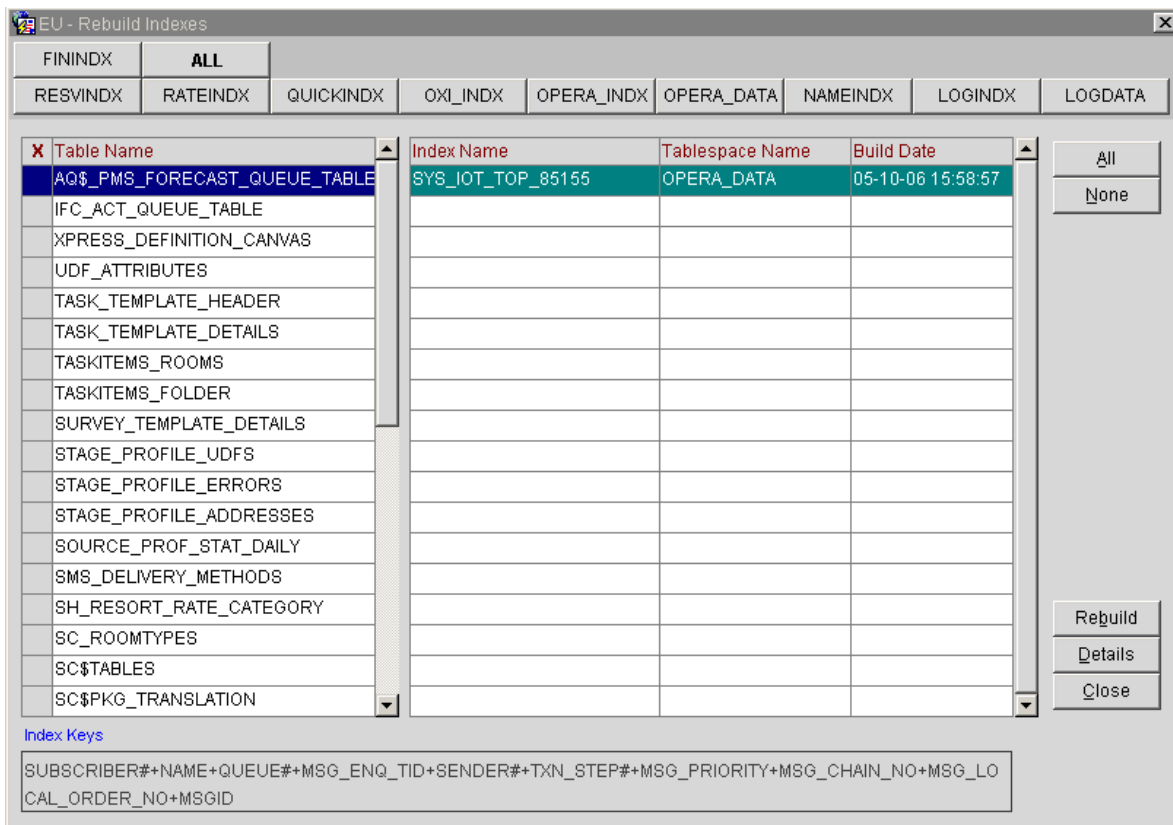
This utility should be trained to the IT manager.

## 5.6 REBUILD INDEXES

If you are in the rare need to rebuild your indexes, you may do so by using the Rebuild Indexes utility.

All users must be out of the systems for this utility to run.

Note that this utility requires an additional password.



**5.7 SEND BROADCAST MESSAGE**

You are not able to send a pop up message to all user logged into Opera in order to inform them of e.g.: Downtime will begin in 20min.

