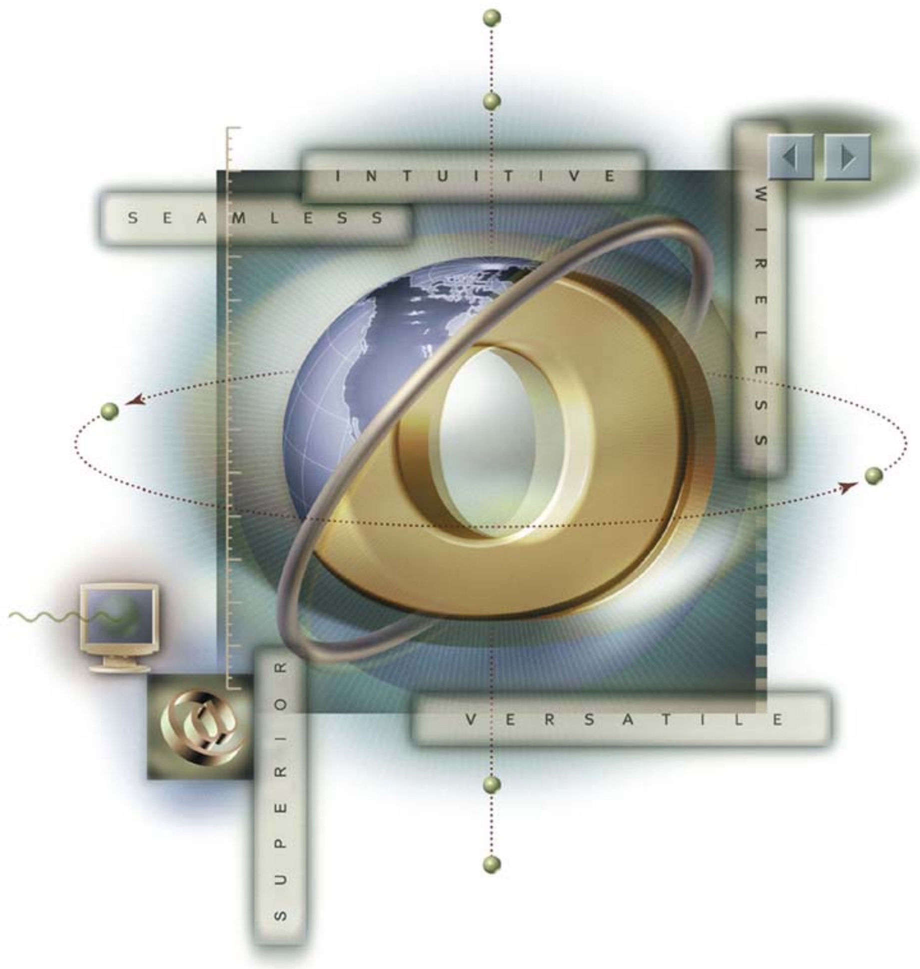


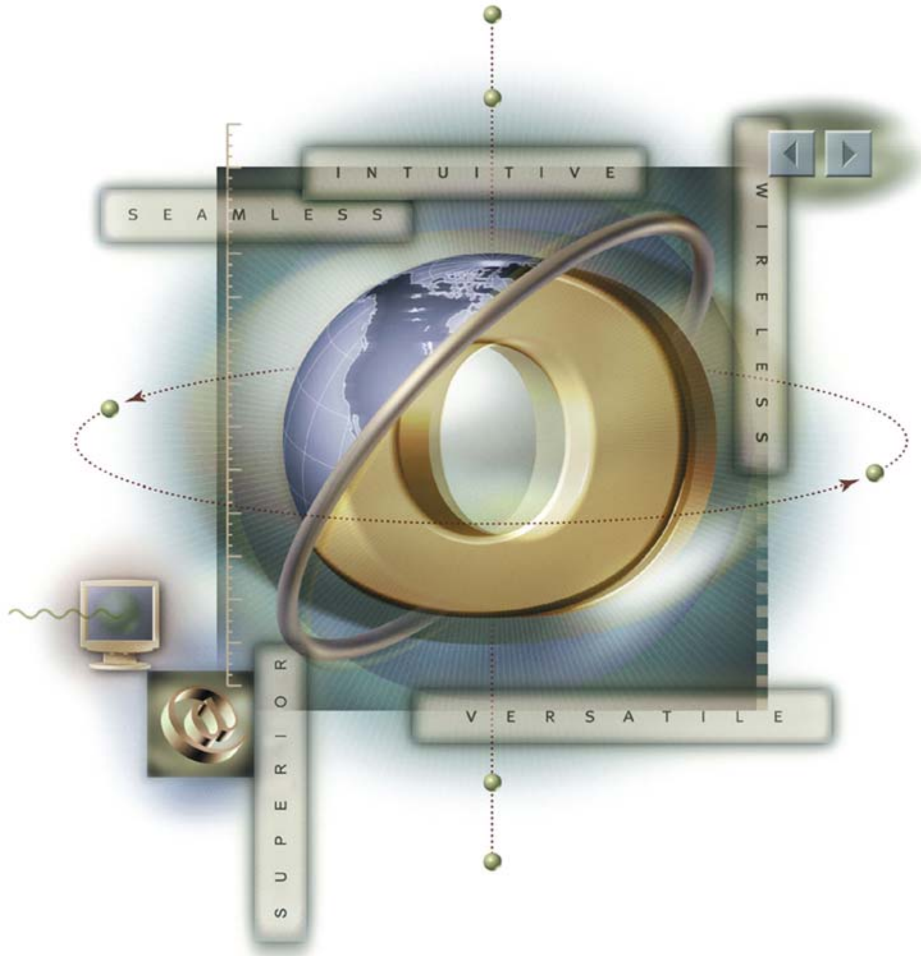
OPERA PMS Reference Manual

Opera Hotel Edition Version 4.0

Suggested additions, deletions, or changes to this document should be addressed to:

MICROS Systems, Inc.
Hotel Systems Implementations, Training Department
7031 Columbia Gateway Drive
Columbia, MD 21046

Table of Contents



Chapter 1 - Introduction

Welcome to the OPERA Property Management System

This Reference Manual serves as a reference tool that answers your questions about the use and operation of the Opera Hotel Edition software system. It is intended to guide you through how to use most functionality in the Property Management System.

How this manual is organized

This manual follows the design of the Opera modules in addition to several supplemental management chapters.

The manual contains the following chapters:

1. Introduction
2. Reservations
3. Front Desk
4. Cashiering
5. Rooms Management-Housekeeping
6. Accounting
7. Miscellaneous
8. End of Day-Night Audit
9. Groups
10. Commissions
11. Packages
12. User Management
13. Rate-Revenue Management
14. Index

Additional Resources

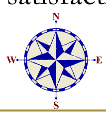
	While this Manual will be your on-site reference tool, there are a variety of additional resources available to you. When you need to check on a process or look up additional information there are several additional resources available that can answer your questions quickly and easily.
Online Help	When you are actually working in the software, the most quickly accessible resource is the OPERA On-Line Help Function. Pressing the **F1** key displays OPERA's On-Line Help from any screen in the system.
Hyperlinks	Hyperlinks appear in the electronic version of this Training Guide: Table of Contents Hyperlink Clicking an item in the Table of Contents navigates you to that page of the document. After reviewing the information, you can click the header of each chapter to go back to the Table of Contents.
eLearning	Training of new employees or retraining of current employees may be performed via the Opera eLearning CDs provided during your installation. Should you require additional CDs, you may purchase them by sending an email to eLearning@micros.com.
Training Activity Workbook	This workbook, used during the Opera installation is a valuable tool to use when training your new employees. After they have completed the Opera E-Learning CDs they may then take manager-guided training via the Workbook, which reinforces and builds on the topics learned in eLearning. This Workbook offers activities to be performed live in the Opera system using your Training schema.

Navigational Aids

As you use this manual as your guide to successful Opera PMS software operation, you will notice several symbols that we have created to reinforce and call attention to vital points. Please become familiar with these symbols, as they will play an important part in your understanding of the content in this guide. You will find these aids in the left column of this manual:

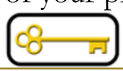
Operational Suggestions

The compass will direct you to recommendations and "best practices" for software operation. Though there are many ways to perform most functions in the system, it is our suggestion that you follow this practice for maximum system performance. This symbol can also a suggestion or process that is directly related to providing your guests with the highest level of service and satisfaction possible.



Key Concepts

This symbol represents a "key concept" that is especially important to your overall understanding of the software and its functionality. This symbol can also indicate operational suggestion or key factor that increases the profitability of your property and will help you to maximize revenue production.



Extremely Important

Information highlighted by this symbol is extremely important; you will want to focus on and review this information carefully.

Recognizing Software Terms and Operations

As you begin your exploration of the OPERA Property Management System, you will find that new terms are quickly entering your vocabulary. As you may or may not know, we present information in software system documentation in specific ways to assist you with quickly recognizing and performing tasks.

Press a Key - Click the Mouse - Select a Button

As you probably know, there are three primary ways to give commands and make the software perform in a certain way:

1. Pressing a key on the keyboard
2. Placing the cursor in a particular place on the screen and clicking the mouse
3. Placing the mouse cursor on a button that appears on the screen and then clicking the mouse.

In this Guide, if we instruct to press a key, the name of that key will be presented bold type.

Example:

Press the **F1** key to access Online Help.

Likewise, if you are to place the cursor at a particular point on the screen, or on a particular button that appears on the screen and then click the mouse to perform the operation, the name of the operation you are performing is also printed in bold type.

Examples:

Select **OK** to save.

Click in the **Name** field, enter the guest last name and select **Search**.

Screens

The system organizes software tasks on screens that appear on the monitor. When instructions refer to a specific screen, the screen name appears in capital letters and in bold text.

Example:

From the **RATE QUERY DETAILS** screen, select….

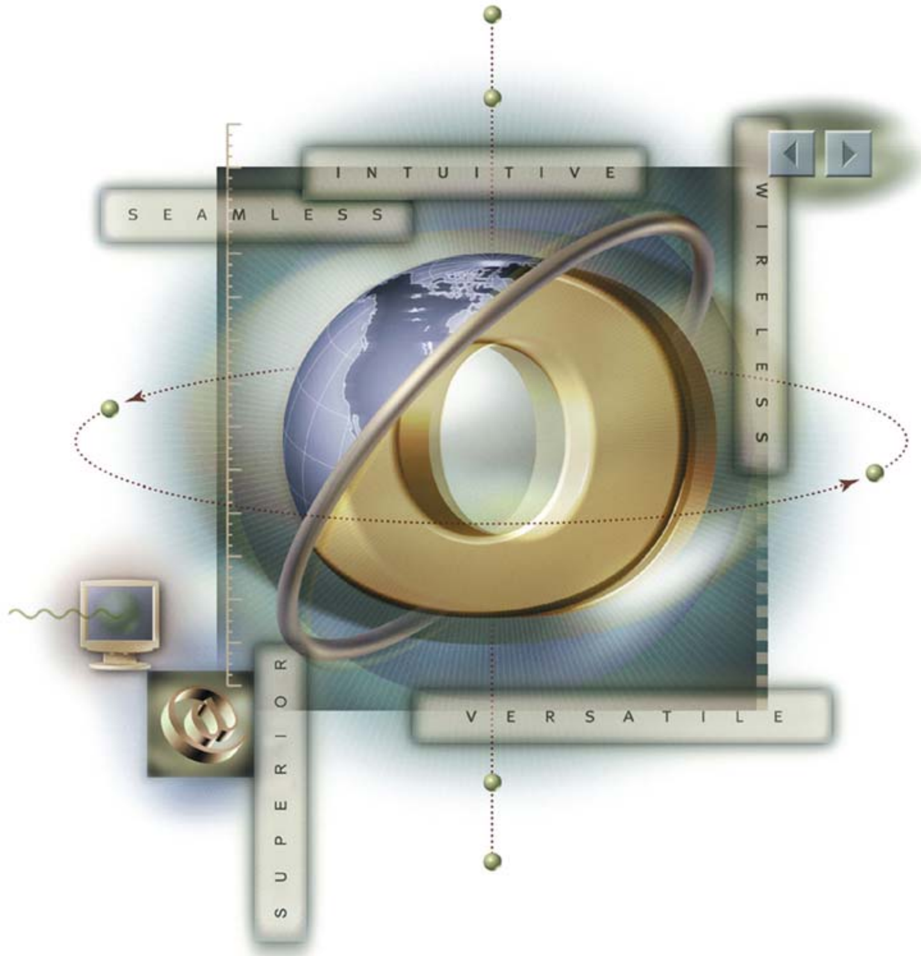
Fields

A field is an area of a screen where you are asked to enter information (i.e. the user Name field). In this guide, references to fields also appear in bold text.

Example:

Enter the **Block Code** you wish to search for and select **Search**.

Numbered Steps	In most cases, each software procedure is broken down into a number of specific steps. In cases where there are multiple steps required for you to perform a task within the system, they are numbered. Example: Follow the steps below to edit a reservation: 1. Locate the reservation using the **RESERVATION SEARCH** screen. 2. Once you locate the reservation, select **Edit**. 3. Make any modifications you wish and choose **OK** to save changes.



Chapter 2 - Profiles

Profile Introduction

Use of Profiles not only provides a way of tracking repeats business but allowing information such as guest preferences remains on guest's profile. Profiles allow us to serve our guests each time they return to the hotel in a more efficient manner.

Every reservation must have an individual (or guest) profile attached to it. Profiles can be simple, with a first and last name and address only, or complex with preferences and notes. Profiles also simplify and speed up the reservation process because we already have the guest, company, or travel agent information on file.

Profile Types

OPERA uses six types of profiles. The screens for each profile type look similar but are different in the fields they contain. All Profiles store names, addresses, and demographic data:

Individual profiles contain each guest's personal information. Every reservation must have an individual profile. All revenue and contributions for each individual reservation track through the individual profile. Making a reservation for a first time guest at your hotel automatically creates a guest's individual profile.

Company profiles track production statistics, are used for direct bill charge routing, for indicating negotiated rates and many other reasons. AR numbers often exists on company profiles for direct billing purposes. Negotiated rates also link to company profiles.

Source profiles track the volume of bookings a caller makes. Source profiles track referrals from Conventions, Visitors Bureaus and Internet Booking Engines. A most common use for Source profiles is Price line, Expedia and Secretary's Clubs.

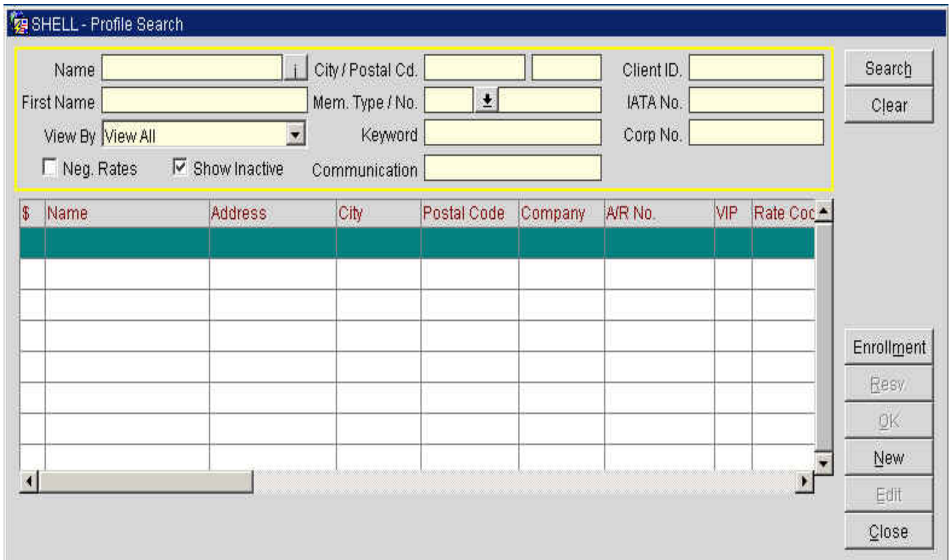
Contact profiles track meeting planner production and are commonly used if your hotel uses the OPERA Sales and Catering system. While contacts may not be hotel guests, it is useful to register their addresses and telephone numbers for soliciting future group business.

Group profiles link reservations to groups. They also assist in routing charges and tracking production per group. The Group profile creates when the Group Business Block creates. Most frequently, Group profiles track contracted business and room night production.

Travel Agent profiles are used to pay commissions and for tracking production statistics by travel agency. Entering the agency's IATA numbers on the profiles ensure commissions pay directly to the appropriate agency.

Profile Search

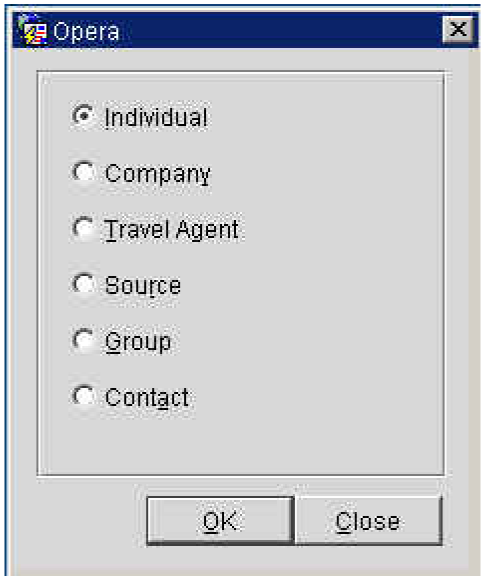
From the main menu, select **Reservations** and **Profiles**. The **PROFILE SEARCH** screen displays.



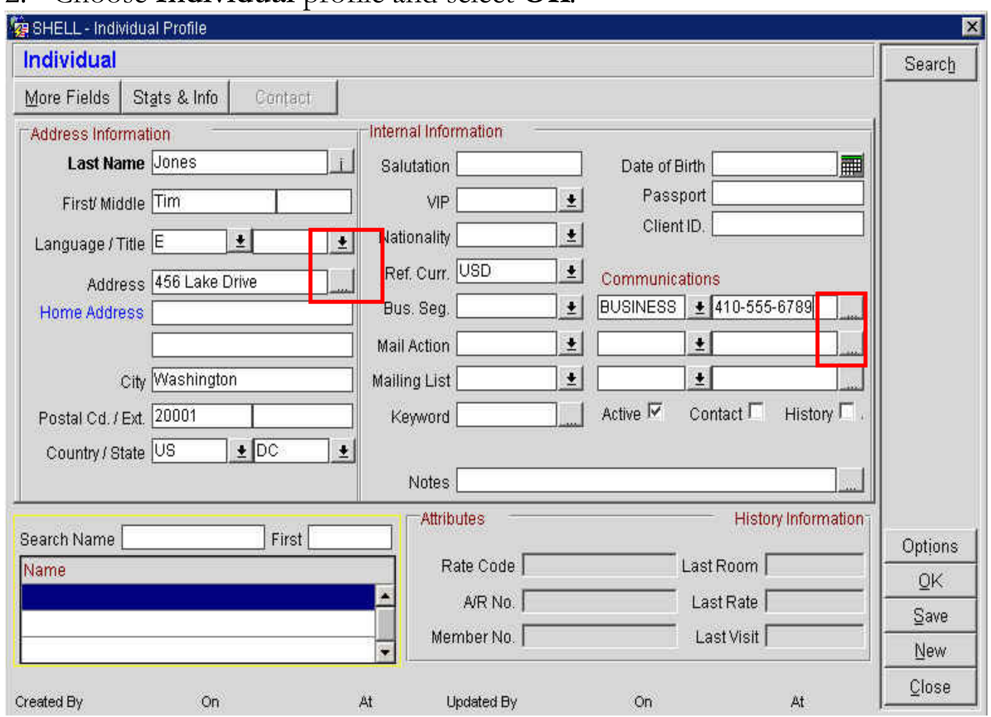
1. Enter the last name in the **Name** field and choose the profile type desired from the **View By** field. Partial entries in the search criteria return a great number of results.
2. Highlight the desired profile and open it by double clicking on the profile or by selecting **Edit**.

Creating a New Individual Profile

1. From the **PROFILE SEARCH** screen, select **New** to create a new profile.



2. Choose **Individual** profile and select **OK**.

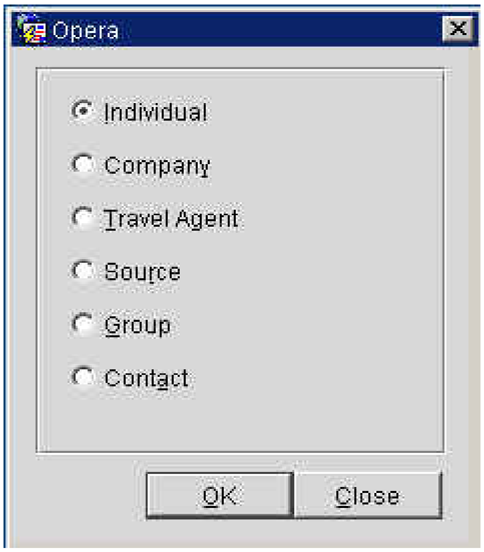


3. Enter guest's **Name**, **Address,** and **Communication** information. To add multiple addresses or telephone numbers, select the ellipsis button to the right of the field.
4. Select **OK** to save your entries and create the profile.

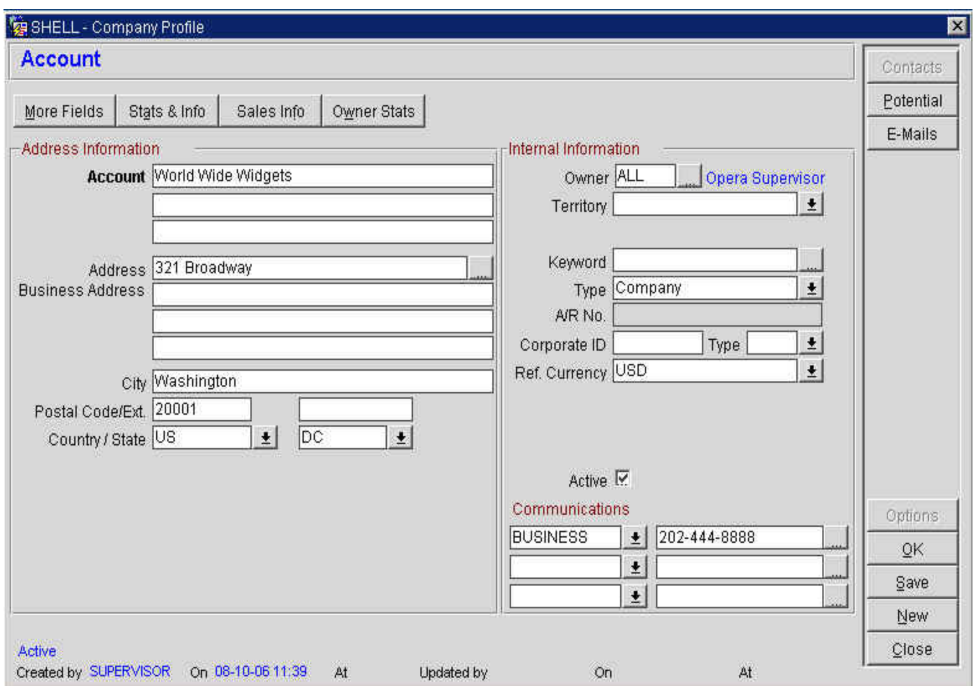
Creating a New Company, Travel Agent, or Source Profile

When creating an account profile (i.e. Company, Travel Agent, or Source), many of the same steps used in creating an Individual profiles apply; however, some fields are different.

1. From the **PROFILE SEARCH** screen, select **New** to create a new profile.



2. Choose **Company, Travel Agent** or **Source** profile and select **OK**.



	3. Enter **Account**, **Address**, and **Communications**. To add multiple addresses or telephone numbers, choose on the ellipsis button to the right of the field. 4. The **Type** field designates whether this is Company, Travel Agent, or Source profile. 5. If this is a Travel Agent profile, enter their **IATA** number in the field indicated. 6. If this is a Company profile, enter their **Corp. ID** number in the field indicated. 7. Select **OK** to save the profile. **NOTE:** If owner functionality is active, the **Owner** field is a mandatory field on account profiles. Owner designates person within the hotel that is responsible for the account. This is typically the sales agent.

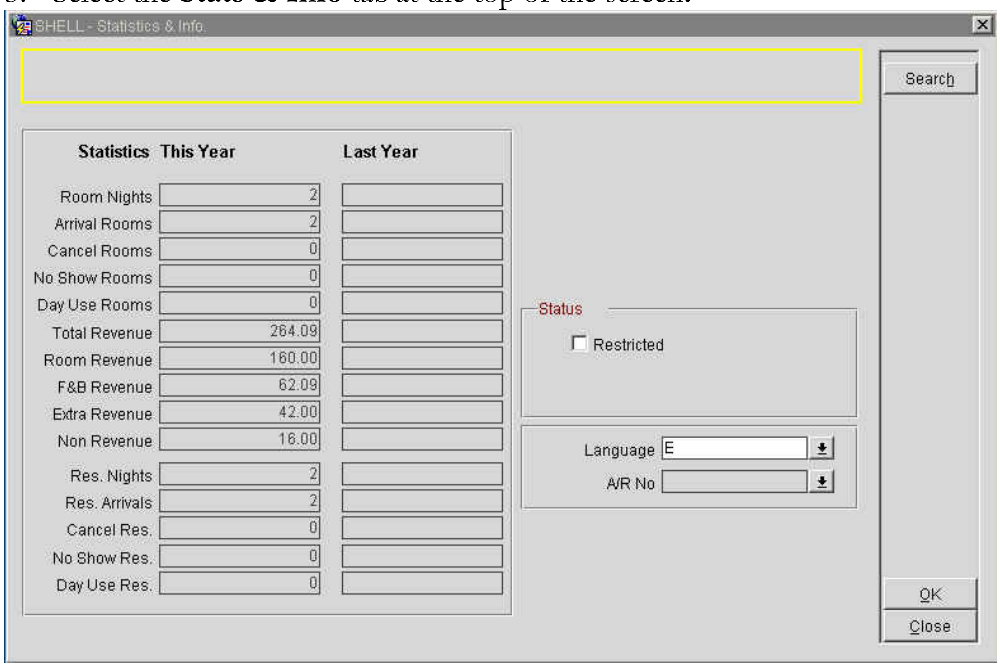
Profile Statistics and Information

STATS & INFO screens (a tab at the top of any profile) displays the following:

- Total Guest Stays
- Total Guest Revenue
- Total No-Show Reservations
- Total Canceled Reservations

Use the steps below to locate profile statistics and information:

1. From the **PROFILE SEARCH** screen, search for and locate your profile.
2. Select **Edit** to open the profile.
3. Select the **Stats & Info** tab at the top of the screen.



OPERA displays a summary of all past reservations for the year for this guest or company, as well as a comparison to the previous year's activity.

NOTE: All Profile History is for your hotel only. The database of profile information is specific to your hotel.

4. Check the **Restricted** field to indicate the account is on a restricted list and enter a **Rule** in the field. If you select this option, when settling a folio to this account or attaching this profile to a reservation the message you type in here displays to the user. Your hotel policy determines how to handle restricted accounts.

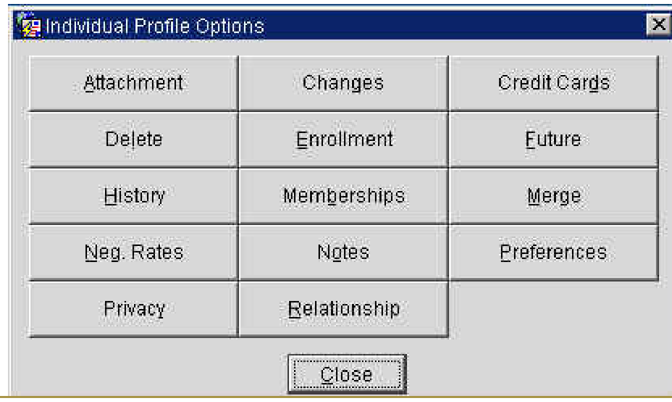
5. Use the **Language** down arrow to choose the preferred language for this profile.
6. You can also create an AR account for the company by clicking on the drop down arrow next to the **A/R No.** field and completing the **SETUP ACCOUNT** screen. (You must have user permission to create AR accounts.)

NOTE: See the Accounts Receivable chapter of this manual for complete instructions on creating AR accounts.

7. Select **OK** to return to the main profile screen.

Profile Options

To view and utilize advanced profile functionality, **Edit** and select **Options**.

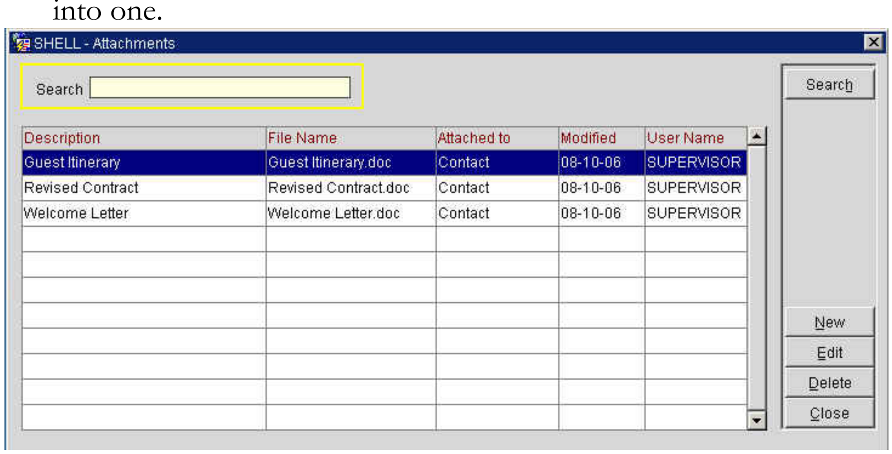


Attachment

Attachments allow you to select and create file attachments to the profile for mail merges and other possibilities.

To attach a file:

1. Locate the Profile using the **PROFILE SEARCH** screen.
2. Highlight the profile and select **Edit**.
3. Select **Options**.
4. Select **Attachment**.
5. Select **New** to add an attachment or **Open** to open an existing attachment.
6. Select **Merge** to merge existing attachments (such as two welcome letters) into one.



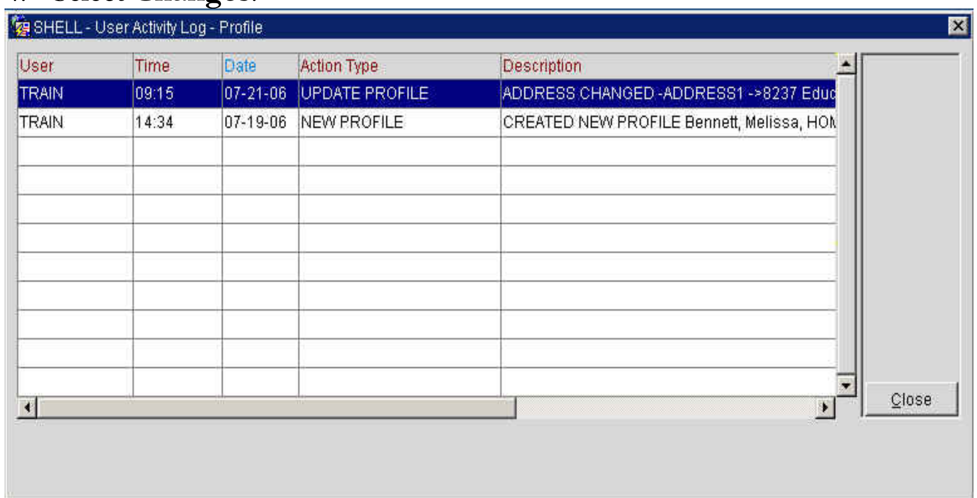
7. Select **Close** to return to the profile.

Changes

Changes track all changes and updates made to the profile.

To view changes on a profile:

1. Locate the Profile using the **PROFILE SEARCH** screen.
2. Highlight the profile and select **Edit**.
3. Select **Options**.
4. Select **Changes**.



NOTE: Updates made to the profile list in descending order.

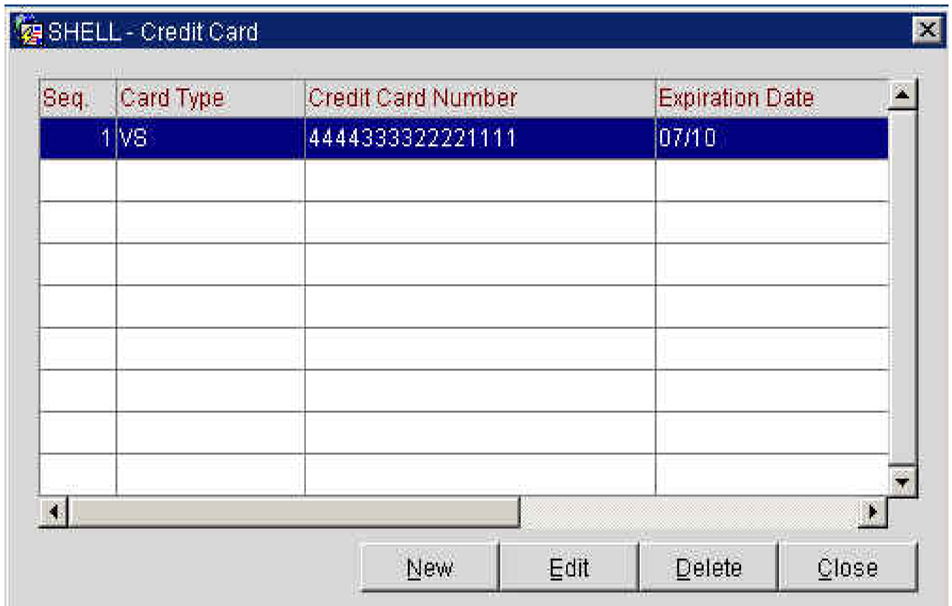
5. Select **Close** after investigating to return to the profile.

Credit Cards

The Credit Card option allows you to add, edit, and delete credit card information associated with a profile, saving effort and eliminating re-keying errors. Once information has been entered here, it can be quickly be accessed from other areas of OPERA such as reservations, billing, accounts receivable, and elsewhere.

To attach a credit card to a profile:

1. Locate the Profile using the **PROFILE SEARCH** screen.
2. Highlight the profile and select **Edit**.
3. Select **Options**.
4. Select **Credit Cards**.



5. Select **New** to add credit card information to the profile
6. Select **Edit** to change existing credit information.
7. **Delete** removes the highlighted credit card information from the profile.

To enter a new credit card on the **CREDIT CARD – NEW** screen:

1. Click the drop down arrow next to the **Card Type** field and select the appropriate credit card type (i.e. Visa, American Express, MasterCard).
2. Enter the **Credit Card Number**.
3. Enter the **Expiration Date** on the card.
4. Enter the **Name on Card** as it appears on the face of the credit card.
5. Select **OK** to save.

Delete

The **Delete** option deletes the profile entirely from the database. OPERA prompts the user to confirm before removing the profile from the database.

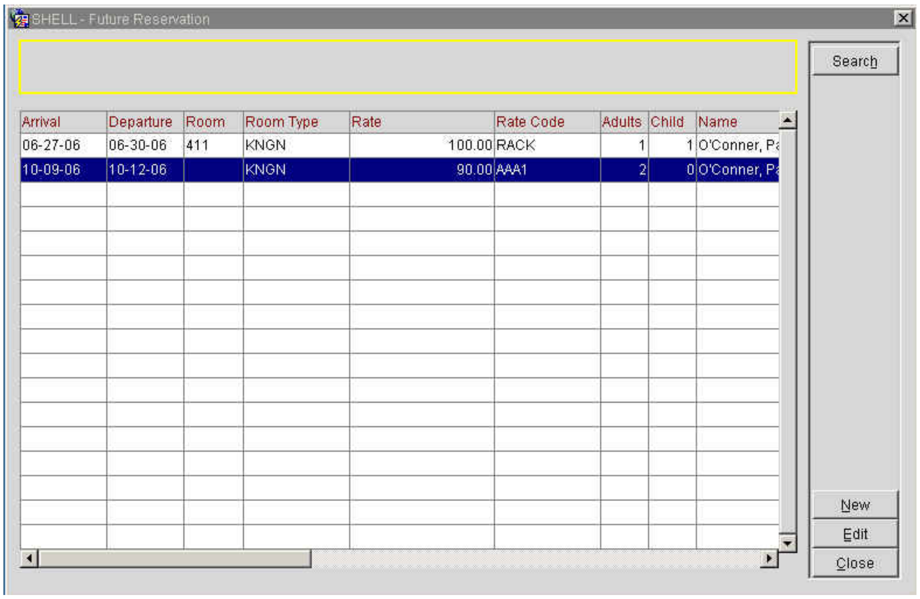
NOTE: We do not suggest deleting profiles as statistical and revenue information stored about that profile is lost. A better suggestion is to make the profile inactive.

Future

The **FUTURE RESERVATION** screen displays upcoming reservations for a profile and offers the option to add future reservations to any profile.

To view future reservations on a profile:

1. Locate the profile using the **PROFILE SEARCH** screen.
2. Highlight the profile and select **Edit**.
3. Select **Options**.
4. Select **Future**.



NOTE: Each future reservation for the profile lists in ascending order.

Below are the options available from this screen:

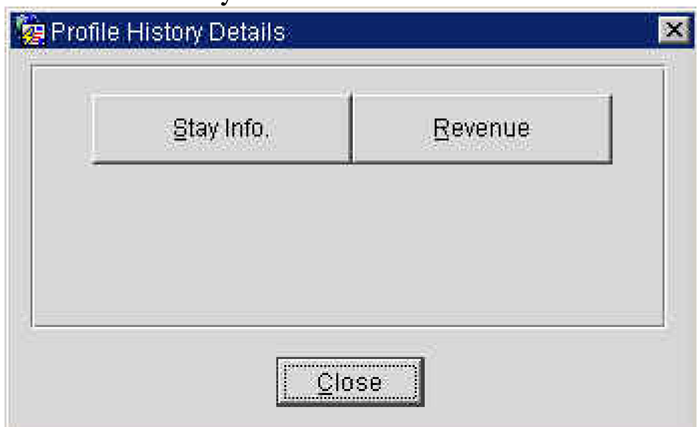
- **New** allows a user to create a new reservation.
- **Edit** displays full reservation details for the highlighted reservation.

History

The History option provides past and current reservation information (including turn ways) and a record of how the guest has contributed to your revenue while staying at your properties.

To view a guest or account's history:

1. Locate the Profile using the **PROFILE SEARCH** screen.
2. Highlight the profile and select **Edit**.
3. Select **Options**.
4. Select **History**.

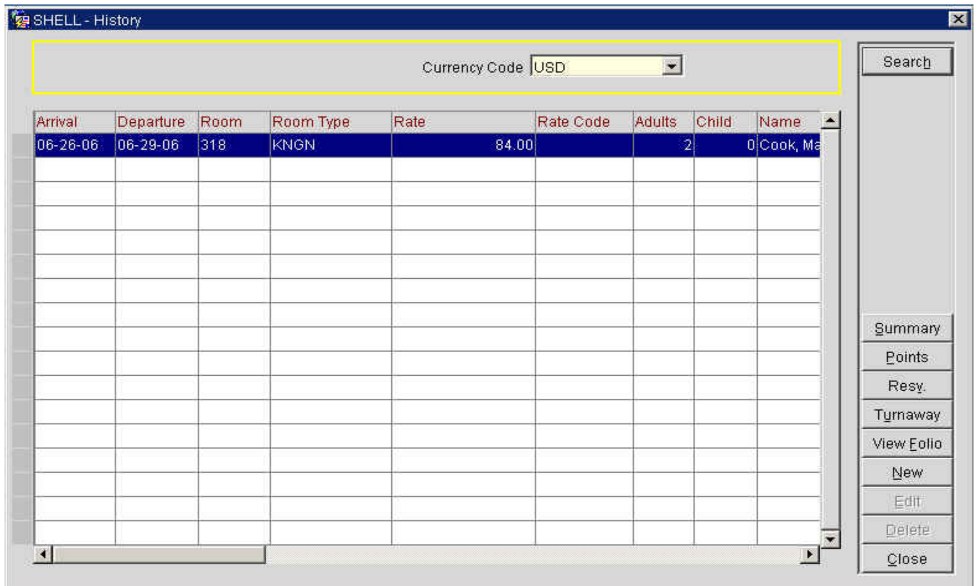


5. Select **Stay Info.** to review reservations history or **Revenue** for items purchased during the guest's stay.

NOTE: The Revenue option is only available if the hotel has defined specific buckets for areas of revenue displayable in this area.

STAY INFORMATION

Stay History includes records of all reservations — including Reserved, Due In, Checked In, Due Out, Checked Out, No Show, and Cancelled — as of the current business date. Records are also included for turn ways associated with the guest.



OPERA offers the following options with this function:

- **Summary** produces the History Summary screen, which shows the profile's reservation and revenue history in year-by-year summary form.
- **Points** produces the **MEMBERSHIP POINTS HISTORY** screen, showing the number of points per membership that this guest has. If no memberships apply to this profile, the button does not display.
- **Resv** displays a view-only **RESERVATION** screen for the stay highlighted.
- **Turnaway** displays the **TURNAWAY STATISTICS** screen for that has logged any reservation attempts from this guest profile that were turned away (including the refusal reason).
- **View Folio** displays the **FOLIO HISTORY** screen for the highlighted stay.
- **New** produces the **RESERVATION HISTORY** screen where you can manually enter a history record for this profile.
- **Edit** changes reservation history records added manually.
- **Delete** permanently removes history records (both manual and system-generated) from the system.

NOTE: The Points, Resv, and View Folio buttons will not be available on the History screen for manually entered records.

Merge

The Merge profile option merges duplicate profiles into one single profile. Duplicate profiles commonly exist for one guest within the system. The Merge option eliminates duplicate profiles and merges their history together.

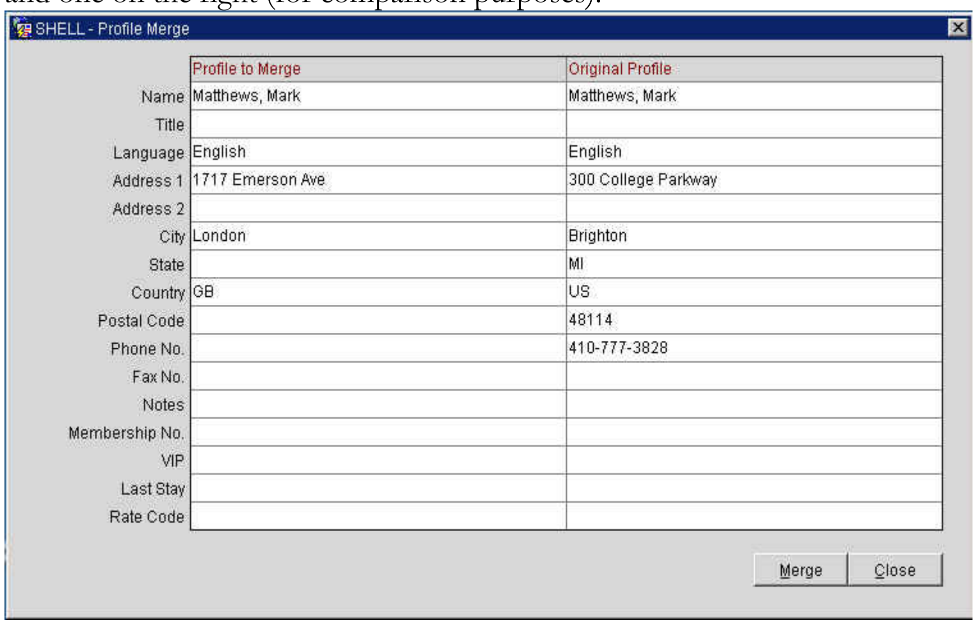
To merge two or more guest profiles together:

1. From the **PROFILE** screen, select **Options**.

NOTE: The profile that the merge initiates from becomes the master. The second profile merges into the master.

2. Select **Merge**.
3. Search for the profile you would like to merge using the **PROFILE SEARCH** screen and select **OK**.

The **PROFILE MERGE** screen opens listing the two profiles, one on the left and one on the right (for comparison purposes).



4. Select **Merge** to merge the profiles together and the system merges all information, historical data, revenue, and history together.

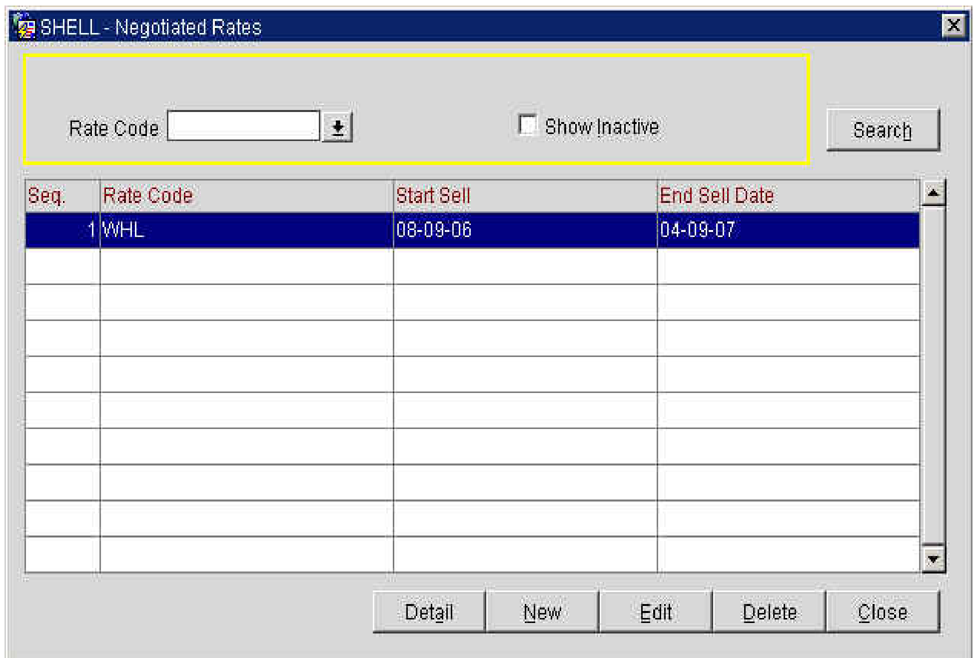
Negotiated Rates

Negotiated Rates are beneficial when accessing the Rate Query for a specific company since only the negotiated rates display for that company. In addition, Negotiated Rates speed up the reservation process.

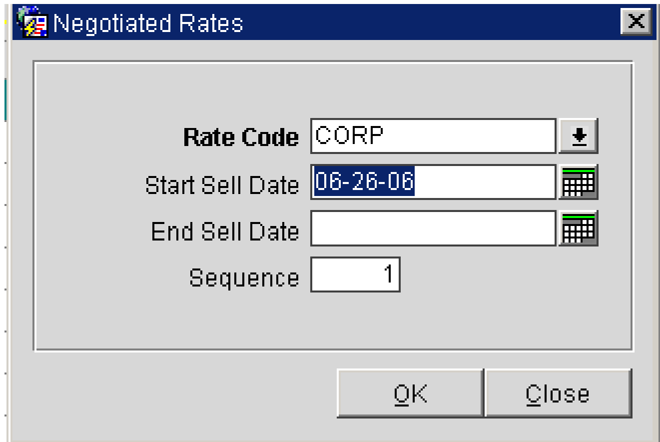
Follow the steps below to add a Negotiated Rate to a profile:

1. From the **PROFILE SEARCH** screen, highlight the desired profile and select **Edit.**
2. Select **Options**.
3. Select **Negotiated Rates**.

The **NEGOTIATED RATES** screen displays any existing negotiated rates associated with the profile.



4. Select **New** to add a new negotiated rate.

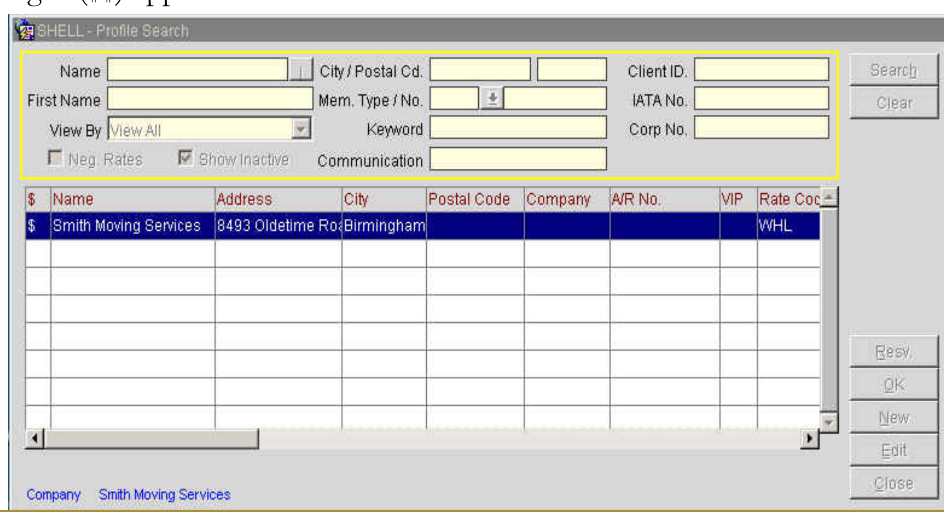


5. Click the drop down arrow next to the **Rate Code** field.
6. Highlight the desired Rate Code and select **OK**.
7. Enter a **Start Sell Date** and **End Sell Date**.

NOTE: If the Rate Code is to remain attached to the profile for infinity, then leave the end date intentionally blank.

8. Select **OK** to save the Negotiated Rate and return to the profile.

NOTE: After attaching the Negotiated Rate, the **PROFILE SEARCH** screen displays dollar signs ($) in front of the profile name and lists the rate in the Rate Code column. If there is more than one negotiated rate attached, two-dollar signs ($$) appear.

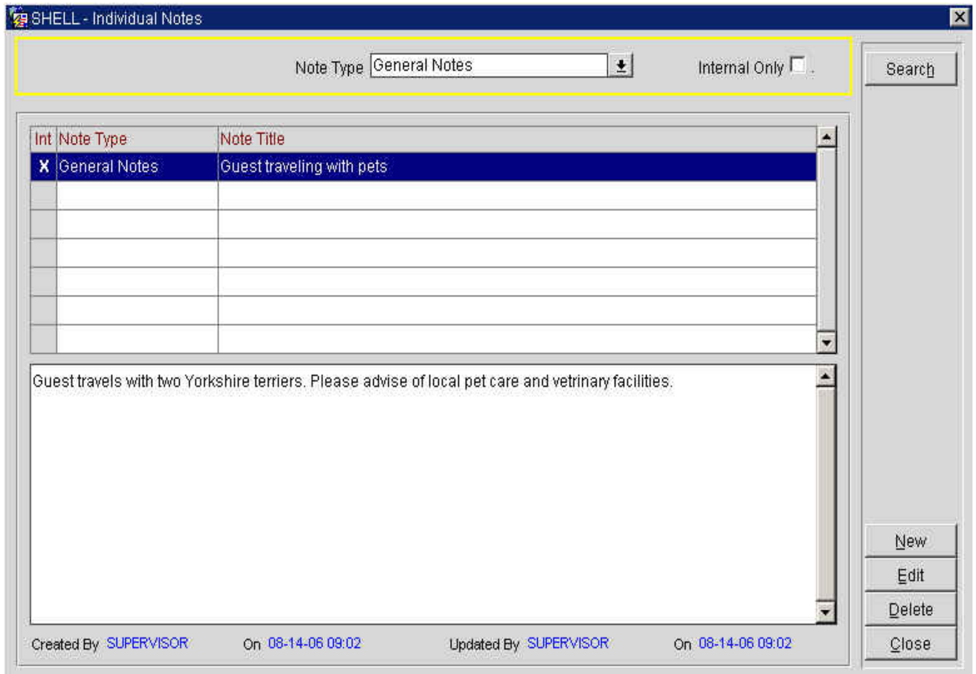


Notes

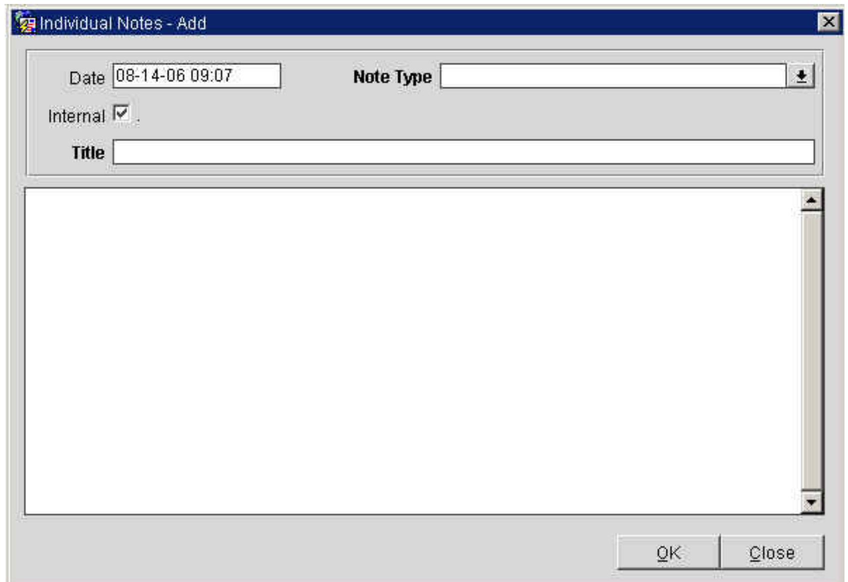
Profile Notes allow you to add general or background information notes about a guest to better accommodate them.

To add Notes to a profile, follow the steps below:

1. From the **PROFILE SEARCH** screen, highlight the desired profile and select **Edit**.
2. Select **Options**.
3. Select **Notes**.



4. Select **New**.



5. Click the drop down arrow next to the **Note Type** field to select a note type.

NOTE: If you use the Reservation Note type, this note copies into each new reservation for this guest.

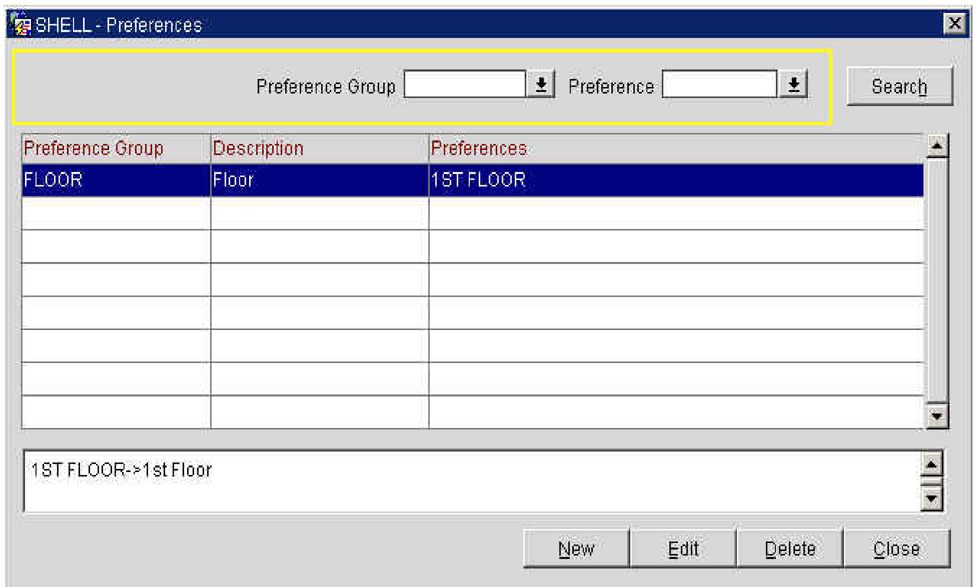
6. Highlight the appropriate Note Type and select **OK**.
7. Enter a brief synopsis of the note in the **Title** field.
8. Click in the white text box and enter the note.
9. Select **OK** to save and return to the **INDIVIDUAL NOTES** screen.

Preferences

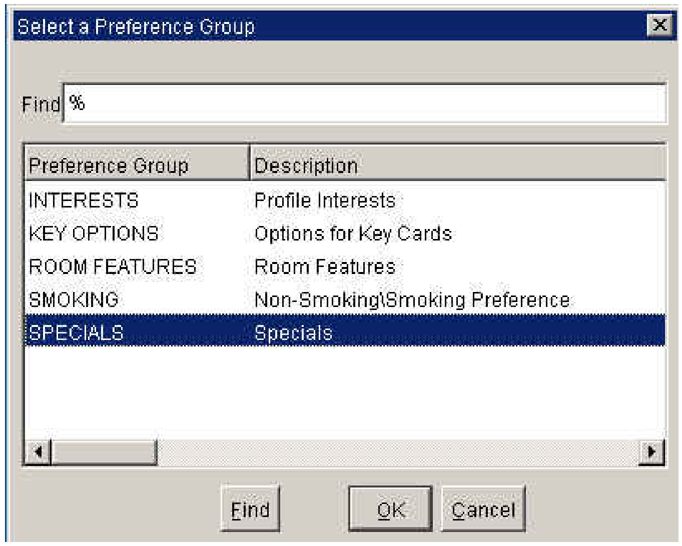
The Preferences function enables you to associate likes and dislikes (such as favorite room type, desired room features and floor location, choice of wine and newspaper, etc.) with the current profile, enhancing your service to the guests and companies you do business with. Preferences entered in the profile apply to every reservation for this guest in future; thus, only save preferences that the guest always requests.

To enter a guest preference on a profile:

1. From the profile, select **Options**.
2. Select **Preferences**.



3. Select **New**.



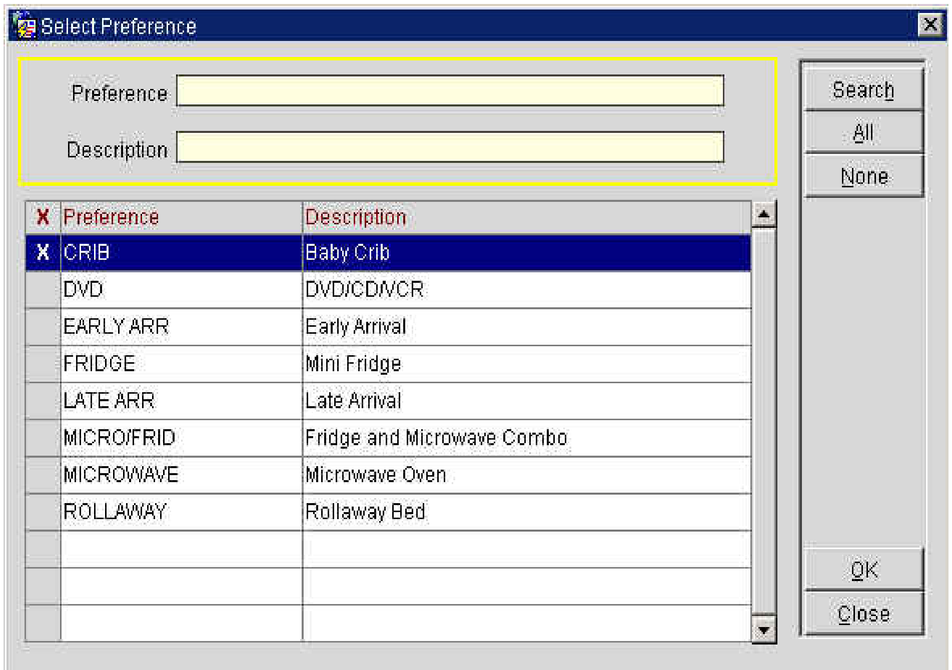
4. Highlight the desired **Preference Group** and select **OK**.

NOTE: Some of the preferences perform certain functions while others simply print on reports.

Listed below are the explanations of various Preference Groups:

- **Floor** preferences indicate the guests' desired floor in your hotel and default to the vacant room search during check in.
- **Interests** indicate the guest's interests in local or hotel amenities such as golf courses, theaters, or citywide events.
- **Key Options:** lists the guest key preferences when making electronic keys for guests
- **Room Features** default to the vacant room search when attempting to locate a room for a guest a check in. Examples of Room Features are city view and quiet rooms.
- **Smoking** defaults to the vacant room search indicating smoking or non-smoking rooms' availability.
- **Specials** appear on reservations and print on a number of reports to assist both Housekeeping and the Front Desk when preparing a room for a guest. Examples of Specials are early check in and late check out.

After selecting the Preference Group, a list of values belonging to that Preference Group appears allowing you to select the desired Preference Code.



5. Highlight the desired **Preference.**
6. Using the mouse, place an "X" next to the desired preference and select **OK**.

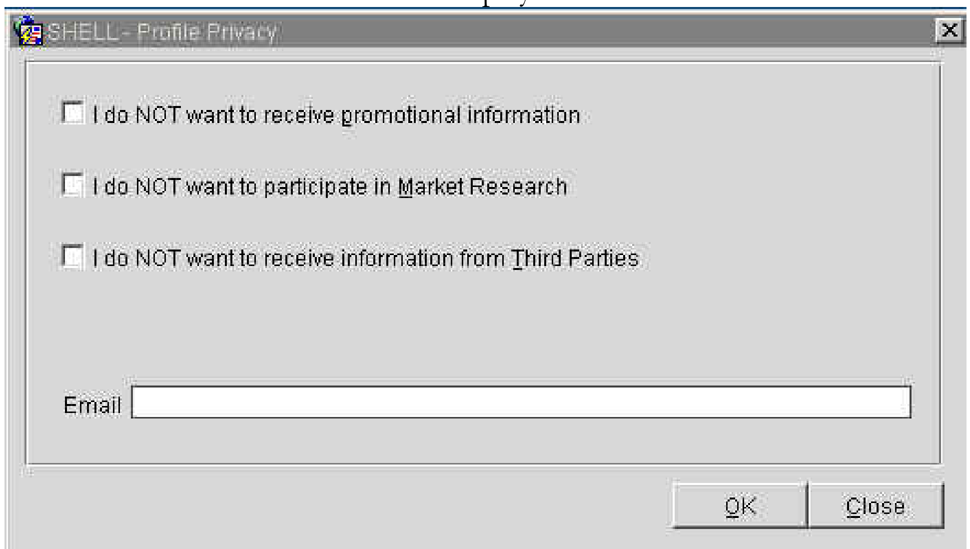
Privacy

The Privacy function allows a guest to choose rather they want to receive promotional information, mailings, etc.

To activate the privacy feature on a guest profile:

1. From the profile, select **Options**.
2. Select **Privacy**.

The **PROFILE PRIVACY** screen displays:



3. Choose the options for privacy the guest prefers and enter an **Email** address if one does not already exist on the profile.

NOTE: Email displays or allows the entry of the primary email address for the guest. An email address appears if one exists already on the profile as a method of communication. Modifying the email address from the **PROFILE PRIVACY** screen, or vice versa, also updates the email address on the guest's main profile.

NOTE: The promotional information field is the place where a guest choice to opt out can be recorded. If you select this field on the above screen, then the Mailing List field on the profile displays "N" as well.

Relationship

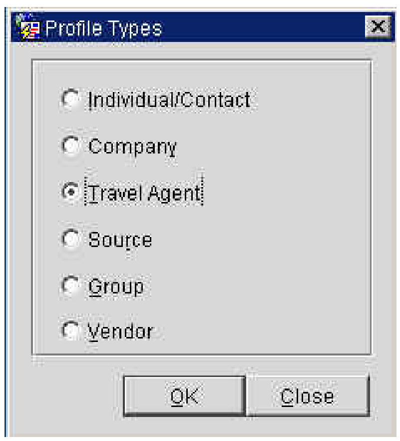
Relationships define the associations between and among individuals, companies, travel agents, groups, sources, and other entities in OPERA.

Knowing that Jim Lawson is an employee of Alpha Sources, Inc.; that Tim Marks is the spouse of VIP Sandra Haley; or that Asset Management Corp. is a subsidiary of County Wide Bank, for example, can aid in decision-making and in providing good customer service. In addition, when a relationship is set up between profiles, one profile can share negotiated rates with another by virtue of their relationship.

To create a new relationship between profiles:

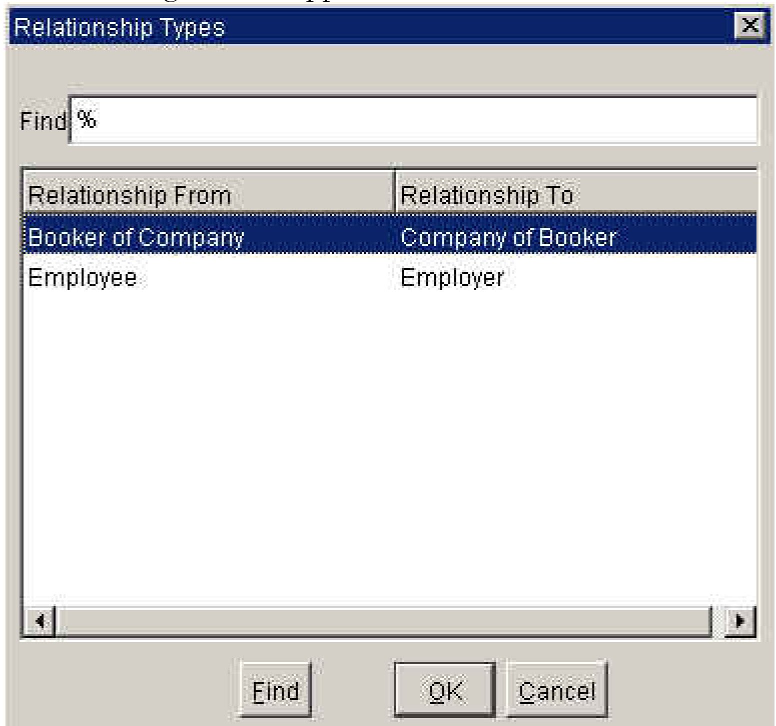
1. Select **Options** and **Relationships**.
2. Select **New** from the **PROFILE RELATIONSHIP** screen.

The following screen appears:



3. Choose the profile type you wish to create a relationship with for the current profile and select **OK**.
4. Search for the Individual, Company, Travel Agent, Source, or Group using the **PROFILE SEARCH** screen. If none exists, create a **New** profile.
5. Highlight the profile on the **PROFILE SEARCH** screen and select **OK.**

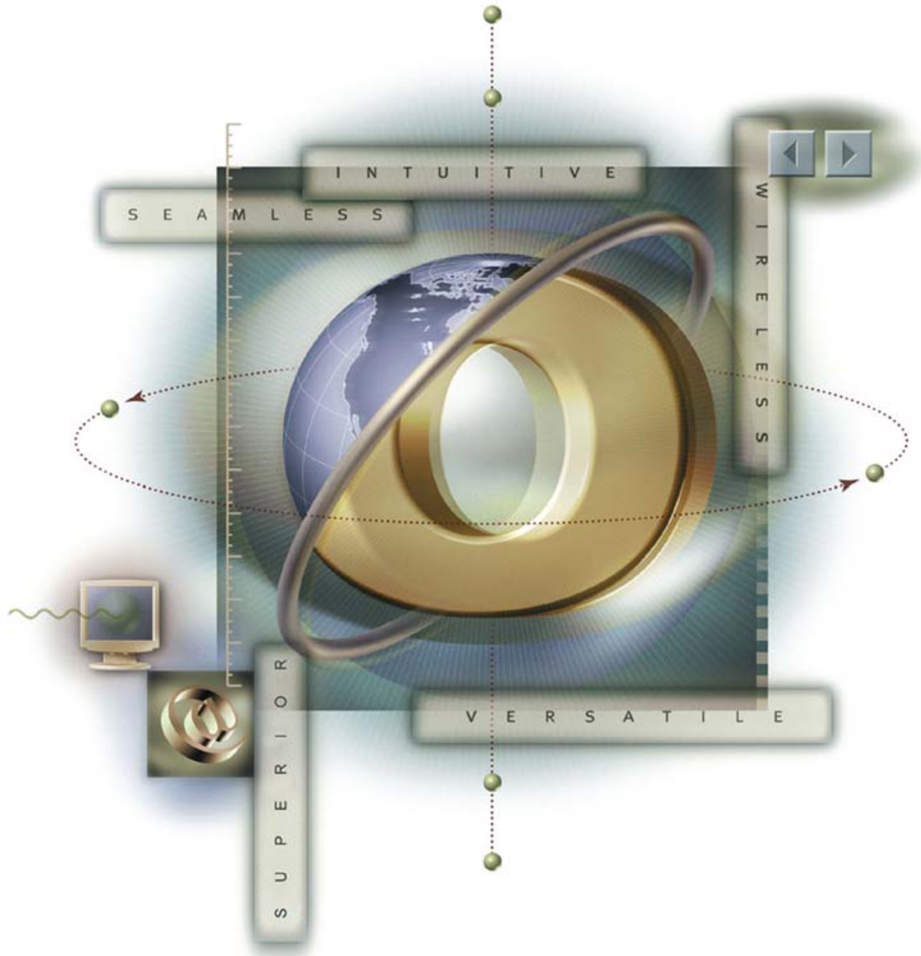
The following window appears:



6. Highlight the appropriate **Relationship From/To** and select **OK.**

NOTE: To add multiple relationships, continue this process for each profile you wish to relate to this profile.

7. Once you have completed adding all Relationships, select **OK** to return to the main profile.



Chapter 3 - Reservations

New Reservations

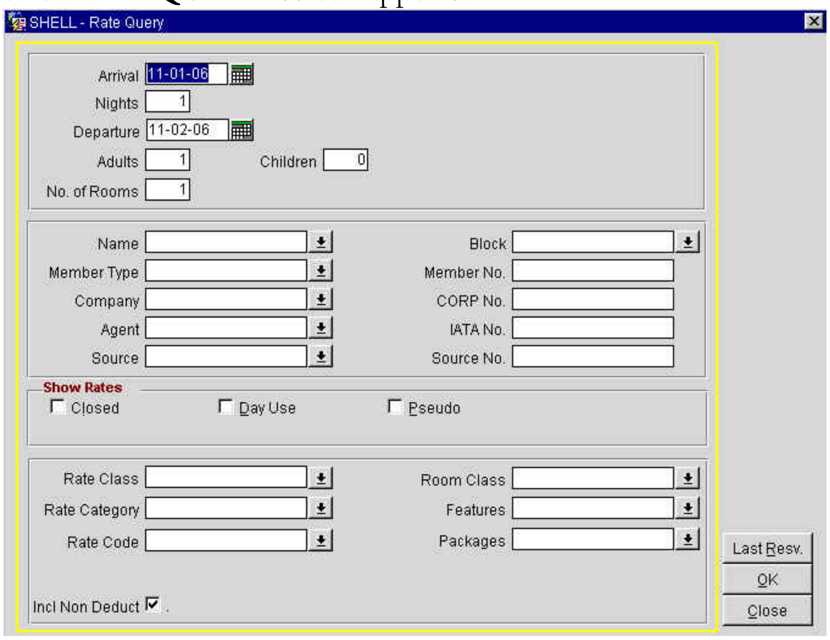
In this chapter, we learn creating, editing, and canceling reservations in OPERA PMS. In addition, there is instruction on the many options for reservations that we may use to better serve our guests.

New Reservation with Rate Query

Begin a reservation with a rate and availability search. Follow the steps below to perform a Rate Query.

1. Use the F5 function key to open the **RATE INFORMATION** screen, then select **Rate Query** or from the main menu, select **Reservations** then **New Reservation**. Alternately, you may press the F7 function key to being a new reservation.

The **RATE QUERY** screen appears.

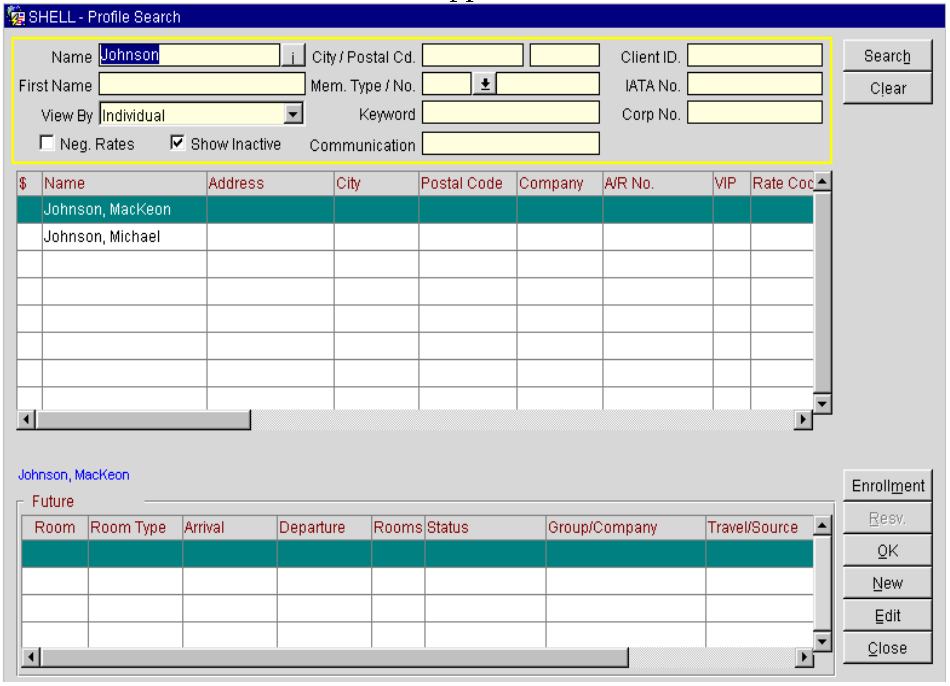


To search for general rate availability, pre-qualify the guest by at least enter the following criteria:

2. Enter an Arrival date and number of Nights.
3. Then, enter the number of Adults and/or Children.

4. If the guest has stayed at your hotel before, enter his/her name in the **Name** field so that you may use their profile to expedite the reservation and also view the guest's preferences and/or stay history.

The **PROFILE SEARCH** screen appears.

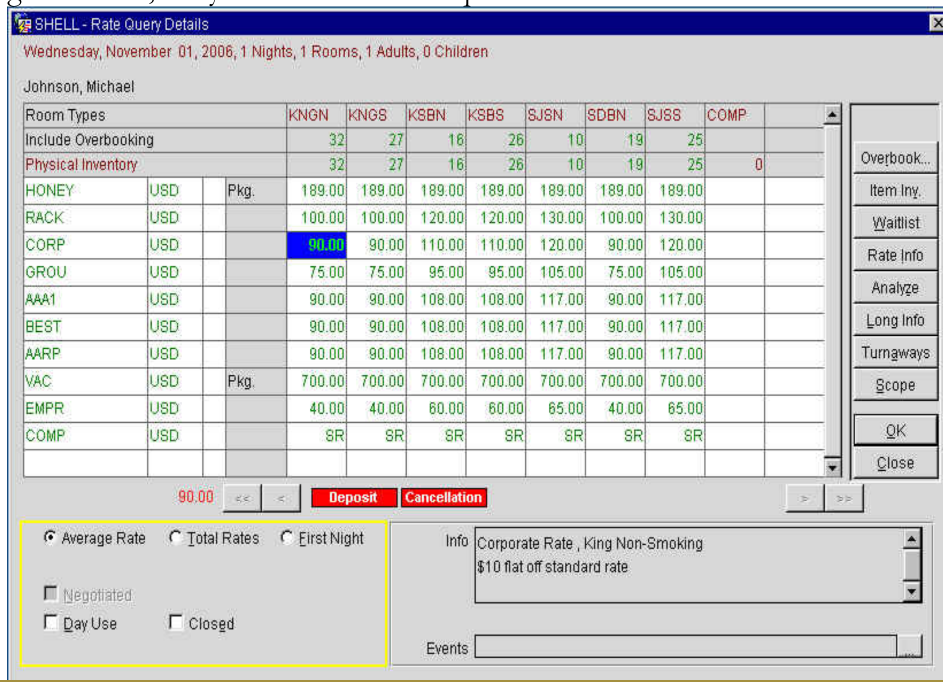


5. Either enter the last **Name** of the existing profile or select **New** to create a new profile.

NOTE: Refer to the **Profiles** chapter of this manual for specific instructions on creating profiles.

6. Complete the applicable fields and select **OK** to return to the **RATE QUERY** screen.
7. Once you have completed all search criteria, select **OK** to see the results of your query.

The **RATE QUERY** screen appears with available rates and room types, in a grid format, for your hotel on the requested dates.



Along the top of the screen are the **Room Types**, while **Rate Codes** list along the left side. In the center of the grid are actual **Rates**.

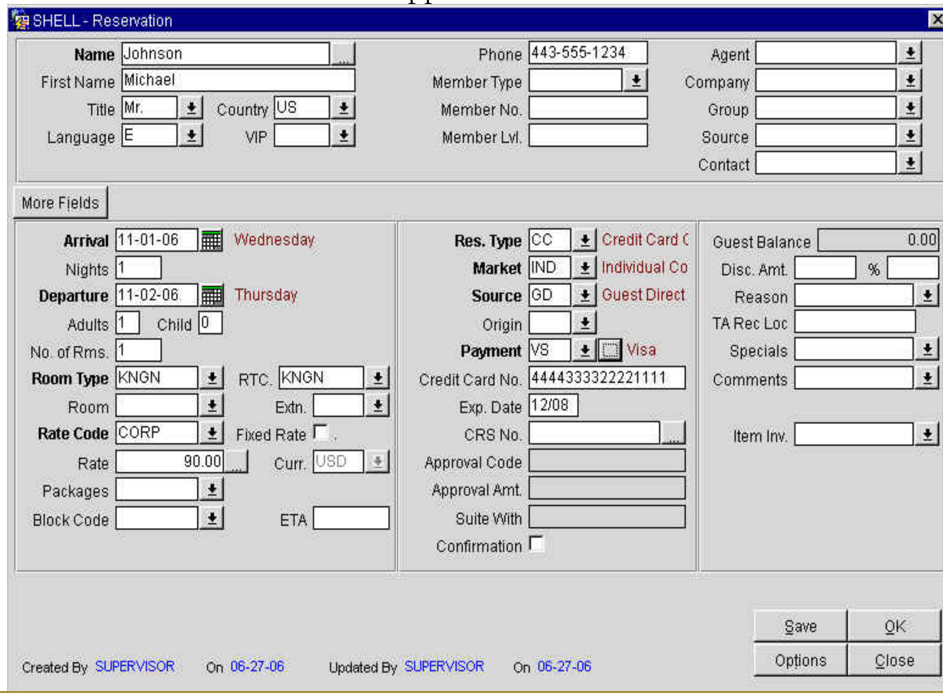
Rates that are **GREEN** in color indicate availability for that Room Type and Rate Code, where those **RED** in color indicate no availability.

Selecting a cell within the grid displays Rate and Room Type information in the gray box in the bottom right-hand corner of the screen. This box also contains any rate specific information, such as Rate Features, Rate Restrictions or Deposit/Cancellation information.

The buttons along the right side of the screen offer supplemental information and additional options:

	Overbook: Select to see the House and Room Type overbooking numbers **Item Inv**: If the highlighted Rate Code has items attached to it (such as a crib or a portable fireplace), then this option defaults to the availability screen for those items. If no inventory items exist for the Rate Code selected, then the availability screens for all items in inventory defaults to the reservation request date. **Waitlist**: Records a waitlist reservation when the desired rate is not available and the prospective guest wishes to be notified if the rate becomes available. **Rate Info**: Displays the room rates, package rates, and taxes per night in more detail. **Analyze**: Rate Restrictions placed on the rates or room types during the stay request (i.e. two-night minimum, closed to arrival, etc.) **Long Info**: Additional information regarding the Rate Code, configurable by the hotel, with in-depth text explanations of the rate. **Turnaways**: Logs the reservation call as a Turnaway for statistical purposes to track denials and regrets. **Scope**: returns you to the Rate Query screen to input new dates or requirements. **Close**: closes the Rate Query Details screen
	8. After making a Rate and Room selection within the grid, select **OK** to move forward with the reservation.

The **RESERVATION** screen appears.



The **RESERVATION** screen is divided into the following sections:

Header: Contains information about the guest and the guest's company, travel agent, group, and membership affiliations. A button links you directly to the guest's Profile screen where complete guest demographics are stored.

Details: Accommodation information for the guest's stay, including arrival and departure dates, room and rate information, payment method, credit cards, and packages.

8. Complete all the necessary fields using proper capitalization and punctuation. Fields that are required to complete the reservation in OPERA have a bold field descriptor (i.e. **Arrival, Departure, Room Type, Rate Code, Res. Type,** etc.).

9. Save the reservation by one of the following methods:

    - **OK** to save the reservation and close the screen
    - **Save** to save the reservation and have it remain on your screen
    - **Close** to exit the screen without saving the reservation (a prompt asks you to save)

RESERVATION SCREEN FIELD DESCRIPTIONS:

Arrival Date: Indicates the arrival date of the guest. Either type the date in this field or use the calendar to select the date – this field defaults from choices made in the **RATE QUERY** screen.

Nights: The number of nights for the guest reservation – this field also defaults from choices made in the **RATE QUERY** screen.

Departure Date: The departure date auto-populates based on the arrival date and number of nights – this field also defaults from choices made in the **RATE QUERY** screen.

Adults/Child: Number of adults and children occupying the room that may directly affect the rates with multiple person charges

Number of Rooms: Enter the number of rooms for this reservation. The field defaults to 1. If, for example, the guest requires 2 rooms, enter 2 in this field (for one reservation, two rooms, same confirmation number). All rooms will be of the same room type. Alternatively, if the guest requires more than one room with separate confirmation numbers, see the Add On feature in the Reservation Options (later in this chapter).

Rm. Type: The room type the guest prefers for the reservation that defaults from the choices made in the **RATE QUERY** screen. Click the drop down arrow next to this field to change the preferred room type.

RTC: Room Type Charge allows upgrades of guest into premium rooms without affecting the rate – if the **Rm. Type** field changes, this field should remain the original room type booked and quoted to the guest.

Room: This field is the guest's room number. This must populate at check in but may also to pre-block a room during the reservation process. Click on the drop-down arrow next to this field to select a room from the **AVAILABLE ROOM** search screen.

Rate Code: The code that defines the rate charged to the guest – this field also defaults from choices made in the **RATE QUERY** screen. To change a rate, click on the drop down arrow next to this field to return to the **RATE QUERY** screen. The Rate for the Rate Code chosen displays in the **RATE** field.

Rate/Fixed Rate: The rate charged to the guest each night of the accommodation. To view multiple rates or rate changes during the stay, select the ellipsis button next to this field. We cover fixing rates on reservations in detail later in this chapter

Block Code: Populates if the reservation is part of a group or business block.

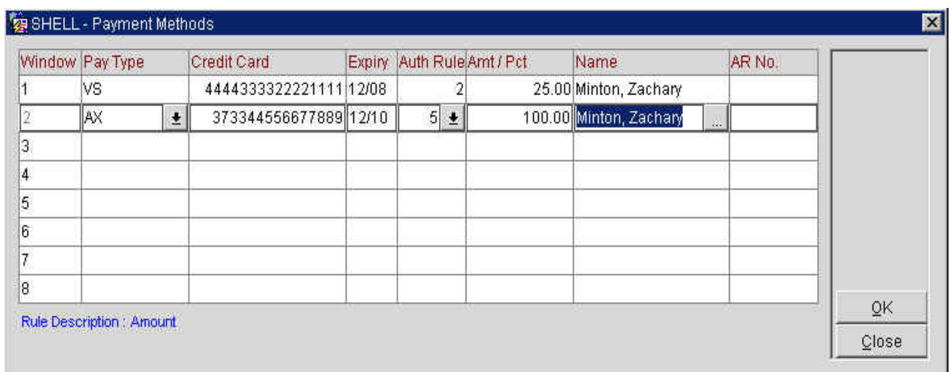
ETA: Field to record the guests' estimated time of arrival for transportation

Market: The market defaults based on the Rate Code selection made in the **RATE QUERY** screen – market defines the sales sector the guest belongs and the rate they pay are tracked on reports.

Source: The source tracks how the hotel received this reservation (i.e. Guest Direct, CRS, Internet) – may or may not default based on Rate Code selection

Res. Type: The method by which the guest intends to guarantee the reservation (i.e. Credit Card, 6pm Courtesy Hold) for arrival. The type defaults to the hotel's most common guarantee type, but may change by clicking on the drop down arrow next to this field.

Payment: Records the method of payment to guarantee the reservation (i.e. Visa, American Express, Cash). To change the method of payment, click the drop down arrow next to this field. To add more than one form of payment, select the ellipsis button to enter multiple payments. Below is an example of a multiple payment method window:



Within this window, you may also set specific authorization rules for each payment type. To establish different authorization rules, click the drop down arrow in the **Auth/Rule** field. If a value is required, also enter the flat amount or percentage in the **Amt/Pct** field.

Credit Card No.: When guaranteeing a reservation with a credit card, enter the card number in this field. Depending on the **Payment** type chosen, OPERA validates the card number. In addition, if a credit card number exists on the guest profile, an additional window displays asking if you would like to use the card number on file.

Exp. Date: When guaranteeing a reservation with a credit, enter the card's expiration date. OPERA validates expiration dates for future dates only.

CRS No.: For hotels that interface OPERA PMS with a Central Reservation System (CRS), this field populates with the corresponding CRS confirmation number. If one reservation record has multiple confirmation numbers or CRS reference numbers, you may view these by selecting the ellipsis button next to this field.

Disc. Amt./%: To apply a discount directly to a reservation, enter either an amount or percentage in this field. Note that the **Rate** field display changes with a discount entry.

Reason: Indicates a reason for applying a rate discount. Click the drop down arrow next to this field to update the reason for offering a discount on the rate.

TA Record Locator: For hotels with direct GDS interfaces (with TA systems), the travel agent's reference number on this reservation populates in this field

Specials: Guest requests on a reservation (i.e. early check in, down pillow) that print on arrival reports

Comments: Notes on reservations particular to that guest stay. After entering comments, a Comments lamp appears at the bottom of the **RESERVATION** screen. A single click on this lamp displays the comments entered.

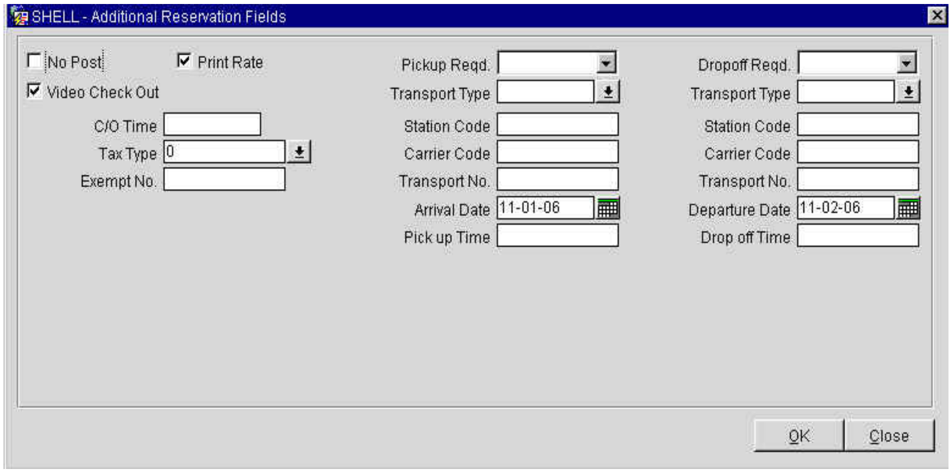
Clicking on the drop down arrow next to this field displays the COMMENTS screen to enter notes.

- **Reservation Comments** display on the **RESERVATION** screen.
- **In-House Comments** display after check in on the reservation record.
- **Cashiering Comments** display on the **BILLING** screen.

Item Inv.: Click on the drop down arrow next to this field to request specific items out of hotel inventory (i.e. rollaway bed, crib, etc.)

To view additional fields on a reservation, select the **More Fields** tab above the **Arrival Date** field on the **RESERVATION** screen.

MORE FIELDS TAB:



Below is an explanation of the most commonly used fields on **ADDITIONAL RESERVATION FIELDS** screen:

No Post: Checking this box on a reservation activates functionality to all charge interfaces preventing the guest from charging to their room. Typically, Cash is the only form of payment that defaults with the No Post flag. Credit forms of payment authorize for incidentals and allow the guests to post charges to their rooms. To restrict a guest from consuming charges, select this check box.

Print Rate: Checking this box indicates that the **Rate** field on the reservation populates on any collateral printed for the guest (i.e. Registration Card). To prevent a rate from printing, deselect this option.

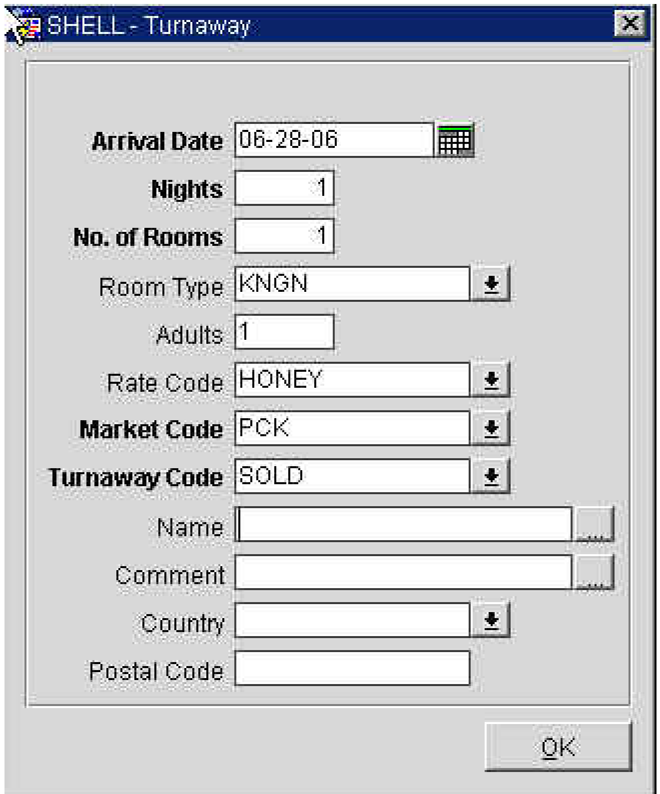
Video Check Out: Allows guests with appropriate credit to use Video Check Out from the guest room – only applies to hotels with an appropriate In-Room Movie interface. To disable, deselect this option.

C/O Time: Indicates the anticipated check out time for the guest for transportation requests.

Tax Type: Identifies whether the guest pays all taxes or is exempt some or all taxes. The default value is for the guest to pay all taxes – to change this particular reservation, click the drop down arrow next to this field and choose an alternate tax type.

TURNAWAY SCREEN:

If you exit from the reservation process without completing the reservation (either from the **RATE QUERY** or **RESERVATION** screen) a turnaway is recorded. Below is an example of this screen:

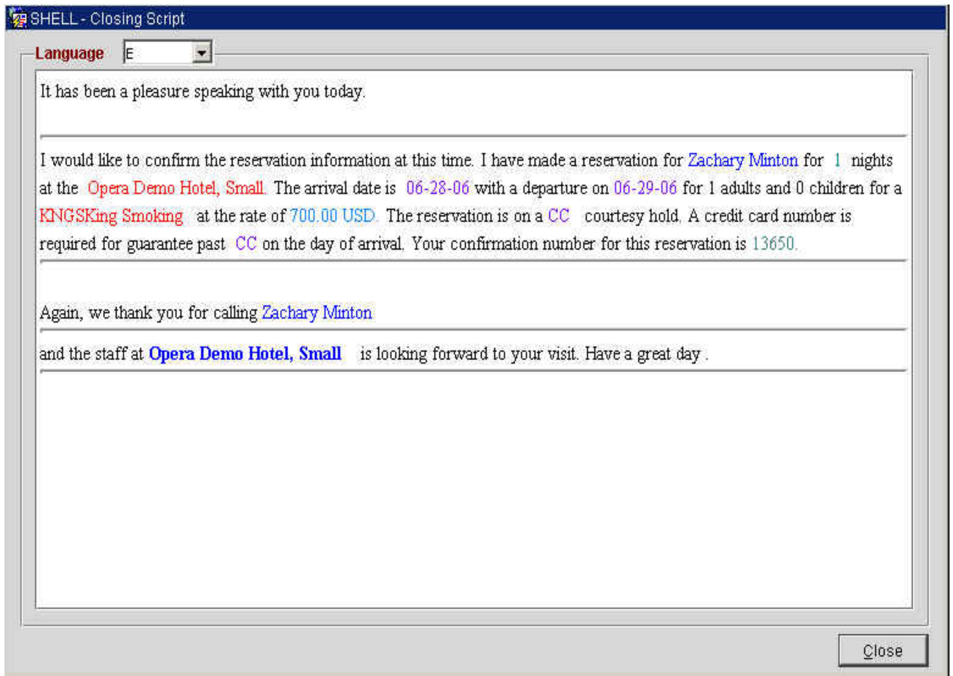


All fields default from the reservation request except the **Turnaway Code** field. Simply click on the drop down arrow next to this field to select a reason the reservation is turning away. To save, select **OK**.

After saving the reservation, an OPERA confirmation number displays.

10. Select **OK** to the confirmation number.

Lastly, the **CLOSING SCRIPT** screen appears for you to recap the reservation details with the guest.



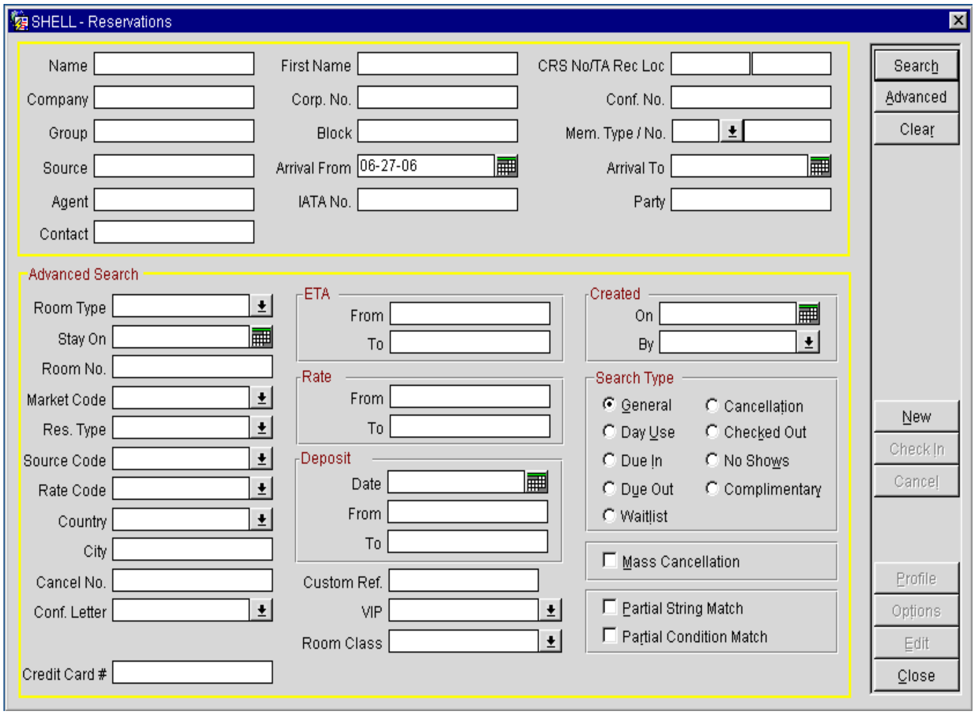
11. Select **Close** to finish the reservation.

Search and Edit Reservation

Use the following steps to locate and edit an existing reservation:

1. From the main menu, select **Reservations** and **Update Reservation**. Select **Advanced** for more options to search for reservations.

The **RESERVATION SEARCH** screen display. Fields surrounded by the yellow box indicate fields to enter search criteria.



2. Search for a guest reservation using any of the search fields (i.e. **Name, CRS No/TA Rec Loc**).
3. Once you enter all search criteria, select **Search**.

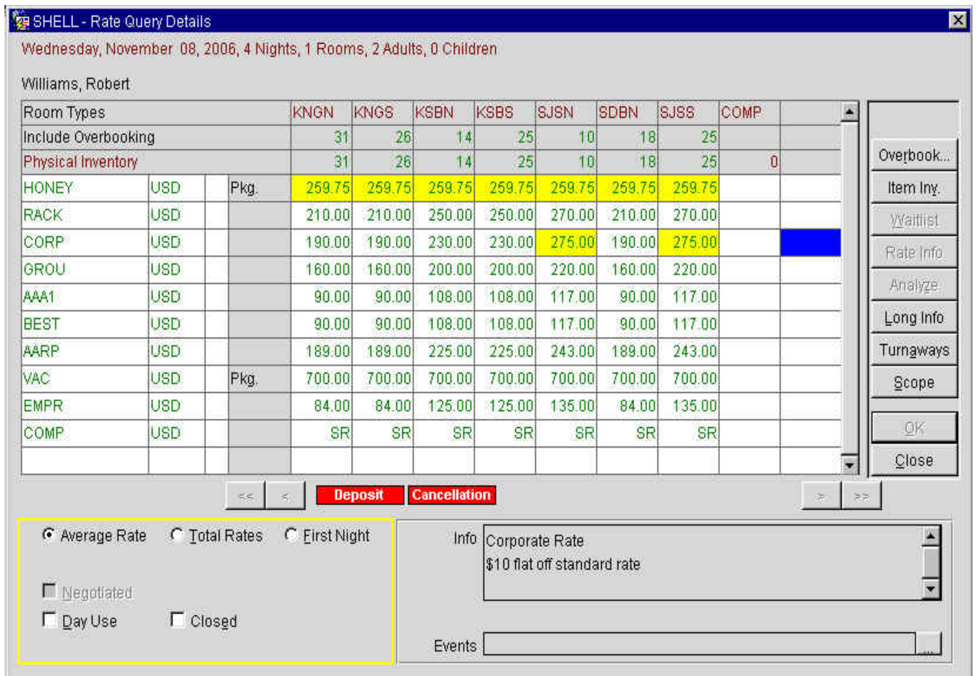
A list of all reservations that meet that search criteria display in the grid.

Multiple Rate Reservation

Rate changes usually occur during lengthy guest stays or for stays that go through a weekday and weekend period.

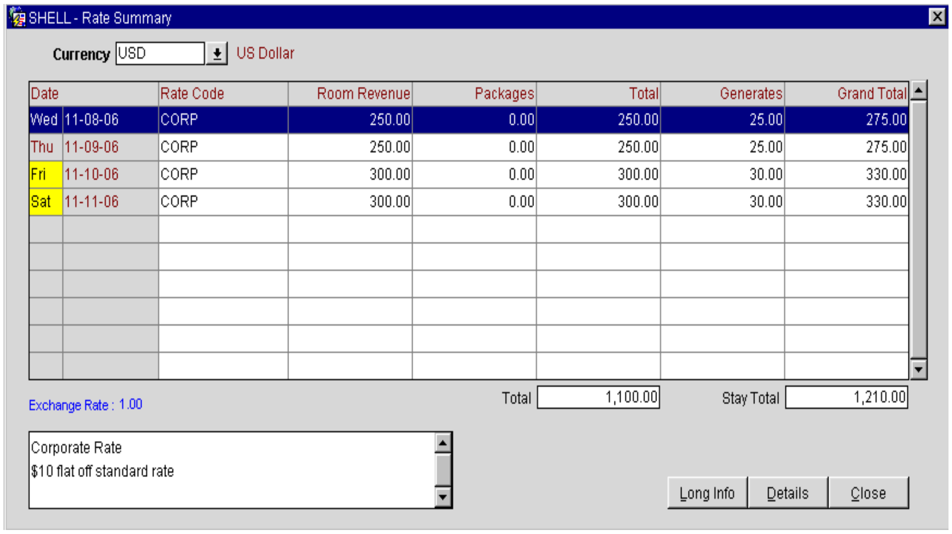
Rate Codes that have rate changes in effect during the stay dates requested highlight in yellow on the **RATE QUERY** screen.

When making a reservation for a guest for multiple nights with a rate change in effect, follow the steps below:



1. Select the desired rate in the grid and select **OK** to proceed.

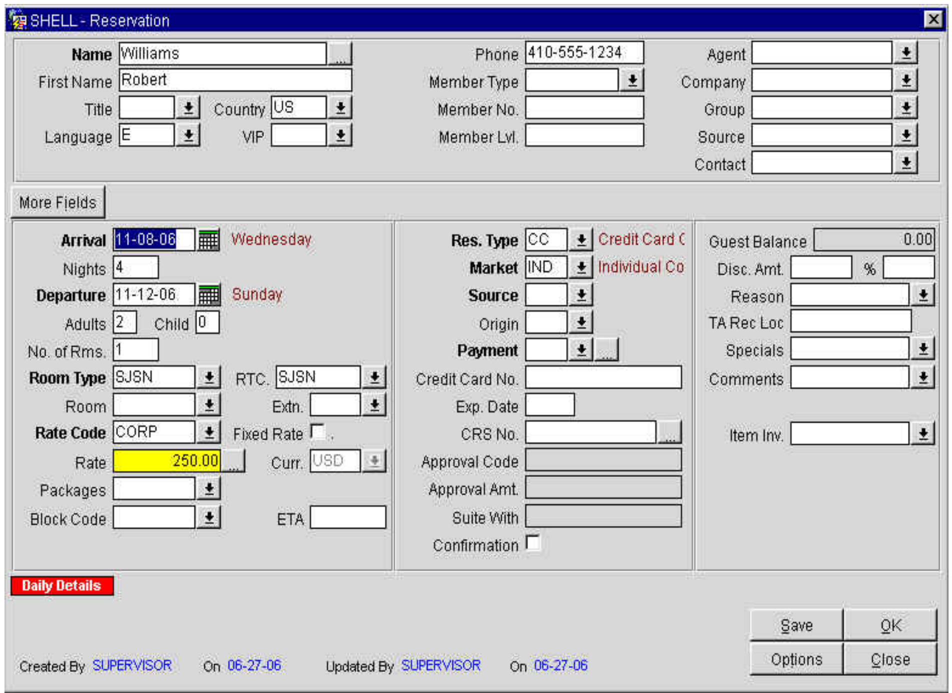
The **RATE SUMMARY** screen appears.



2. Confirm details of the rate changes with the guest and select **Close** to proceed.

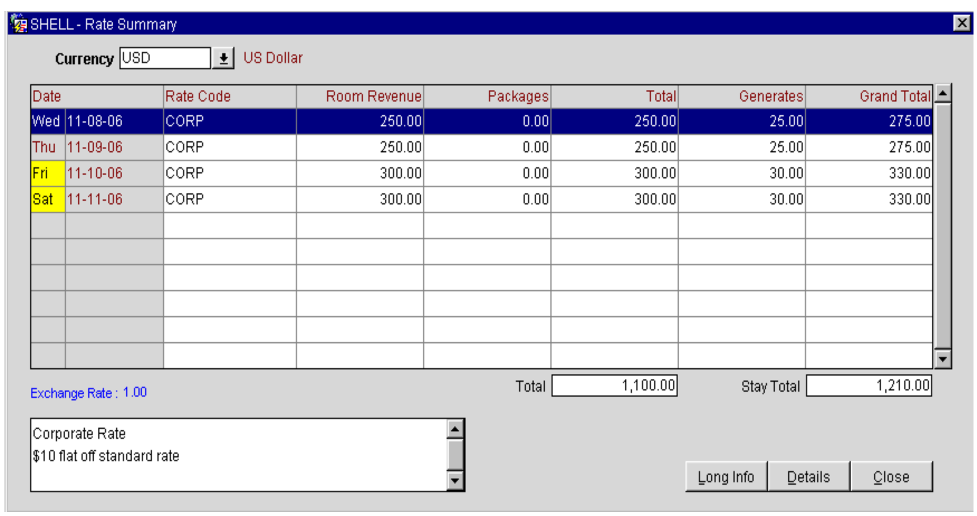
A message displays advising again of the rate change and that the **MULTIPLE RATE** screen is available to verify the rates.

3. Select **OK** to proceed with the reservation.



NOTE: The **RESERVATION** screen appears with the **Rate** field highlighted in yellow. In addition, there is a **Daily Details** lamp in red at the bottom of the screen. This indicates there are details on the daily rates that differ.

1. To review the details of the rate change, click on the ellipsis button next to the **Rate** field or select the **Daily Details** lamp at the bottom of the screen.
2. Select **Daily Details**.



3. Select **Close** to return to the reservation screen and complete as usual.

Fixed Rate Reservation

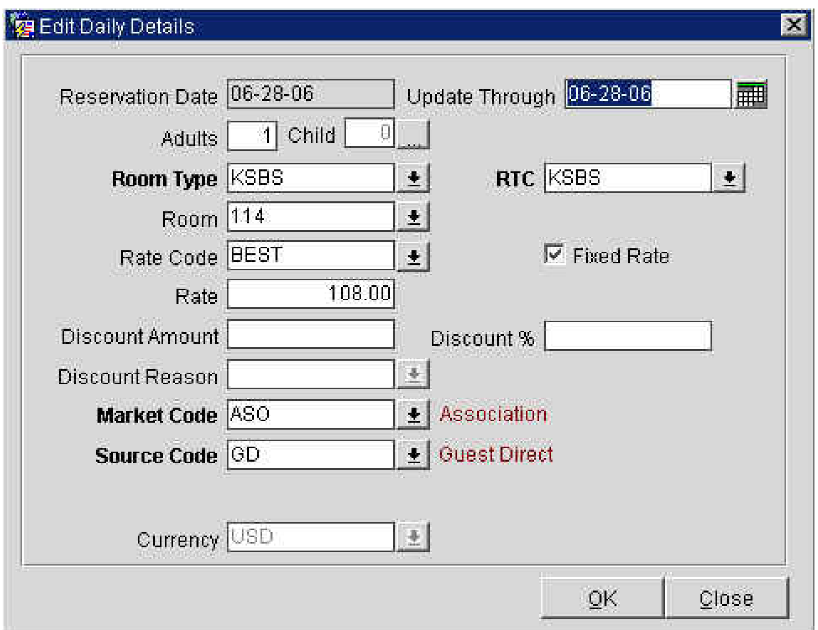
Sometimes it is necessary to override a published rate. To do this, use the **Fixed Rate** option. Whenever possible, use the correct Rate Code to obtain the desired rate. Fixed Rate applies the change for the entirety of the guest stay. The best example for using this feature is for a reservation that has a rate change in effect during the stay where you wish to guarantee the rate on the arrival night throughout the guest stay.

NOTE: To apply a discount to a reservation, use the **Disc. Amt.** field. You should only use **Fixed Rate** to fix an arrival rate through the guest stay.

Follow the steps below fix a rate on a multi-night reservation to the arrival rate for all nights of the guest stay:

1. Locate the reservation and select **Edit** to open the reservation.
2. Click on the ellipsis button next to the **Rate** field to view the rate information.
3. Select **Daily Details**.

The **DAILY DETAILS** screen appears.

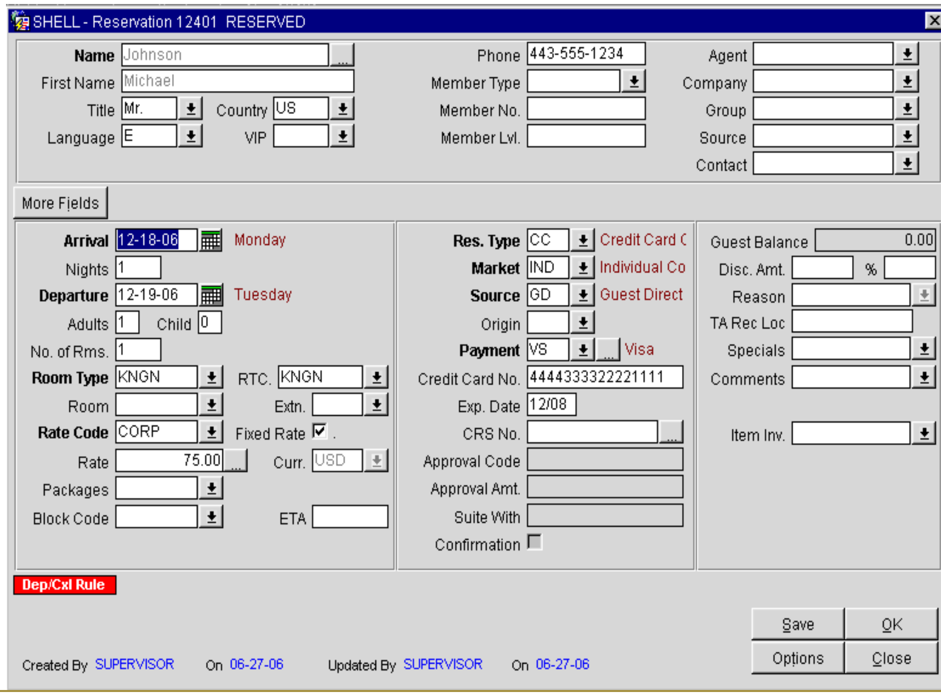


4. Highlight the arrival date and select **Edit**.
5. Enter the last date of the stay in the **Update Through** field.
6. Modify the **Rate** amount as necessary.
7. Check the **Fixed Rate** option.
8. Select **OK** to save changes.
9. Select **OK** to close the Daily Details screen.
10. Select **OK** to save changes and close the reservation.

Name Change on a Reservation

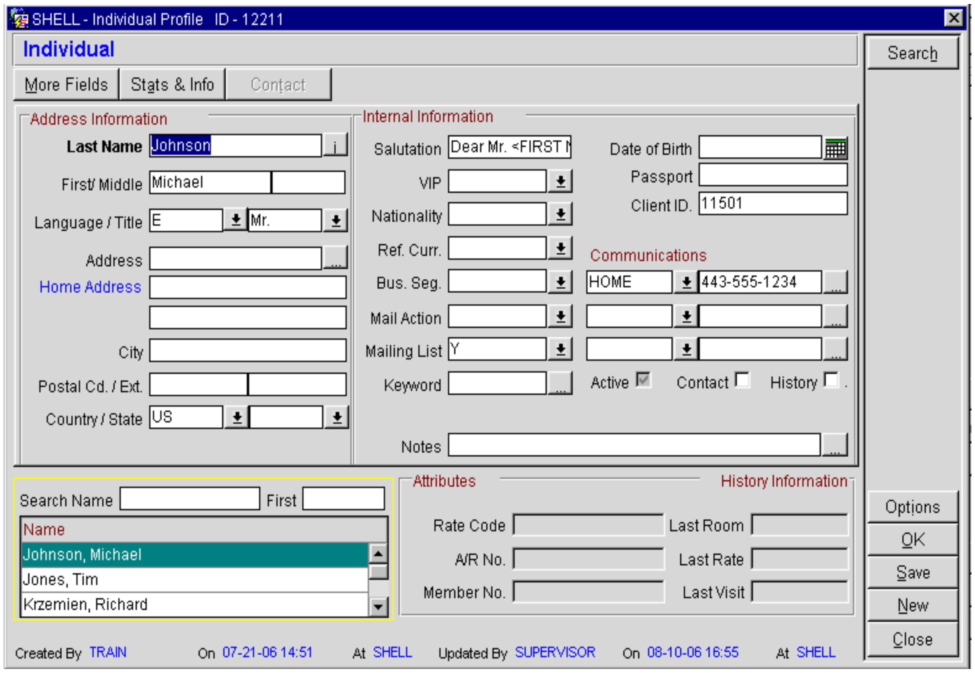
To change the name of a guest on a reservation, follow the steps below:

1. Search for the reservation using the **RESERVATION SEARCH** screen.
2. Edit the reservation.
3. Select the ellipsis button next to the **Name** field at the top of the **RESERVATION** screen.



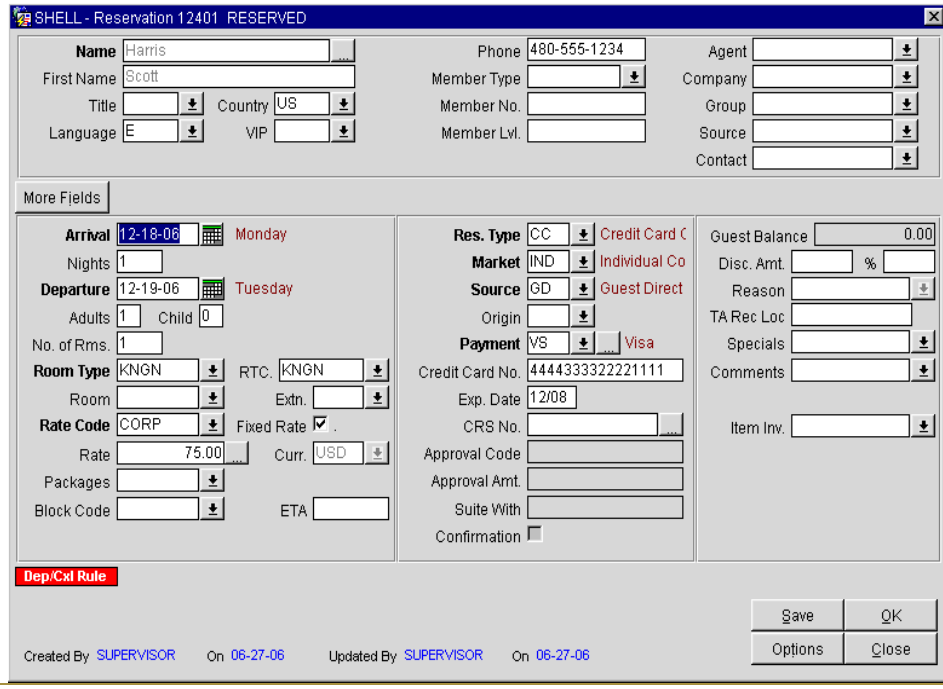
The existing profile attached to the reservation displays.

NOTE: Do NOT type over the existing profile information. Typing over the existing profile permanently changes information on that guest's profile and all associated reservations.



4. Locate the yellow search box in the lower left corner of the **PROFILE** screen and enter the new guest's last name in the search fields.
5. Press tab and a list of similar profiles display.
6. Choose the desired profile and select **OK.**
7. If the profile does not exist, select **New,** complete a new individual profile, and select **OK** to save**.**

Notice when you return to the reservation, the new guest's name is the profile on the reservation.



Reservation with Multiple Profiles

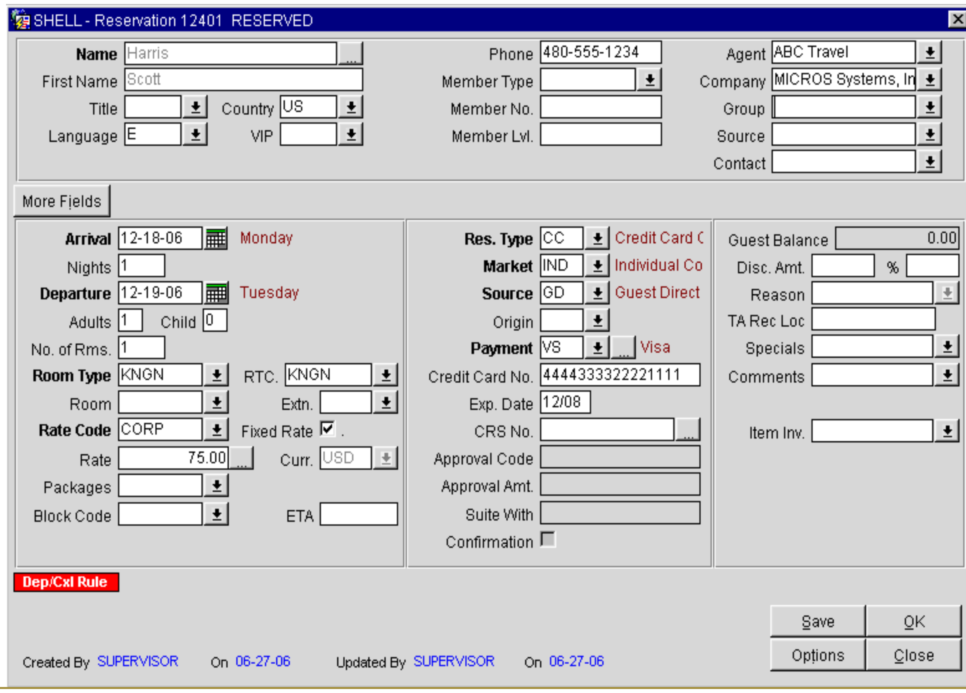
It is possible to attach multiple profiles and link one of each profile type to a reservation. Travel Agent profiles usually generate commissions while Company profiles have Negotiated Rates and authorize the direct billing of charges. A Group profile automatically attaches to all group reservations for tracking of group productivity.

The Individual profile type is the only profile required no every reservation. However, you may have additional profiles or any combination of additional profiles also attached. Additional profile types that can exist on one reservation are Company, Travel Agent, Group and Source.

See the Profiles chapter of this manual for more information on these profile types.

Follow the steps below to link another profile to a reservation.

1. Search for and **Edit** the reservation.
2. Click on the drop down arrow next to the field of the profile type you wish to add (i.e. **Agent, Company, Source,** etc.).
3. The **PROFILE SEARCH** screen displays.
4. Search for and select an existing profile or choose **New** to create a new profile.
5. Select **OK** to attach the profile and return to the **RESERVATION** screen.

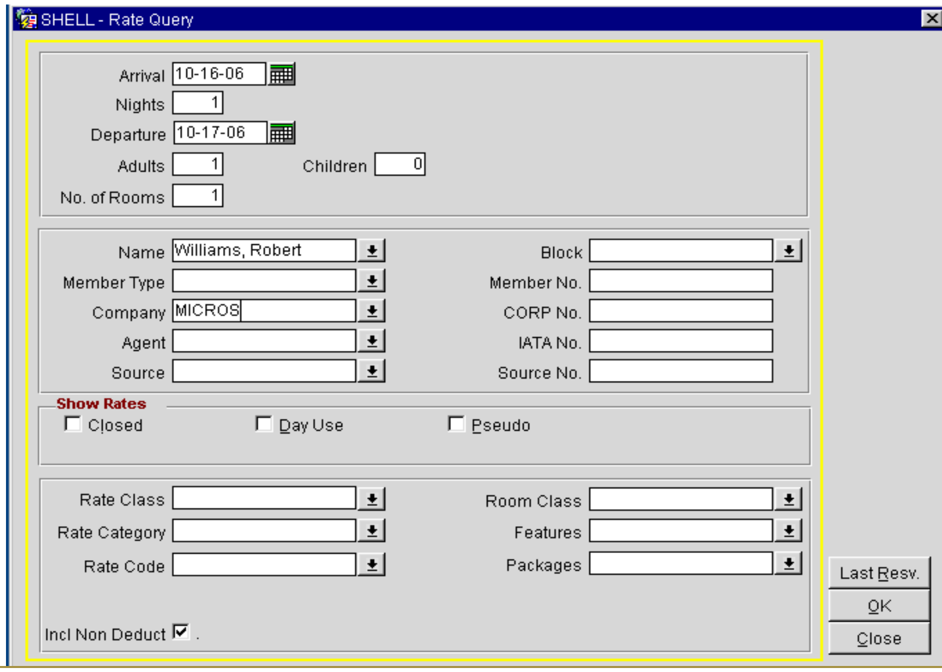


Reservation with Negotiated Rate

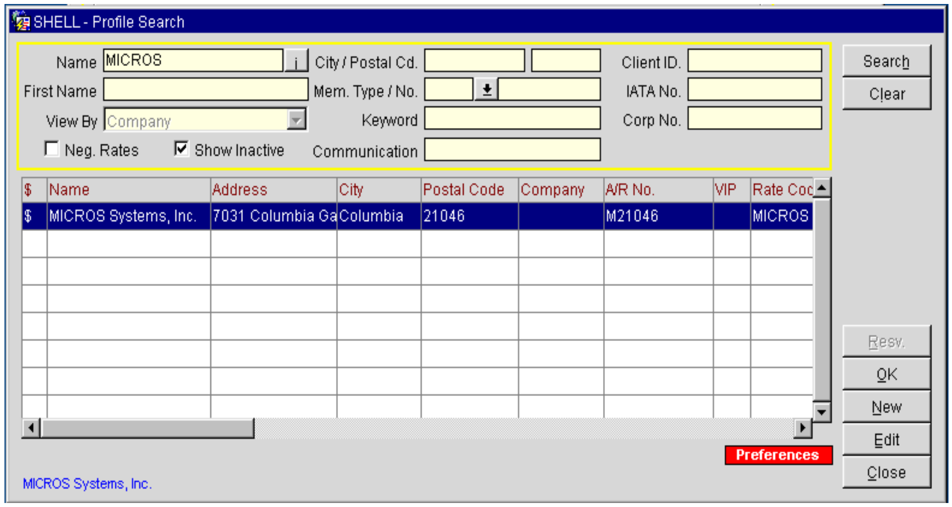
Your hotel may contract and negotiate a rate for a local corporate account. These rates are generally at a confirmed discount off the normal rack or corporate rates and are only available to guests staying on business with that recognized corporate account. Negotiated Rates are beneficial when performing a Rate Query for a specific company as only the negotiated rates display for that company. In addition, Negotiated Rates speed up the reservation process.

Follow the steps below to complete a reservation for a company with a Negotiated Rates:

1. Begin a new reservation by selecting **F7** or from the main menu, select **Reservation,** then **New Reservation.**
2. Enter the **Arrival Date**, number of **Nights,** and number of **Adults**.
3. If the guest has a profile already on file with the hotel, type the guest's name in the **Name** field. If not, leave the field blank.
4. Enter the company name in the Company field and click on the drop down arrow next to the field.



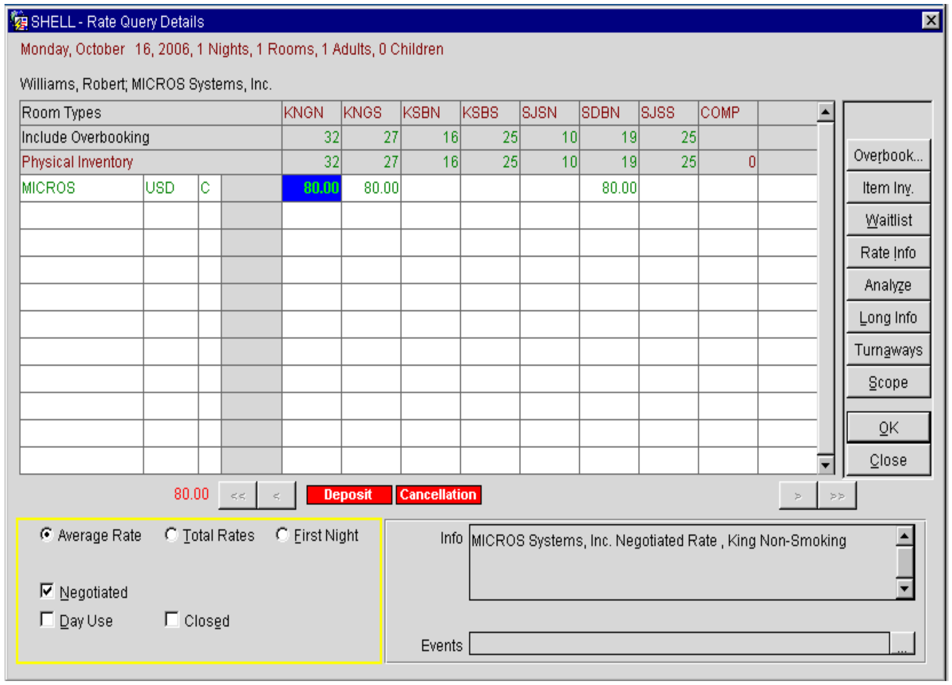
The **PROFILE SEARCH** screen displays.



NOTE: The "$" to the left of the Company name in the results grid. This indicates that there is a Negotiated Rate attached to that profile. You can also view the rate in the Rate Code field once you get to the Reservation screen.

5. Highlight the appropriate Company profile and select **OK**.

The **RATE QUERY DETAILS** screen displays with only the Negotiated Rate.



To display all available rates, uncheck the **Negotiated** box in the lower left-hand corner.

6. Highlight an available Room Type in the grid and select **OK**.
7. Complete the reservation as normal.

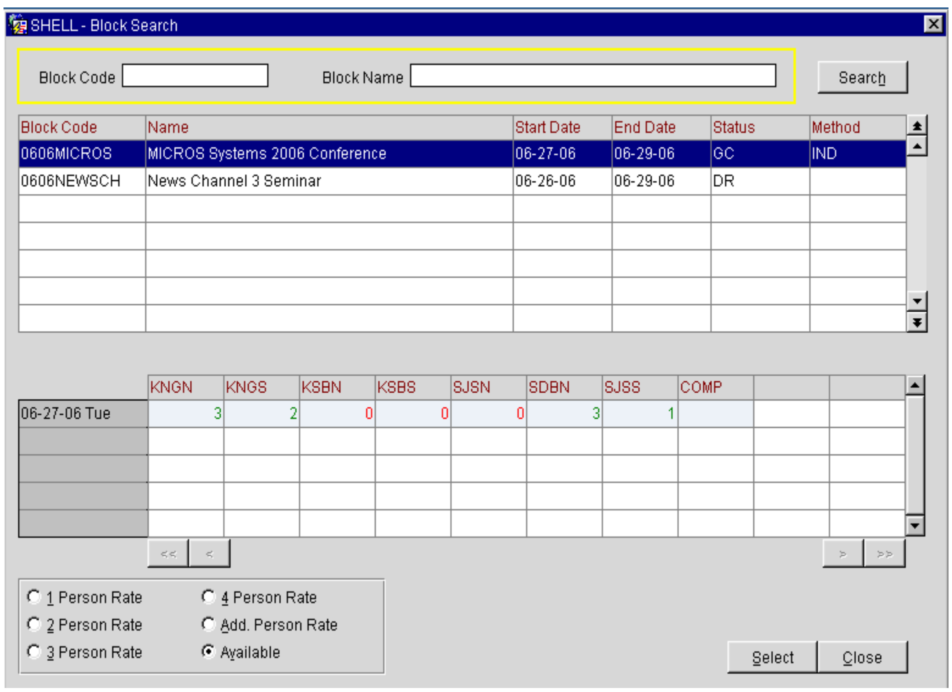
NOTE: When you make a reservation for a Negotiated Rate, the Company profile also attaches to the reservation.

Individual Group Reservation

Group reservations deduct from an allocation or block of rooms assigned to that particular group, not from general hotel inventory. To make an individual group reservation, follow the steps below:

1. From the main menu, select **Reservations** and **New Reservation**.
2. On the **RATE QUERY** screen, enter the **Arrival Date**, number of **Nights**, and number of **Adults.**
3. If the guest has a profile already on file with the hotel, type the guest's name in the **Name** field. If not, leave the field blank.
4. Click the drop down arrow to the right of the **Block** field in the upper right corner of the screen.
5. A list of all groups in house during the stay dates requested displays. Highlight the correct group. The rooms available for that appear at the bottom of the screen.

NOTE: Available rooms by room type appear in the grid **GREEN**, but display in **RED** if not.



To view the group's rate for that room type, select any of the Rate options (i.e. 1 Person Rate) at the bottom of the screen.

6. Highlight the desired room type and choose **Select**.

The system automatically populates the **Block** code and the **Room Type** for you on the **RESERVATION** screen.

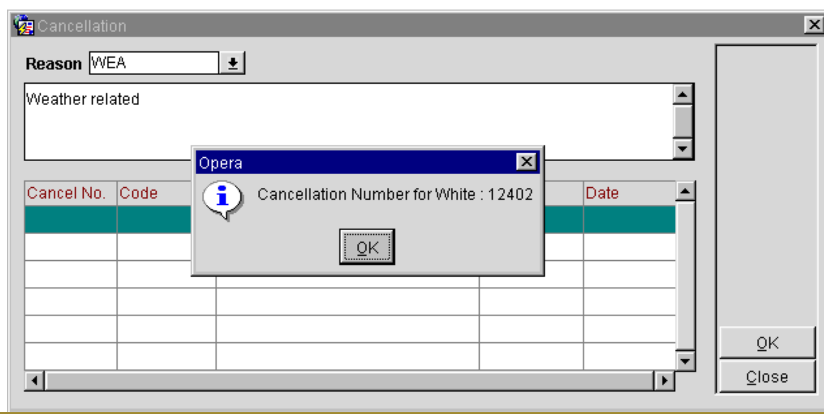
7. Complete the reservation and select **OK** to save the booking.

NOTE: Notice that no Rate Code exists on this reservation. Since groups contract rates on an individually, group reservations typically do not have Rate Codes.

Cancel a Reservation

Follow the steps below to cancel a reservation:

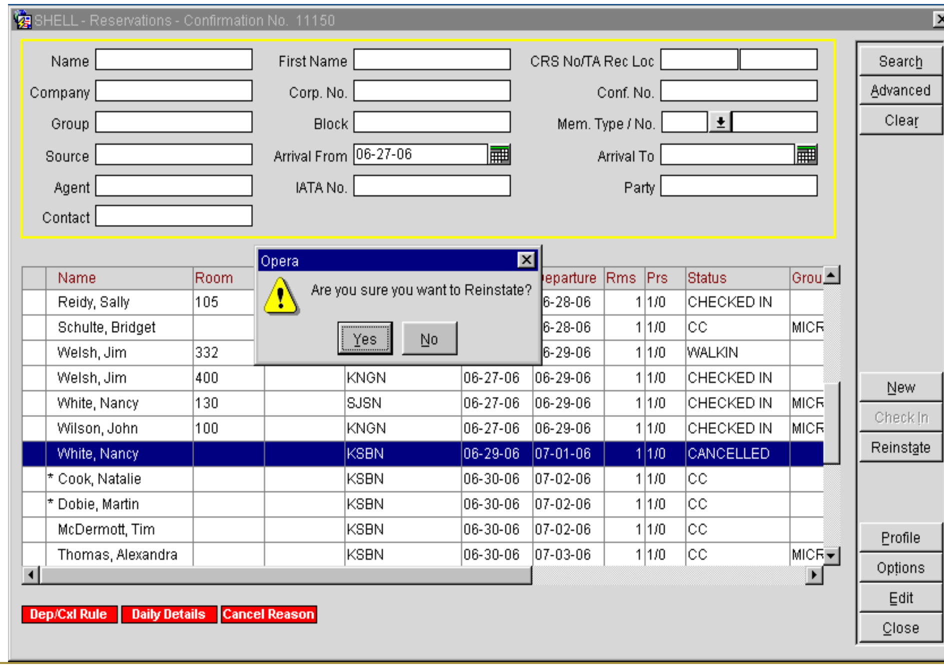
1. From the main menu, select **Reservations** and **Update Reservation**.
2. Use the **RESERVATION SEARCH** screen to find the reservation to cancel.
3. Highlight the reservation and select **Cancel**.
4. Click the drop-down arrow next to the **Reason** field to enter a reason for the cancellation.
5. Highlight the appropriate reason and select **OK.**
6. Click in the white text box in the **CANCELLATION** screen to enter additional text regarding the reservation and select **OK** to finish the cancellation.
7. Provide the guest with their cancellation number.



Reinstate a Reservation

Follow the steps below to reinstate a reservation:

1. From the main menu, select **Reservations,** then **Update Reservation.**
2. Search for and locate the cancelled reservation you wish to reinstate.
3. Highlight the cancelled reservation.
4. Select **Reinstate**.



5. Answer “**Yes**” to reinstate the reservation.
6. Make any applicable changes (if any) to the reservation and select **OK** to save the reservation.
7. Provide the confirmation number to the guest.

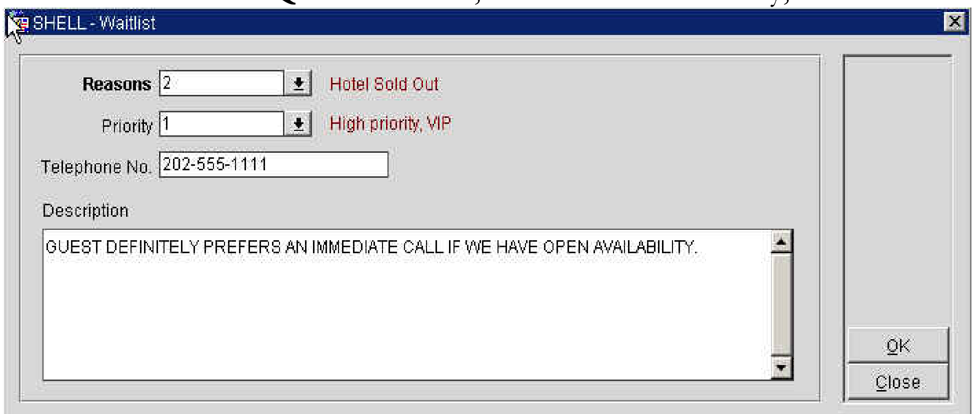
NOTE: If your hotel has a two-way interface with a Central Reservation System, the confirmation number generated will be a new number. If your hotel uses OPERA PMS independently, the same OPERA confirmation number assigns.

Waitlist a Reservation

When there is no available inventory for your hotel on a given reservation date or a guest's room preference is not available, the **Waitlist** function can assign a Waitlist status to a reservation.

To place a reservation on the waitlist while reserving, follow the steps below:

1. From the **RATE QUERY** screen, if there is no availability, select **Waitlist.**



2. Click on the drop down arrow next to the **Reasons** field and select a reason for placing the reservation on the Waitlist – select **OK** to save.
3. Click on the drop down arrow next to **Priority** to establish the guest in a priority list (i.e. VIP's and frequent guests receive higher priority for rooms as they become available).
4. Enter any additional notes or comments in the **Description** field and select **OK**.
5. Complete the reservation as normal explaining to the guest that they do not have a confirmed reservation at this time.

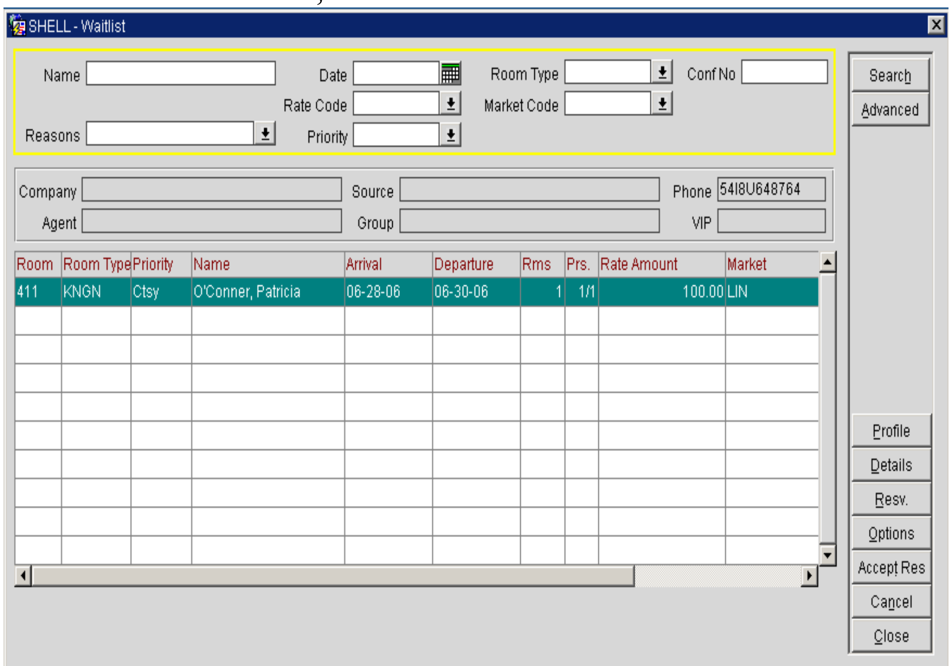
NOTE: The **Waitlist** feature applies group reservations and the group posting master reservation the same as for regular reservations. You can collect reservation details for a potential guest (or posting master), even though you cannot accept the reservation at that time, and place the reservations on the Waitlist. If the occupancy situation changes and you find you can accept the group reservation, find the reservation record and change it to an active reservation.

The **WAITLIST** screen allows you search for waitlisted reservations, to view the original reservation, to change a waitlisted reservation to an active reservation, to cancel the reservation based on no availability, or to make changes to the reservation details in order to accommodate the guest.

If the room or rate requested by the guest becomes available for the desired stay dates, the reservation can be "accepted" and made active. OPERA prevents "buildup" of waitlisted reservations by deleting them during end-of-day processing two days after the reservation departure date.

To search for an existing reservation on the **Waitlist,** make it good reservation or to cancel it, follow the steps below:

1. From the main menu, select **Reservations** and **Waitlist**.



2. Enter the guests last **Name** or **Conf. No.** and select **Search**.

NOTE: The **Advanced** button enables the Company, Source, Agent, Group fields for use as additional search options. The **Details** option displays the original reasons for placing reservations on Waitlist.

3. Highlight and desired waitlist reservation and choose **Accept Res.** to make the reservation active.
4. Complete the reservation as normal and select **OK** to save.

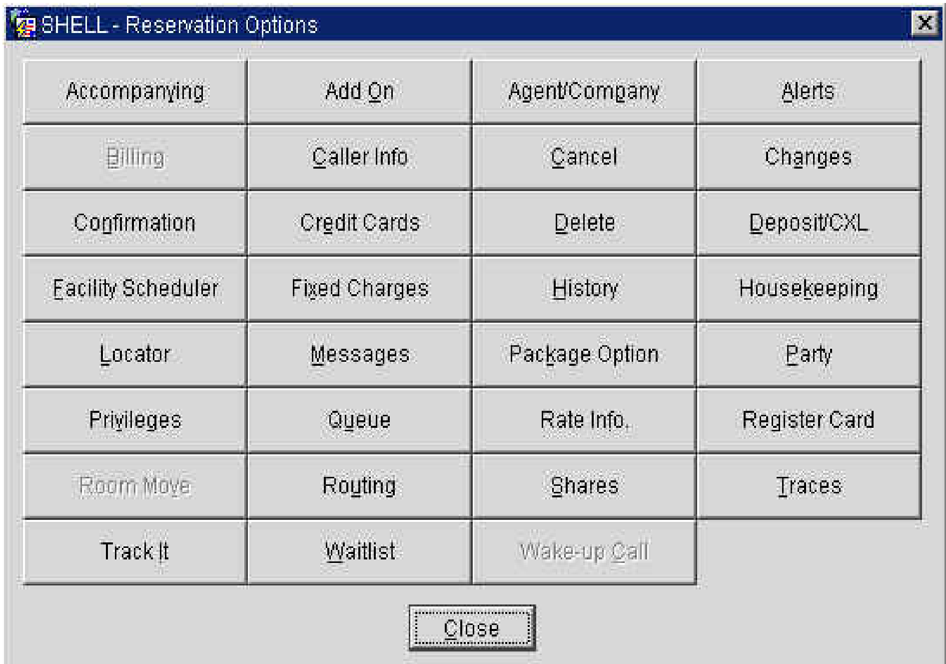
NOTE: When you accept the reservation, a message prompts you to confirm that you wish to make the reservation active. To ensure that accepting the reservation does not violate inventory restrictions, OPERA automatically checks for the conditions below:

- Overbooking restrictions and limits
- Booking into an already blocked or occupied room (which might create a share)
- Deposit and Cancellation requirements attached to the rate or reservation
- Completeness of reservation details (e.g., a valid rate code is selected)
- Rate Code restrictions

Cancel removes the highlighted waitlisted reservation from the database. A message notifies you if cancellation rules exist for the rate or reservation.

Reservation Options

Reservation Options offer a range of additional features for managing reservations and guest requests. From within any **RESERVATION** screen, or with a highlighted record on the **RESERVATION SEARCH** screen, select **Options** to display the screen below:

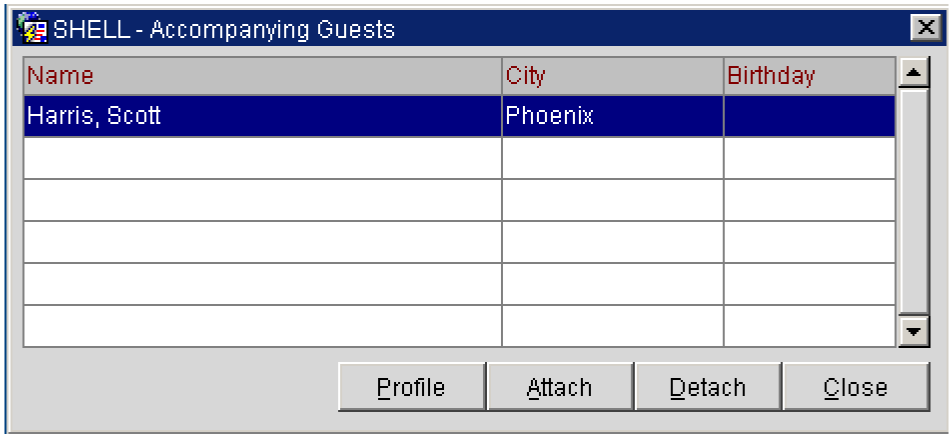


Accompany-ing Guest

Accompanying is a simple way to add an additional name to a reservation. If multiple persons on a reservation do not require a confirmation number or will not be paying for part of the stay, using the Accompanying option is the simplest choice.

To add an accompanying guest to a reservation, follow the steps below:

1. From the **Options** menu, select **Accompanying**.
2. Search for an existing profile from the **PROFILE SEARCH** screen or create a **New** one.
3. Select **OK** to choose the profile.



4. To add more Accompanying guests, select **Attach.**
5. To remove a name as an Accompanying guest, select **Detach**.

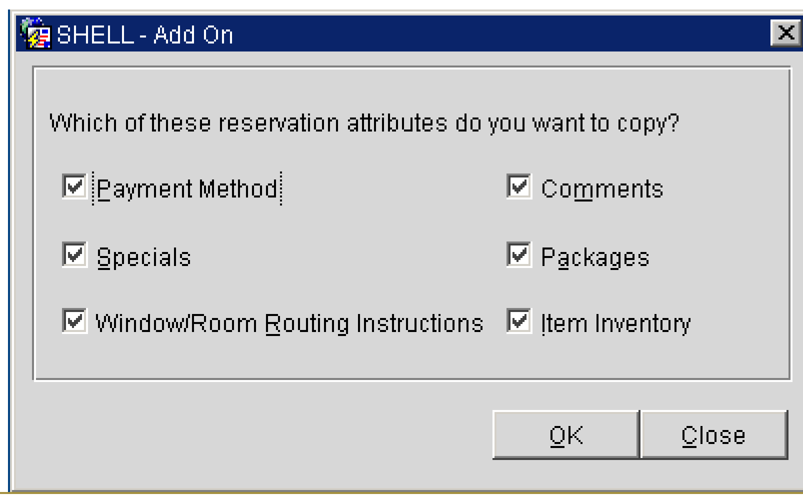
Add-On Reservation (Copy)

To make a copy or duplicate of a reservation, use **Add On**. Add On creates new reservations with their own confirmation number, yet copy all the reservation information for quick and easy duplicates.

Follow the steps below to make an **Add On** reservation:

1. From the **Options** menu, select **Add On**.

The **ADD ON** screen displays.



2. Select or deselect the attributes of the existing reservation you want to copy to the new reservation. All attributes copy by default unless you choose to remove them.
3. Select **OK** to proceed.

The **RESERVATION** screen displays. The unsaved reservation does NOT have a confirmation number yet.

NOTE: Copying a reservation attaches the second reservation to the original profile. Should you need to make a name change on this reservation, follow the instructions outlined in "Name Changes on a Reservation" section of this chapter.

4. Make any applicable changes to the reservation and select **OK** to receive a confirmation number.

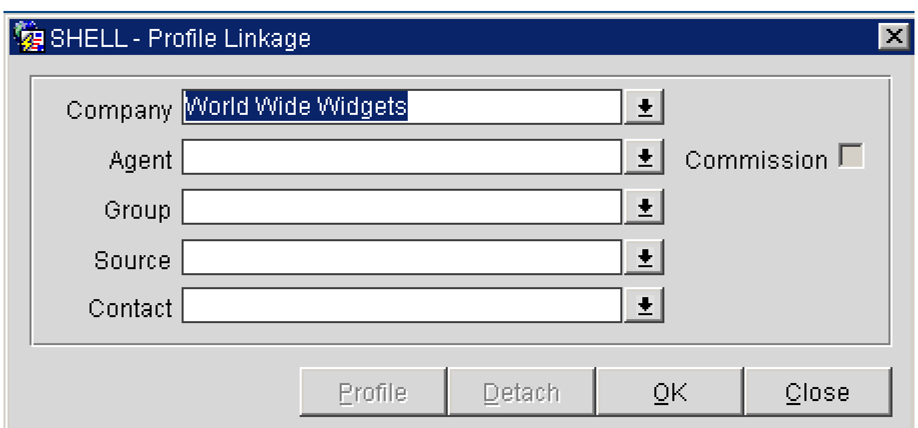
NOTE: Once you select **OK** and **Close** out of the closing script, you return to the original reservations (in the **Options)** and can repeat the Add On process as necessary.

Agent/ Company

The **Agent/Company** option is an alternate way to attach multiple profiles to a reservation. To add a Travel Agent, Company, Source, or Group profile to an existing reservation, follow the steps below:

1. From the **Options** menu, select **Agent/Company.**

The **PROFILE LINKAGE** screen displays.



2. To add a Company profile, click on the drop down arrow next to the **Company** field.
3. To add a Travel Agent profile, click on the drop down arrow next to the **Agent** field.
4. To add a Source or Group profile, click on the drop down arrow next to the **Source** or **Group** fields.
5. Using the **PROFILE SEARCH** screen, search for and highlight the desired profile(s), and select **OK**.
6. Once you return to the **PROFILE LINKAGE** screen, select **OK** to save and return to the **RESERVATION OPTIONS** screen.

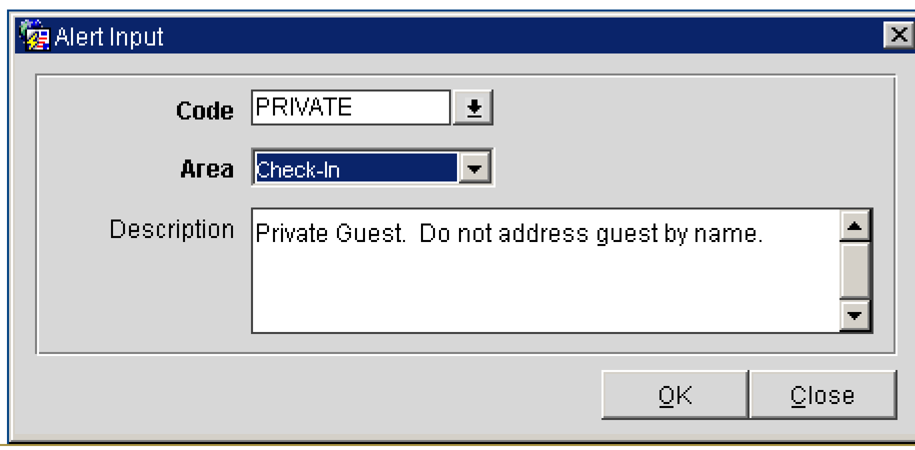
Alerts

Alerts attached to reservations create pop-up windows that alert the user each time you access the reservation. Most commonly, **Alerts** signal an action needed on a reservation at a particular time in the life cycle of a reservation. **Alerts** display in different locations depending on the action (i.e. check-in, check out, etc.)

Follow the steps below to add an Alert to a reservation:

1. From the **Options** menu, select **Alerts**.
2. Select **New**.

The **ALERT INPUT** screen displays.



3. Click the drop down arrow next to the **Code** field.
4. Highlight the appropriate pre-defined Alert Code and select **OK**.
5. Click on the drop down arrow next to the **Area** field.
6. Highlight and select the appropriate area to alert this reservation. For example, if the alert is to verify an ID for a qualifying rate at check-in, select "Check In."
    - **Check In**: Alert displays when you access the reservation in **Front Desk > Arrivals**
    - **Check Out:** Alert displays when you access the reservation at departure in **Cashiering > Billing**
    - **Reservation**: Alert displays when you access the reservation in **Reservations > Update Reservations**
7. Enter any additional information needed for the Alert in the **Description** box and select **OK** to save.

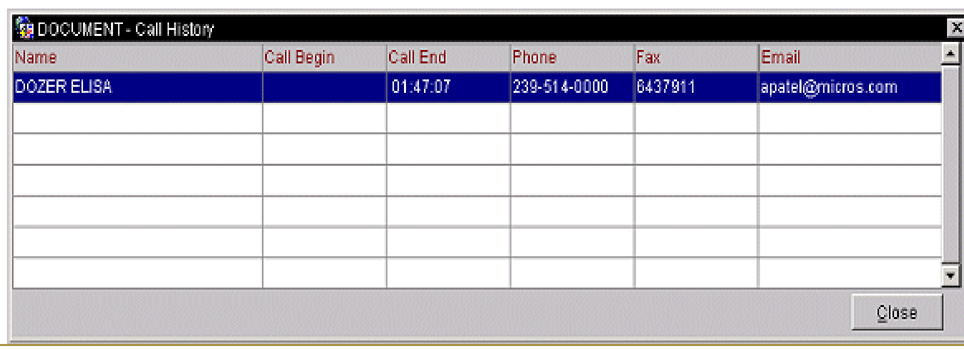
Billing

The **Billing** option allows easy access to the guest folio from the reservation or in-house guests screens. Billing is only active on guests in-house and not as an active reservation since no folio exists until check in occurs. Selecting this option on an in-house guest directs you to their folio as seen in **Cashiering > Billing**.

If your hotel has the parameter set to allow Pre-Stay Charging, on the day of the guest arrival, the **Billing** option is available.

Caller Info

The **CALL HISTORY** screen displays information about phone calls received by the Central Reservation Office to set up and make changes to reservations cross-sold at the central level.



Cancel

The Cancel option cancels the reservation. For more information on canceling reservations, refer to the "Cancel a Reservation" section of this chapter.

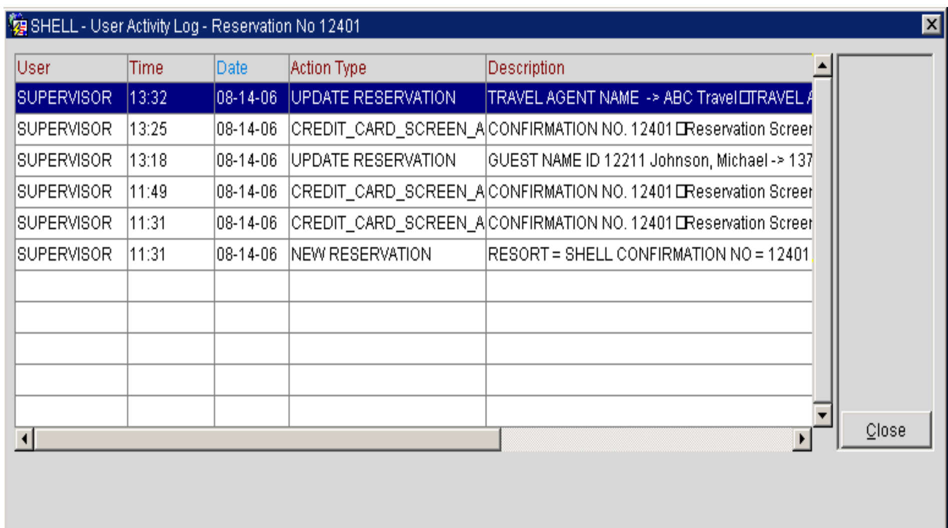
Changes

The **Changes** feature is particularly useful for investigating reservation discrepancies and determining a course of action for guest service-related reservation complaints. The **Changes** option displays all recorded history for a reservation. Beginning with a history of the origin date of the reservation, any changes, updates, or edits to reservations log an entry in the **CHANGES** screen.

To access the record history on a reservation:

1. From the **Options** menu, select **Changes**.

The **USER ACTIVITY LOG** screen displays:



Below are the definitions of each column (also known as the **CHANGES** screen):

- **User:** the user name that conducted the action on the reservation
- **Time/Date:** time and date the action took place on the reservation
- **Station ID:** workstation the change occurred from
- **Action Type:** the type of change made on the reservation
- **Description**: a detailed description of the change that took place including specifics on what changed (from and to)

2. Double-click any line item in the log to view more details or to view full details of the description.
3. Select **Close** to exit.

Confirmation

The **Confirmation** option sends confirmation letters to the guest for their reservation upon request. There are three different ways to deliver confirmations: printing and mailing, emailing, and faxing. Each hotel may also have more than one confirmation letter type to select from when accessing this option.

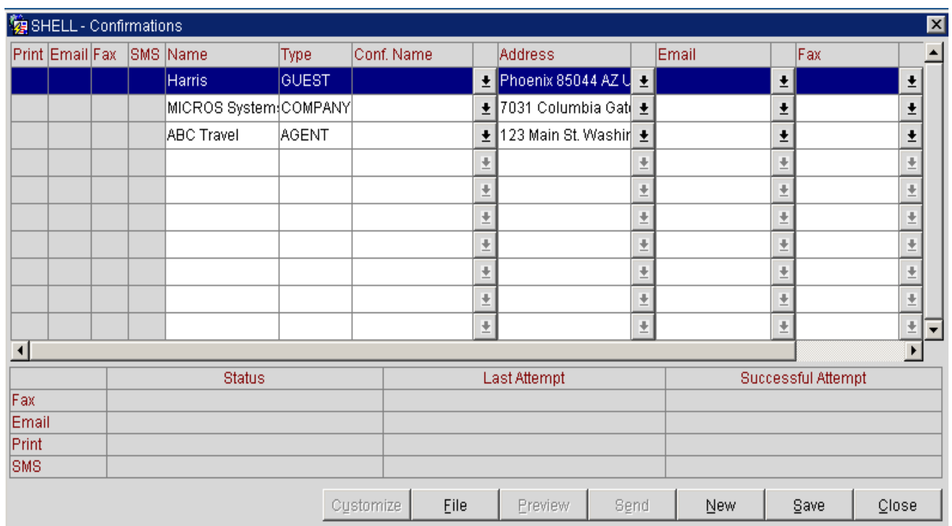
NOTE: Email and Fax delivery options require special configuration and/or alternative software.

NOTE: All hotels have at least one general confirmation letter type and require the assistance of OPERA PMS Support to create multiple confirmation letter types.

To print a confirmation letter to mail to a guest:

1. From the **Options** menu, select **Confirmation**.

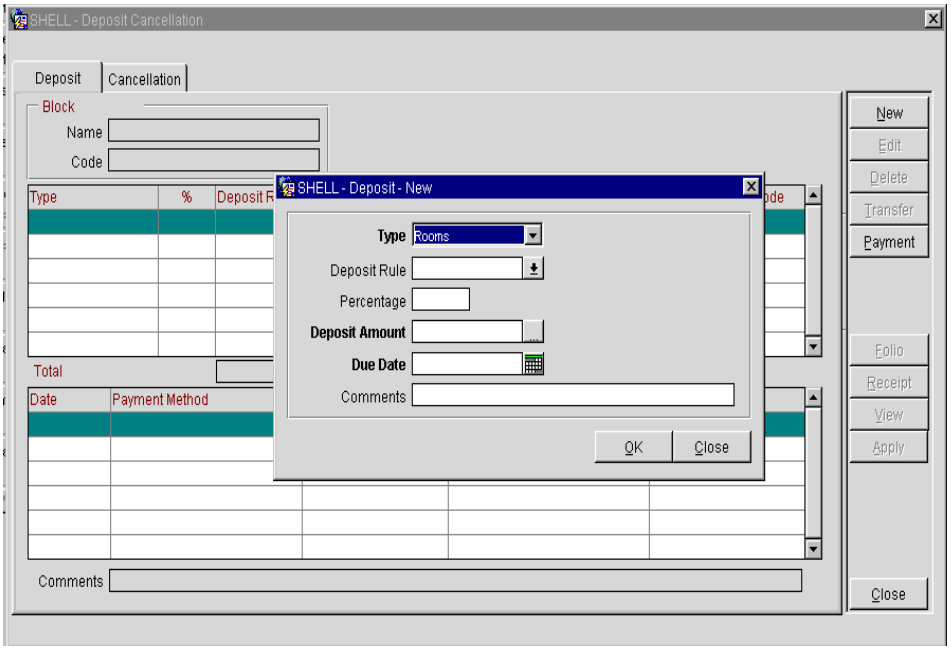
The **CONFIRMATIONS** screen displays.



	2. Place an "X" in the **Print** column on the row for the guest to whom you would like to mail the confirmation. If multiple profiles or guests exist in the reservation, be certain to select the Individual profile of the guest to whom you are delivering the confirmation. 3. Click the drop down arrow next to the field labeled **Conf. Name** on the line for the recipient guest. 4. Highlight the Confirmation Letter Name you would prefer to deliver and select **OK**. 5. If no address exists on the profile, click the drop down arrow next to the **Address** field to add an address. 6. If emailing or faxing a confirmation, ensure either an email address or fax number exists in the fields in the **Email** and **Fax** columns. If no email addresses or fax numbers exist, click the drop down arrow next to each field to add one. 7. Select **Send**. **NOTE:** The Status column displays the status of the confirmation letter. A "Pending" status indicates the confirmation letter has not printed, emailed, or faxed. A "Successful" status indicates the confirmation letter delivered to the guest. 8. To preview the confirmation letter to your screen, select **Preview**. 9. To save the confirmation letter to file on your computer, select **File**. **NOTE:** Confirmation letters previewed or saved to file open and save as Adobe PDF (Portable Document Format) files. In addition, when emailing a confirmation, the new message created through the email program attaches the confirmation letter to the message as a PDF attachment.
Credit Cards	The **Credit Cards** feature applies only to guests paying with credit card after they have checked into the hotel. This feature allows the user to obtain additional authorization on a card as well as to view authorization history for each payment method. For more information on credit cards and authorization, refer to the "Front Desk" chapter of this manual.
Delete	Do not use this option as it permanently deletes reservations from the database. This option is only available during a manual reservation entry at time of install.
Deposit/CXL	The **Deposit** option enters requests on reservations made for rate options that require an advance deposit. You may apply a deposit of any amount to any reservation at anytime. Not only does this screen allow you to set the request to collect the deposit, it also allows you to post the deposit once received. The second tab of the **DEPOSIT CANCELLATION** screen allows you to manage reservations made for rate options with cancellation rules.

To enter a deposit request on a reservation, follow the steps below:

1. From the **Options** menu, select **Deposit/CXL**.
2. Select **Deposit** Tab, and then **New.**



3. Click the drop down arrow next to the **Deposit Rule** field to enter a pre-defined deposit rule (i.e. 100% of guest stay, or 1st night's room and tax).
4. Depending on the deposit rule for the reservation, enter either the **Percentage** or the **Deposit Amount** you request for the reservation.
5. Enter the **Due Date** you require the funds to be collected and applied to the reservation.
6. Select **OK** to save

To post a received deposit on a reservation:

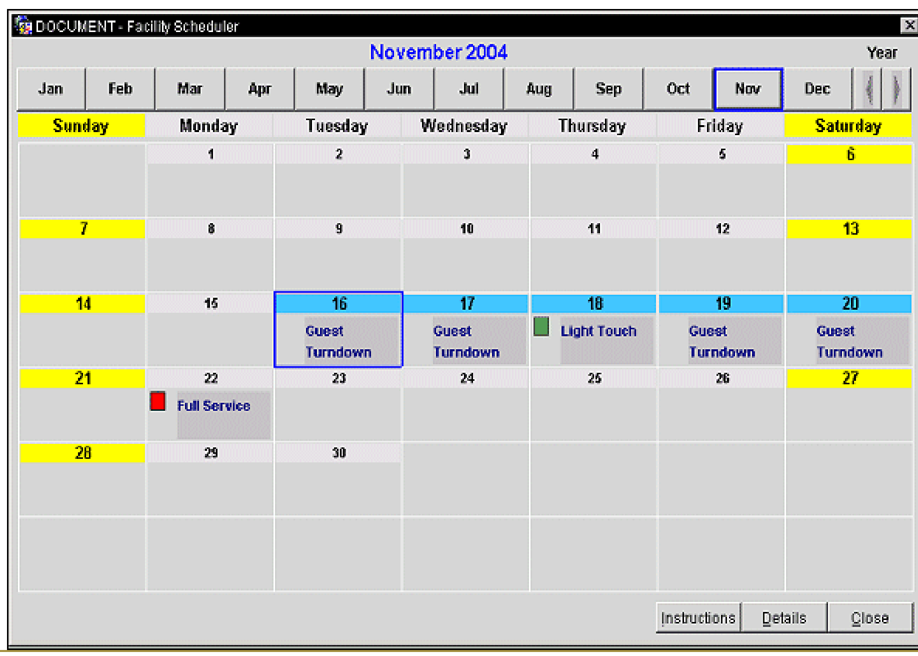
1. From the **DEPOSIT CANCELLATION** screen, select **Payment**.
The **CASHIER LOGIN** screen displays.
2. Enter your **Password** and select **OK**.
3. Complete the **RESERVATION DEPOSIT PAYMENT** screen (be certain to change the **Reservation Type** field to "Deposit Received") and select **OK**.

A message displays asking if you would like to update the reservation with the new payment method.

4. Answer "Yes" to update the reservation with the deposit payment type (i.e. Check). Answer "No" to leave the deposit payment type as the original on the reservation.
5. To print a receipt for the deposit, select **Print Receipt**.
6. Select **Close** to exit.

Facility Scheduler

The **Facility Scheduler** feature primarily exists for extended-stay properties to schedule "light-touch" service for long-term guests. Presented in a calendar format, the Facility Scheduler provides you with a visual reference for the frequency of the facility tasks (i.e. housekeeping service) pertaining to a reservation. The dates marked with blue represent dates on which there can be a scheduled housekeeping task assigned.



- **Instructions** add special directions that appear on the Housekeeping Task Sheet for this room.
- **Customize/Edit** can be used to change the Housekeeping schedule for the reservation once the guest has checked in. For more information on establishing a custom Housekeeping schedule, refer to the "Front Desk" chapter of this manual.
- **Details** display all tasks and their associated codes for the highlighted date. You can also access details by double-clicking in the middle of any date box.

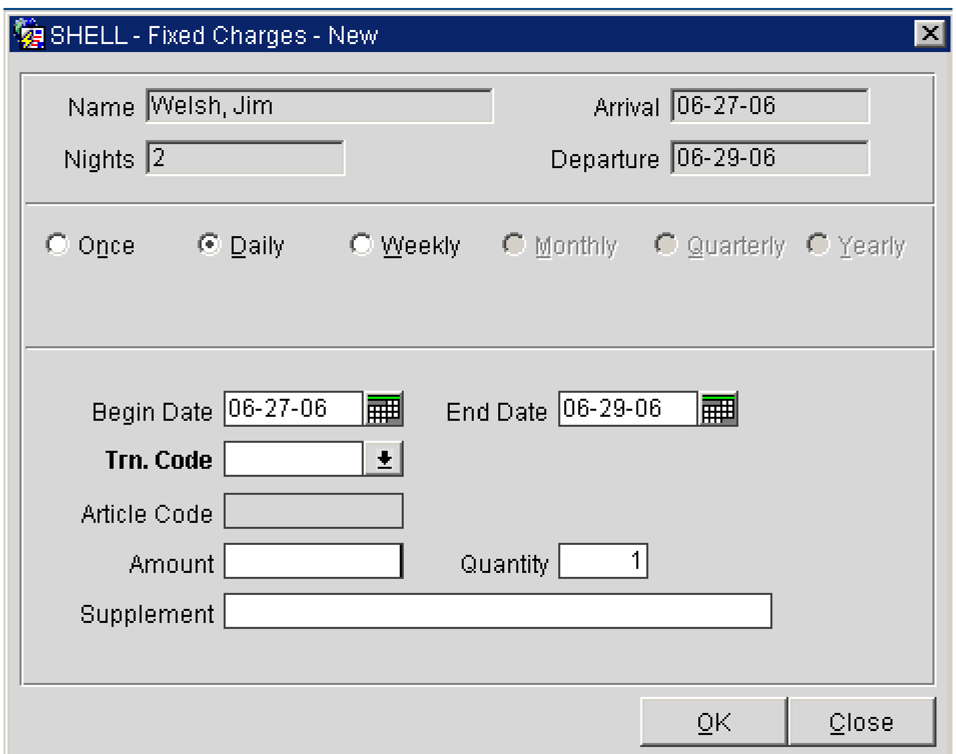
Fixed Charges

Fixed charges allow charges to post automatically in each reservation through the Night Audit process along with room and tax. Examples of Fixed Charges that post every night are rollaway beds and parking charges.

To add Fixed Charges to reservations or in-house guests, follow the steps below:

1. From the **Options** menu, select **Fixed Charges**.
2. Select **New**.

The **FIXED CHARGES NEW** screen displays.



3. Choose the frequency to post the fixed charge (i.e. Once, Daily, Weekly, etc.).
4. If the fixed charge does not apply to all nights of the guest stay, enter a **Begin Date** and **End Date** for the charge. If the fixed charge only applies once, enter the **Date.**
5. Click the drop down arrow next to the **Trn. Code** field.
6. Search for and highlight the appropriate Transaction Code to post. Select **OK**.
7. Enter the price for the fixed charge in the **Amount** field.
8. Enter the quantity of the fixed charge in the **Quantity** field (i.e. If there are two cars being charged for parking, enter a quantity of "2" and the fixed charge posts twice for the parking charge).
9. Enter a **Supplement** to describe the purpose of the fixed charge (i.e. room charge manual – extra bed).
10. Select **OK** to save and exit.

History

To view past reservation history on the profile associated with this reservation, select the **History** option. For full instructions on viewing and manipulating history information, refer to the "History" section of the Profiles chapter in this manual.

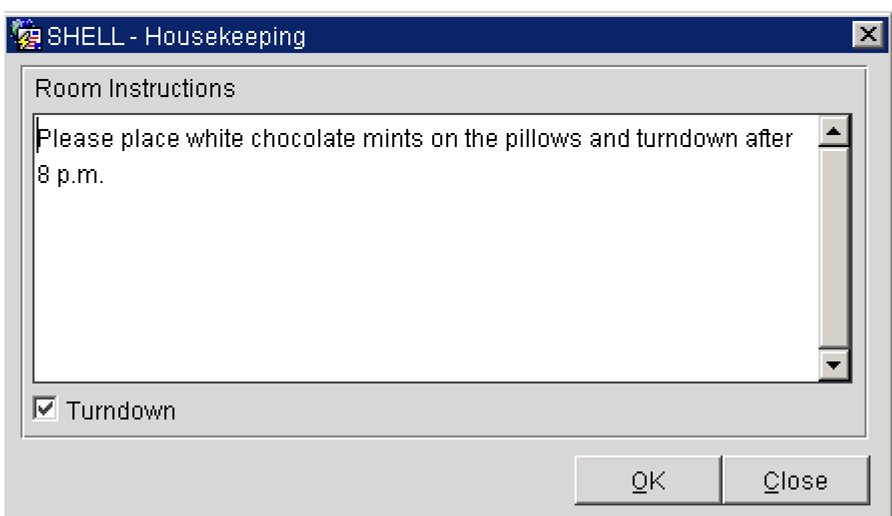
Housekeeping

The **Housekeeping** option allows guest preferences on turndown service or requests service times for room service. Additionally, any notes that Housekeeping might need for this guest apply using this option and display on the department's Task Assignment sheets.

To request turndown service for a guest at a particular time with special instructions, follow these steps below:

1. From the **Options** menu, select Housekeeping.

The **HOUSEKEEPING** screen displays.



2. Check the box next to the **Turndown** field.
3. Type any additional instructions for Housekeeping in the **Room Instructions** field.
4. Select **OK** to save.

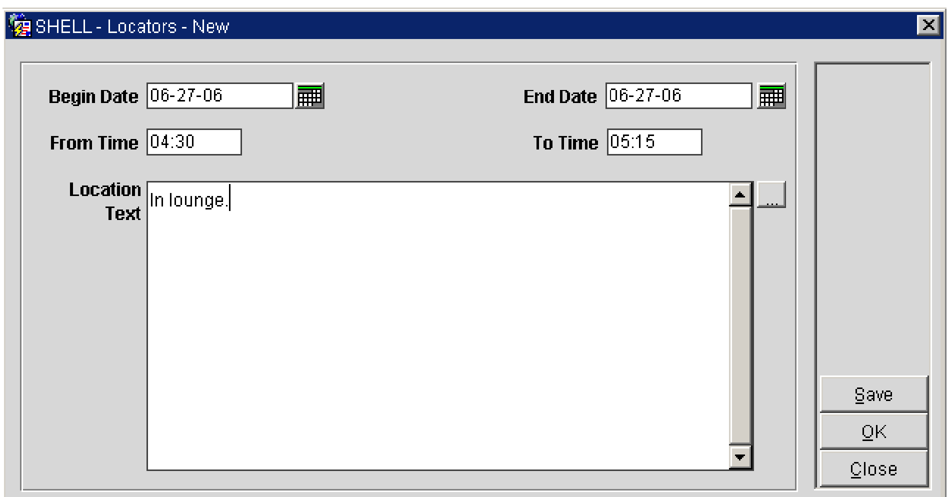
NOTE: Turndown entries are not visible on the usual task sheets; however, they are visible when printing task sheets from the turndown menu in Housekeeping.

Locators

Locators allow the Front Desk to determine the location of an in-house guest at any time during their stay. One advantage to this feature is that if the guest receives a call while not in their room (but in some other location in the hotel), the PBX Operator can see the locator lamp indicated on their room number. The operator may then transfer the call to that facility (i.e. the guest is in the restaurant and would like all calls sent directly to that outlet so he does not miss an important phone call).

To attach a Locator to an in-house guest reservation, follow the steps below:

1. From the **Options** menu, select **Locator**.
2. Select **New** to display the **LOCATORS – NEW** screen.



3. Enter the **Begin Date** and **End Date** for the location change.
4. Enter the **From Time** and **To Time** for the location change.

NOTE: The **From Time** and **To Time** must be greater than the operating system's time.

5. Enter any additional information about the guest's location in the **Location Text** field.
6. Select **OK** to save the Locator.

Messages

The **Message** option allows the user to enter a text message for an arriving guest.

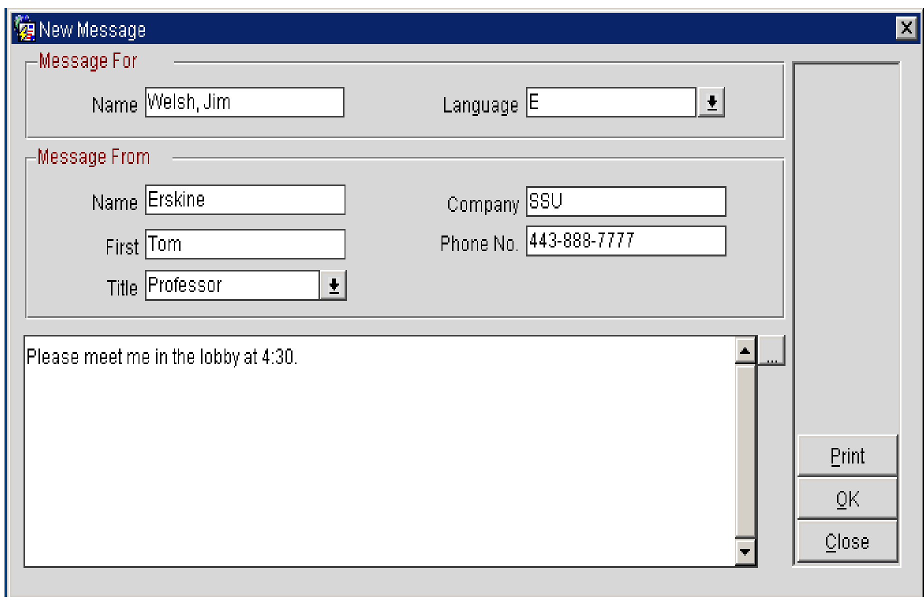
Use the steps below to create a message:

1. From the **Options** menu, select **Messages**.

The **MESSAGES** screen displays. Any existing messages for the incoming guest list here.

2. Select **New** to create a new message.

The NEW MESSAGE **screen displays.**



3. Enter the **Name**, **First Name**, **Title**, and **Company Name** and **Phone No.** of the caller.
4. Enter the message in the white text box.
5. Select **OK** to send the message.

This message lists on the **MESSAGES** screen for the guest.

6. To print the message for the guests to hand deliver, select **Print**.

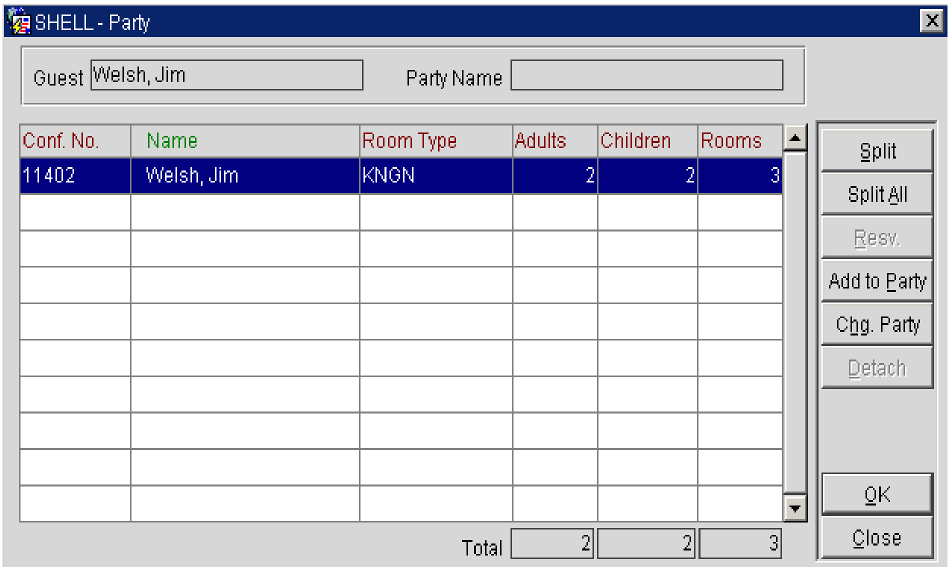
NOTE: Depending on the telephone system at your hotel, a message lamp may active on the guest room telephone if the guest is already in-house. In addition, depending on the television interface, the message might display on the TV screen in the room.

Package Option

The **PACKAGE OPTION** screen lists full details of package elements that apply to reservations booked for a hotel-inclusive package. This feature is useful in determining the contents of a package a guest reserved. In addition, if package elements exist on a reservation with allowances or advanced package features (i.e. Restaurant Charges or Gift Shop Allowances), this display shows real-time charges consumed that post through interfaces and any shortages or overages on the package. For more information on packages, refer to the "Packages" chapter of this manual.

Party

The **Party** option has several useful features to connect guests that wish to identify themselves as a group without a formal group contract. This feature allows you to add guests to a party, split multi-room reservations into individual reservations within the party, as well as detaching guests from a party.



To split a multi-room reservation into separate reservations for a party follow the steps below:

1. From the **Options** menus, select **Party**.
2. Select **Split** to divide the highlighted reservation and create one additional reservation attached to this party. (You may repeat the split action until all rooms in the original reservation split into individuals.)
3. Select **Split All** to divide the highlighted reservation and create one additional reservation for every room attached to the original reservation. For example, if the highlighted reservation is for 3 rooms, this divides the reservation into 3 separate reservations.
4. Select **OK** to save.

To attach or add a reservation to an existing party, follow the steps below:

1. From the **Options** menu, select **Party**.
2. Select **Add to Party**.
3. Search for and highlight the existing reservation you would like to add to this party and select **OK**.

The reservation now belongs to the party.

To detach a reservation from an existing party, follow the steps bellows:

1. From the **Options** menu, select **Party**.
2. Highlight the reservation you wish to remove from the party, and select **Detach**.
3. Answer "Yes" to detach the reservation from the party and select **OK** to save.

The reservation no longer belongs to the existing party.

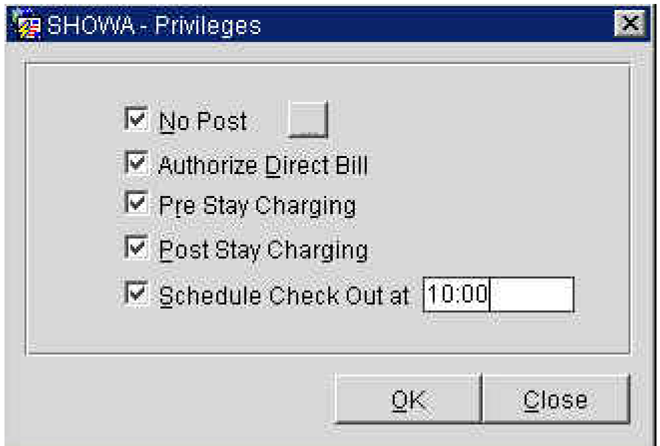
To change the party a reservation belongs to (from one party to another), follow the steps below:

1. From the **Options** menu, select **Party**.
2. Highlight the reservation you wish to change parties, and select **Chg. Party**.
3. Search for and select the primary reservation that you wish to change the association to and select **OK**.
4. Answer "Yes" to move the existing reservation to another party.

The reservation now belongs to another party.

Privileges

Use the **Privileges** feature to place restrictions or allow certain privileges on each reservation. Checking or un-checking any of the privilege options changes the guests authority for certain in-house services.



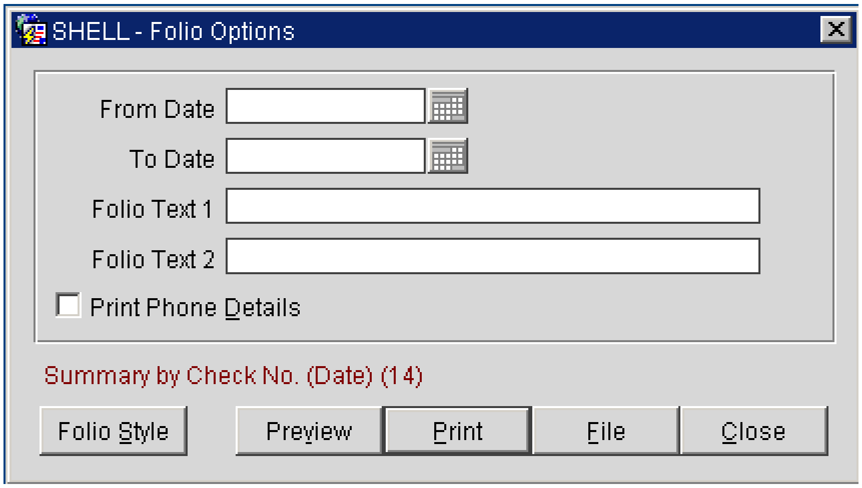
The options to choose from are as follows:

- **No Post** prevents any postings from being charged or applying to the folio other than room and tax charges.
- **Authorize Direct Bill** authorizes the reservation for direct billing to an AR account.
- **Video Check Out** indicates the guest ability to use the video check out method. Whether or not video check out is allowed for the guest may depend on whether the guest has provided a credit card method of payment and whether property policy permits.
- **Pre-Stay Charging** – authorizes charges to the account prior to the guest arrival (i.e. lunch in the restaurant before checking into the hotel)
- **Post-Stay Charging** – authorizes charges to the account after the guest's departure (i.e. breakfast in the restaurant after departing the hotel)
- **Scheduled Check Out** – allows the reservation to be slated for a scheduled check out time (only if the property used Scheduled Check Out feature)

Pro-Forma Folio

The **Pro-Forma Folio** option produces a folio with estimated charges for the entire length of the guest stay. The actual folio upon departure could greatly differ from the pro forma folio.

The **FOLIO OPTIONS** screen allows you to specify customizing options when you are printing or previewing a folio or folios.



Folio Style allows you to select the style in which you wish to print and display the selected folio.

Preview displays the selected folio on screen. Once the folio displays, you may print the folio from the preview screen.

Print prints the selected folio.

File generates a PDF file that you can display to the screen or save locally or to the network drive.

NOTE: For more information on printing Pro-Form Folios, refer to the **"**Front Desk" chapter of this manual.

Queue	The **Queue** option allows you to place an arriving reservation into a queue for room availability. When a guest with a reservation arrives, and there are no rooms clean or inspected to check them in, this feature prioritizes handling those arrivals. Reservations placed on queue can be pre-assigned to a room number, or may be queued with no room assignment. To place a reservation on queue, follow the steps below: 1. From the **Options** menu, select **Queue**. 2. Select **OK** to save the reservation into the queue. **NOTE:** A message displays indicating the reservation is in queue and at what priority (i.e. 3rd on the list). For more information on Queue reservations, refer to the "Front Desk" chapter of this manual.
Rate Info	The **Rate Info** option displays all room rates and a package summary, including taxes, for each night of the guest stay. This is particularly useful when guests have rate changes during their stay. In addition, the totals for room and tax for all nights of the guest stay display in the **Grand Total** field on the **RATE SUMMARY** screen. To view details for a particular room night (room charges, taxes, and any package elements posting), highlight one night of the guest stay and select the **Details** option in **RATE SUMMARY** screen.
Register Card	The **Register Card** feature pre-prints a registration card for the reservation. This option is useful to pre-print the registration card prior to the guest's arrival. In addition, if the original registration card becomes lost or missing, it is useful to generate a new registration card. For more information on printing registration cards, refer to the "Front Desk" chapter of this manual.

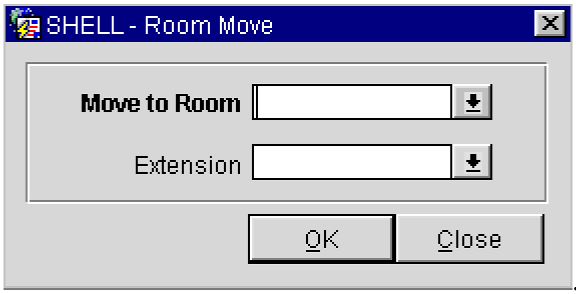
Room Move

The **Room Move** option moves a guest from one room to another after the guest is in-house. This is only available from the Front Desk when a guest already occupies a room.

Follow the steps below to room move a reservation:

1. From the **Options** menu, select **Room Move**.
2. Click the drop down arrow next to the **Move to Room** field.

The **AVAILABLE ROOMS SEARCH** screen displays



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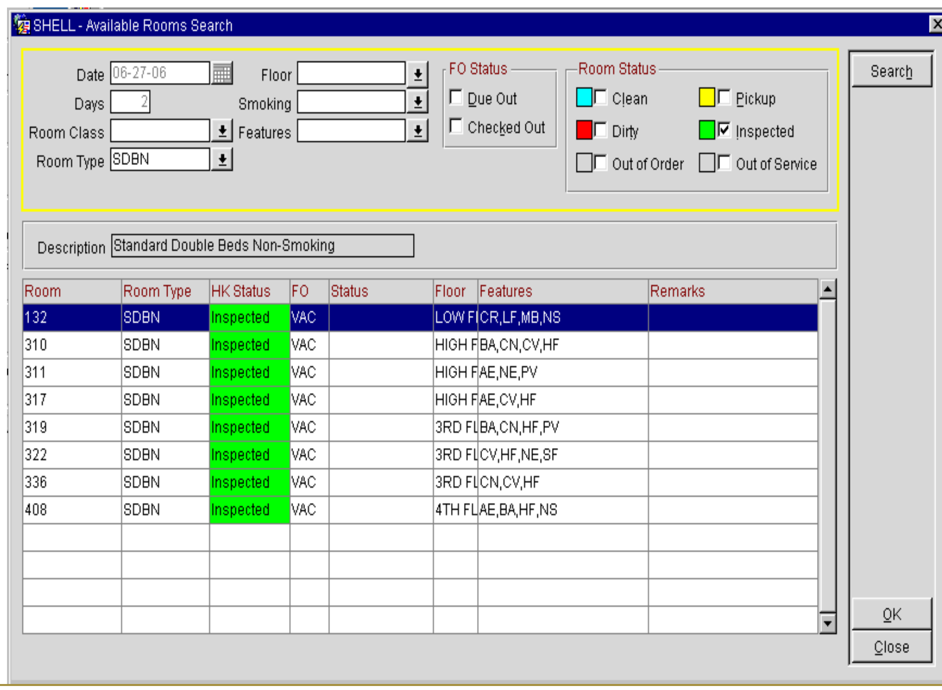
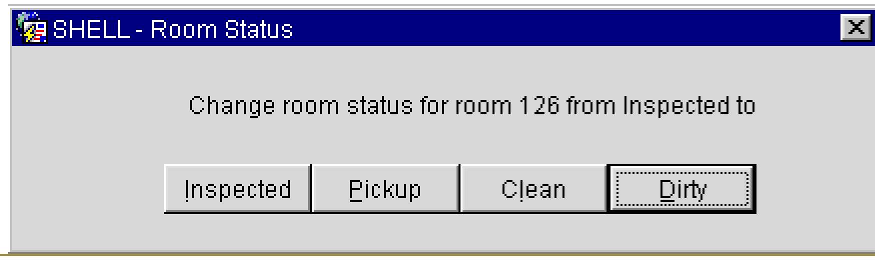


3. Locate a room for the guest using any search criteria. Highlight the desired room and select **OK.**

You return to the **ROOM MOVE** screen.

4. Select **OK** with the new room number selected to save changes.



A prompt appears to update the Housekeeping status on the first room.

5. Select the appropriate room status.
    - **Inspected/Clean:** used if the guest has not arrived and the room has not been entered
    - **Pickup:** used if the guest only briefly accessed the room or you are unsure of the correct status of the room.
    - **Dirty:** used if the guest occupied the room for any period of time and requires attention by the Housekeeping department

Routing

The **Routing** option allows automatic charge routing of any type of charge transactions. Routing applies to reservations at any time (before or after arrival). Most commonly, Routing applies to charges directly billed to a company's AR account with the hotel.

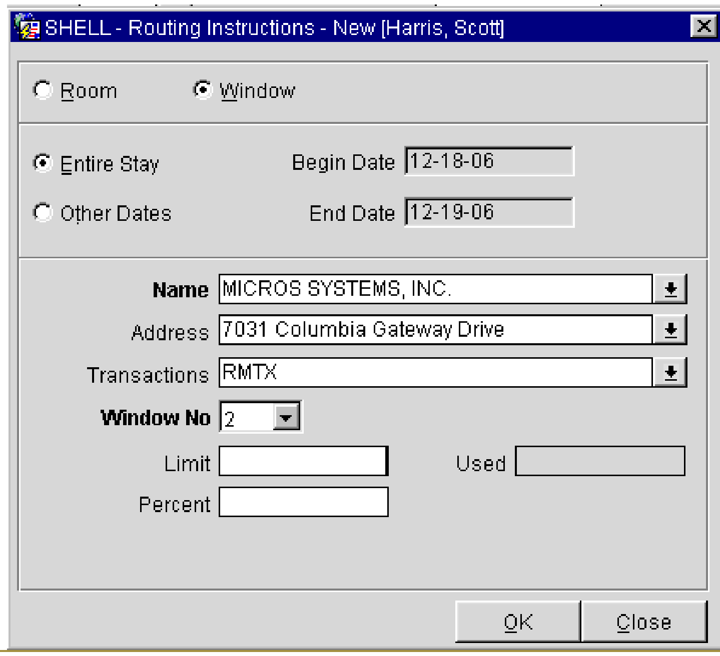
There are 2 types of charge routing. Window routing automatically routes charges from one folio to another folio within the same guest's bill. Room routing automatically routes charges to a different guest room and folio.

WINDOW ROUTING:

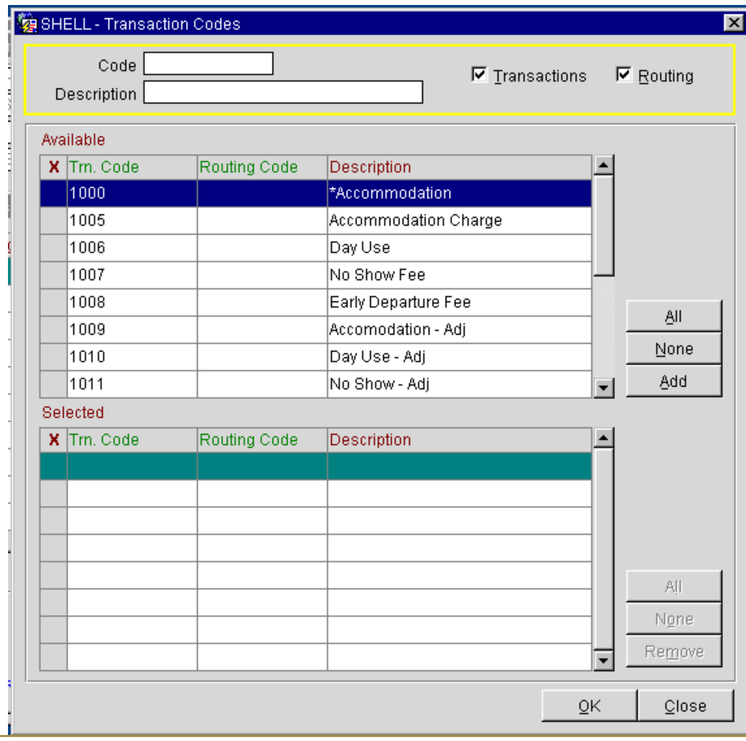
To setup charge Routing from one folio to another within the same guest room, follow the steps below:

1. From the **Options** menu, select **Routing**.
2. Select **New**.

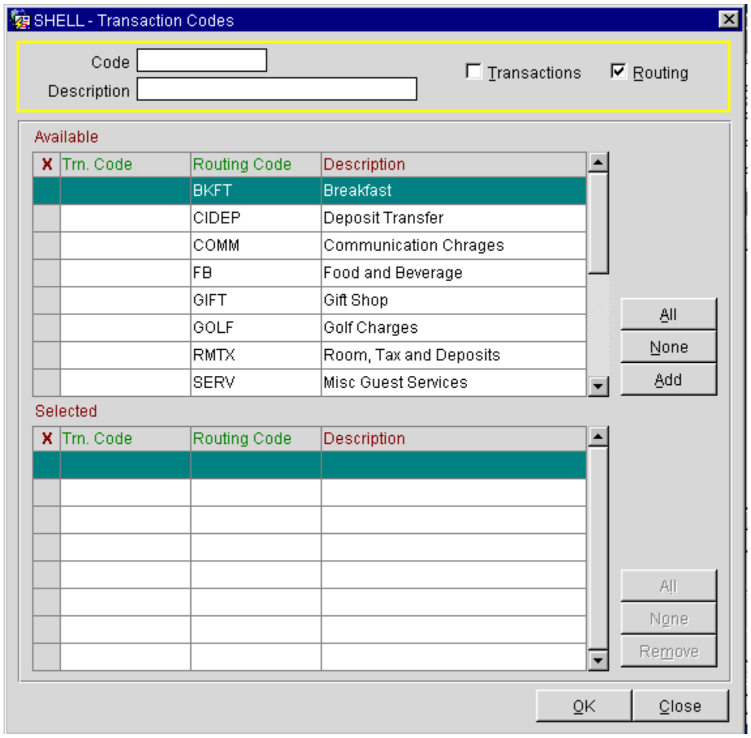
The **ROUTING INSTRUCTIONS – NEW** screen displays.



3. Select the **Window** radio button at the top of the screen.
4. Choose either the **Entire Stay** or the **Other Dates** radio button in the center of the screen. If you select **Other Dates**, enter the date in the **Begin Date** and **End Date** fields.
5. The guest name displays in the **Name** field. If the charges belong to that guest, leave the default name.
6. If the charges belong to another name (i.e. Company profile with an AR number) for direct billing, click the drop down arrow next to the **Name** field.
7. Search for and highlight the desired profile to own the alternate folio in the **PROFILE SEARCH** screen and select **OK** to save.
8. Click the drop down arrow next to the **Transactions** field.



9. To select individual transaction codes to route to another folio, scroll down the list of codes and place an "X" next to each code to route.
10. Select **Add** to move the transactions to the bottom of the screen and select **OK** to exit.
11. To select pre-defined Routing Codes (with all applicable transaction codes attached), uncheck the **Transactions** check box in the search criteria at the top of the screen, yet leave the **Routing** option checked (for pre-defined routing codes like Room + Tax)



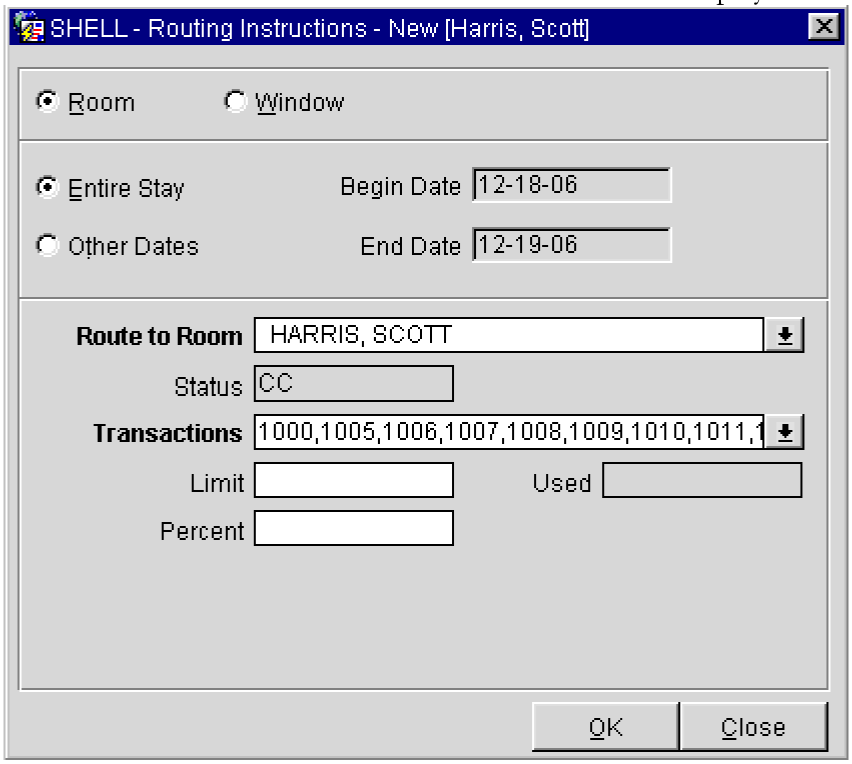
12. Place an "X" next to the desired **Routing Code** and select **Add** to move the attached transaction to the bottom of the screen.
13. Select **OK** to exit.
14. Click the drop down arrow next to the **Window** field to indicate the folio window to route charges.
15. Select **OK** to save.
16. Select **Close** to exit Routing.

ROOM ROUTING:

To setup charge Routing from one room to another, follow the steps below:

1. From the **Options** menu, select **Routing**.
2. Select **New**.

The **ROUTING INSTRUCTIONS – NEW** screen displays.



3. Select the **Room** radio button at the top of the screen.
4. Choose either the **Entire Stay** or the **Other Dates** radio button in the center of the screen. If you select **Other Dates**, enter the date in the **Begin Date** and **End Date** fields.
5. Click the drop down arrow next to the **Route to Room** field.
6. Search for the room to route charges to using the **Name** or **Room** fields in the search criteria.
7. Highlight the desired room and select **OK**.
8. Click the drop down arrow next to the **Transactions** field.
9. Select either individual transactions or pre-defined routing codes to route as learned in the first part of this section.
10. Select **OK** to exit.
11. Select **OK** to save.
12. Select **Close** to exit Routing.

NOTE: If you setup Routing on folios or guest rooms after charges have already posted to the master folio, those charges do not automatically move or refresh to the new instructions. You must manually mark each charge on the folio and transfer them, as necessary, to the appropriate folios.

Shares

Two or more guests commonly share the same room and have separate folios. When creating a share, there are two possible scenarios:

- Combining two existing reservations into one
- Creating shares for one reservation with multiple profile names

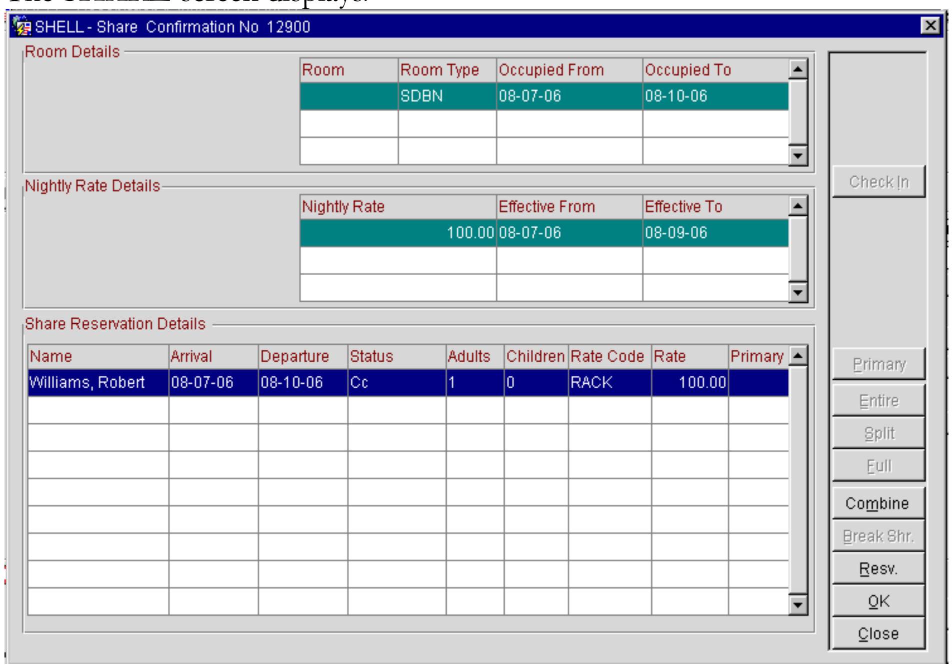
The **Shares** feature allows you to accommodate both situations.

RESERVATION SHARE:

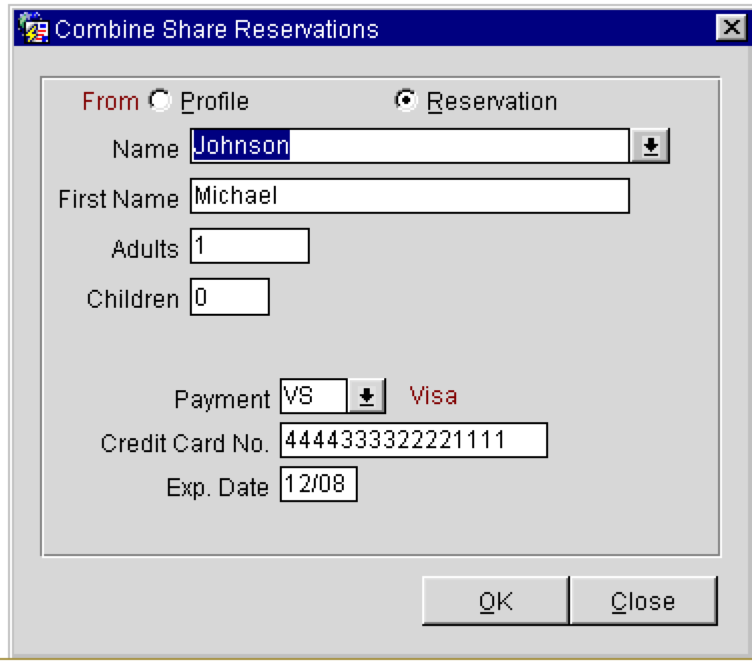
Follow the steps below to recreate a reservation share:

1. From the **Options** menu, select **Shares.**

The **SHARE** screen displays.



2. Select **Combine**.

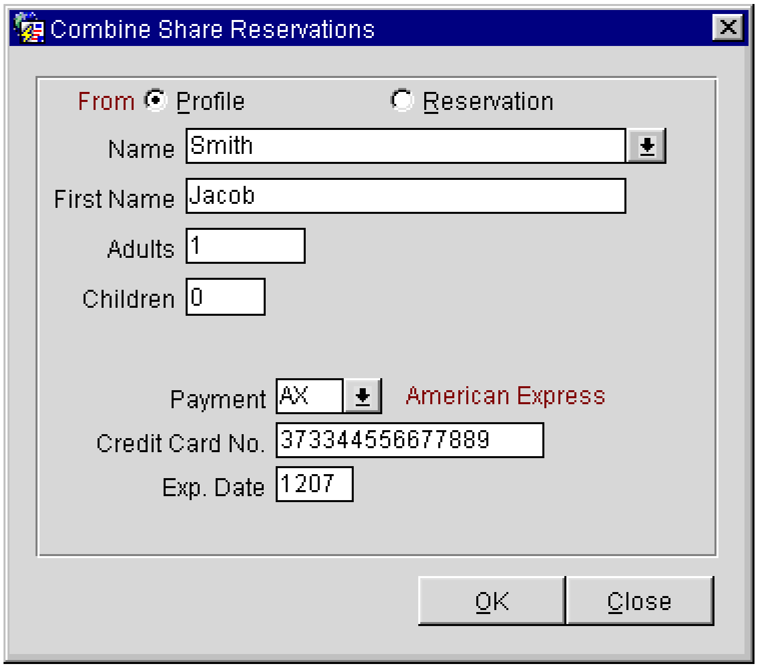


3. Select the **Reservation** radio button at the top of the screen.
4. Click the drop down arrow next to the **Name** field.
5. Search for the existing reservation by Name or Room and select **OK**.
6. Select **OK** to save and return to the **SHARE** screen.

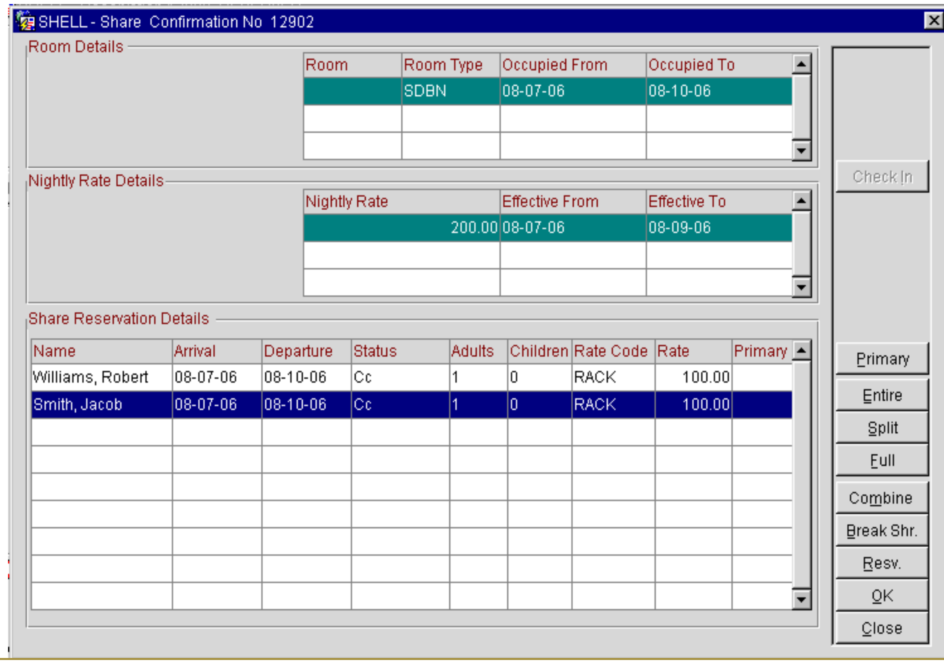
PROFILE SHARE:

Follow the steps below to create a share by adding another name:

1. From the **Options** menu, select **Shares.**
2. Select **Combine**.



3. Select the **Profile** radio button at the top of the screen.
4. Click the drop down arrow next to the **Name** field.
5. Use the **PROFILE SEARCH** screen to search for and highlight the profile name to share, and then select **OK**.
6. Update the number of **Adults** and **Children**.
7. If the second guest is to use a different form of payment than the first, update the **Payment, Credit Card No.** and **Exp. Date** fields.
8. Select **OK** to save.



After either performing a Reservation Share or Profile Share, continue by determining how to share the rate. There are three options for assigning rates to sharing guests:

- **Entire** – Highlight the reservation to carry the entire rate and select this option. This assigns a zero rate to every other share on the reservation.
- **Split** – Divides the rate evenly between the reservations.
- **Full** – Assigns the full rate to both reservations.

NOTE: These options are not available for shared reservations with different Rate Codes.

9. Select **OK** to save the share and return to the reservation.

BREAK SHARE:

From the **RESERVATION SHARE** screen, you can break a share into individual reservations not occupying the same room.

To split an existing share, follow the steps below:

1. From the **Options** menu, select **Shares.**
2. Highlight the primary reservation and select **Break Shr**.

This function splits the one, shared reservation into two separate reservations and generates a new confirmation number for the broken share.

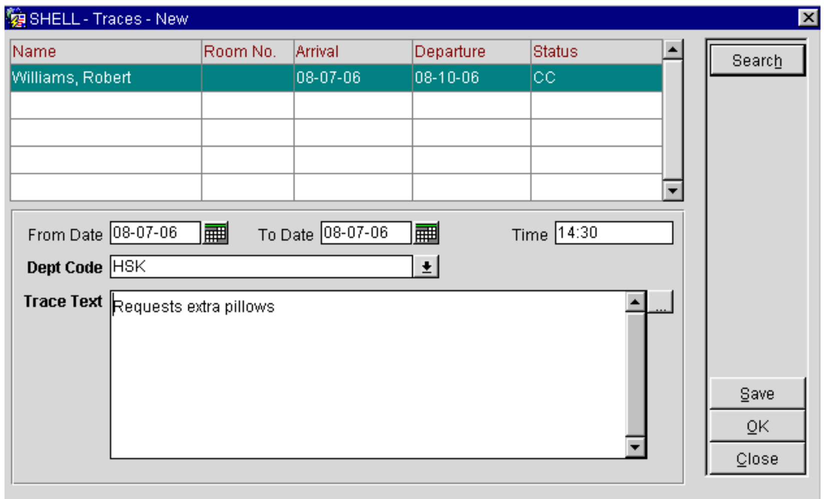
Traces

Traces are internal, interdepartmental messages that serve as reminders for other employees. Traces assist the hotel in taking actions on a special guest requests.

Follow these steps to enter a trace on a reservation for a fellow employee:

1. From the **Options** menu, select **Traces** and **New**.

The **TRACES – NEW** screen displays.



2. Select the **From Date** and **To Date** for the trace to appear on reports.
3. Click the drop down arrow next to the **Dept Code** field to choose the department(s) to send the trace.
4. Select one of the pre-defined **Trace Texts**, if applicable, by clicking on the ellipsis box on the right side of the screen.
5. Type any additional trace information in the white **Trace Text** box, if necessary.
6. Select **OK** to save.

To resolve a Trace sent by another department, follow the steps below:

1. From the **Options** menu, select **Traces**.

The **TRACES** screen displays

2. To resolve a particular trace, highlight the applicable trace and select **Resolve**.
3. To resolve all traces on a reservation, select the **All** option to mark all traces and then select **Resolve**.

Track It	The **Track It** option displays the **TRACK IT DASHBOARD** screen, which houses the most-used features of Track It module (a valet/bell stand management module). Extensive search criteria help you locate the ticket numbers for baggage and parcels for arriving guests from the valet or bell stand. In addition, you can create and edit tickets, associate or un-associate reservations with tickets, and access reservation details and options. Below are some of the options within Track It for your use: • **Search** produces a list of Track It tickets that match your search criteria • **Advanced** provides addition search options • **Phone Book** displays the Telephone Book screen for looking up phone numbers and Web addresses • **Report** prepares and prints a copy of the search results grid entries currently displaying on the screen • **History** displays the **TRACK IT HISTORY** screen for the ticket currently displayed in the **Track It Details** area; a log of all activities related to the ticket, from most recent to earliest • **Save** saves your ticket information. • **Cancel** removes the highlighted Track It ticket record from Track It monitoring. It is un attached from the reservation (if it was attached to a reservation) and is no longer accessed via search. • **New** creates a new Track It ticket. • **Detach** un-attaches the reservation from the Track It ticket currently displayed in the **Track It Details** area. • **Options** displays the Reservation Options screen for the reservation attached to the Track It ticket currently displayed in the **Track It Details** area • **Attach** attaches a reservation to the Track It ticket currently displayed in the **Track It Details** area For more information on the Track It feature, refer to the **“**Miscellaneous” chapter of this manual.
Waitlist	The **Waitlist** option allows you to place a reservation into a waitlist status in the event that no rooms are available at the hotel. For more information on waitlist reservations, refer to the “Waitlist a Reservation” section of this chapter.
Wake Up Calls	The **Wake Up Calls** option allows you to place and manage manual wake up requests from guests in house. For more information on wake up calls for in-house guests, refer to the “Wake Up Calls” section of the Front Desk chapter in this manual.

Additional Reservation Features

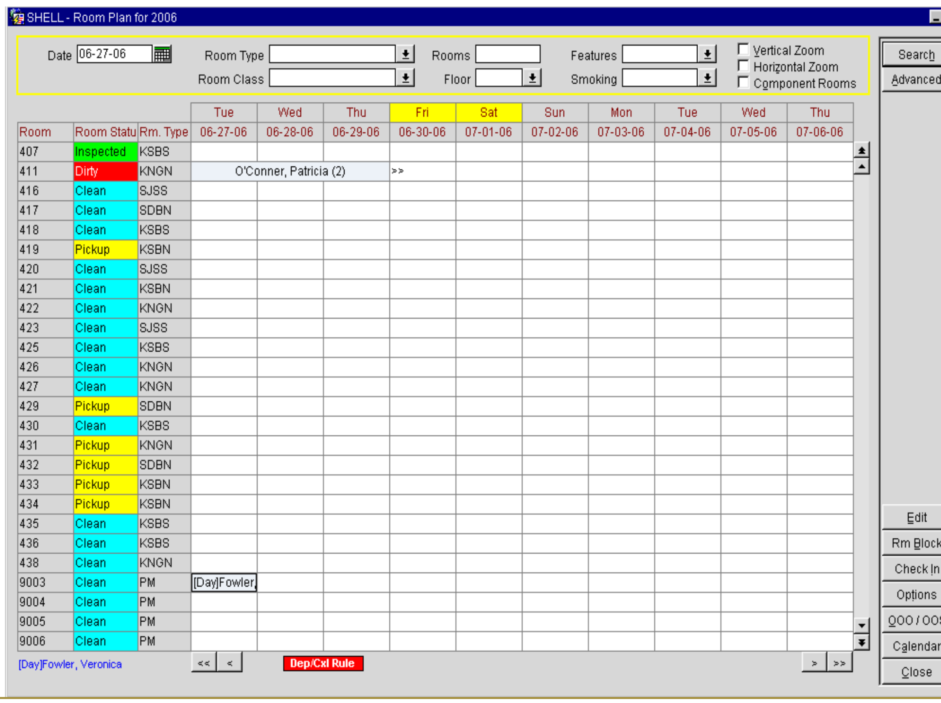
Room Plan

The **Room Plan** is useful to organize pre-blocked rooms to maximize hotel availability. In the Room Plan, all in-house and pre-blocked rooms display in a calendar function to view a week at a time. Use this feature to move pre-blocked reservations to arrive in rooms expected to depart.

To use the Room Plan to pre-block arriving reservations, follow the steps below:

1. From the main menu, select **Reservation** and **Room Plan.**

The **ROOM PLAN** screen displays.



A number of features in the Room Plan make making reservation management easier.

- **New/Edit**: Create a new reservation by highlighting an empty cell within the Room Plan and selecting **New**. Alternately, highlight an existing guest reservation and choose **Edit** to update the reservation.
- **Room Block**: accesses the **ROOM BLOCKING** screen for auto-assignment of room allotments. Refer to the "Front Desk" chapter of this manual for more information on Room Blocking.
- **Options**: allows access to Reservation Options discussed earlier in this chapter.
- **OOO/OOS**: places the room in either Out of Order or Out of Service status
- **Check in**: accesses the **QUICK CHECK IN** screen for speedy check in of reservations. The arrival date must be the current date.
- **Calendar:** accesses the Property Calendar for details on events and hotel activities.

2. To move pre-blocked reservations from one room assignment to another, simply search for the existing reservation, and using your mouse, click and drag the reservation to the desired room number.

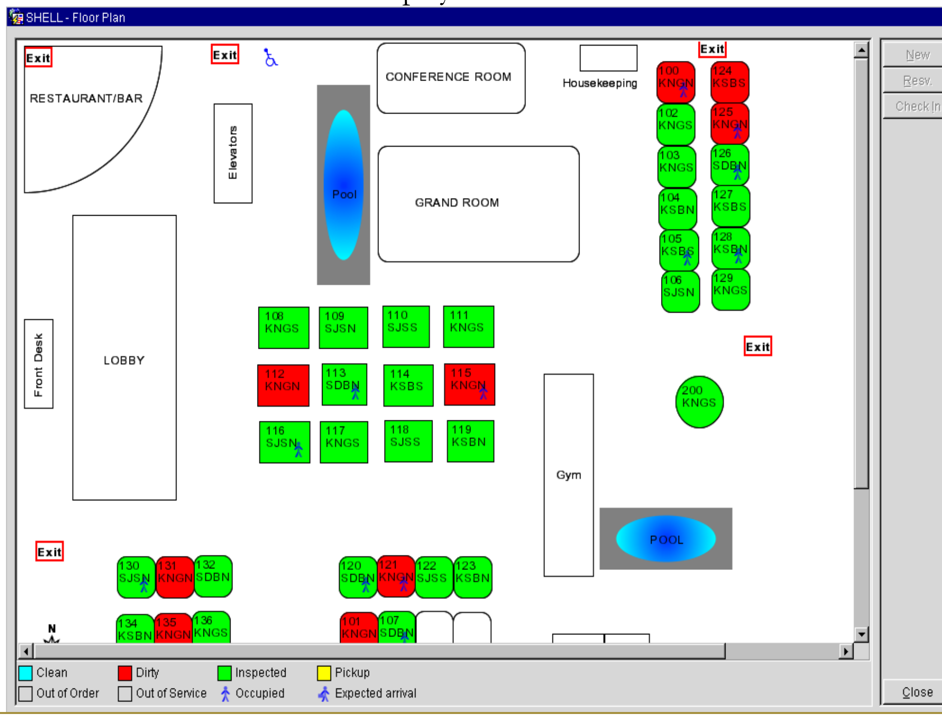
Floor Plan

The **Floor Plan** feature is a visual display of all rooms in the hotel in relation to each other, floor by floor. You may also view the current Housekeeping status of every room (i.e. Occupied, Vacant, and Due to Arrive or Due to Depart).

To view the **Floor Plan**, follow the steps below:

1. From the main menu, select **Reservations** and **Floor Plan**.
2. Highlight the desired floor and select **View.**

The **FLOOR PLAN** screen displays.



The Housekeeping and Front Office statuses of the rooms on the selected floor appear in a legend at the bottom of the screen. The rooms within the display reflect the colors associated with each status.

3. Double clicking on any room with an **Occupied** or **Expected Arrival** displays the reservation.
4. Select **Close** to exit.

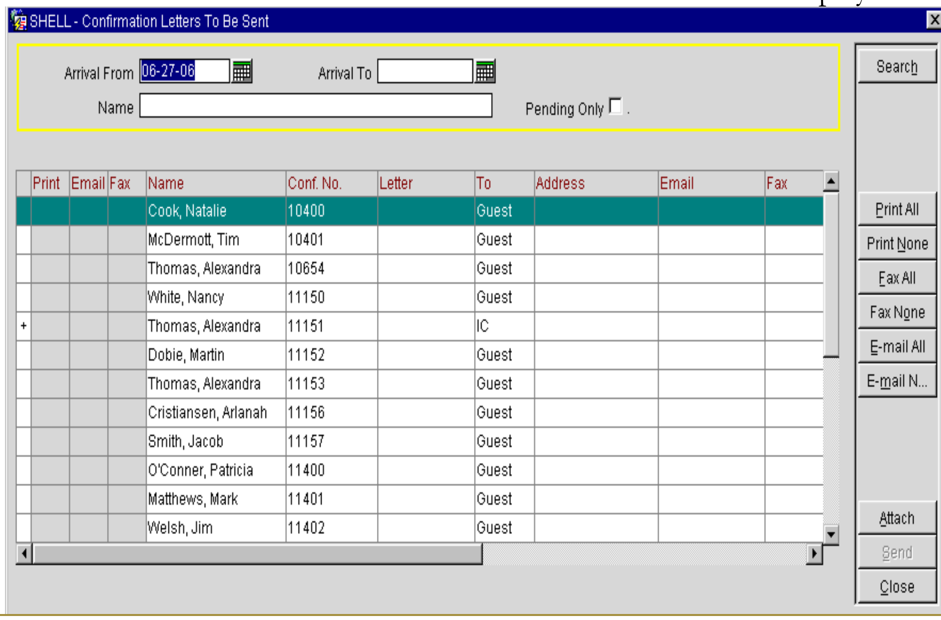
Batch Confirmations

Confirmation Letters can be printed, faxed, or emailed immediately upon making a reservation, as seen earlier in this chapter. Alternatively, a hotel can choose to pre-set confirmation letters for batch printing later. To email or fax a confirmation letter directly from OPERA PMS requires a working email or fax interface. We covered Individual confirmation letter printing earlier in Reservations Options.

In this section, we explain the batch confirmation function. To print batch confirmations, follow the steps below:

1. From the main menu, select **Reservations** and **Confirmation.**

The **CONFIRMATION LETTERS TO BE SENT** screen displays.



The default view of this screen displays all reservations not yet checked in.

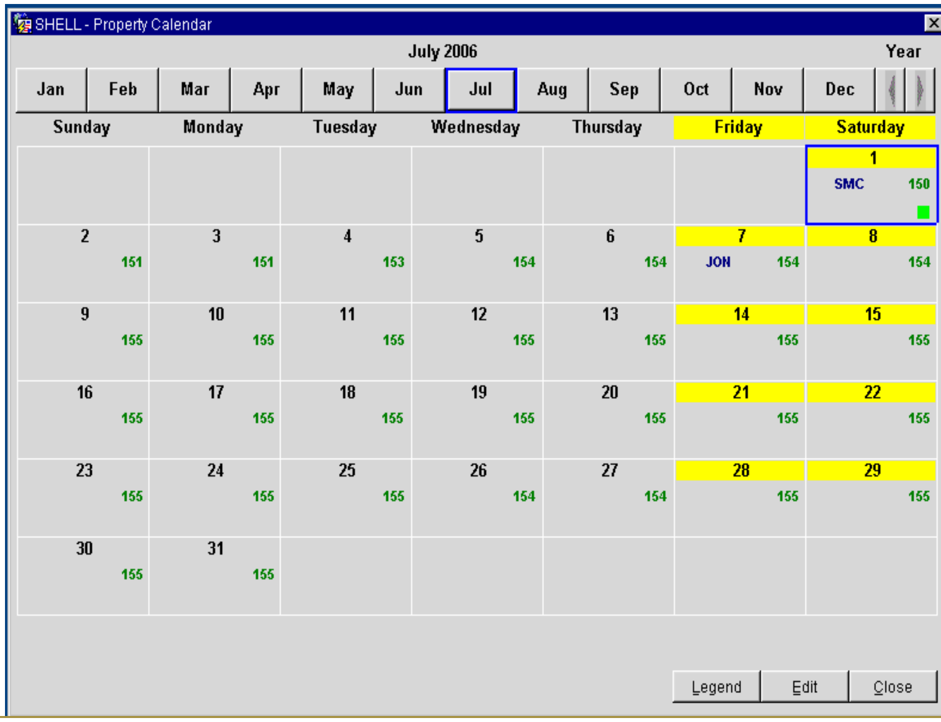
2. To see only those reservations with confirmation letters pending, it is important to check the box in the center of the screen labeled **Pending Only**. This displays all confirmation letters marked for batch sending.
3. Use any of the below options to batch confirmations:

   - **Print All**: To select all confirmations letters that have been pre-set to print, select this option. Once marked, select **Send** and all confirmation letters print.
   - **Print None**: To unselect all confirmation letters for print, select this option. All selected printed confirmation letters unmark for printing.
   - **Fax All**: To select all confirmation letters that have been pre-set to fax, select this option. Once marked, select **Send**. All confirmation letters fax to their attached fax numbers. A working fax interface is required for this feature.
   - **Fax None**: To unselect all confirmation letters for fax, select this option. All selected fax confirmation letters are unmarked.
   - **Email All**: To select all confirmation letters that have been pre-set to email, select this option. Once marked, select **Send**. All confirmation letters email to their attached email addresses. A working email interface is required for this feature.
   - **Email None**: To unselect all confirmation letters for email, select this option. All selected email confirmation letters are unmarked.
   - **Attach**: To attach a confirmation letter to any reservation or update the confirmation letter for a reservation, select **Attach.** The **CONFIRMATION LETTER** screen for the highlighted reservation displays. See the Reservations Options section for a detailed explanation on using this screen.

4. Once all confirmation letters to send are marked, select **Send** to produce or deliver the letters. Confirmation letters print for postal mailing, fax confirmation letters send to the guest's fax number, and email confirmation letters email as Adobe Acrobat attachments on the guest's email address.

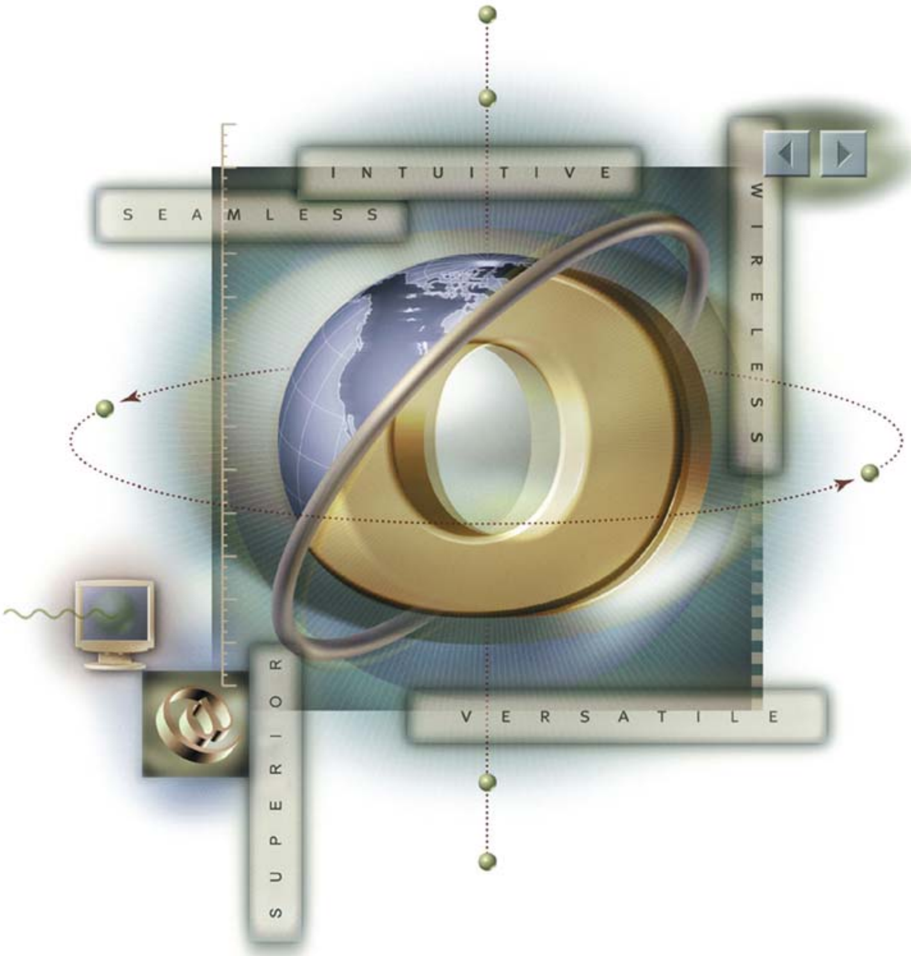
Calendar

The Calendar option displays the hotel's general availability by month. To move from month to month, select the month you desire at the top of the calendar. This screen most often displays overall hotel availability for weeks at a time, and furnishes information about events and sells strategies for the hotel.



Some feature of the Calendar are:

- Total rooms available for each night of the month display in the upper right-hand corner of each date on the calendar.
- The hotel's defined weekend displays on the calendar in an alternate color (i.e. Saturday and Sunday)
- Select the **Legend** to view a color legend of the calendar.
- Select **Edit** to view/modify/update Events and Day Types (sell strategies) for the hotel on any given date



Chapter 4 – Front Desk

Arrivals and Check In

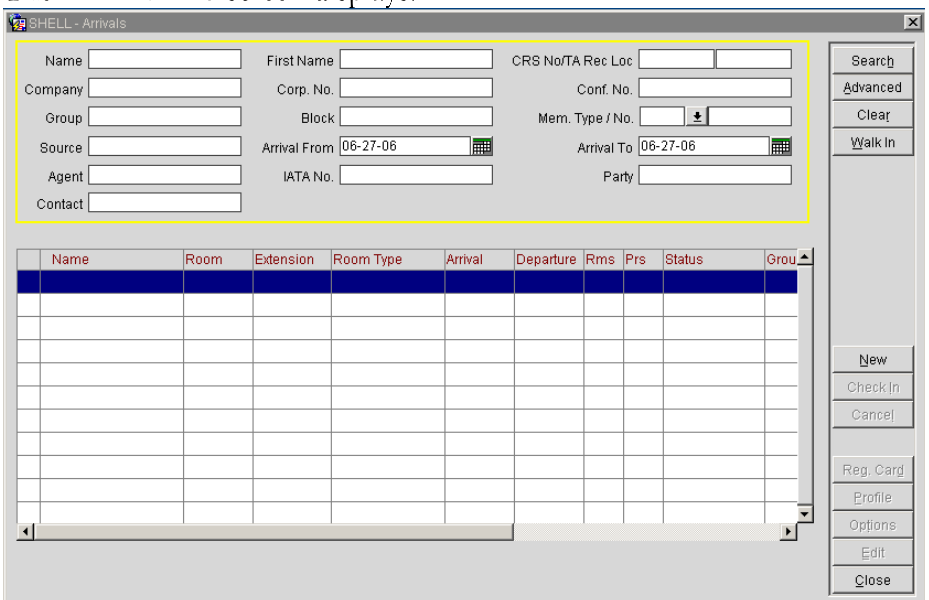
Searching for Arrivals

The **Arrivals** function is the gateway to checking in guests with or without reservations. You can search for incoming guests via a number of customizable criteria, check them in, or perform a walk in.

To search for arriving guests, follow the steps below:

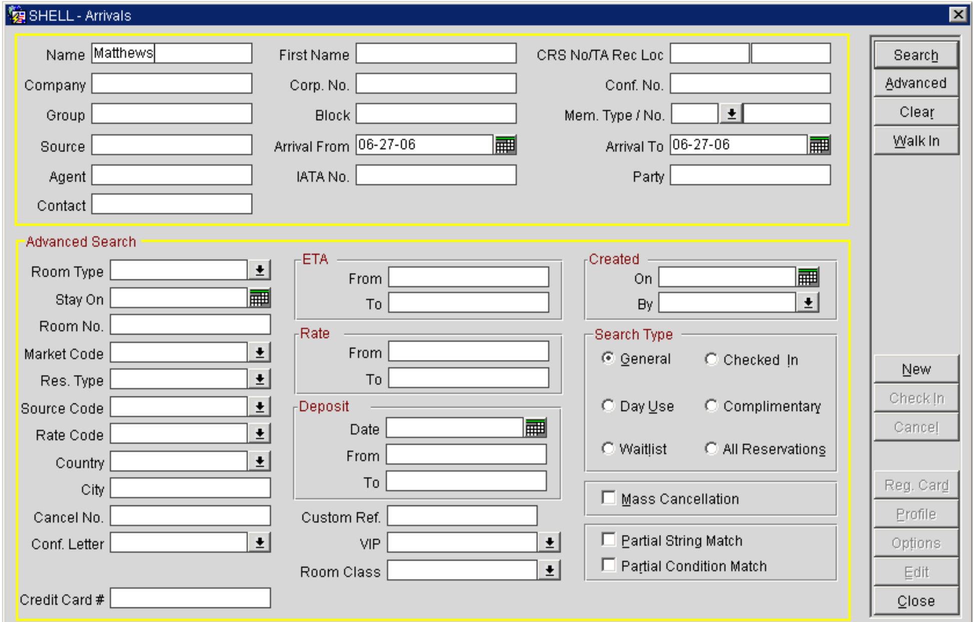
1. From the main menu, select **Front Desk**.
2. Select **Arrivals**.

The **ARRIVALS** screen displays.



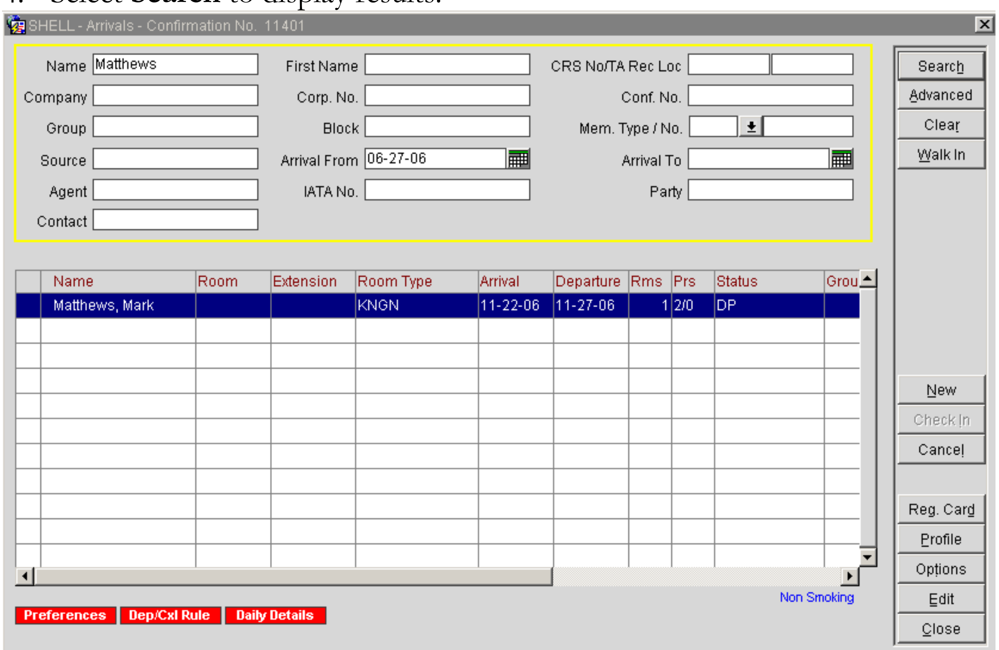
The top portion of the screen provides a variety of fields to narrow your search for the arriving guest. The bottom portion of the screen displays reservations and search results in the grid.

3. Enter the search information into the appropriate fields. Select **Advanced** to produce more search options. Use the **Clear** feature to remove all search options and begin a new search.



NOTE: Commons fields used in searching for arriving guests are the **Name**, **CRS No/TA Rec Loc**, and **Conf. No.**)

4. Select **Search** to display results.



With a reservation highlighted, various function buttons become available. Below are the addition features and functions on this screen:

- **Lamps** in the lower part of the screen alert you when the reservation has preferences, deposit or cancellation requirements, shares, profile notes, reservation comments, routing, or other features associated with it.
- **Check In** offers a quick check-in of the highlighted reservation. Refer to the "Checking In a Guest" section of this chapter for more instructions.
- **Cancel** removes the reservation of an expected arrival (the reservation is no longer displayed on the Arrivals dialog box and the reservation status changes to Cancelled). You can cancel an expected reservation if the guest has not made a deposit to guarantee the reservation, if the reservation is a duplicate, or if the guest informed the property that they would not arrive. Canceling a reservation releases the room back to availability.

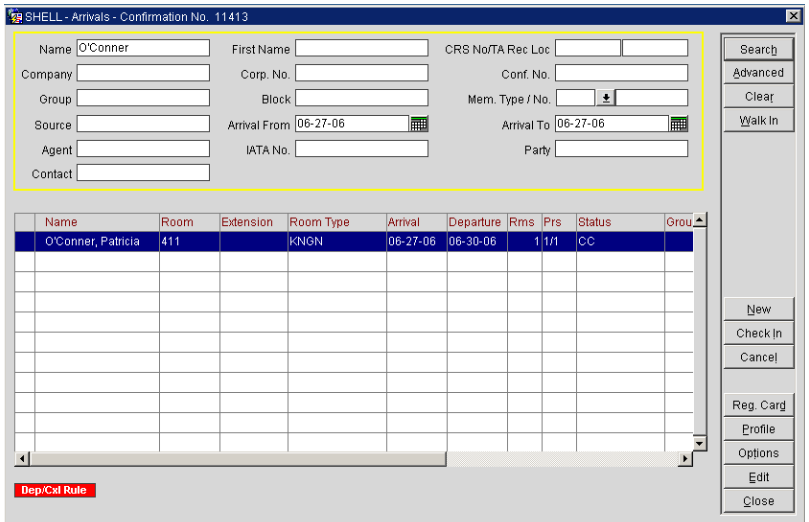
NOTE: If the guest has made a deposit, you cannot cancel the reservation with this option. You must refund a deposit through the Cashiering module.

- **Reinstate** returns a canceled reservation to reserved status.
- **Reg. Card** prints a registration card for the highlighted guest. The default registration card is automatically selected. If no default card exists, the Registration Card screen prompts the user to select a registration card from the Registration Cards reports group.
- **Profile** displays the profile screen for the selected reservation.
- **Options** display the Reservation Options dialog box without displaying the full reservation.
- **Edit** displays the Reservation screen for the selected reservation.

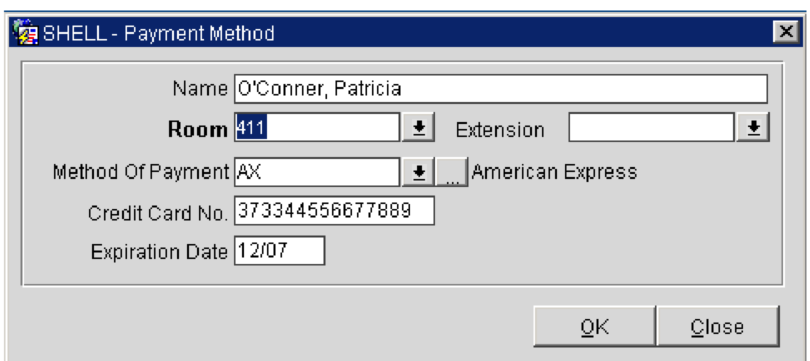
Checking In a Guest

Follow the steps below to check in a guest:

1. From the main menu, select **Front Desk** and **Arrivals**.
2. Search for and highlight the arriving guest.
3. Select **Edit** if the guests' accommodation needs to change in any way (additional nights requested or a change in room type. Otherwise, select **Check In**.



The **PAYMENT METHOD** screen appears

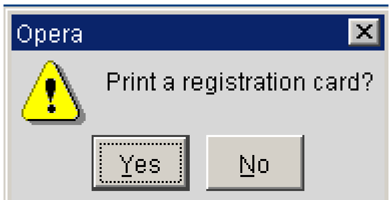


A **Room** number automatically assigns for the room type reserved. If no rooms are available, the **Room** field is blank.

4. To change the room number assigned, or to search for an alternate room, click the drop down arrow next to the **Room** field.
5. Search for and highlight an available room (clean or inspected), and select **OK** to return.

The **Method of Payment** defaults from the reservation. Whether the presented method of payment is the same or needs to change, swipe the credit card at this point for accuracy purposes. If the card is not available to swipe, manually enter the card or payment details.

6. Click the drop down arrow next to the **Method of Payment** field to select the form of payment. Alternately, if there are multiple forms of payment (i.e. a credit card for room and tax and one for incidentals), select the ellipsis button next to this field.
7. Enter the **Credit Card No.** and **Expiration Date**.
8. Select **OK** to save.



9. Answer **Yes** or **No** to print the registration card. This depends on your hotel's procedure for registration cards.

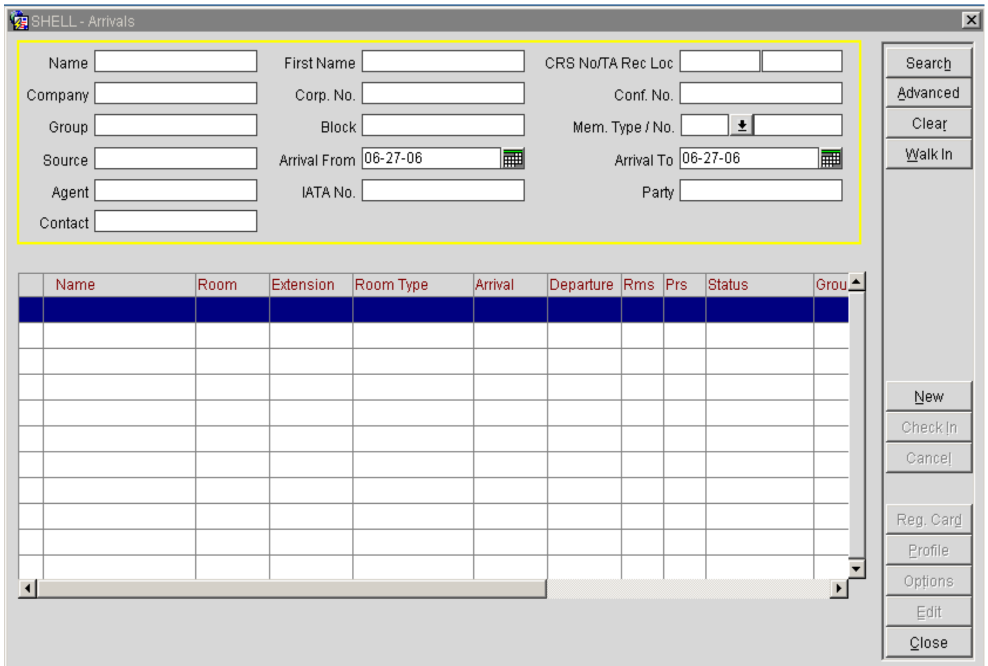
A message displays confirmation the successful check in.

10. Select **OK** to complete.

Checking In a Walk-In Guest

Guests that arrive without reservations are walk-in guests. To perform a Walk-In, follow the steps below:

1. From the main menu, select **Front Desk** and **Arrivals**.

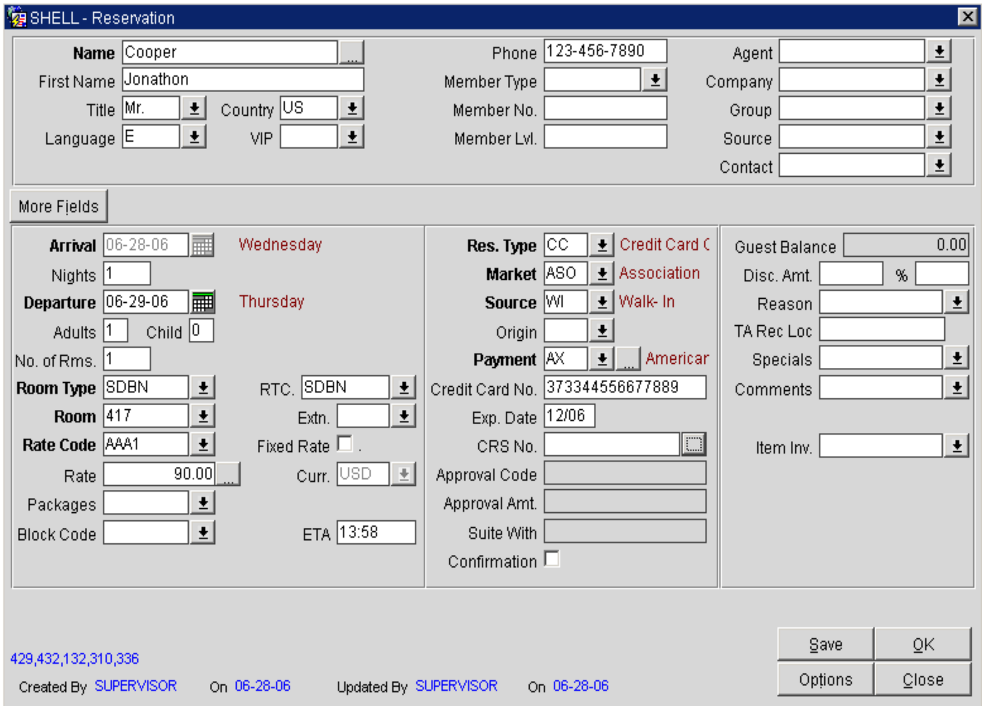


2. Select **Walk In**.

The **RATE QUERY** screen displays.

3. Complete the Rate Query screen and select **OK**.

The **RESERVATION** screen displays.



4. Complete all fields as outlined in the Reservations chapter of this manual.

NOTE: Choose "Walk In" as the **Source**.

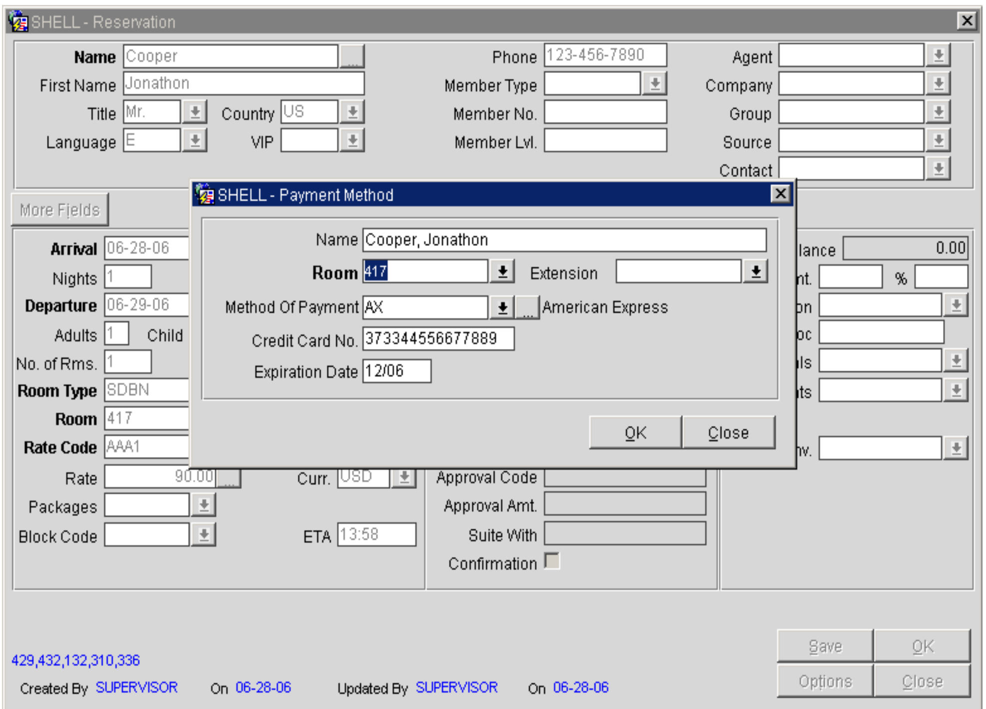
5. Select **OK** to save the check in.

NOTE: It is very important that you select **OK** while performing a walk-in. If you select **Save,** OPERA only saves the reservation but does not move forward with the check in.

A confirmation message displays reading, "Check In [Guest Name]?"

6. Answer **Yes**.

The **PAYMENT METHOD** screen displays.



7. Confirm the payment information or change it as needed. Remember to swipe the credit card if applicable.
8. Select **OK** to save.

A message displays asking to print a registration card.

9. Answer **Yes** or **No** to print a registration card.

A message displays to confirm the successfully check-in.

10. Select **OK** to complete.

Queue Reservations

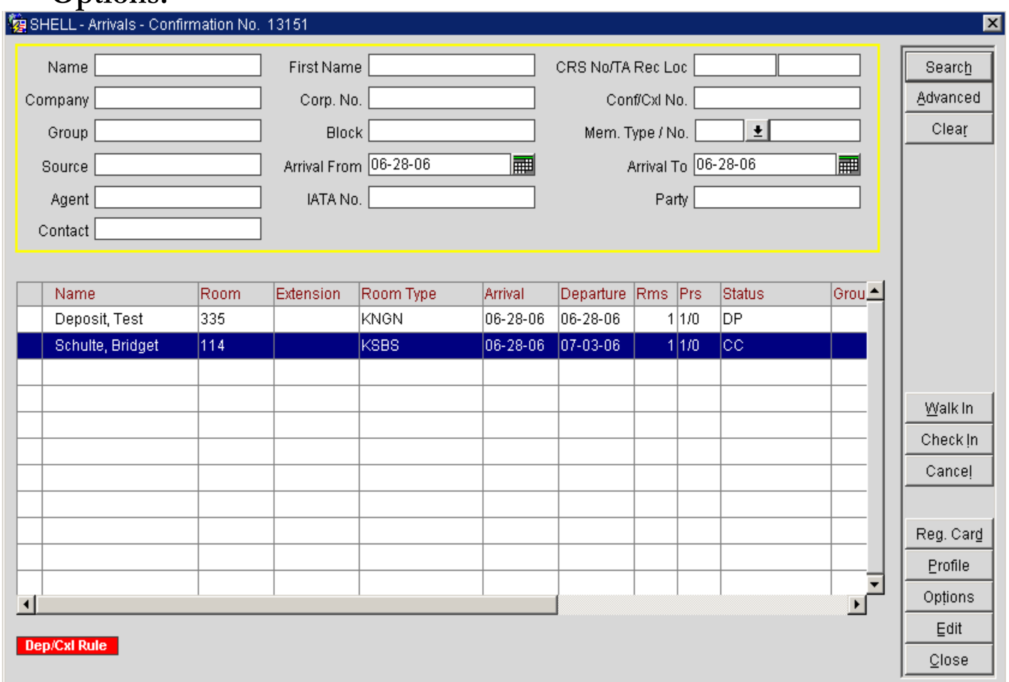
Placing an Arrival into Queue

The **Queue** feature helps your hotel to manage guest arrivals before their room is available for assignment. Reservations put on queue go into a priority list for Housekeeping to attend to first. Coordinated Front Desk and Housekeeping operations help to better service guests and prioritize assigning them clean rooms upon arrival.

A reservation does not necessarily have to have a room number assigned to be in the queue. You may place a room reservation on queue without pre-assigning a room number. As soon as a room is available for the particular reserved room type, you may assign a clean/inspected room and complete the check-in.

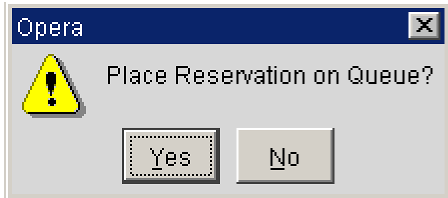
To place an arriving reservation into the **Queue**, follow the steps below:

1. From the main menu, select **Front Desk** and **Arrivals**.
2. Once you locate the guest reservation, highlight the record and select **Options.**



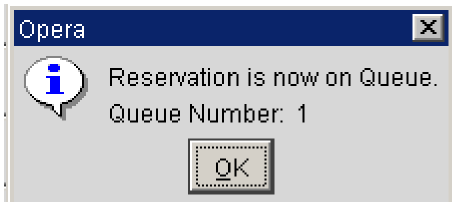
3. Select **Queue**.

A message prompts to place the reservation on Queue.



4. Answer **Yes**.

A confirmation screen displays indicating the guests' status in the Queue.



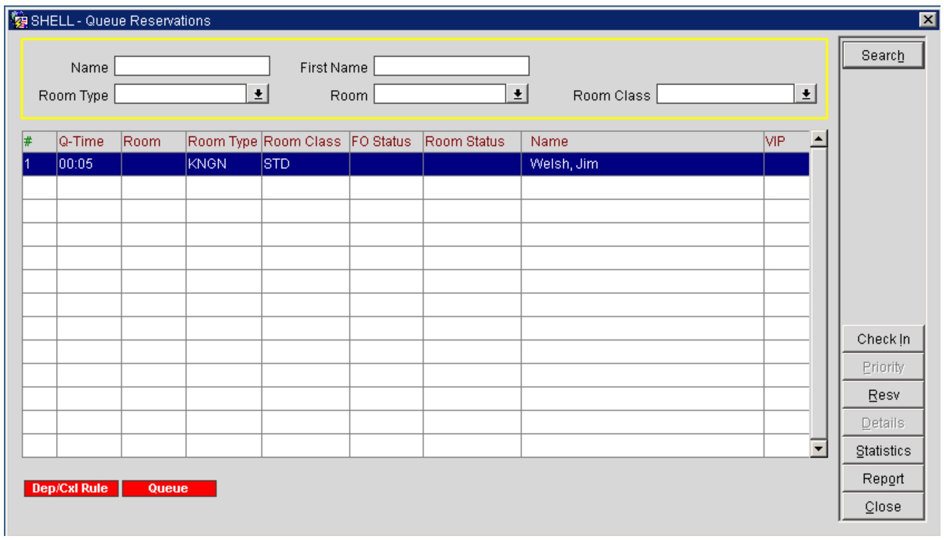
5. Select **OK** to complete.

Managing the Queue

Once a reservation is in the queue, the Front Desk can manage the queue by following the step below:

1. From the main menu, select **Front Desk** and **Queue Reservations**.

The **QUEUE RESERVATIONS** screen displays.



Reservations already placed in queue display on this screen in priority order. Click on any column header to resort the display. Note the **Q-Time** and **Room Status** columns.

2. If a reservation is ready to check-in and the room is available, highlight the reservation and select **Check In**. Continue the process to check in the reservation as outlined earlier in this chapter.
3. To alter a reservations place in the queue, highlight the record and select **Priority** to move the reservation to the top of the queue.

Additional features within the **QUEUE RESERVATIONS** screen are as follows:

- **Resv**. display the reservation record for the highlighted reservation.
- **Details** display the **ROOM EDITS** screen for the guest's room when there is an assigned room number to the guest.
- **Statistics** displays a detailed view of the current reservations in queue.
- **Report** prepares and prints the Queue Reservations report.

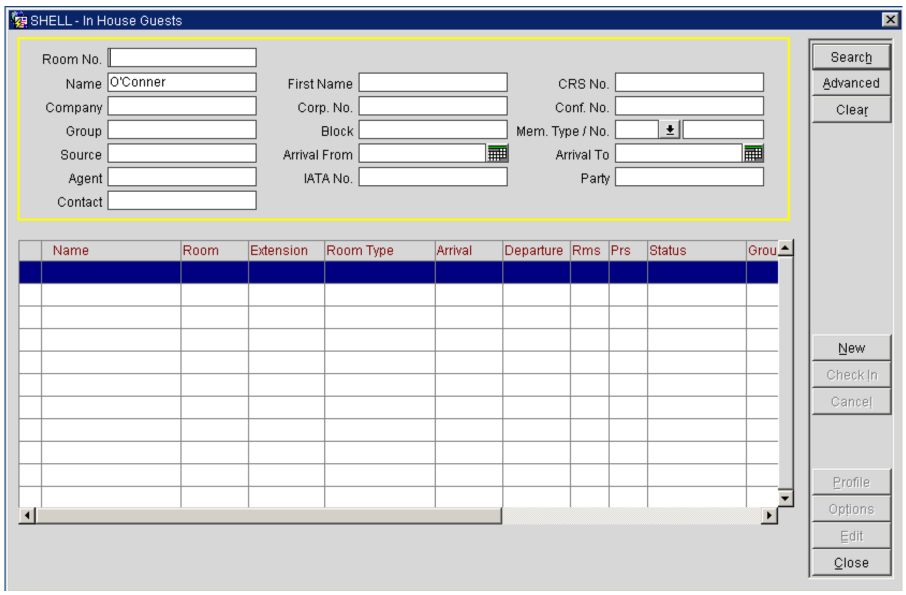
In House Guests

Searching for In-House Guests

The **IN HOUSE GUESTS** screen allows you to view and modify reservation information and/or profiles of in-house guests. This feature is identical to the **RESERVATION SEARCH** screen, except that reservation statuses do not list on this screen (since the guests are in-house).

To search for an in-house guest, follow the steps below:

1. From the main menu, select **Front Desk** and **In-House Guests**.
2. Enter in the desired search information (i.e. **Name, Room No.**, etc). Select **Advanced** for additional search criteria options.



3. Select **Search**.

Search results display in the grid at the bottom of the **IH HOUSE GUESTS** screen.

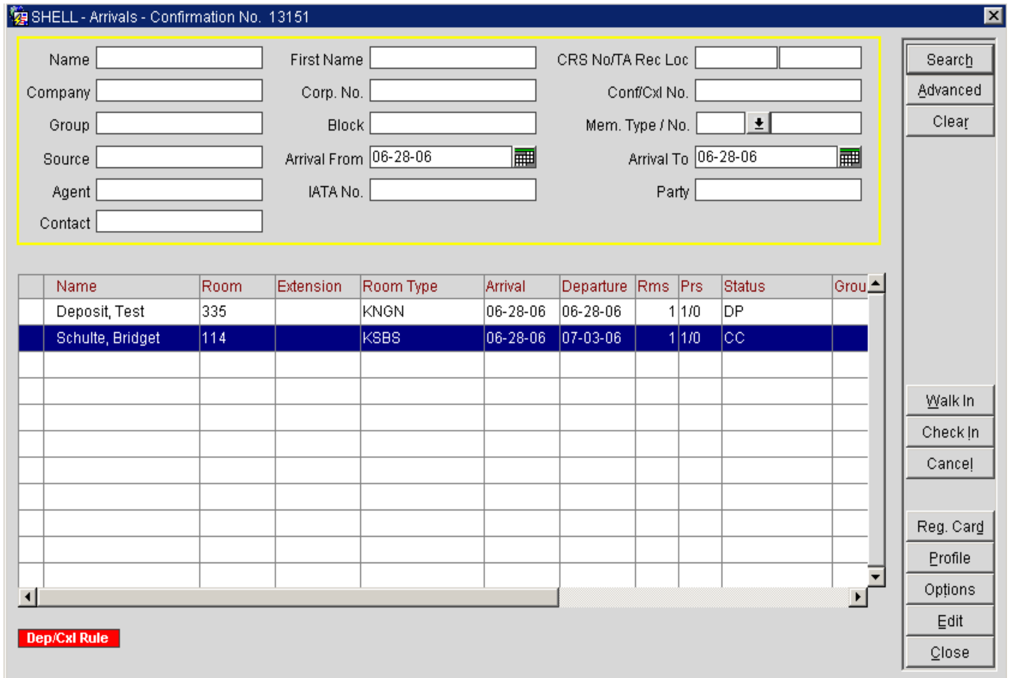
Editing In-House Guest Records

It may be necessary to modify a guests' stay information after the guest has checked in. For example, when a guest wishes to extend their stay, editing the in-house record is required.

To modify an in-house guest reservation, follow the steps below:

1. From the main menu, select **Front Desk** and **Arrivals**.
2. Enter search criteria (i.e. **Name, Room No.**, etc.) and select **Search.**
3. Highlight the record and either double-click it or select **Edit**.

The **RESERVATION** screen display for that guest.



4. Make any applicable modifications to the in-house record and select **OK** to save changes.

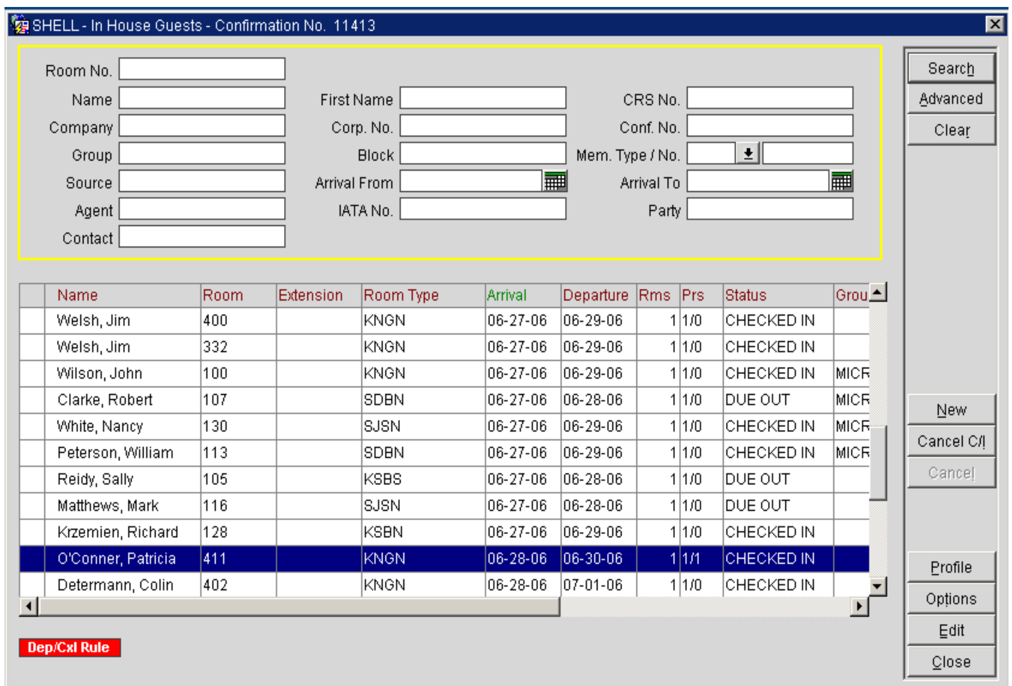
Canceling a Check-In

From time to time, there may be a need to return a guest's reservation status from checked in to reserved. For example, if you accidentally checked in an incorrect reservation, it may be necessary to cancel that check-in.

NOTE: Canceling a check in can only happen on the day of arrival while no charges exist on the guest folio. In addition, canceling a check-in does NOT cancel the reservation – the record only returns to a Due-In status.

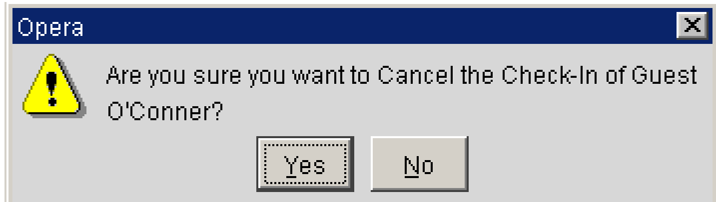
To cancel a checked in reservation, follow the steps below:

1. From the main menu, select **Front Desk** and **Arrivals**.
2. Enter search criteria (i.e. **Name**, **Room No.**, etc.) and select **Search.**
3. Highlight the incorrectly checked in reservation record.



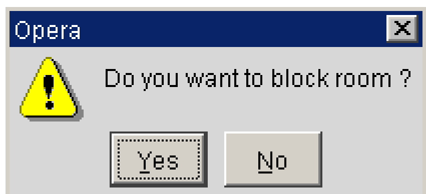
4. Select **Cancel C/I.**

A message displays asking if you indeed would like to cancel this check in.



5. Answer **Yes.**

A message displays asking if you would like to block the room.



6. Answer **Yes** to leave the room number pre-blocked on the arriving reservation. Answer **No** to return the reservation to a due-in status, without having a room number pre-assigned.

Additional Front Desk Features

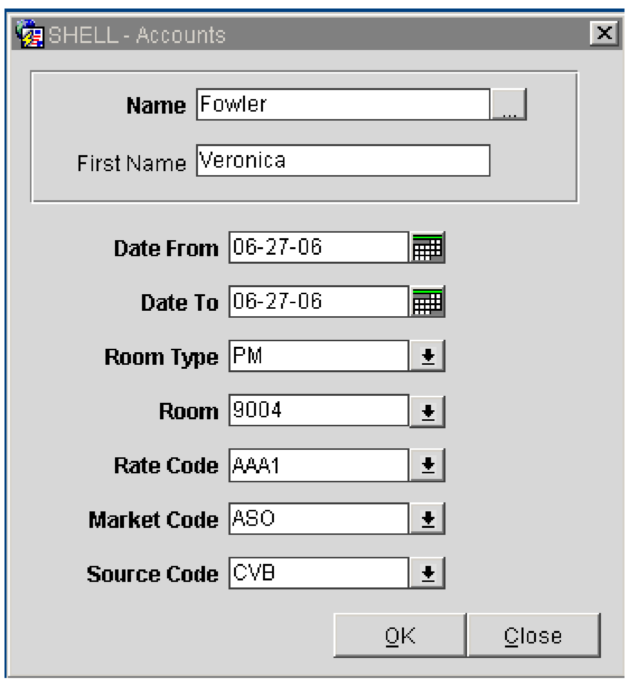
Accounts – Posting Masters

Posting Masters are reservations and folios that exist only for billing purposes. Another name for a Posting Master (PM) is a House Account. Posting Masters commonly exist for Banquet charges and internal financial purposes. The **Accounts** feature is a simple way to check in Posting Masters or House Accounts.

To use the Accounts function, follow the steps below:

1. From the main menu, select **Front Desk** and **Accounts**.

The **ACCOUNTS** screen displays.



2. Enter the profile **Name** used to create the posting master or the last name of a guest. Select the ellipsis button next to this field to access the **PROFILE SEARCH** screen for locating existing company or guest profiles.
3. Enter the **First Name** of the guest if the PM is for an individual rather than a company or group.
4. Enter the **Date From** and **Date To** for the arrival and departure date of the PM account.
5. Enter the "PM" **Room Type** for posting master. Click the drop down arrow to select the PM room type or simply type "PM" in the field.

NOTE: Your hotel may have several different types of Posting Master room types. If this is the case, select the room type that best serves the intended purpose of the reservation. For example, if creating the reservation for a Banquet Charge, the hotel may have a room type called PB (Posting Banquets).

6. Click the down arrow next to the **Room** field to select any available room number from the **AVAILABLE ROOMS SEARCH** screen. Most PM room numbers are in the 9000 series (i.e. 9001, 9002, etc.).
7. Enter the **Rate Code** defined by your hotel for PM accounts (i.e. HOUSE).
8. Enter the **Market Code** defined by your hotel for PM accounts (i.e. H=House Use).
9. Enter the appropriate **Source Doe** defined by your hotel for PM accounts (i.e. HU=House Use).
10. Select **OK** to complete the account.

If the **Date From** date for the Posting Master is the current business date, a message displays asking if you would like to check in the guest.

11. Answer "Yes" to check in the PM account.

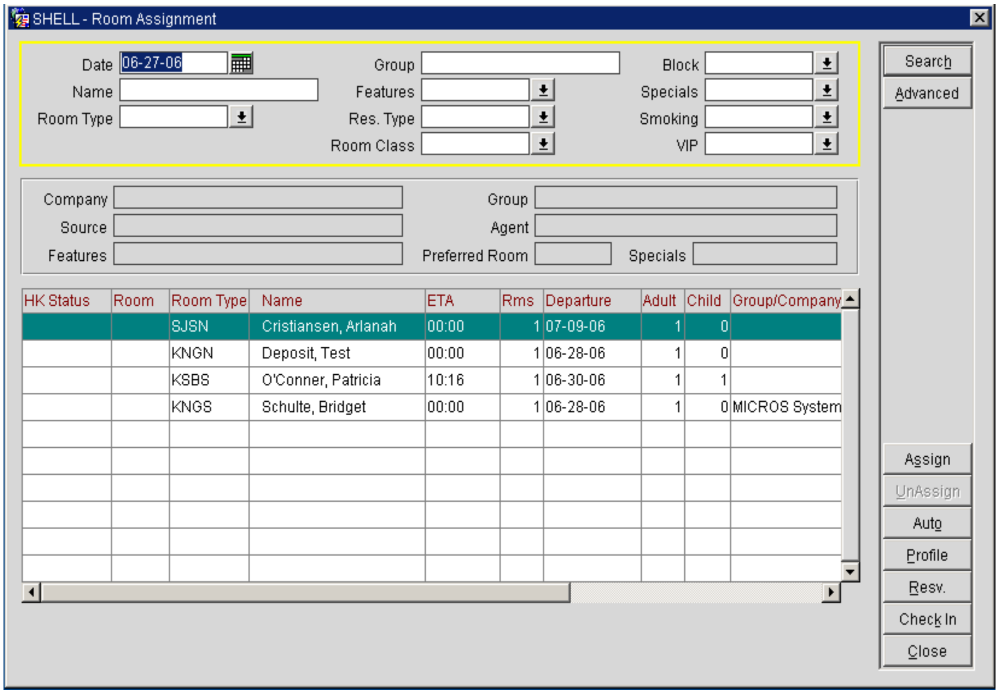
Room Assignment – Individual

The **Room Assignment** feature offers a variety of useful functions, allowing you to easily pre-block rooms for your arriving guests and speed up the check in process at the desk when working with large group check ins. If there are a large number of special room type requests or VIP arrivals, pre-blocking rooms can help eliminate last minute rushing to prepare rooms for their arrival.

To individually pre-assign room numbers to incoming guests, follow the steps below:

1. From the main menu, select **Front Desk** and **Room Assignment**.

The **ROOM ASSIGNMENT** screen displays.



NOTE: This screen only displays reservations that do not have a room number assigned.

2. Enter the search criteria desired for the arriving guests to pre-block.
3. Highlight the individual reservation you wish to pre-block and select **Assign.**

The Housekeeping **ROOM ASSIGNMENT** screen appears.

4. Highlight the desired room number and select **OK**.

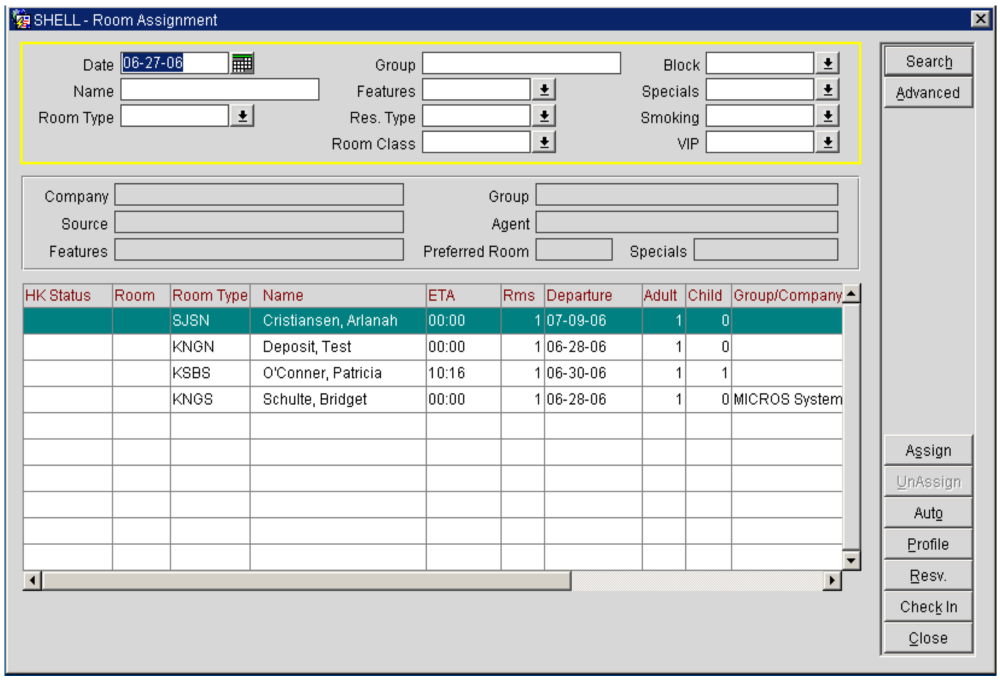
The reservation pre-assigns to a room and removes from the display.

Room Assignment – Auto

There may be a need to have the system automatically assign rooms to guest. For example, if it is your hotel's policy to pre-assign all incoming VIP rooms, or all members of a group, the **Auto** feature is the most practical way to assign rooms.

To automatically assign rooms to a range of reservations, follow the steps below:

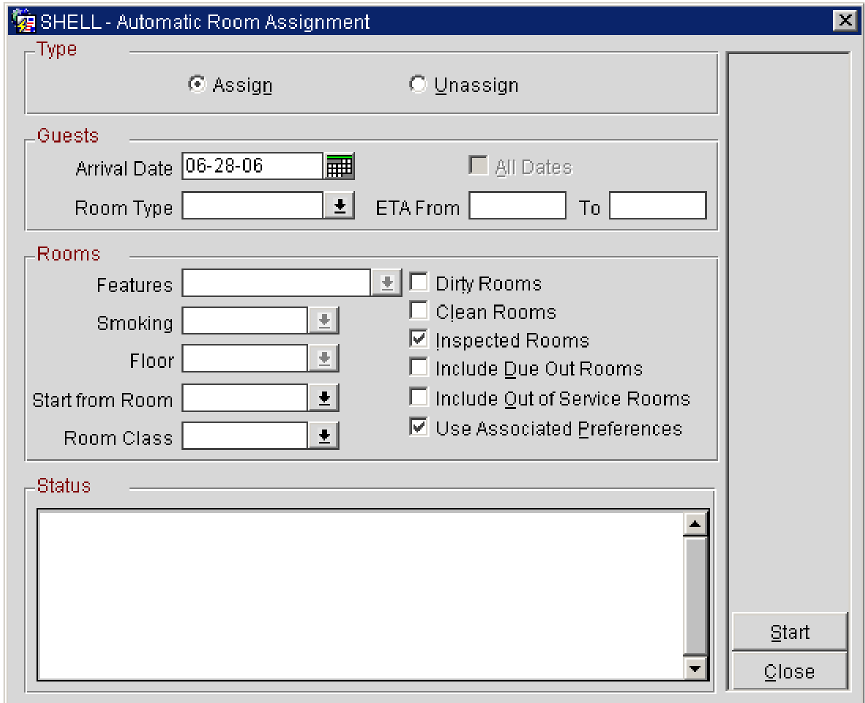
1. From the main menu, select **Front Desk** and **Room Assignment**.
2. Using the search criteria in the **ROOM ASSIGNMENT** screen, search for the reservation that you want to assign rooms, such as a group or all incoming smoking guests.



3. Select the **Auto** option.

NOTE: The **Auto** option automatically assigns rooms for any reservations displayed in the main **ROOM ASSIGNMENT** screen. Searching for the reservations prior to selecting **Auto** is strongly encouraged.

The **AUTOMATIC ROOM ASSIGNMENT** screen displays.



4. Choose the **Assign** radio button at the top of the screen.
5. To assign certain room types or specific features (i.e. King Non-Smoking, 3rd Floor, etc.) make the applicable selections on this screen (i.e. **Room Type, Smoking, Floor**, etc.).
6. To vary the Housekeeping statuses in the assignment process, select the check boxes to the right of the screen for **Dirty Rooms**, **Clean Rooms**, and **Inspected Rooms**.
7. To use the preferences indicated on the guests' profiles and reservations, check the **Use Associated Preferences** feature.
8. When completed entering information, select **Start.**

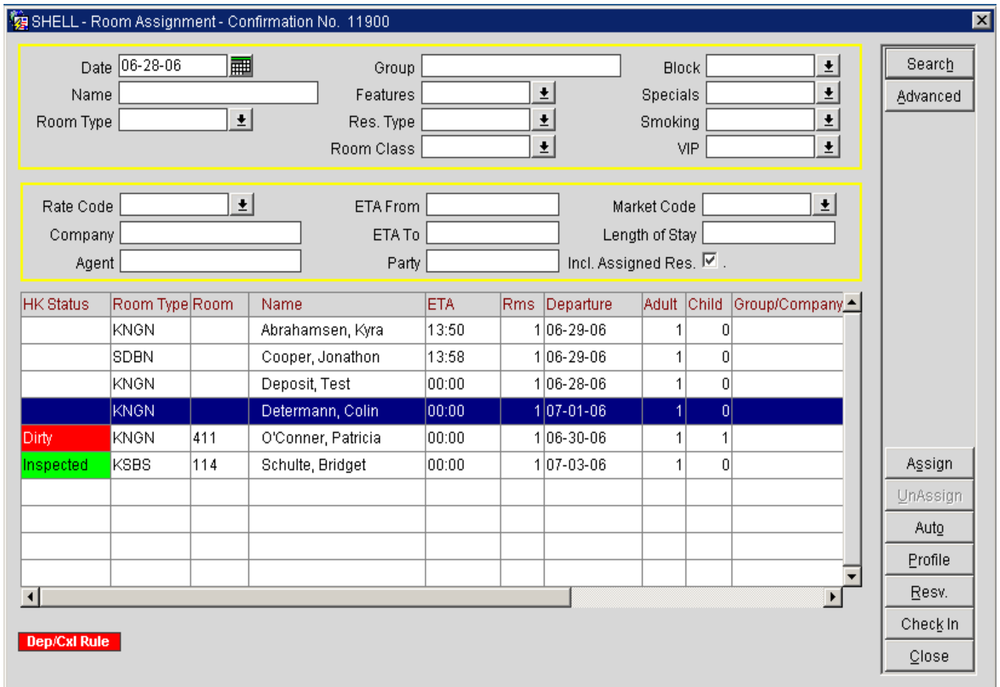
As the system automatically assigns a room to each reservation, the in the Status section of the screen shows the room number assigned to each. After completing the automatic room assignment, the display counts the rooms assigned and unassigned.

NOTE: If reservations fail to assign during this process, change the selection criteria and attempt the automatic assignment again. Typically, reservations with too many preferences or limited availability on clean/inspected rooms cause reservation not to assign.

Room Assignment – Unassign

To remove pre-blocked rooms from arriving reservations, follow the steps below:

1. From the main menu, select **Front Desk** and **Room Assignment**.
2. Select the **Advanced** search option and place a check mark in the **Include Assigned Res.** box.



3. Search for the reservation(s) to unassign rooms and highlight the desired record.
4. Select **Unassign**.

To remove a range of reservations with pre-blocked rooms, follow the steps below:

1. Search for existing pre-assigned reservations using steps 1-3 above.
2. Select **Auto** to display the **AUTOMATIC ROOM ASSIGNMENT** screen.
3. At the top of the screen, select the **Unassign** radio button.
4. Input any search criteria to narrow the reservations affected (i.e. **Group, Arrival Date**, etc.) and select **Start.**

All rooms that meet the criteria are no longer pre-blocked.

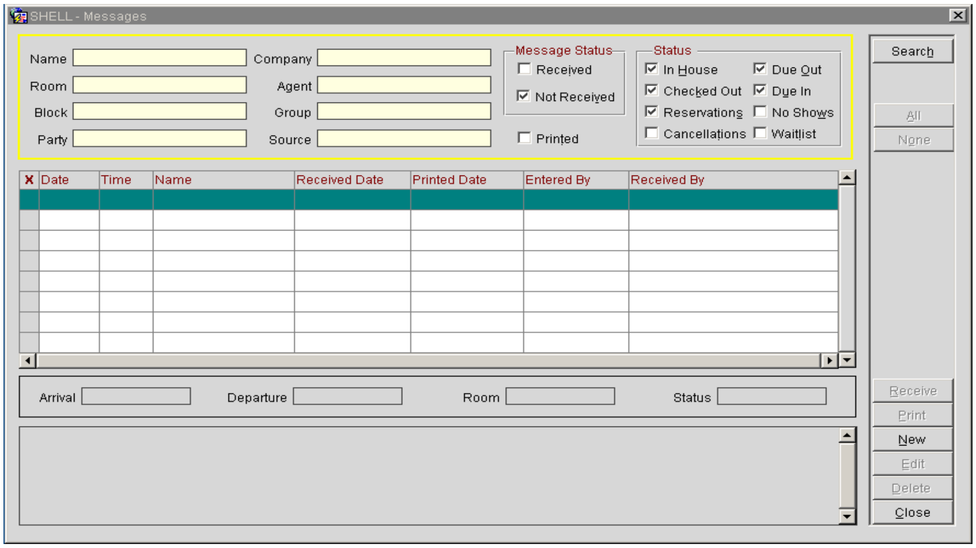
Messages	The **Messages** function enables you to send messages to individual guests, groups of guests, and selected guests such as a Party or Block. The database retains an unlimited number of messages for every guest, with functionality to mark them as "Received" or "Not Received", as well as the ability to print messages on a standard message form. The database retains messages in the system until you delete it or until the End of Day sequence (Night Audit) following the recipient guest's check out. All features explained in the "Reservations" chapter of this manual also apply in the **Messages** function of the Front Desk. Typically, when leaving a message for an individual, the Reservations Options is the most practical place to manage the message for the guest. When managing messages for multiple guests, the function within the Front Desk menu allows extended capabilities.

CREATE A NEW MESSAGE

To enter a new message for a guest using the Front Desk > Messages feature, follow the steps below:

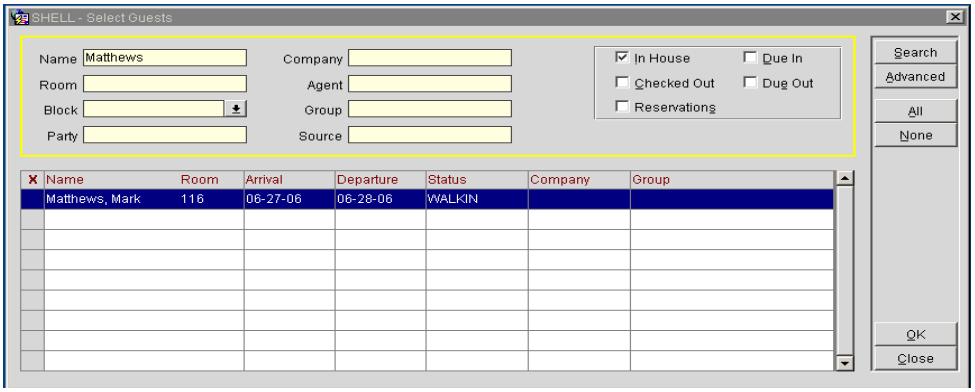
1. From the main menu, select **Front Desk** and **Messages**.

The main **MESSAGES** screen displays.



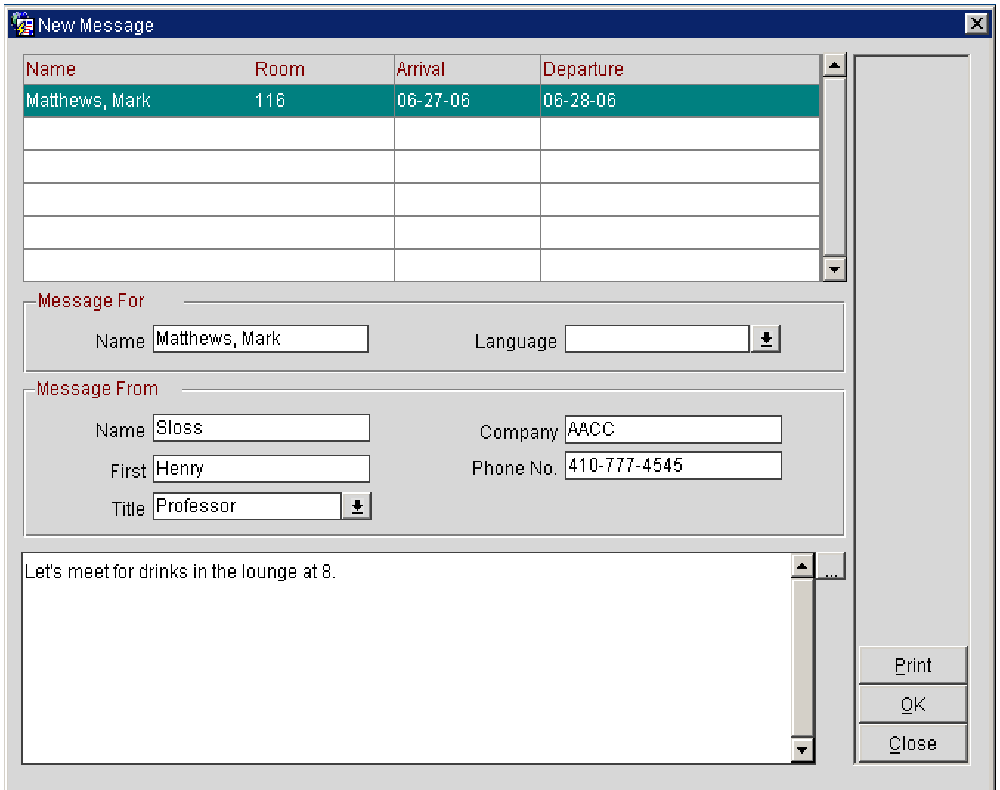
2. Select **New**.

The **SELECT GUESTS** screen displays.



3. Input the **Name** or **Room** of the party to receive the message(s) and select **Search**.
4. Place an "X" next to the guest and select **OK**.

The **NEW MESSAGE** screen displays.



5. Enter the caller's information and message as learned in the "Reservations" chapter of this manual.
6. Select **OK** to deliver the message.

EDIT AN EXISTING MESSAGE:

To edit an existing message from within the **SELECT GUESTS** screen in the Front Desk > Messages feature, follow the steps below:

1. Search for and highlight the guest with a message to edit. Select **OK**.

The main **MESSAGES** screen displays.

2. Highlight the message to alter and select **Edit**.

The **EDIT MESSAGE** screen appears.

3. Make any necessary changes to the caller information or message text.
4. Select **OK** to save changes.

If you sent this message to more than one guest, a message prompts you to save the change for the current guest only or for all guests who received this message.

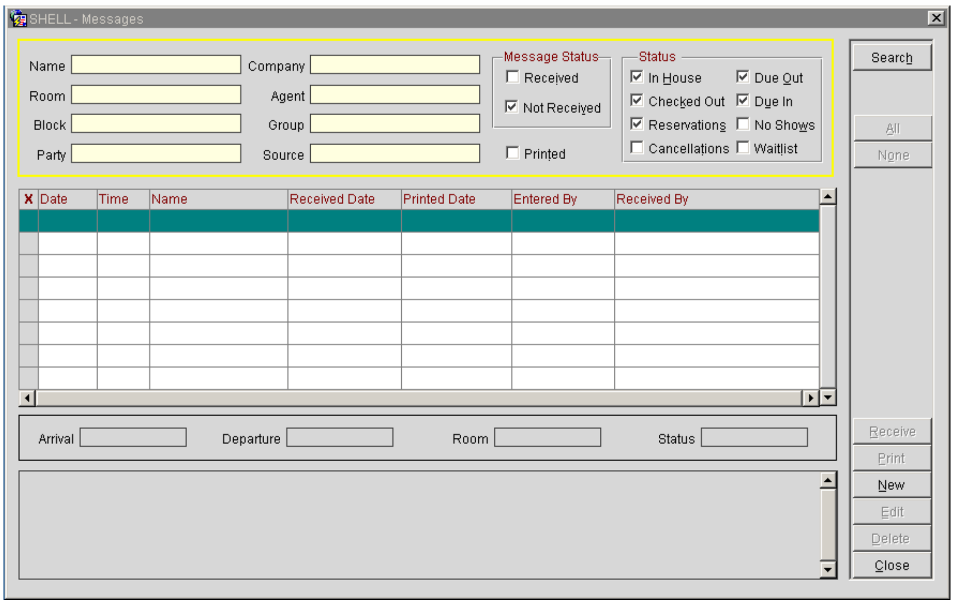
5. Select **This Guest** or **All Guests**, as appropriate.

DELIVER MESSAGES:

When you relay a message to a guest, either verbally or via a printed message, the message delivers to the guest and marks as received. This prevents accidentally delivering the same message to guests more than once.

To deliver a message to a guest and mark the message received, follow the steps below:

1. Select **Front Desk** and **Messages**.



2. Search for the party to receive the message(s).
3. Highlight the message and select **Receive** to indicate that you have given the message to the guest. To marked multiple messages, place an "X" next to each message (or choose **All** to mark all messages) and then select **Receive.**

Traces – Viewing and Resolving

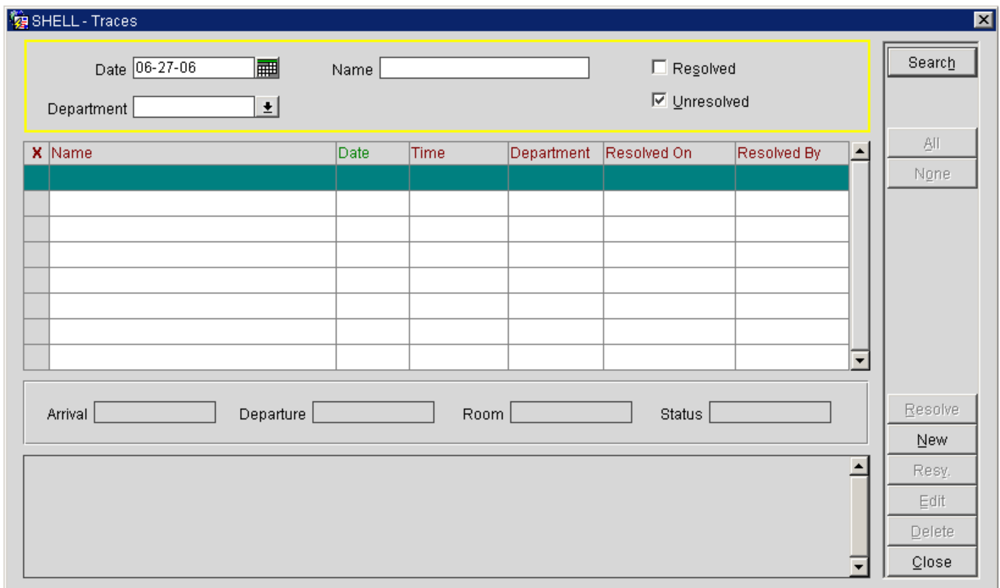
VIEWING DEPARTMENT TRACES:

Traces are internal interdepartmental messages that serve as reminders for other employees. Traces assist the hotel in taking actions on guests' special requests. For more information on entering traces directly on a reservation, refer to the "Reservations" chapter of this manual.

Follow the steps below to view existing traces for your department:

1. From the main menu, select **Front Desk** and **Traces**.

The **TRACES** screen appears.



2. Click the drop down arrow next to the **Department** field in the search criteria and choose your department (i.e. Front Desk, Reservations, Housekeeping, etc.)
3. Select **OK** to return to the **TRACES** screen.
4. Ensure the check box next to **Unresolved** is active to only few traces that require action.
5. Select **Search**.

Traces for your department display in the results grid.

6. To view details or modify on an individual trace, select **Edit**.

The **TRACES – EDIT** screen displays.

7. Make any applicable modifications and select **OK** to save changes.

RESOLVING EXISTING TRACES:

To resolve an existing trace on a reservation or multiple reservations, follow the steps below:

1. Locate any traces for your department as outlined in the previous section.
2. Highlight the trace that has a completed action, and select **Resolve**.
3. To resolve multiple traces at one time, place an "X" next to each trace and then select **Resolve**. To resolve all department traces, select **All** and then **Resolve**.

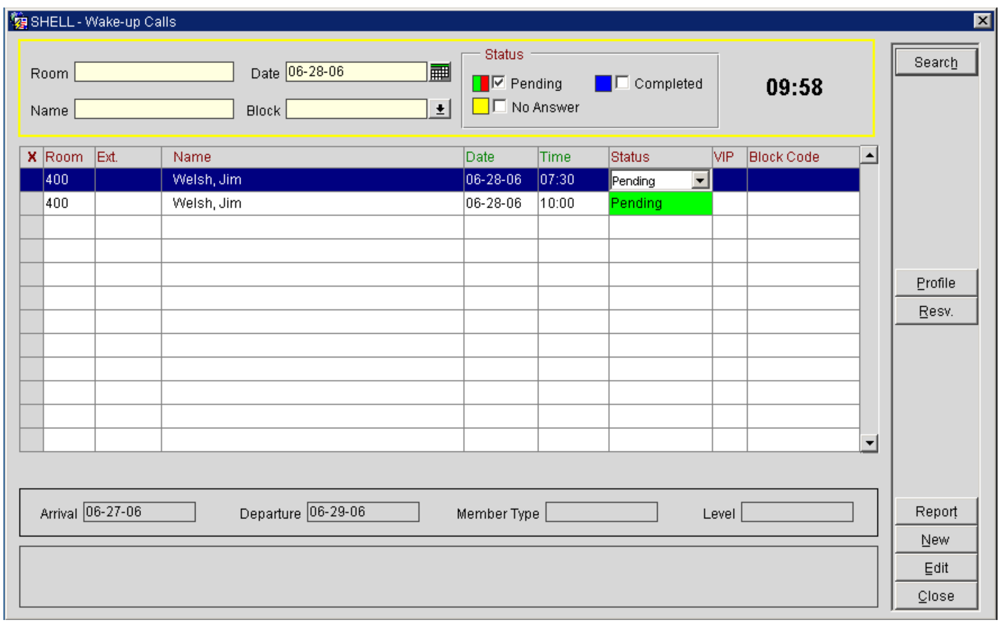
Wake Up Calls

The **Wake-Up Calls** function allows you to set, view, and delete wake up calls for rooms, guests within a room, or room blocks. The Wake-up Call feature is functional with a PBX interface. If no active PBX interface functionality exists, it is possible to use this feature to log manual wake up requests for reporting.

To create new wake-up call and manage the call log, follow the steps below:

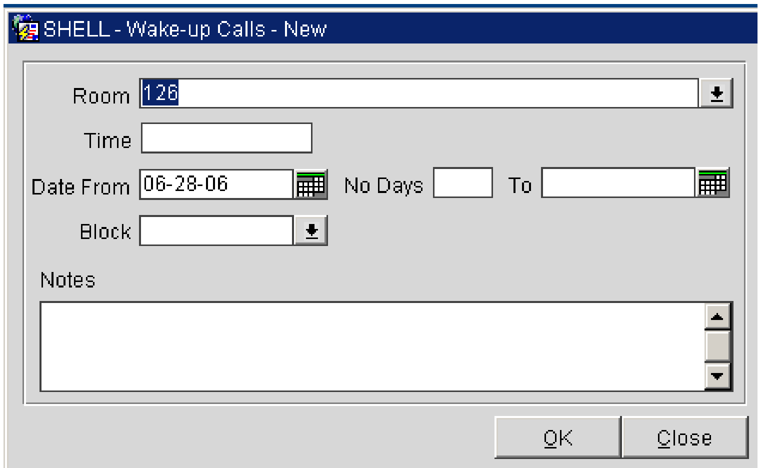
1. From the main menu, select **Front Desk** and select **Wake-up Calls**.

The **WAKE-UP CALLS** screen displays.



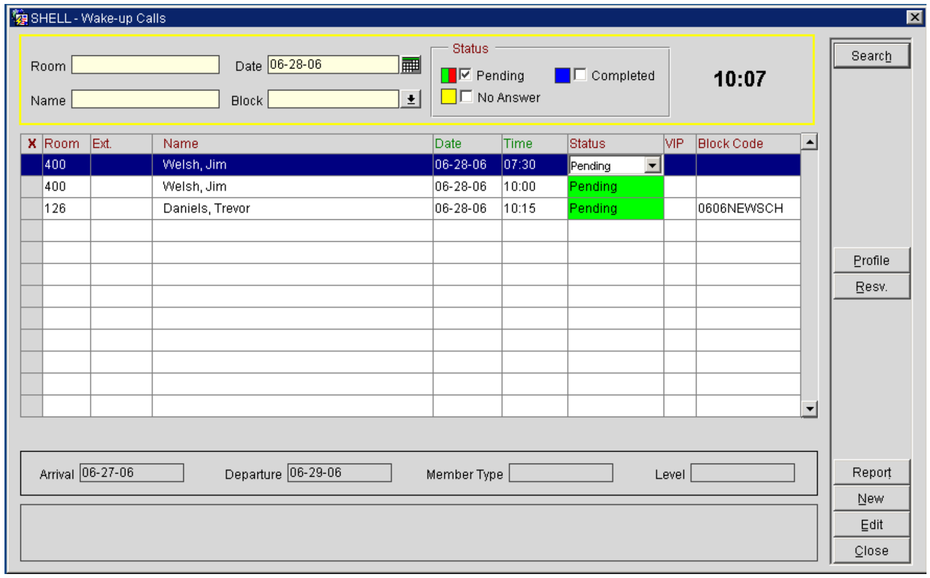
2. Select **New**.

The **WAKE-UP CALLS - NEW** screen appears.



3. Enter the **Room** number or click the down arrow to display the **IN HOUSE GUEST SEARCH** screen.
4. Enter in the **Time** of the wake-up call, and the **Date From, No Days, To** if the dates requested are more than one night.
5. To select to set wake up calls for an entire group, click the drop down arrow next to the **Block** field and select the appropriate group.
6. Enter any **Notes** regarding the call request.
7. Select **OK** to save.

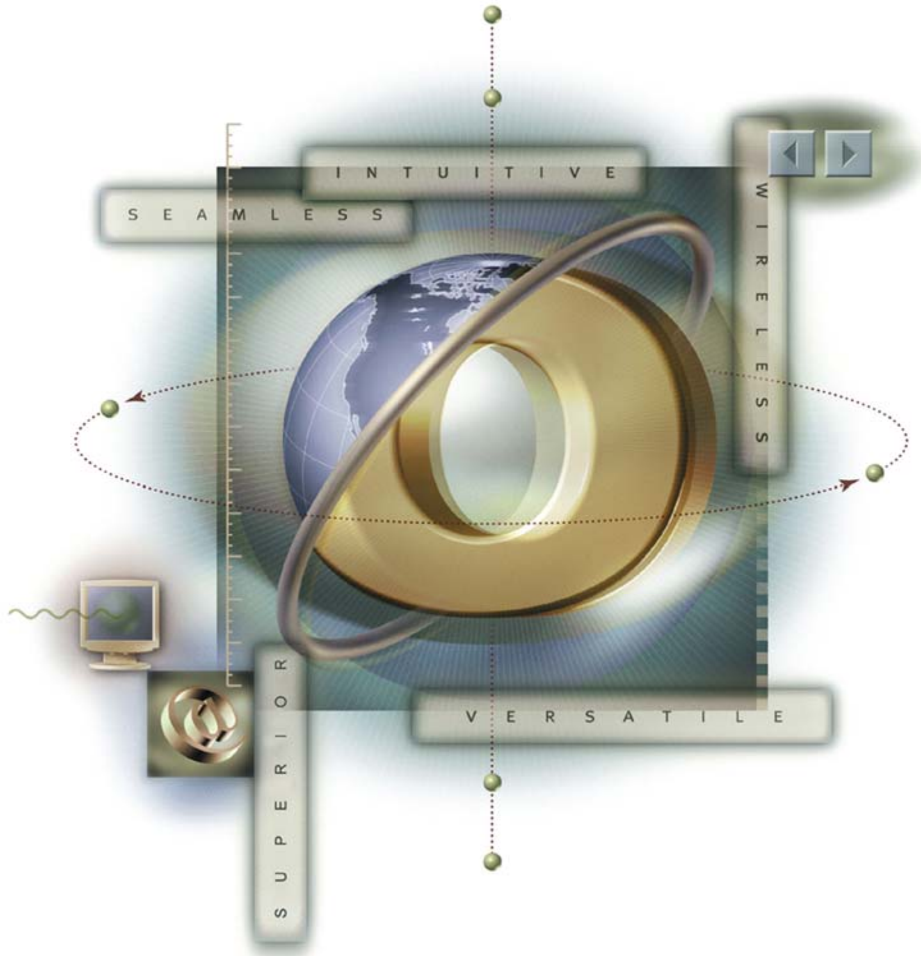
The new wake-up call displays in the grid.



NOTE: You may set up individual wake-up calls for guests sharing the same room, whether or not they have individual phone extensions. If you select a room with shares, sharing guests list individually on the **IN HOUSE GUEST SEARCH** screen. You may select the sharers individually to set up separate wake-up calls.

From within the **WAKE-UP CALLS** screen, there are several additional functions.

- If you manually deliver a wake-up call, you may change the status of the wake-up call directly in the grid from "Pending" to "Completed" or "No Answer". This feature marks the actual time the PBX Operator delivered the wake-up call.
- To print a Report of all wake-up call requests, select **Report**.



Chapter 5 - Cashiering

Cashiering Basics

Understand Debits and Credits

OPERA financials work solely in terms of debits and credits to guest folios. You either post a charge and "add" to the guest folio balance or post a payment or adjustment and "subtract" from the guest folio balance. Debits and Credits are key aspects of transactions you post as a Cashier.

Debit - a transaction posting that "adds" to the guest's folio balance where the guest consumes a charge and owes the hotel for the service. For example, when a guest charges an item such as dinner in the restaurant, that charge posts to the guest's account (Folio) as a debit using a Transaction Code (e.g. Restaurant Dinner).

Credit - a transaction posting that "subtracts" from the guest folio balance where the guest pays for a charge or service applied to their folio. Another way to credit the guest's account is posting an adjustment to a guest's folio. In most cases, credits are payments posted when a guest checks out. For example, when a guest makes a payment, or there is an adjustment or correction to the folio, the payment or adjustment posts to the guest's account (Folio) as a credit using a Transaction Code (i.e. Cash).

Cashier Login

Every user with the ability to access Cashiering has a unique User Name, Cashier ID, and Password.

For financial accountability and security, OPERA requires you to login each time you make a financial transaction. The **CASHIER LOGIN** screen displays each time you access a function in the **Cashiering** menu, prompting you to enter your user **Password**. Passwords for cashier logins are the same as your user password when you log into the system.

Each user also has a unique **Cashier ID** attached to their user name that tracks all financial transactions posted by the user. Having these security features requires each user to be accountable for all postings and payments performed on a given business date and helps prevent fraudulent financial activity in the system.

Navigating Folios

All guest charges post to one or more folios once the guest is in-house. In OPERA, the term “window” is an alternate name for a folio. We use the term “window” because when viewing a guest folio to the screen, you are able to tile multiple folios to appear like windows.

Guests may have up to eight folio windows, which you can view, print, or use to bill them separately. Multiple folios are required when closing charges to Direct Bill.

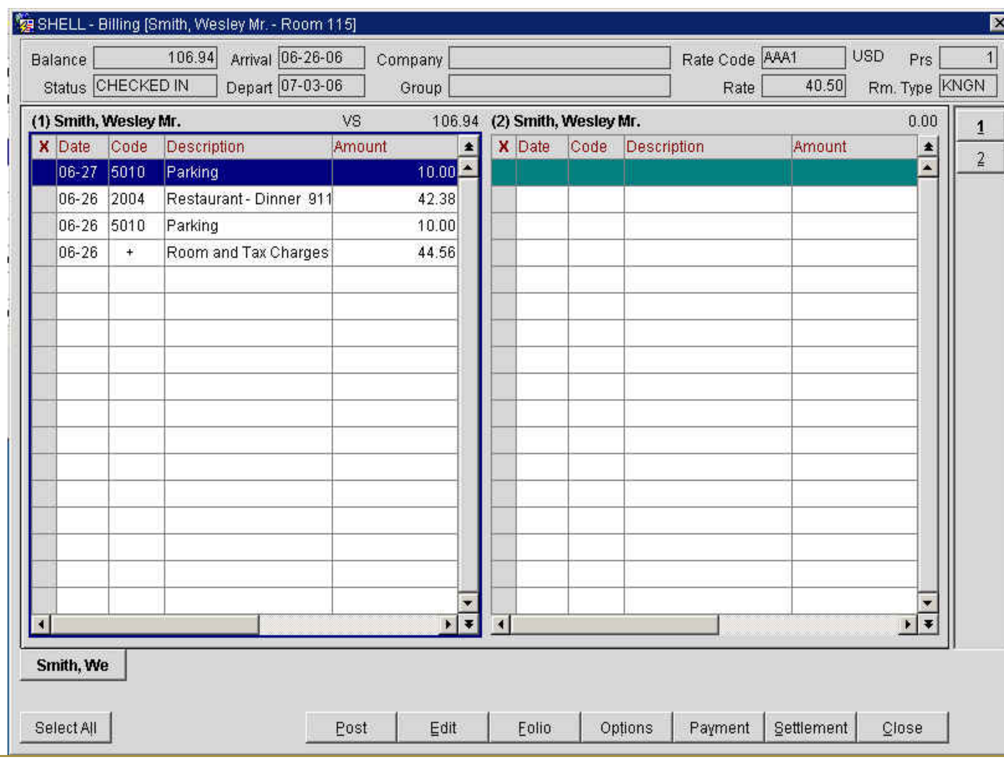
To open and navigate multiple folio windows, follow the steps below:

1. From the main menu, select **Cashiering**.
2. Select **Billing**.
3. Enter your **Password** select **Login**.

The **IN HOUSE GUEST SEARCH** displays.

4. Search for and highlight the guest whose folio you wish to display and choose **Select**.

The **BILLING** screen displays for that guest.



Guest reservation information lists along the top of the folio window for your reference.

5. Right click with the mouse to open a menu of options.
6. Select **New Window** near the bottom of the list.

Another folio window appears to the right of Folio 1.

7. Repeat this process up to a maximum of eight (8) folio windows.

Employees can move postings from one folio window to another by dragging and dropping the transaction with the mouse. To perform this, click on the charge to move with the mouse, hold and drag the charge to the 2nd window, and release the mouse to drop the charge.

Posting a Charge

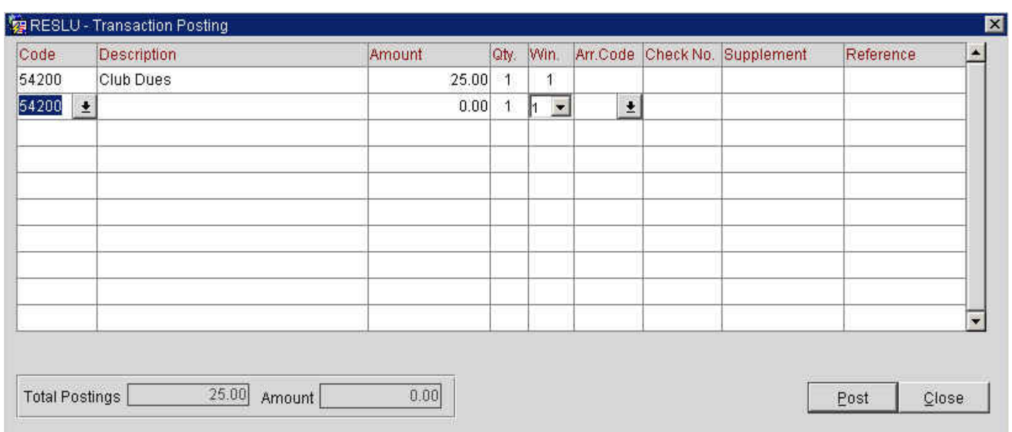
From time to time, it is necessary to post charges manually to a guest folio. Charges posted directly by a user require accessing the folio. Charges posted automatically through the Night Audit do not require a user's intervention.

To manually post a charge to a guest folio, follow the steps below:

1. From the main menu, select **Cashiering** and **Billing**.
2. Enter your **Password** in the **CASHIER LOGIN** screen and select **Login**.

The **IN HOUSE GUEST SEARCH** screen displays.

3. Search for and highlight the desired guest room.
4. Choose **Select** to open the folio.
5. Select **Post** at the bottom of the **BILLING** screen.



6. Click the drop down arrow next to the **Code** field.

NOTE: It is also possible to enter the code directly into the field without accessing the list of values by entering the first few letters of the transaction code (example: "park" for "Parking") or the numeric transaction code.

The transaction description populates in the **Description** field.

7. Enter dollar **Amount** of the posting.
8. Enter the **Qty** (Quantity) to post multiple transactions at the same price. (i.e. If a guest receives 30 photocopies at .25 cents each, enter a quantity of 30 at a price of .25)
9. Select the folio **Win** (Window) to post the transaction. The default window for all postings is the first folio window.
10. Select from a list of **Arr. Code (**Arrangement Codes) if the charge description should group by charge type (i.e. Restaurant Charges).

NOTE: Not all transaction codes have an Arrangement Code. This is only for transactions of the same nature to display on the folio with a generic name.

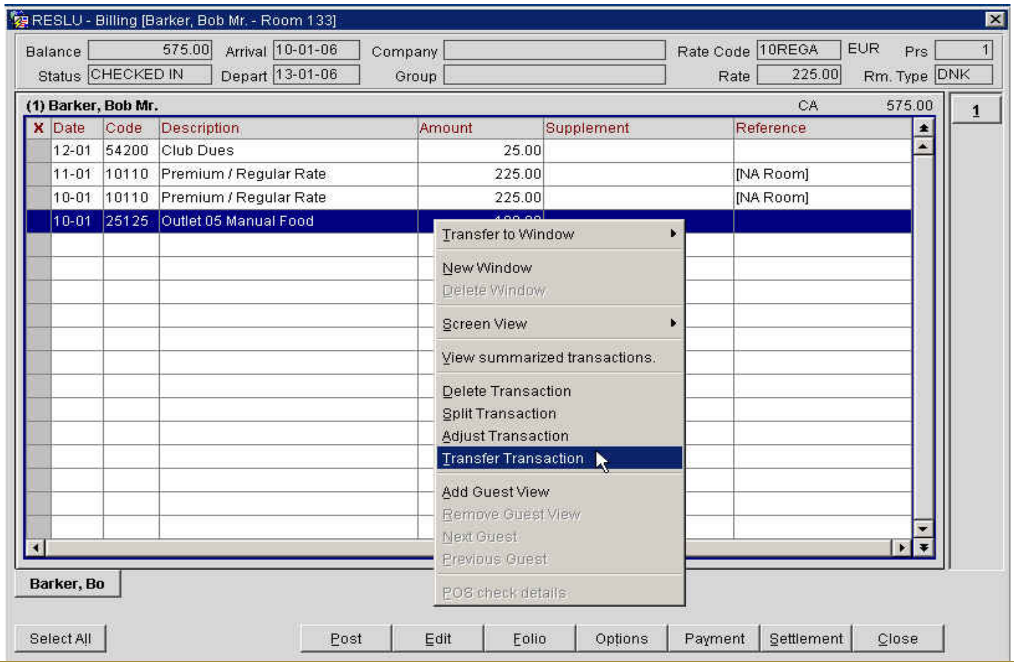
11. Enter the **Check No.** (Check Number) when manually posting Food and Beverage transactions (in the event that the POS interface is down). If there is not interface with the F&B outlets and the PMS and the F&B charge is a manual one, you may leave this blank as well.
12. Use the **Supplement** and **Reference** fields to enter an explanation of the charge. These fields may print on the guest folio, so be certain to limit explanations to text appropriate for the guest to view.
13. Select **Post** to post the charge.
14. Continue this process to post charges until complete. Once all charges post, select **Close**.

The posted charges now display on the folio.

Transfer Charges to/from Another Room

Follow the steps below to transfer a charge from one room to another:

1. From the main menu, select **Cashiering** and **Billing**.
2. Search for, highlight the desired guest room, and choose **Select**.



1. Highlight the charge(s) to transfer and **right-click** the mouse.
2. To transfer multiple transactions, place an "X" next to each charge or highlight the charges and select the Space bar.
3. Select **Transfer Transaction**.

The **TRANSFER TYPE** screen displays.

1. Select to Transfer TO another Room and Marked Postings.

The **IN HOUSE SEARCH** screen displays.

Select the **Room(s)** to transfer the charge(s) to or from by entering the room number directly in the **Room** field, by entering the guest's last name directly in the **Room** field or by clicking the drop down arrow next to the **Room** field to select the room number(s).

2. Verify the transfer information and select **Transfer**. The confirmation screen below displays:

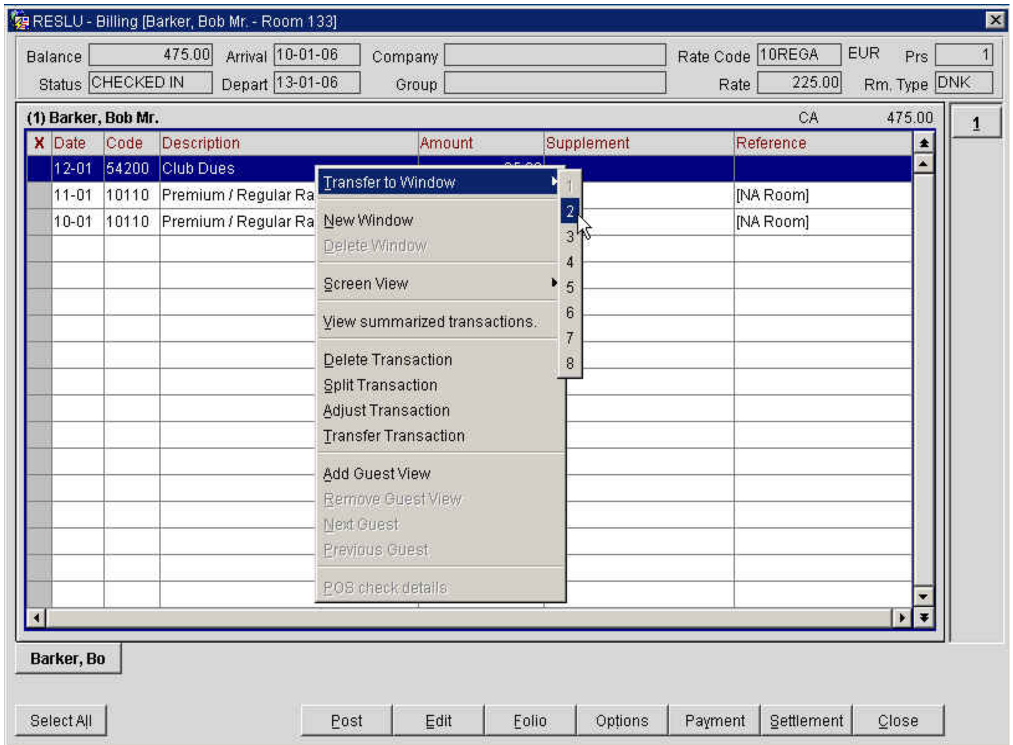
Alternate options for transferring charges are as follows:

- **Grouped Postings** transfers all charges attached to the selected transaction codes (i.e. F&B charges, charges with generates).
- **Entire Folio** selects all charges on the folio to transfer
- **Marked Postings** transfers the postings marked on the folio with an "X".
- **Partial Posting** performs a split to the charge selected to post, and then transfers the charge.
- **Check Number** transfers all charges with a specific check number (i.e. F&B charges)
- **Transfer TO another Room** transfers charges to another guest room
- **Transfer FROM another Room** transfers charges from another guest room to this folio
- **Transfer FROM List of Rooms** transfers charges from a list of other guest rooms to this folio

Transfer Charges to/from Another Folio Window

Follow the steps below to transfer a charge to another folio window:

1. From the main menu, select **Cashiering** and **Billing**.
2. Search for, highlight the desired guest room, and choose **Select**.
3. Highlight the charge(s) to transfer and right click the mouse. To transfer multiple transactions, place an "X" next to each charge.



4. Select **Transfer to Window** and choose the Window number**.**

The folio window displays with the charges transferred.

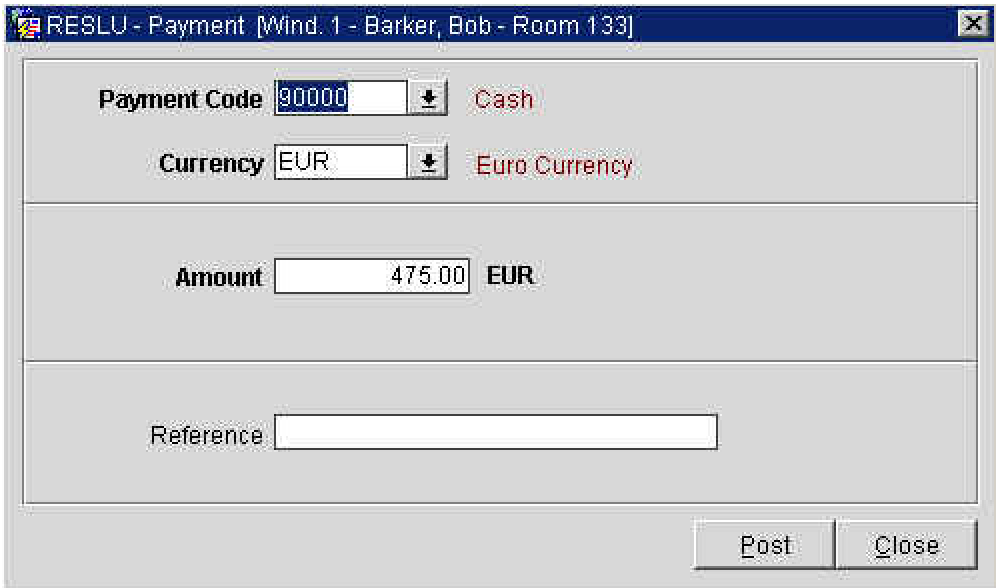
NOTE: You may also transfer charges from one folio window to another by dragging and dropping the charge across windows.

Posting Payments

Payments apply a credit or payment to an in-house guest room. OPERA automatically defaults to the payment method assigned to the particular window (if multiple payment types exist) or defaults to the one on the reservation as well as the total amount due on the folio.

Follow the steps below to make a Payment:

1. Access and display a guest folio in the **BILLING** screen.
2. Select **Payment**.



3. If the payment type differs from that of the reservation, click the drop down arrow next to the **Payment Code** field.
4. Highlight the desired payment type and select **OK.**
5. Enter the payment amount in the **Amount** field. This field defaults to the folio balance.
6. If the guest pays by credit card, type the card number and expiration date in the **Credit Card No./Exp. Date** fields
7. Enter a **Reference** note for the payment and select **Post**.

NOTE: The payment now displays on the guest folio, and the folio balance reduces by the payment amount.

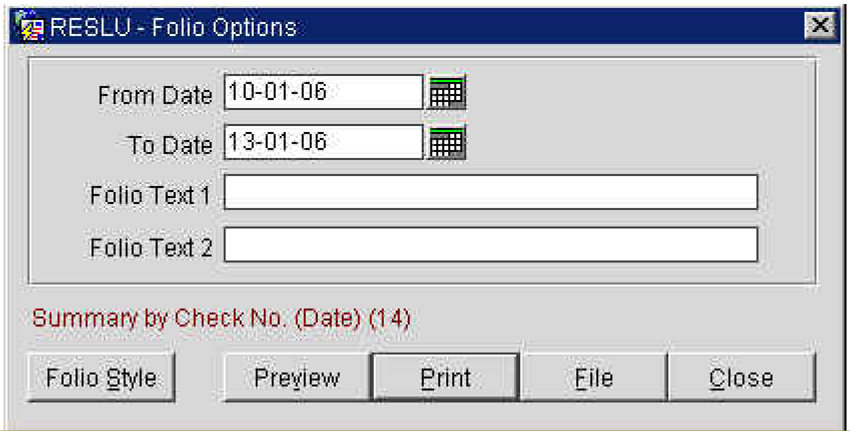
Preview, Print, and File a Folio

Folio displays the guest folio in printed format on the screen. From here, you may either print the folio; review on the screen display, or save a copy to file on your computer for accuracy of the bill.

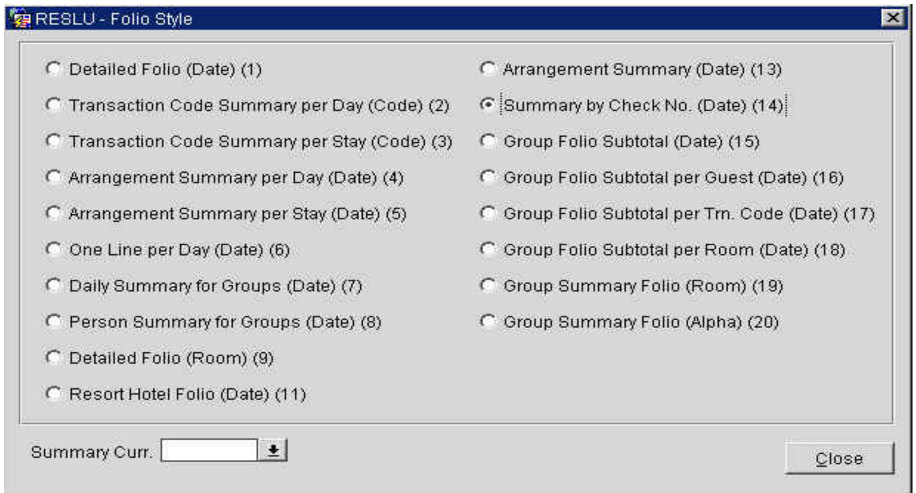
To preview a folio to the screen, follow the steps below:

1. Access and display a guest folio in the **BILLING** screen.
2. Select **Folio** to view the folio.

The **FOLIO OPTIONS** screen displays.



1. Enter the **From Date** and **To Date** for charges to view. This is helpful if the guest is in house for a long period and wants to view charges from a portion of the stay.
2. Select **Folio Style** to alternate the folio view to one of OPERA's 20 different folio styles.



Folio styles allow the user to print the same charges in a different format to meet the guest's needs. Folio styles print guest bills in different formats for both in-house guests and when printing folios from Folio History. Some common folio styles used are:

- **Transaction Code Summary Per Day** rolls up all charges with the same transaction and prints one line per transaction code per day.
- **Transaction Code Summary Per Stay** rolls up all charges with the same transaction code and prints one line per transaction code for the entire stay.
- **Group Folio Subtotal per Room by Stay** subtotals folios per guest per stay to help determine the cost of each guest (most useful on group Posting Master accounts).
- **Arrangement Summary Per Day** rolls up all charges with like transactions and prints one line per transaction code per day (i.e. all phone charges today).

3. Select the radio button for the style you prefer and **Close** to return to the **FOLIO OPTIONS** screen.
4. Select **Preview, Print,** or **File**.

Either the folio appears on the screen in an Adobe Acrobat PDF window for viewing, prints to the workstation printer, or a Windows dialogue box displays to save the folio to file.

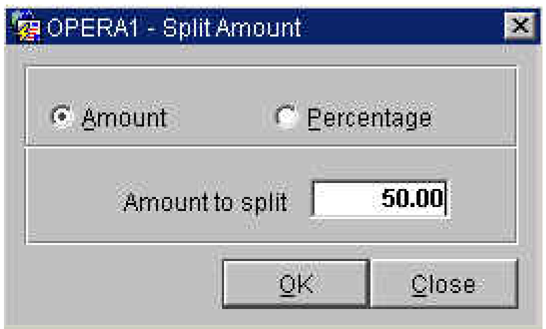
Split a Charge

The need to **Split** a charge on a guest folio happens for a number of reasons. Most commonly, two guests staying in the same room prefer to split their room charges and offer different forms of payment. You may also use the **Split** function to split a transaction if an adjustment needs to be made to ensure it appears correctly on the guest's bill.

Follow the steps below to Split a charge:

1. Access and display the guest folio in the **BILLING** screen.
2. Highlight the desired charge, right-click and select **Split**.

The **SPLIT AMOUNT/PERCENTAGE** screen displays.



3. Select the radio button to split the charge by an **Amount** or **Percentage.**
4. Enter the **Amount to split** or **Percentage to split** (either an amount or percentage).
5. Select **OK** to save.

The charge splits into two separate postings on the folio. From this point, one or both charges can transfer to another folio or another room.

NOTE: You can view the history for the original charge and the split transaction in Posting History.

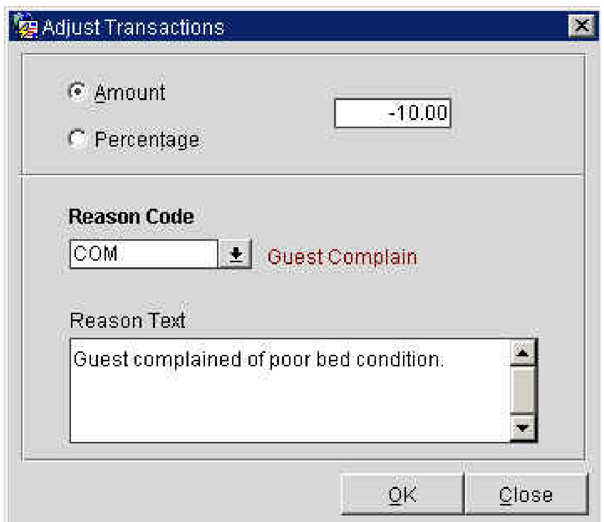
Adjusting a Charge

Adjustments typically apply to postings charged on a previous business day (like room and tax). OPERA automatically adjusts the charge to the correct adjustment transaction code and appears as a second line item on the guest folio.
For example, a Long Distance Domestic charge of $5.00 posted with Transaction Code "57300" is on the guest folio. The guest disputes the charge, and you adjust it off the folio. The Long Distance Rebate Transaction Code "50390" adjusts $-5.00 from the guest folio and appears as a second line item.

NOTE: Remember to use a "-"sign in front of the value to adjust charges and credit the folio.

Follow these steps to adjust a charge of any kind while the guest is still in house:

1. Access and display the guest folio in the **BILLING** screen.
2. Highlight the charge to adjust and right click the mouse.
3. Select **Adjust Transaction**.
4. Choose **Adjust Selected Postings**. This only adjusts the highlighted posting.



5. Select either the **Amount** or **Percentage** radio button, and enter the value of the adjustment in the white text field.
6. Click the drop down arrow next to **Reason Code** and select a reason for the adjustment.
7. Enter any addition information in the **Reason Text** field.
8. Select **OK** to complete and **OK** to the charge-adjusted message.

NOTE: Adjustments on transactions log in Posting History and appear as separate line items on the guest folio.

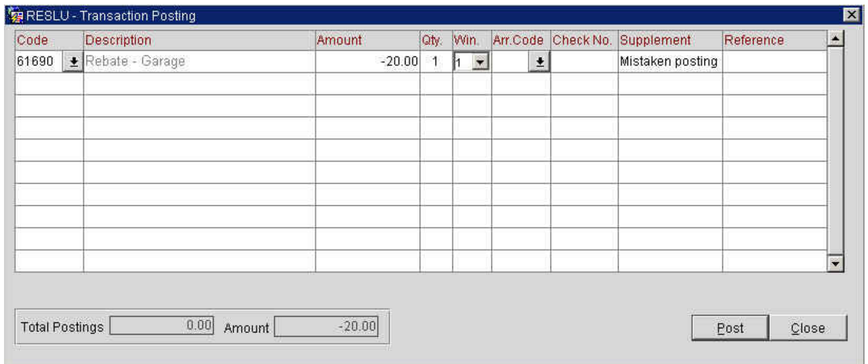
Adjust an Interface or Night Audit Posting

For interface postings and room and tax rebates automatically posted during the night audit, you must manually post and adjustment.

Follow the steps below to adjust an interface or automatic posting:

1. From the guest folio, select **Post**.

The **POSTING** screen displays.



2. Manually enter the "Rebate" transaction **Code** for the transaction to adjust.
3. Enter a "-" before the value being adjusted in the **Amount** or **Qty** (Quantity) field.
4. Choose the **Win** (Window) the adjustment applies to and enter a reason for the negative posting in the **Supplement** field.
5. Select **Post**.

NOTE: Room and tax rebates—or any transactions that have "generates" to post along with the charge (i.e. taxes generate along with room charges during night audit) automatically adjust the generate(s). In other words, if you adjust $10.00 off a room charge and the tax percentage is 5%, 5% of $10.00 also adjusts as generates (i.e. 50 cents).

NOTE: Since interface and automatic charges must adjust manually, these transactions appear as separate line items on the folio.

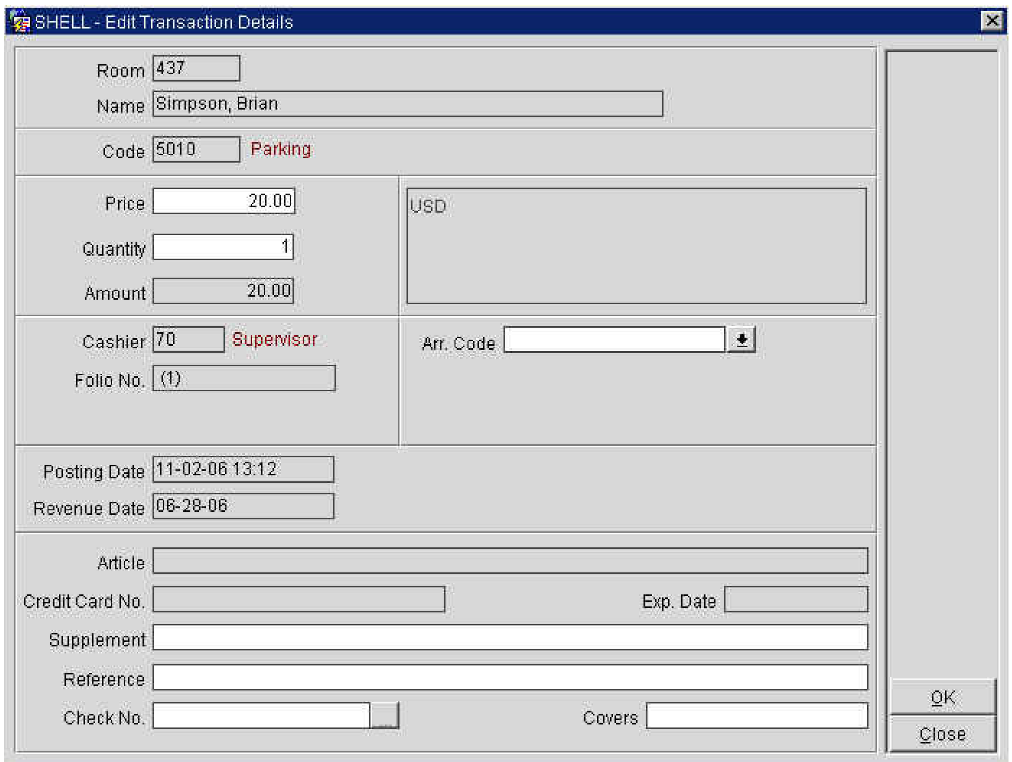
Correct / Edit a Charge

In OPERA, you may correct a transaction posted incorrectly or by mistake. A correction only applies if the posting occurred in the same business day and posted manually to the folio. For example, if you mistakenly posted a $20 parking charge to a guest folio that should have been $10, you may correct the posting by editing the charge.

To correct or edit a charge, follow the steps below:

1. Access and display the guest folio in the **BILLING** screen.
2. Highlight the charge to correct and either double-click the charge or select **Edit**.

The **EDIT TRANSACTION DETAILS** screen displays.



3. Correct the value of the posting in the **Price** field and select **OK** to save changes.

NOTE: Since the correction is on the same business date, and by the same user, there is no additional line item on the folio. The corrected charge displays on the guest folio, as it should. However, transaction details log in Posting History.

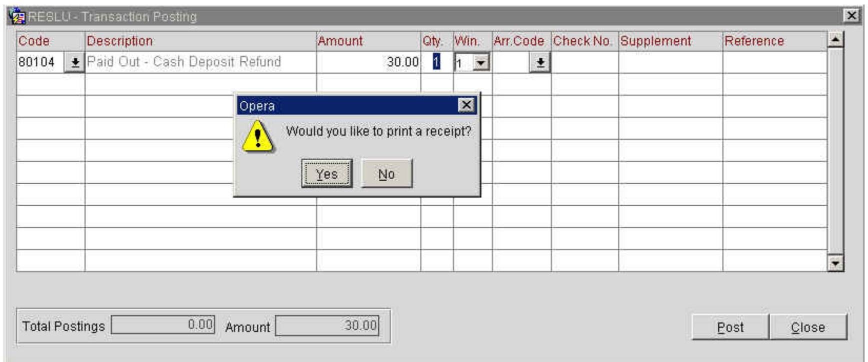
Guest Refunds and Paid Outs

When a departing guest has a credit balance on their folio, it is necessary to refund the remaining balance to the guest. Whether your hotel considers these guest refunds or paid outs, handle the debit posting to the folio in the same manner.

NOTE: Please do not use the Petty Cash or General Cashier functionality to perform guest refunds or paid outs. The postings must happen directly to the guest folio to reconcile the folio balance to zero.

From a guest folio with a credit balance, follow the steps below to issue a paid out or guest refund:

1. Access and display the guest folio in the **BILLING** screen.
2. Select **Post** and enter the **Code** for a "Paid Out" or "Guest Refund."
3. Enter the **Amount** to refund and select **Post**.

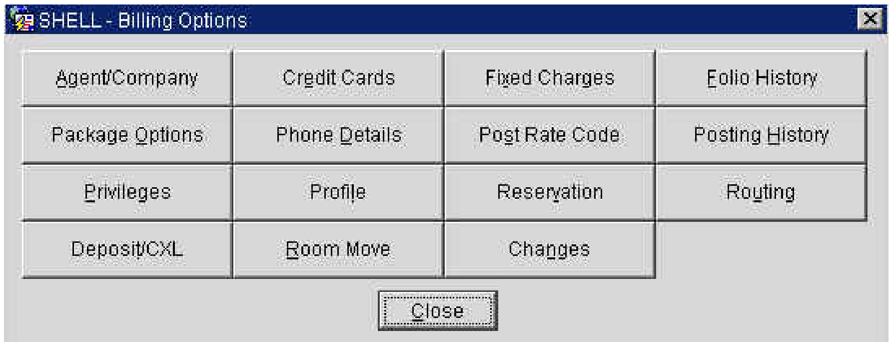


4. Answer "Yes" to print a receipt and have the guest to sign.
5. Select **Close** to return to the guest folio.
6. Notice the zero folio balance.

NOTE: It is not necessary to enter a "-" sign in the amount field, as Paid Out and Guest Refund payment transaction codes are configured as debits to the folio.

Billing Options

Within the folio window, there are several additional options to assist with managing the guest folio. Selecting **Options** from any guest folio displays the following screen:



Credit Cards

The **Credit Cards** option allows the same features on credit cards as In-House Guests found in the Front Desk chapter of this manual.

Follow the steps below to access Credit Cards for authorizations:

1. Access and display a guest folio in the **BILLING** screen.
2. Select **Options** from
3. Select **Credit Cards**.

To obtain additional authorization for the credit card on file, select **Authorization.**

To view a history of all authorization requests for the credit card on file, select **Authorization History**.

Fixed Charges

Many times, a guest has a charge that occurs every night during the stay. It is possible for the system to post those charges during the night audit along with room and tax. OPERA calls these **Fixed Charges**.

Follow the steps below to set up a Fixed Charge:

1. Access and display a guest folio in the **BILLING** screen.
2. Select **Options**.
3. Select **Fixed Charges**.
4. Complete the **FIXED CHARGES** screen and select **OK.**

NOTE: For more details on applying Fixed Charges to reservations, refer to the "Fixed Charges" section of the Reservations Chapter in this manual.

Package Options

Many hotels offer packages for guests that may include breakfast or dinner with the room rate. Typically, a dollar amount is set aside for a meal. Sometimes a guest consumes more than the package allows. In this case, it is helpful to see how much of a package has been consumed if a guest is questioning charges on their folio.

Follow the steps below to see the package elements for a room:

1. Access and display a guest folio in the **BILLING** screen.
2. Select **Options**.
3. Select **Package Options**.

This screen displays the amount allocated for a package element as well as the amount of that element consumed by the guest. This is helpful in explaining why the guest might have an overage charge on the folio.

NOTE: If an overage amount exists, it displays on the guest folio, and the reference field notes the overage.

NOTE: For more details on Package Options, refer to the "Package Options" section of the Reservations Chapter in this manual.

Phone Details

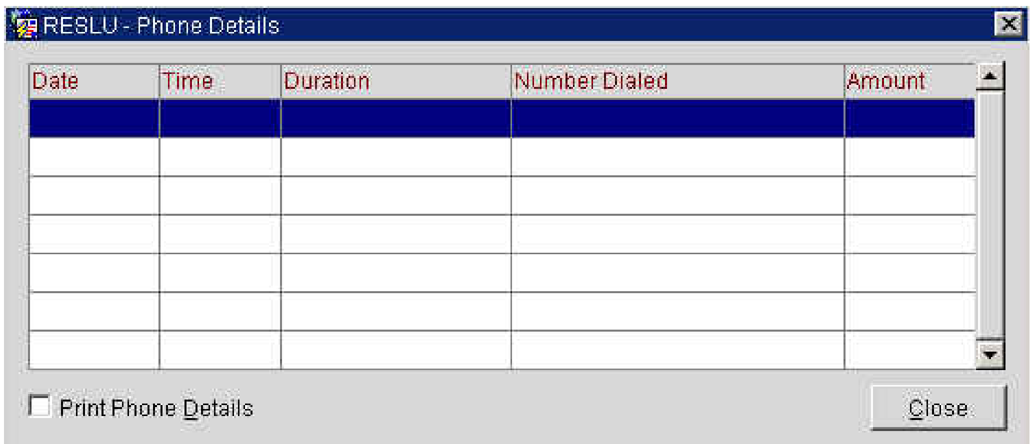
Phone Details allows the user to see detailed information regarding a phone charge posted to a guest folio. In the event of a guest dispute or question about a phone call, this option is particularly useful.

NOTE: Phone Details are not visible until the telephone interface is active. As phone calls post to the guest folio through the interface program, details log in this window.

Follow the steps below to see Phone Details for a guest:

1. Access and display the guest folio in the **BILLING** screen.
2. Select **Options**.
3. Select **Phone Details**.

The **PHONE DETAILS** screen displays.



This screen displays the **Date** and **Time** of the call, the **Duration**, the **Number Dialed**, and the **Amount** of the call.

NOTE: The **Print Phone Details** option enables and disables phone number details from printing on the guest folio.

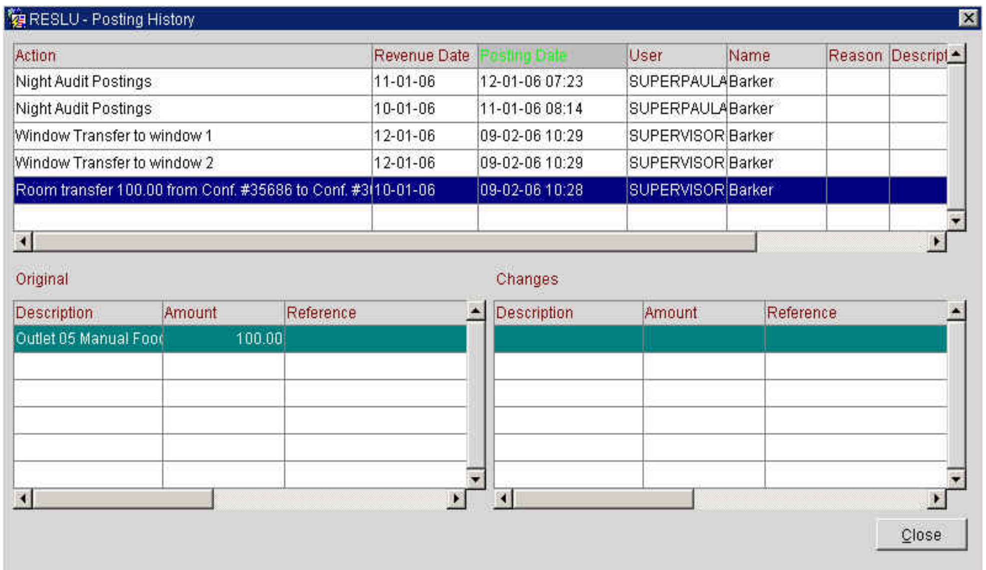
Posting History

Posting History tracks posting details and information on charges posted to guest folios. Charges automatically appear in Posting History when the charge applies to the folio. Whenever you correct, split, or adjust a charge, a record appears in posting history as well.

Follow the steps below to view transaction Posting History:

1. Access and display a guest folio in the **BILLING** screen.
2. Select **Options**.
3. Select **Posting History**.

The **POSTING HISTORY** screen displays.



- **Action** is the type of posting or transaction logged (i.e. transfer charge, split charge, manual posting, etc.)
- **Revenue Date** is the business date affected by the transaction
- **Posting Date** is the actual system date when the transaction posted
- **User/Name** is the user ID and last name of the user that posted the transaction
- **Reason/Description** populates when an adjustment or negative transaction is logged in history

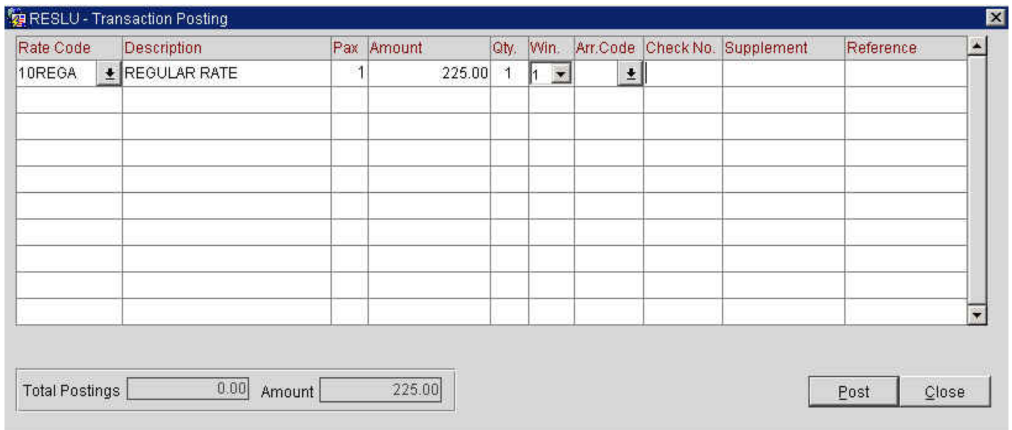
NOTE: If you highlight an adjusted or corrected transaction, the **Original** and **Changes** of that transaction display in the lower portion of this screen.

Post Rate Code

Post Rate Code automatically generates a posting of room and tax charges for any user selected Rate Code. The Rate Code that exists on the reservation defaults, however, the posting screen allows the user to change the Rate Code posted. Use this feature to post room and tax on a folio for a rate plan different from the reserved one.

To post a manual room and tax charge, follow the steps below:

1. Access and display a guest folio in the **BILLING** screen.
2. Select **Options**.
3. Select **Post Rate Code**.



4. Click the drop down arrow next to the **Rate Code** field if the rate to post is different that the reserved rate.
5. Search for and highlight the appropriate **Rate Code**, and select **OK**.
6. Select the **Win.** (Window) to apply the charge to and select **Post**.
7. Select **Close** to return to the folio and notice the manual room and tax posting on the folio.

NOTE: Post Rate Code does not affect the normal room and tax postings generated by the audit process, nor does it trigger automatic postings such as Fixed Charges. Also, be careful when using this feature since the posted rate might differ from the reservation and alter Market Statistics for this business date.

Privileges

Privileges are several options that allow specific charging instructions on folios such as No Post, Pre-Post Stay Charging, Scheduled Check Out, and Authorize Direct Bill. For more information on folio privileges, refer to the "Reservations" chapter of this manual.

Routing	Charge Routing is extremely useful when setting up direct billing for a guest. You can route charges to another room, a Posting Master account, or to separate charges on the guest's own bill for a second form of payment. Follow the steps below to access the charge Routing option: 1. Access and display a guest folio in the **BILLING** screen. 2. Select **Options**. 3. Select **Routing**. **NOTE:** For more information on folio and window routing, refer to the "Reservations" chapter in this manual.
Additional Options	Additional options not covered in detail in this chapter are: • **Agent/Company** – refer to the "Reservations" chapter of this manual for more details. This feature is useful in Billing in the event you need to add a Company profile to the reservation for direct bill purposes. • **Folio History** – refer to the "Folio History" section of this chapter for additional details. This feature is useful in Billing in the event that you need to access a folio for a guest from a previous stay. • **Profile** – refer to the "Profiles" chapter of this manual for details on viewing profiles. This feature is useful in Billing in the event that you quickly need to change the name on a folio. • **Reservations** – refer to the "Reservations" chapter of this manual for details on viewing reservations. This feature is useful in Billing in the event you need to quickly make an accommodation change (i.e. extend the number of nights). • **Deposit/CXL** – refer to the "Reservations" chapter of this manual for details on posting deposits, handling deposit requests, and handling cancellation requirements. • **Room Move** – refer to the "Front Desk" chapter of this manual for details on moving guest rooms. This feature is useful in Billing in the event a guest requests to move to another room. • **Changes** – refer to the "Reservations" chapter of this manual for details on the changes/user activity log.

Check Out

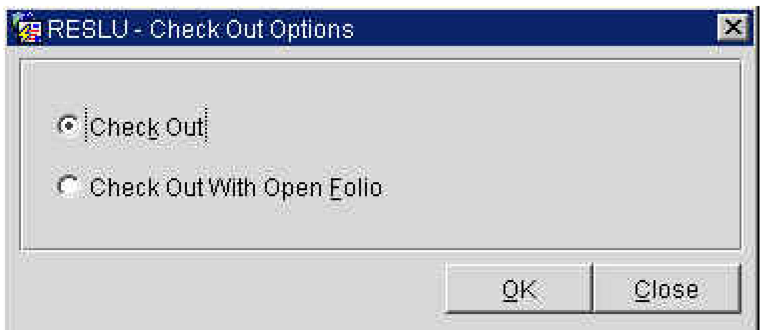
Cash Check Out

Many guests depart the hotel and wish to settle their folios using Cash as the form of payment. Even if the original payment method is not cash, it is possible to check a guest out with Cash.

Follow the steps below to check out a guest paying cash:

1. Access and display the folio for the Due-Out guest in the **BILLING** screen.
2. Select **Check Out**.

The **CHECK OUT OPTIONS** screen displays.



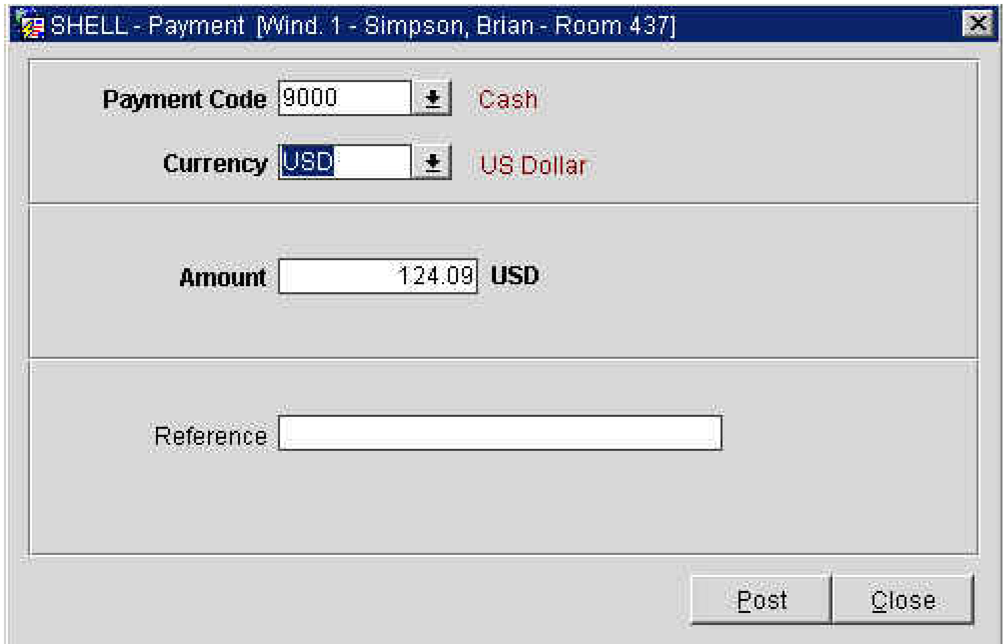
3. Select to **Check Out** the guest and close the folio.

NOTE: Only select to **Check Out With Open Folio** for guests not settling their account with a form of payment. This option only displays if your hotel has elected to allow Open Folios.

4. Select **OK**.

The **PAYMENT** screen displays and defaults the Payment field from the payment type on the reservation. The Amount field defaults to the balance of the folio.

5. Click on the drop down arrow next to the **Payment Code** field if the form of payment is anything other than "Cash."
6. Highlight and select "Cash" from the list of values and select **OK**.



7. Verify the **Amount** is correct or enter the amount of Cash given.
8. Select **Post** to post the Cash payment and settle the folio.
9. Answer "Yes" to print a payment receipt and a copy of the folio, or "No" to print only a copy of the folio.

Once the first window checks out of the system, a message appears asking to continue with the next window until all windows check out with a zero balance (if multiple folio windows exist).

Once you settle all windows, the reservation status changes to "Checked Out." This status appears in the upper left corner of the **BILLING** screen.

NOTE: If your hotel uses the Scheduled Checkout feature, a prompt displays asking if you would like to schedule the check out for a later time. For more information, refer to the "Scheduled Checkout" section of this chapter.

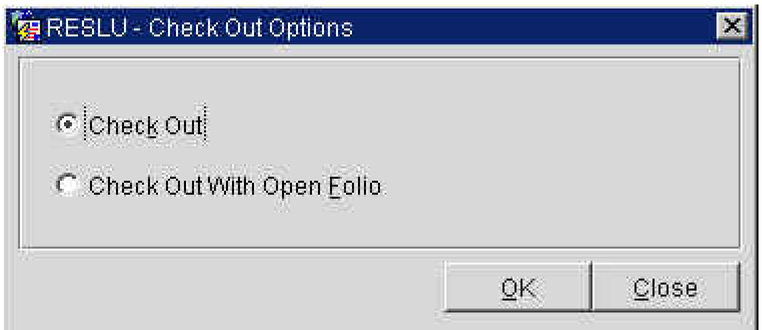
Credit Card Check Out

Many guests depart the hotel and wish to settle their folios using either the credit card on file or an alternate card as the form of payment. Even if the original payment method is Cash, it is possible to check a guest out using a credit card.

Follow the steps below to check out a guest paying by credit card:

1. Access and display the Due-Out guest folio in the **BILLING** screen.
2. Select **Check Out**.

The **CHECK OUT OPTIONS** screen displays.



3. Select to **Check Out** the guest and close the folio.

NOTE: Only select to **Check Out With Open Folio** for guests not settling their account with a form of payment. This option only displays if your hotel has elected to allow Open Folios.

The **PAYMENT** screen displays and defaults the Payment field from the authorized payment type on the reservation. The Amount field defaults to the balance of the folio.

4. Verify that the credit card displayed is the correct card to charge. If not, you may either swipe a new card or click the drop down arrow next to the **Payment Code** field to enter a new **Credit Card No.** and **Exp. Date**.
5. Select **Post** to post the card payment and settle the folio.
6. Answer **Yes** to print a payment receipt and a copy of the folio, or **No** to print only a copy of the folio.

NOTE: If the guest uses the same credit card, the system only obtains additional authorization if the current authorization amount does not cover the total folio balance. In this case, only the difference in the authorized amount and folio balance authorizes. If the guest gives a new card number for settlement of the folio, authorization occurs for the entire folio balance.

Once the first window checks out of the system, a message appears asking to continue with the next window until all windows check out with a zero balance (if multiple folio windows exist).

Once you settle all windows, the reservation status changes to "Checked Out." This status appears in the upper left corner of the **BILLING** screen.

NOTE: If your hotel uses the Scheduled Checkout feature, a prompt displays asking if you would like to schedule the check out for a later time. For more information, refer to the "Scheduled Checkout" section of this chapter.

Direct Bill Check Out

When checking out a guest with Direct Bill as the form of payment, it is important to follow proper procedures. Direct Bill charges are not settled by the guest, but rather post to an Accounts Receivable account for payment by a third party. As a result, use special care to ensure Direct Bills are setup accurately.

The following are required for Direct Bill check outs to Company AR accounts:

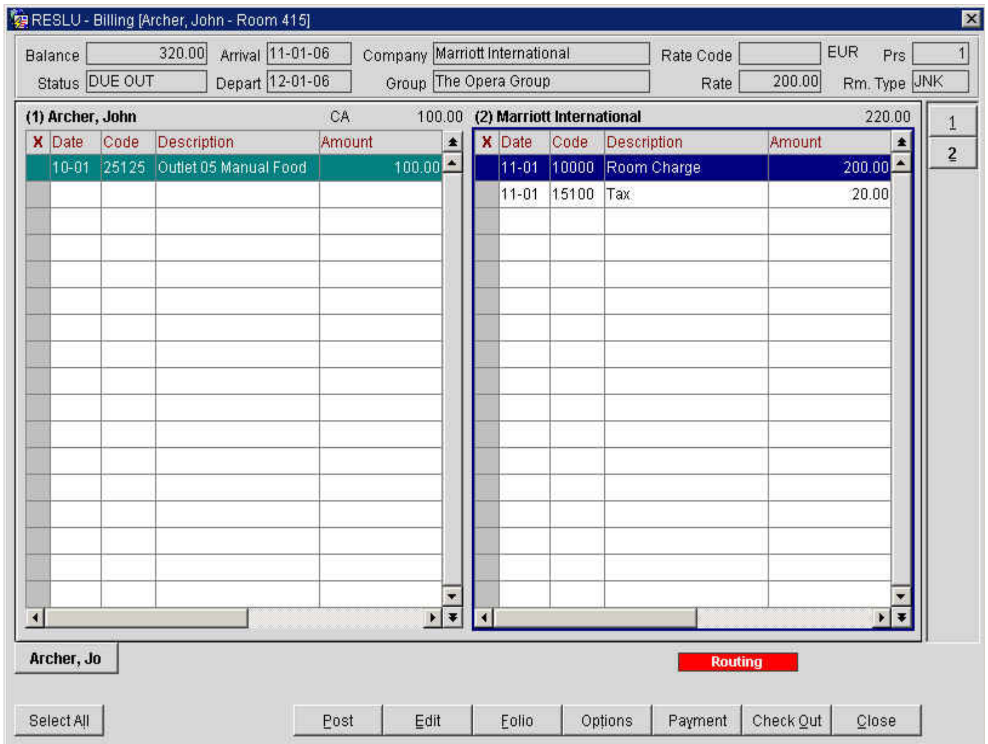
- An active Company profile exists on the reservation.
- An active AR Number exists on the Company profile.
- Charges route to separate folio windows.
- The separate folio window must be "owned" by the Company profile.

For direct billing situations where the company is not paying for all guest charges, the first folio window "owned" by the guest must have an alternate form of payment (i.e. credit card).

NOTE: For details on attaching Company Profiles to direct bill reservations, or for details on setting up Routing for direct bills, refer to the "Reservations" chapter of this manual.

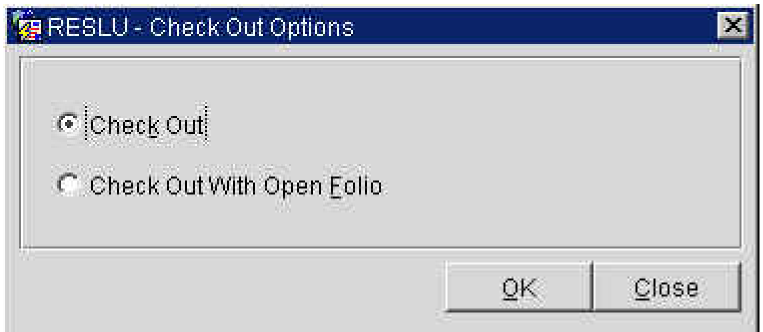
Follow the steps below to check out a guest by direct bill:

1. Access and display the Due-Out guest folio in the **BILLING** screen.
2. Determine if the proper set up for Direct Bills exists. A second folio "owned" by the Company must exist with the appropriate charges on the folio. If the direct billing setup is not correct and charges are on the wrong folio, correct that before moving onto the next step.
3. Using the mouse, click anywhere in the second folio (owned by the Company) to place the "focus" on the direct bill folio.



4. Select **Check Out**.

The **CHECK OUT OPTIONS** screen displays.

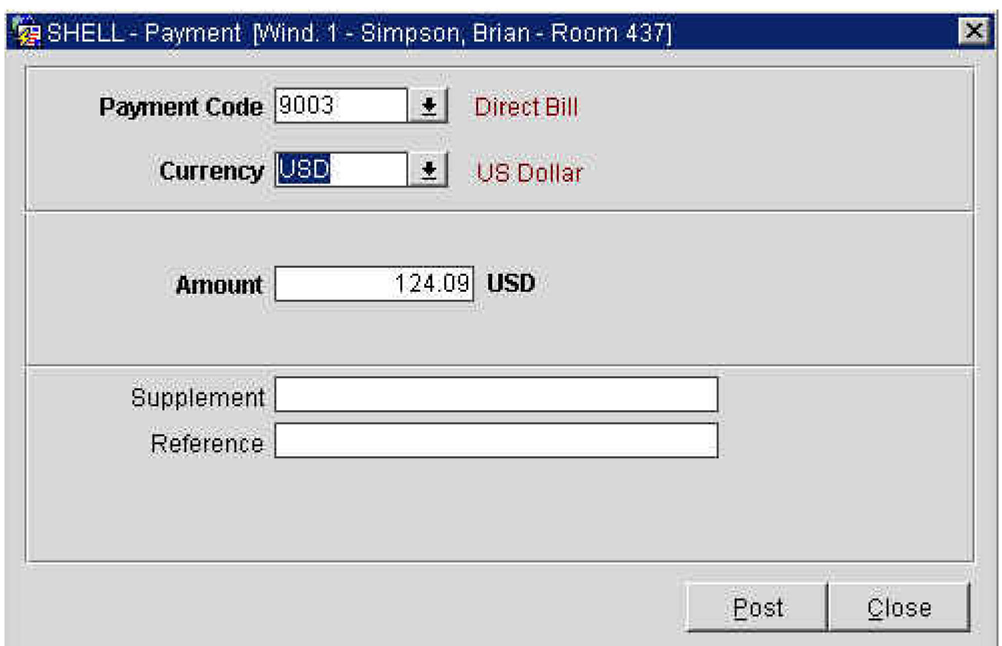


5. Select to **Check Out** the guest and close the folio.

NOTE: Only select to **Check Out With Open Folio** for guests not settling their account with a form of payment. This option only displays if your hotel has elected to allow Open Folios.

The **PAYMENT** screen displays and defaults the Payment field from the authorized payment type on the reservation. The Amount field defaults to the balance of the folio.

NOTE: Do not attempt to settle the direct bill folio using the guest's default form of payment. Pay careful attention to the Payment Code to select the appropriate form of payment.



6. Click the drop down arrow next to the **Payment Code** field to change the form of payment to "City Ledger" or "Direct Bill" and select **OK**.
7. Verify the **Amount** is correct.
8. Select **Post** to post the direct bill payment and settle the folio.
9. Answer "Yes" to print a payment receipt and a copy of the folio, or "No" to print only a copy of the folio.

NOTE: If the folio window "owned" by the guest has a balance, a message appears asking you to settle the balance of Folio 1. Either use the default form of payment on the reservation or collect a new form of payment from the guest to settle. Follow the steps outline in the above sections for Cash or Credit Card Check Out.

Once you settle all windows, the reservation status changes to "Checked Out." This status appears in the upper left corner of the **BILLING** screen.

NOTE: If your hotel uses the Scheduled Checkout feature, a prompt displays asking if you would like to schedule the check out for a later time. For more information, refer to the "Scheduled Checkout" section of this chapter.

Settlement and Early Departure

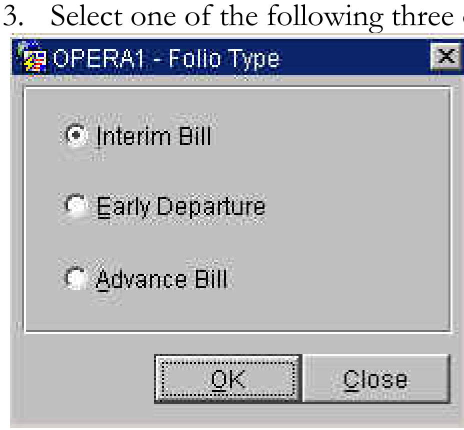
Circumstances sometimes prompt a guest to check out before the departure date or to desire an interim or advanced bill. In one of these circumstances, the guest is not to depart today. Therefore, on the **BILLING** screen, the **Check Out** feature is not active or available and the **Settlement** function is in its place.

Follow the steps below to settle a guest folio:

1. Access and display the guest folio in the **BILLING** screen.

Since the guest's departure date is not today, the **Check Out** option is not available.

2. Select **Settlement**.
3. Select one of the following three options to settle the bill:



- **Interim Bill** allows a guest to make a payment to the account and settles the folio to a zero balance without checking the guest out. Charges continue to post to the folio as normal. This is helpful for guests that need to settle the bill at the end of every week to report expenses.
- **Early Departure** allows the guest to check out with the current balance. Use this option if the guest departs the room early and wishes to settle the bill in full.
- **Advanced Bill** posts advance room and tax for the remainder of the guest's stay, allowing the guest to make a payment to settle the account. No additional charges post to the folio for the remainder of the guest's stay. The guest does not check out and room and tax do not repost during Night Audit. Use this option if a guest wants to settle the bill the night before they leave.

NOTE: Room and tax predictions posted using Advanced Bill do NOT post room and tax for future business dates on today's business date. Only a prediction calculates and the appropriate room and tax totals post on the intended night.

4. Follow the steps outlined in the above Cash Check Out, Credit Card Check Out, and Direct Bill Check Out sections to post payments and complete the settlements.

NOTE: Interim Bill and Advanced Bill options used for in-house guests retain a CHECKED IN status on the reservation. Early Departure checks the guest out and changes the reservation status to CHECKED OUT.

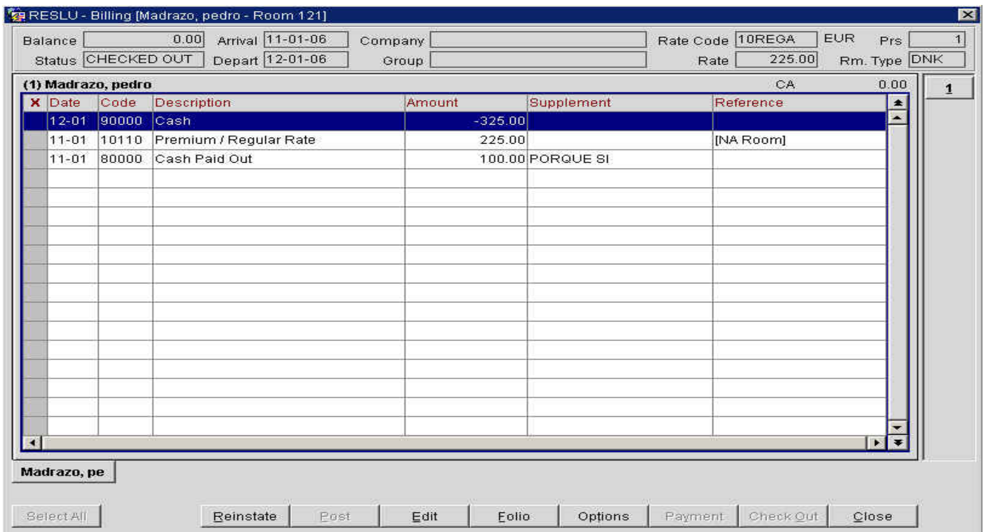
Reinstate a Check Out

If you need to check a guest back in, the **Reinstate** option returns the guest to in-house status by checking them back into the same room they previously occupied. The reinstate option is only available for guests that departed on that business day. Reinstate also allows for posting late charges (or charges not posted before a guest's departure like a breakfast charge from the restaurant) to a guest folio once departed.

NOTE: If your hotel allows Post-Stay Charging or check outs with an Open Folio, the Reinstate feature is not necessary to post a late charge.

Follow the steps below to Reinstate a checked-out guest:

1. Access and display the Checked Out guest folio in the **BILLING** screen.



2. Select **Reinstate**.
3. A message displays asking if you would like to reinstate the guest; answer "Yes" to reinstate or "No" to leave the guest checked out.
4. A message displays asking if you would like to send a signal to the interfaces indicating the room as occupied by the guest once again. Answer "Yes" if the guest still occupies the room or "No" if the guest has indeed departed, but you are posting late charges.

NOTE: The guest now occupies the room with a DUE-OUT status. If the check out was a mistake, be certain to verify and correct the departure date of the guest.

5. If this guest did indeed depart, post any late charges as applicable and check the guest back out of the system.

Quick Check Out

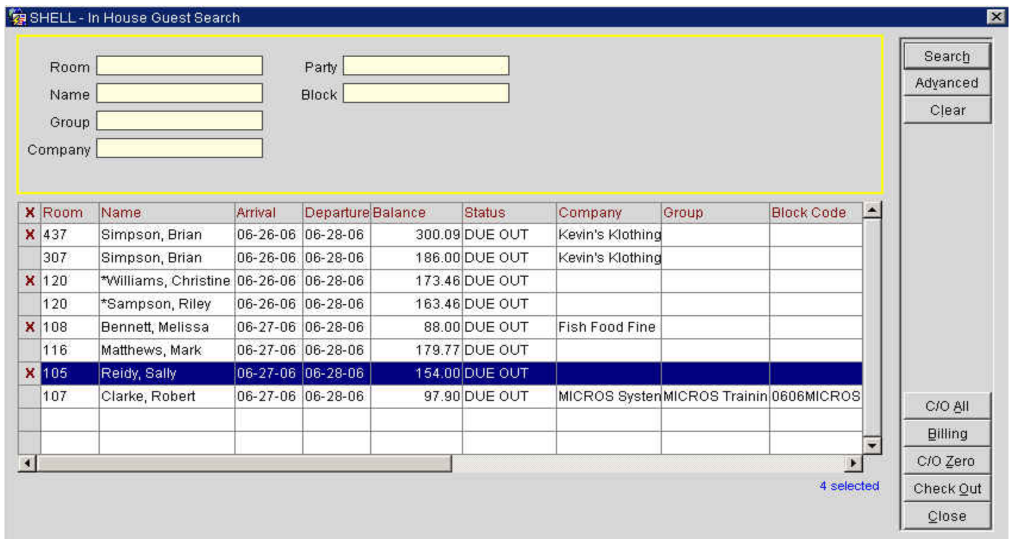
The **Quick Check Out** feature allows you to manage multiple departures at one time. This is particularly useful when clearing departures at the end of the morning shift or for a mass group departure. The Quick Check Out feature works for individual departures as well as multiple departures at one time.

Follow the steps below to use the Quick Check Out feature:

1. From the main menu, select **Cashiering** and **Quick Check Out**.
2. Enter your **Password** in the **CASHIER LOGIN** screen and select **Login**.

The **IN HOUSE GUEST SEARCH** screen displays with today's Due Out guests only.

Use the search criteria, if necessary, to minimize results by groups of guests.



3. Select one of the options below:

- **C/O Zero** – checks out all remaining guests currently with a zero balance.
- **C/O All** – checks out all guests due to depart today. Any folios with a balance prompt a payment window to settle the folio.
- **Check Out** – checks out the highlighted guests. Any folios with a balance prompt a payment window to settle the folio. To check out multiple rooms, but not all rooms, place and "X" next to each room before choosing this option.
- **Billing** – opens the **BILLING** screen for the highlighted guest room

A folio for all guests with a zero balance that check out prints to the local workstation print.

Scheduled Check Out

The **Scheduled Check Out** feature is an addition to the check out process if your hotel elects to use this feature. Within the Reservation Options and Privileges, you can authorize or de-authorize scheduled check out for a guest and input a time for the automatic check out to occur. When settling the guest bill through Billing, a prompt displays asking if you would like scheduling the room for check out later.

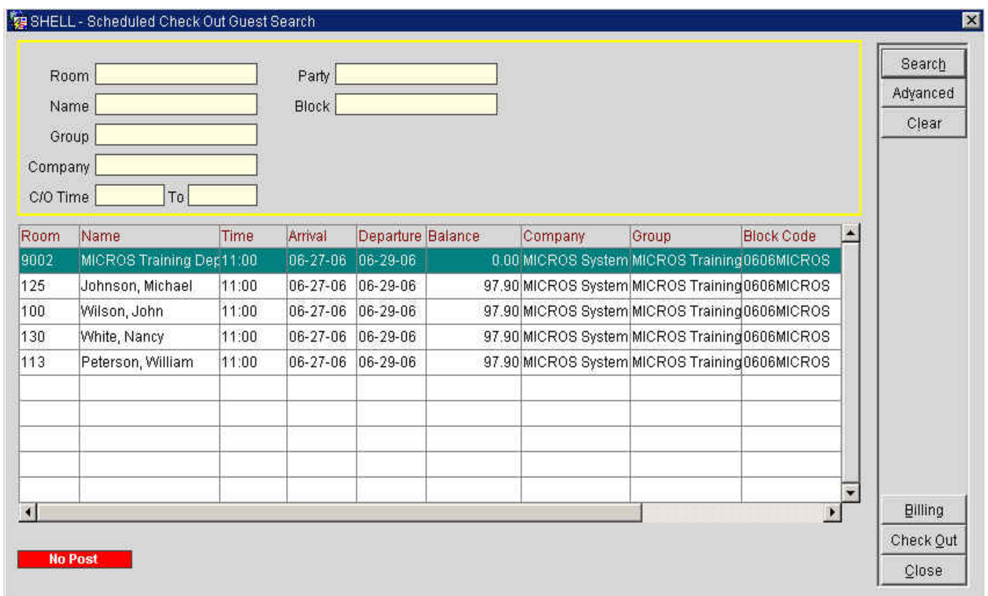
A constant processor runs that periodically checks for any departures that passed their scheduled check out time. If a room is schedule and the system date and time passes, the room is automatically departed.

NOTE: Scheduled Check Out only processes a departure if the entire room balance (including all folio windows) is zero.

To view and manage today's departures scheduled to check out at a specific time, follow the steps below:

1. From the main menu, select **Cashiering** and **Scheduled Check Out**.

The **SCHEDULED CHECK OUT GUEST SEARCH** screen displays.

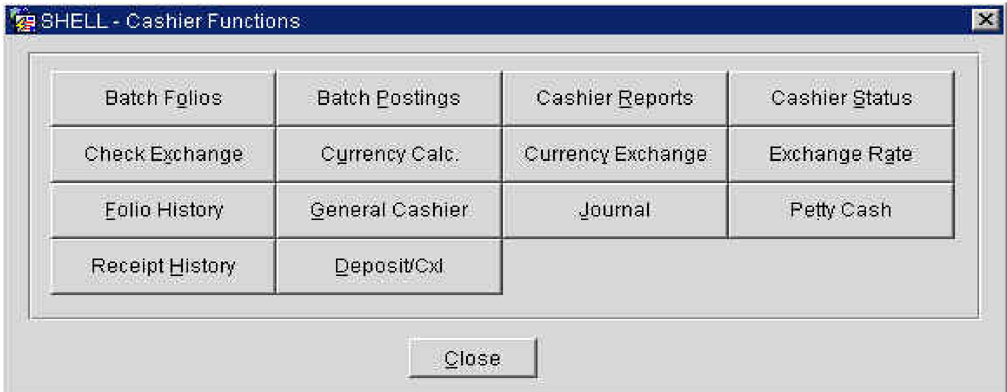


This screen lists all guests with a scheduled check out time in the **Time** column.

2. Remembering that this feature only works for zero balance folios, work through each departure to settle their folio.
3. Highlight the first departure with a folio balance and select **Billing**.
4. Follow instructions learned earlier in this chapter to make a payment and settle each folio.
5. To process a check out on a room originally scheduled for a future time, highlight the room and select **Check Out** (this removes the room from the list).

Cashier Functions

Cashier Functions provide many additional features for handling guest financials. Some features display on the main menu, while others display within the functions menu below:



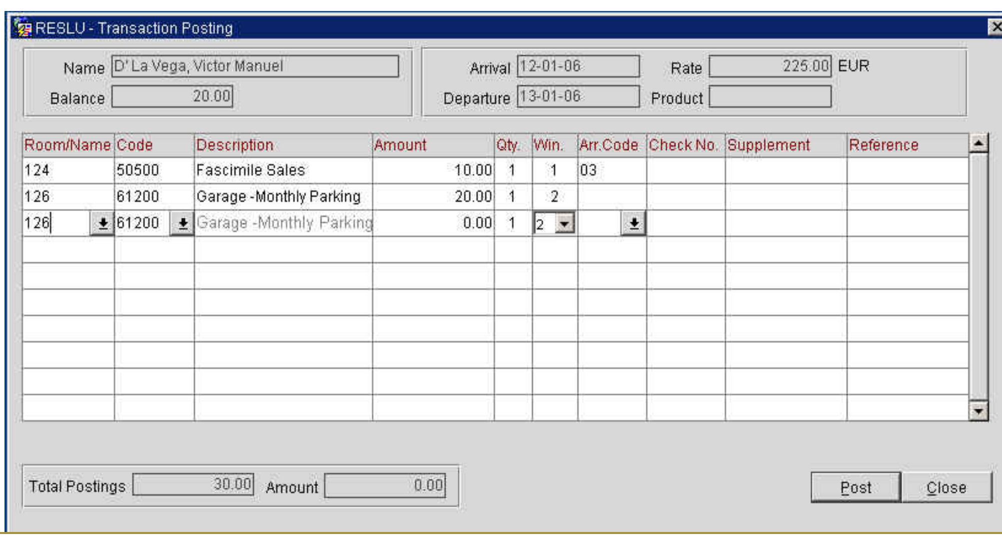
Fast Posting

Fast Posting is a quick and easy to way to charge multiple transactions to different rooms. For example, posting a list of laundry charges or mini-bar charges can quickly post to folios using this feature. Transaction types do not have to be the same to use Fast Posting.

Follow the steps below to post charges using **Fast Posting**:

1. From the main menu, select **Cashiering**.
2. Select **Fast Posting**.
3. Enter your **Password** in the **CASHIER LOGIN** screen and select **Login**.

The **TRANSACTION POSTING** screen displays. However, note the differences in this posting screen versus the traditional posting screen.



4. Type in the **Room/Name** of the first guest room. You may enter the room number directly or click the drop down arrow next to the field to search for the room by name.
5. Continue all other fields as learned in the "Post a Charge" section of this chapter.
6. Select **Post**.
7. Repeat this process for each transaction you need to post.

NOTE: As you continue posting charges, the **Total Postings** and **Amount** fields at the bottom of the screen continuously update. This is particularly useful if you are fast posting multiple charges and need to verify that they all posted.

8. Select **Close** when finished.

Batch Folios

Batch Folios is a function used during the Night Audit shift to print express checkout folios. Refer to the "End of Day" chapter of this manual for more details on Batch Folios.

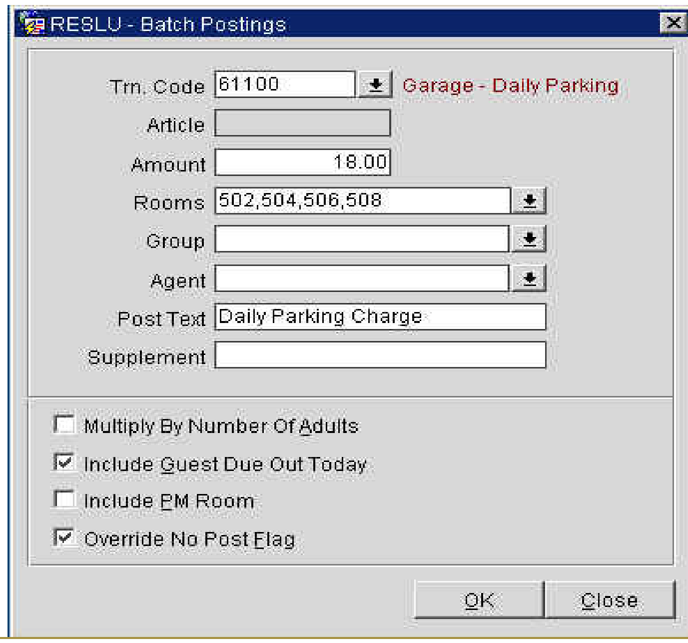
Batch Postings

Batch Postings posts the same charge to multiple guest folios and rooms at one time. A common type of Batch Posting is a bagging handling (Porterage) charge for a large guest group or Parking charges. With Batch Postings, all transactions must be the same type and price.

Follow the steps below to complete a Batch Posting:

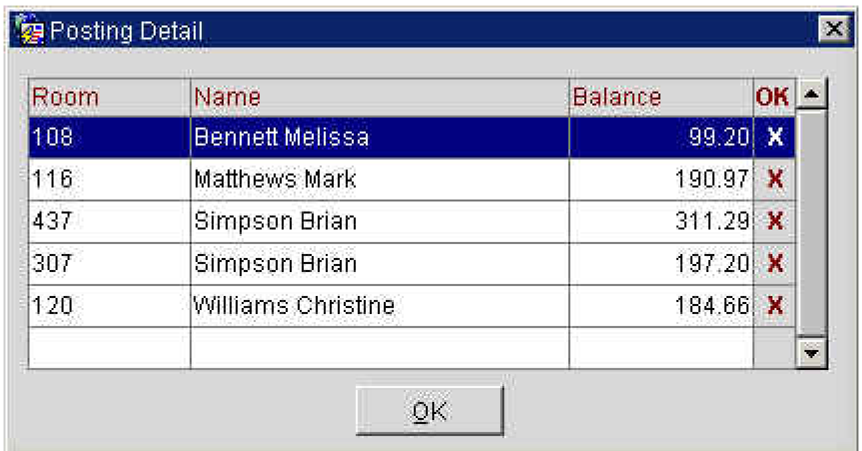
1. From the main menu, select **Cashiering**.
2. Select **Cashier Functions**.
3. Select **Batch Postings**
4. Enter your **Password** and select **Login**.

The **BATCH POSTINGS** screen displays.



5. Click the drop down arrow next to the **Trn. Code** field to select the transaction code to post.
6. Enter the **Amount** of the posting.
7. Click the drop down arrow next to the **Rooms** field and select all applicable rooms by placing an 'X' next to each room number.
8. Choose **Select** to save and return to the **BATCH POSTINGS** screen.
9. Enter any desired **Post Text** or **Supplement** information.
10. To post charges to guest rooms with a "No-Post" flag, leave the **Override No-Post Flag** check box marked.
11. Select **OK** to save and post the batch charges.
12. Answer "Yes" to view posting details.

The **POSTING DETAIL** screen displays.



All rooms that the batch posting affected have an "X" in the **OK** column.

13. Select **OK** to complete.

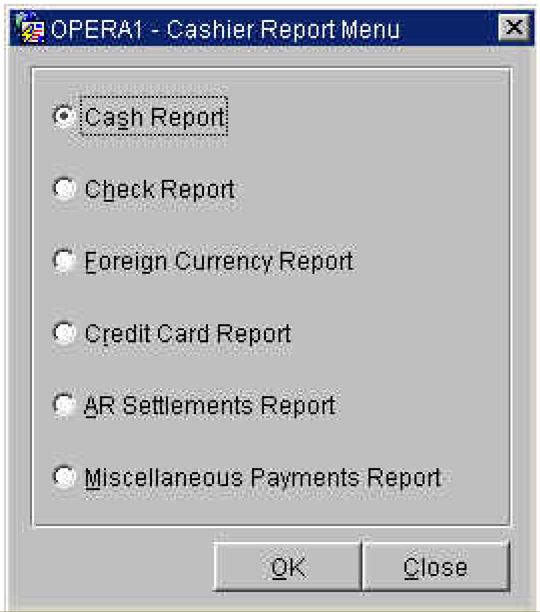
Cashier Reports

Cashier Reports printed at the end of the day help the user to balance transactions and close their shift. The reports can print prior to closing your Cashier for easy balancing. Once the Cashier closes, Cashier Reports reset and you no longer have details for the Cashier.

Follow the steps below to print Cashier Reports prior to the end of a shift:

1. From the main menu, select **Cashiering**.
2. Select **Cashier Shift Functions**
3. Select **Cashier Shift Reports**.
4. Enter your **Password** in the **CASHIER LOGIN** screen and select **Login.**

The **CASHIER REPORTS MENU** displays. There are six different cashier reports, one for each payment type.



- **Cash Report** displays all Cash transactions (including Paid Outs) expected to be in the shift drop.
- **Check Report** displays all Check transactions expected to be in the shift drop.
- **Foreign Currency Report** displays any foreign Currency Exchanges the Cashier performed expected to be in the shift drop.
- **Credit Cards** lists all Credit Card transactions posted on today's business date.
- **AR Settlement Report** displays any folio balances settled to AR Accounts using the Direct Bill payment type.
- **Miscellaneous Payment Report** displays any other transactions not defined above.

5. Choose the desired report and select **OK**.

A report for the payment type displays to the screen with each transaction posted by that Cashier.

6. Select **Details** to view transaction level details.
7. Select **Print** to send the report to the local workstation printer.

Cashier Status

Cashier Status assists the Night Auditor in determining which Cashiers have closed and balanced versus those that are still open. This is good information to view before attempting to complete the Night Audit.

Follow the steps below to access Cashier Status:

1. From the main menu, select **Cashiering**.
2. Select **Cashier Functions**.
3. Select Cashier Status.

The **CASHIER STATUS** screen displays.

Cashier No.	Cashier Name	Max Open	Times Open	Opened	Last Closed
3	Cashier #3	4	0	12:00 AM	10:03 AM
4	Cashier #4	9999	3	10:55 AM	10:41 AM
59	Albert Makoge	5	1	11:16 AM	12:00 AM
999	Cedric E. Young	99	1	10:32 PM	12:00 AM

This screen displays the status of each **Cashier No.**, the **Cashier Name**, as well as the number of **Times Open** and **Last Closed**.

4. Select **Close** to exit.

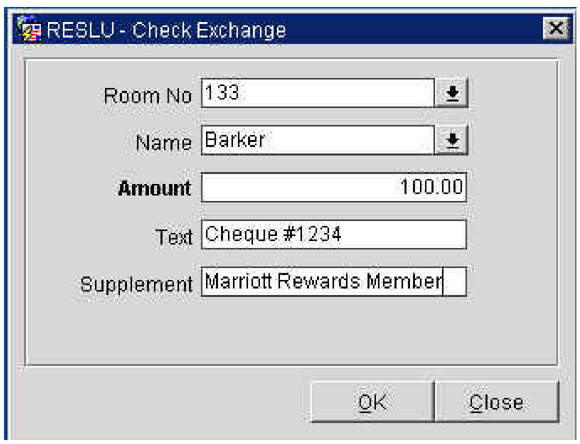
Check Exchange

If your hotel allows guests to cash checks at the Front Desk, **Check Exchange** tracks those transactions for easy balancing at the end of shift.

Follow the steps below to perform a Check Exchange:

1. From the main menu, select **Cashiering.**
2. Select **Cashier Functions**.
3. Select **Check Exchange**.
4. Enter your **Password** in the **CASHIER LOGIN** screen and select **Login**.

The **CHECK EXCHANGE** screen displays.



5. Select the guest **Room** number or **Name.**

NOTE: To perform a Check Exchange, the guest must be in-house.

6. Enter the written amount of the check in the **Amount** field.
7. Enter the check number in the **Text** field.
8. Use the **Supplement** field to enter any additional information required by the hotel, such as approval code or license number.
9. Select **OK** to complete the exchange.
10. A message displays asking if you would like to print a receipt. Answer **Yes** to print a receipt of the exchange for the guest or **No** not print a receipt.

NOTE: If the guest needs a receipt for the Check Exchange at any time, receipts are available in the Receipt History area of Cashier Functions. For detailed instructions on printing receipts, refer to the "Receipt History" section of this Chapter.

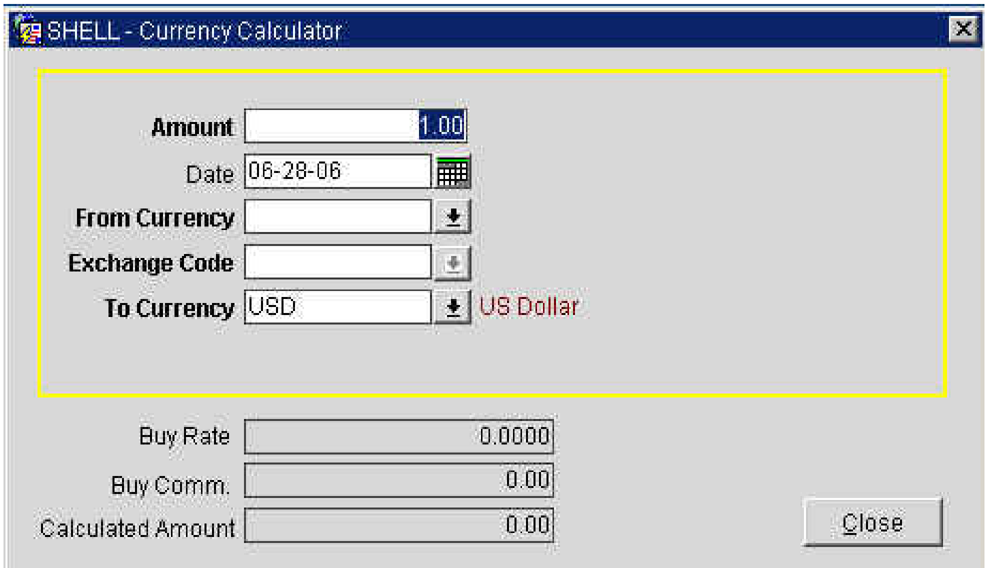
Currency Calculator

The Currency Calculator displays the calculated result of a currency exchange. It does not register a currency exchange but serves, as a calculator-tendered amount a guest would receive for an exchange. The exchange rate used is the exchange rate configured in the system.

Follow the steps below to access and use the Currency Calculator:

1. From the main menu, select **Cashiering.**
2. Select **Cashier Functions**.
3. Select **Currency Calc.**

The CURRENCY CALCULATOR displays.



4. Enter the **Amount** of currency given and **Date** to exchange.
5. Choose the **From Currency** (currency the guest gives) and the **To Currency** (currency they wish to receive - the hotel's local currency).
6. Press **Tab** to view the exchange calculation in the lower portion of the screen

   - **Buy Rate** = the exchange rate for that business date and currency
   - **Buy Comm.** = commissions collected by the hotel for exchange services
   - **Calculated Amount** = currency available to the guest for exchange

7. Select **Close** to exit.

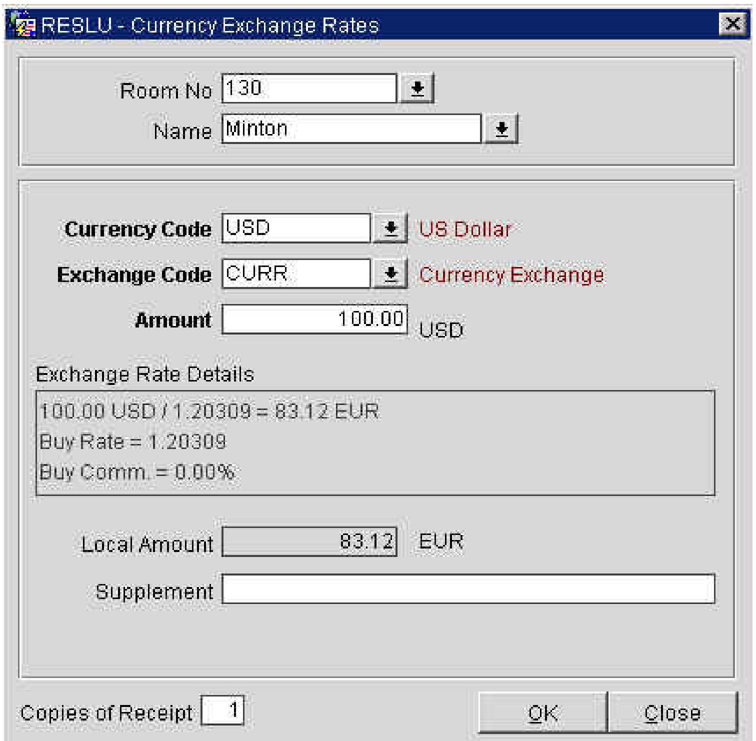
Currency Exchange

For hotels that exchange currency at the Front Desk, the **Currency Exchange** feature registers and tracks any exchanges for quicker and easier cashier balancing.

Follow the steps below to perform a Currency Exchange:

1. From the main menu, select **Cashiering**.
2. Select **Cashier Functions**.
3. Select **Currency Exchange**.
4. Enter your **Password** in the **CASHIER LOGIN** screen and select **Login**.

The **CURRENCY EXCHANGE RATES** screen displays.



5. Select the guest **Room No.** or **Name.**
6. Select the **Currency Code** for exchange. Click on the drop down arrow next to the field to display all currencies the hotel accepts.
7. The **Exchange Code** should always be "Currency Exchange."
8. Enter the **Amount** of the currency to exchange. After entering this field, the currency calculates in the lower portion of the screen in local currency (Exchange Rate Details and Local Amount).
9. Type additional information required in the **Supplement** field
10. Select to print additional **Copies of Receipt** to use one for the shift drop and give one to the guest as a receipt.
11. Select **OK** to complete the exchange.

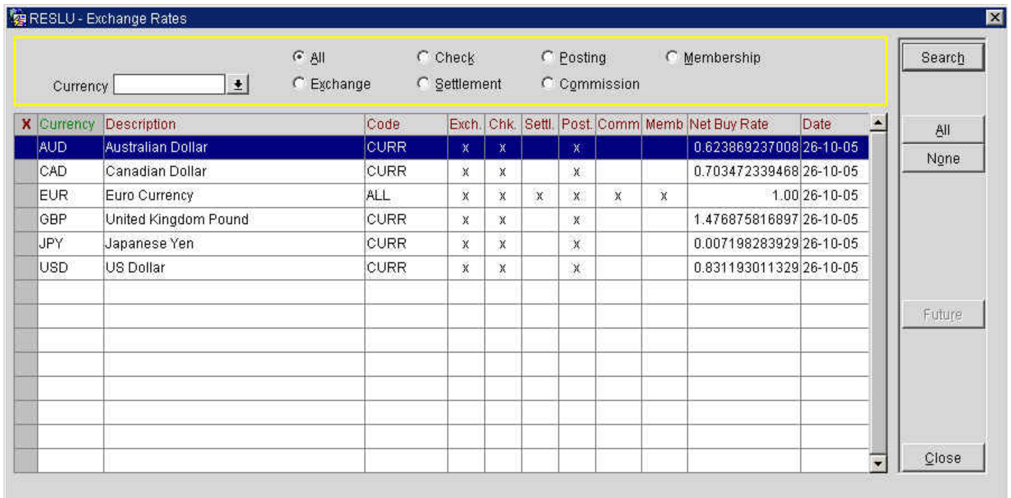
Exchange Rates

Exchange Rates constantly fluctuate and need maintaining in the system in order for guests to receive the fair market value when exchanging currency.

If your hotel allows currency exchanges, follow the steps below to update Exchange Rates on a frequent basis:

1. From the main menu, select **Cashiering**.
2. Select **Cashier Functions**.
3. Select **Exchange Rate**.

The **EXCHANGE RATES** screen displays.



X	Currency	Description	Code	Exch.	Chk.	Settl.	Post.	Comm	Memb	Net Buy Rate	Date
	AUD	Australian Dollar	CURR	x	x		x			0.623869237008	26-10-05
	CAD	Canadian Dollar	CURR	x	x		x			0.703472339468	26-10-05
	EUR	Euro Currency	ALL	x	x	x	x	x	x	1.00	26-10-05
	GBP	United Kingdom Pound	CURR	x	x		x			1.476875816897	26-10-05
	JPY	Japanese Yen	CURR	x	x		x			0.007198283929	26-10-05
	USD	US Dollar	CURR	x	x		x			0.831193011329	26-10-05

The six types of exchanges are as follows:

- **Exchange:** the exchange value used to exchange foreign currency cash to local currency cash. Exchange fees may apply and build into the exchange percentage. Rates apply at the time of exchange.
- **Check:** the exchange value used to exchange foreign currency checks drawn on foreign banks to local currency cash. Exchange fees may apply and build into the exchange percentage. Rates apply at the time of exchange.
- **Settlement:** the exchange value used to exchange foreign currency payments to a local currency payment when settling a folio. Typically, exchange values for settlements build at a lower percentage than a cash exchange. Rates apply at the time of settlement.
- **Posting:** the exchange value used to exchange foreign currency postings applied to a guest folio. Exchange values for postings typically build at the same rate as a cash exchange. Rates apply at the time of the posting, not at the time of the settlement.

- **Commission:** the exchange value used to exchange foreign currency commission payments to travel agents. Exchange values for commissions typically build at a lower percentage than cash exchanges. Rates apply at the time of the commission payment.
- **Membership:** the exchange value used to exchange revenue allocated for membership points for loyalty programs.

4. Double-click an exchange rate to update an existing value.
5. Enter the updated **Begin Date** and **Buy Rate.**
6. Select **OK.**
7. To view exchange rates created for future dates, highlight the currency desired and select **Future.**
8. To view exchange rates for past dates, highlight the currency desired and select **Past**.

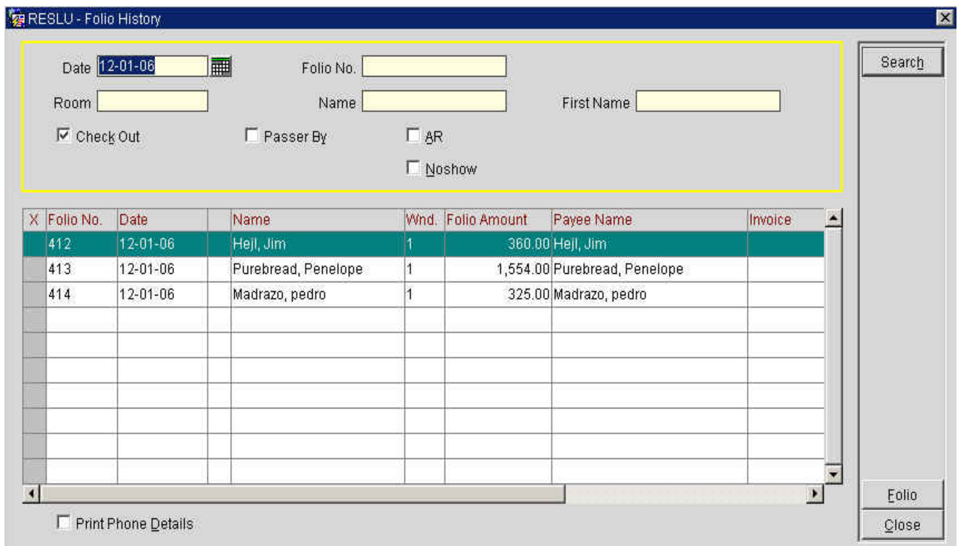
Folio History

It is often necessary to reprint a guest folio after check out to research billing questions or to resend a copy of the folio to the guest.

Follow the steps below to access Folio History for guests who have checked out:

1. From the main menu, select **Cashiering**.
2. Select **Cashier Functions**.
3. Select **Folio History**.
4. Enter your **Password** in the **CASHIER LOGIN** screen and select **Login**.

The **FOLIO HISTORY** screen displays.



5. Notice the search options for type of folio and make a selection: **Checked Out** guest, **Passerby** folios, folios billed to an **AR** account, or a **No-show** folio.
6. Use the **Date, Folio No.**, last **Name,** or **First Name** field(s) to search for the folio.
7. There are two additional options to consider before printing the folio: **Print Phone Details,** which prints phone number details on the folio, and **Folio Style**, which allows the selection of an alternate folio style.
8. Select **Folio** and either **Print** or **Preview** to print or view the folio.

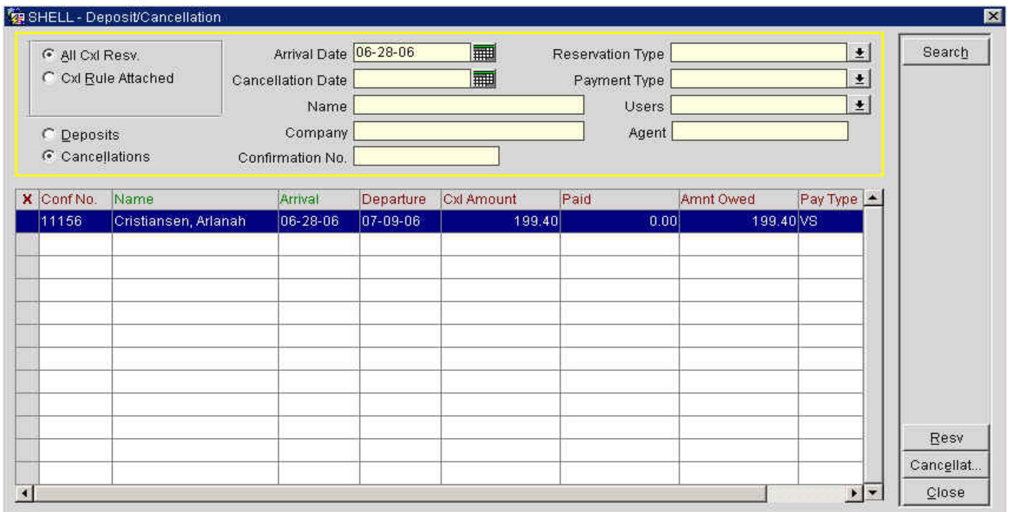
Deposit / CXL

Deposit and Cancellation Rules apply to reservations in many instances. Typically, deposits requested on reservations have stipulations that apply requiring the guest to pay the deposit prior to their arrival. Likewise, cancellations on reservation often have penalties if not cancelled within a certain period. The Deposit/Cancellation feature manages both requirements and penalties in one location.

NOTE: Refer to the "Reservations" chapter of this manual for more information on posting deposits, forfeiting deposits and setting deposit requests.

To charge for reservations that cancelled in penalty of the cancellation rule, follow the steps below:

1. From the main menu, select **Cashiering** and **Cashier Functions**.
2. Select **Deposit/CXL**.
3. Enter your **Password** in the **CASHIER LOGIN** screen and select **Login**.



4. Select to view only those reservations with a **Cxl Rule Attached**.
5. Highlight the reservation that violated the rule and select **Cancellation**.

The screen displays the rule and **Amount** due to charge the guest.

6. Select **Charge**.

The **NEW PASSER BY** screen displays. The guest **Name**, **Market**, and **Source** default from the reservation.

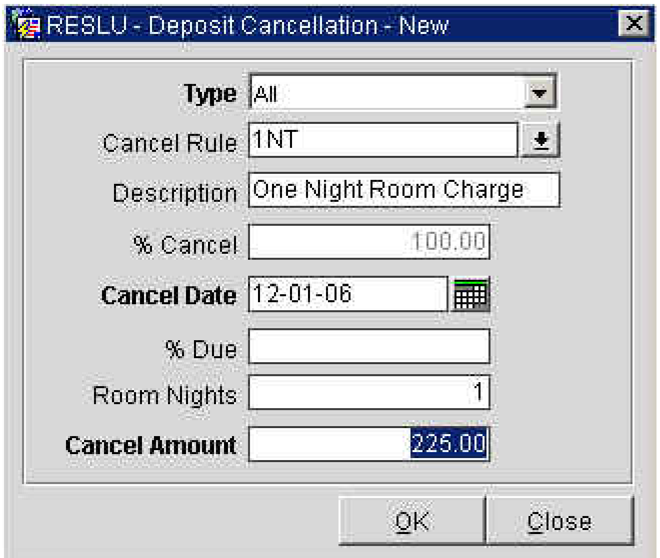
7. Select the **Room Class** (typically House Use) and **Post.**
8. Follow the remaining instructions for completing a **Passerby** found in this chapter.

Once the Passerby is complete, the **DEPOSIT /CANCELLATION** screen reflects that the cancelled reservation is **Paid**.

To add a cancellation rule to an existing reservation, follow the steps below:

1. From the **DEPOSIT / CANCELLATION** screen, search for and highlight the reservation.
2. Select the **Cancellation** option.
3. Select **New**.

The **DEPOSIT CANCELLATION – NEW** screen displays.



4. Click the down arrow next to the **Type** field to select a cancel rule and choose from the list of values next to **Cancel Rule.**
5. Enter the **Cancel Date** that denotes the date for any cancellations made after that date resulting in a penalty to the guest.
6. Enter the % **Due, Room Nights,** or **Cancel Amount** due if a penalty applies to the cancelled reservation. Most pre-defined cancellation rules calculate these amounts for you.
7. Select **OK** to save.

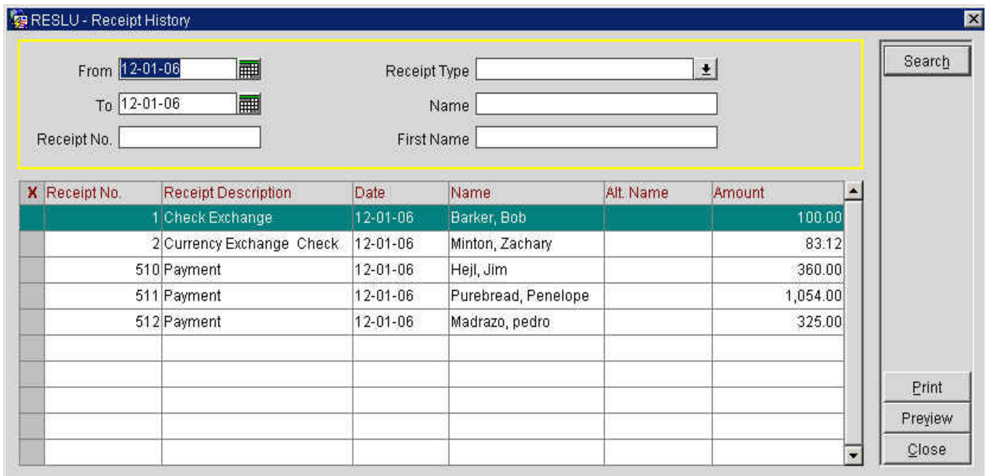
Receipt History

Guests sometimes need a receipt from a transaction that occurred in the past. In Receipt History, you can locate, preview, and print receipts for past transactions. Receipt History prints every type of receipt: Payment, Paid Out, Deposit, and Exchange receipts.

Follow the steps below to access a receipt from Receipt History:

1. From the main menu, select **Cashiering**.
2. Select **Cashier Functions**.
3. Select **Receipt History**.

The **RECEIPT HISTORY** screen displays.



4. Click on the drop down arrow next to the **Receipt Type** field and select the type of receipt.
5. Enter the guest **Name** and either the **From** or **To** dates and select **Search.**
6. Select **Preview** to view the receipt or **Print** to reprint the receipt.

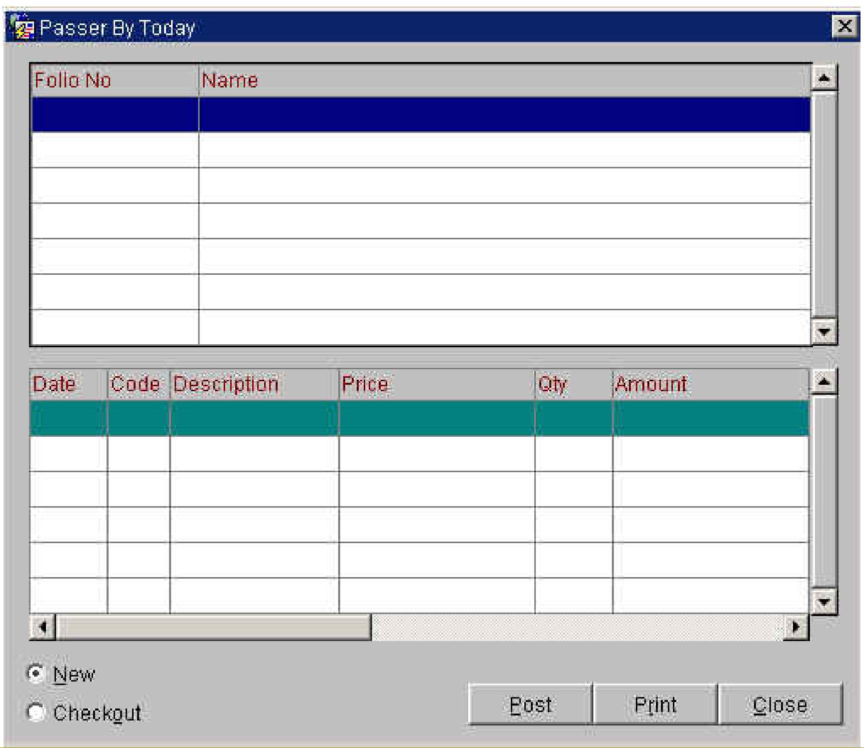
Passerby

The Passerby function allows the user to post charges without having to check a guest into the hotel. Most often hotels use Passerby to post Guaranteed No Shows. In addition, if a passer by walks into the hotel and consumes a service without checking into a guest room, this feature allows the charge and payment to post on a folio and generates a receipt in one function. An example of a true Passerby is a walk-in from the street that purchases a postage stamp and pays cash for the transaction. If the guest would like to charge and pay later, use the Accounts (Posting Master) feature in the Front Desk menu.

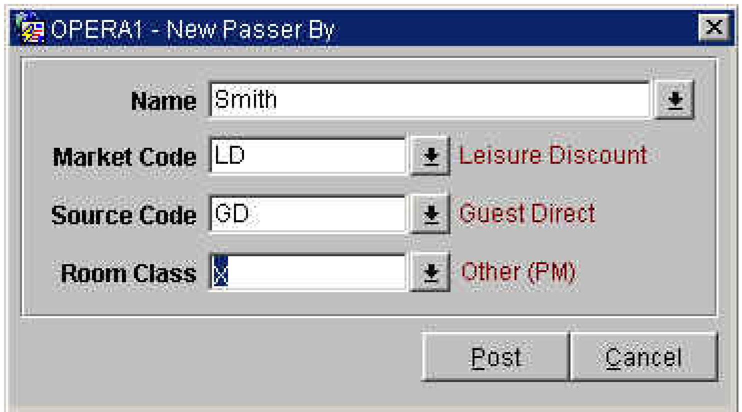
Follow the steps below to post a Passerby:

1. From the main menu, select **Cashiering.**
2. Select **Passerby**.
3. Enter your **Password** in the **CASHIER LOGIN** screen and select **Login.**

The **PASSER BY TODAY** screen displays



4. Select **Post**.



5. Create a profile in the **Name** field.

Some hotels create generic profiles called "Passer By" or "Non Guests". If a hotel has many passerby charges, it may be useful to create profiles such as "Passerby Fax" or "Passerby Business Center"; otherwise, enter a name for the guest.

6. The **Market** and **Source** defaults to the hotel-defined values (i.e. House Accounts or Unspecified).
7. Select a **Room Class**. Normally Passerby revenue posts to the "Pseudo" Room Class, since no true guest room exists.
8. Select **Post**.

The same **TRANSACTION POSTING** screen used for posting charge in the **BILLING** screen displays.

9. Enter the **Code**, **Amount**, **Quantity**, and any **Supplement/Reference** details and select **Post**.
10. Once you finish entering all postings, select **Close**.

The same **PAYMENTS** screen appears when posting payments in the **BILLING** screen.

11. Enter the **Payment Code**, **Amount**, and any other payment details and select **Post**.

A Passerby folio prints for the guest as a receipt.

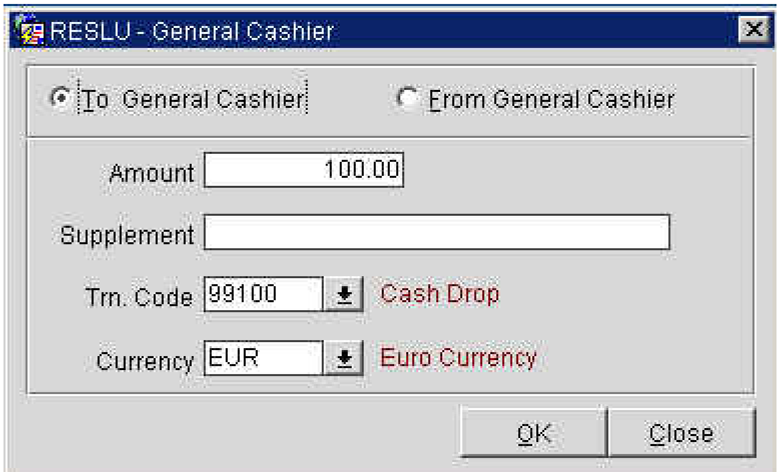
General Cashier

If your hotel has the benefit of a general cashier for balancing bank transactions and performing mid-shift drops, use the General Cashier functionality to record various cash exchanges.

To make a mid-shift drop and reduce the expected amount of drop at the end of your shift, follow the instructions below:

1. From the main menu, select **Cashiering** and **Cashier Functions**.
2. Select **General Cashier**.
3. Enter your **Password** and select **Login**.

The **GENERAL CASHIER** screen displays.



4. Select **To General Cashier** and enter the **Amount** given.
5. Select "Cash Drop" from list of **Trn. Codes** and the **Currency**.

NOTE: Transaction Codes vary from hotel to hotel, depending on configuration.

6. Select **OK** to process the drop.

To collect money or due-backs from the General Cashier and add currency into you bank balance, follow the instructions below:

7. From the main menu, select **Cashiering** and **Cashier Functions**.
8. Select **General Cashier**.
9. Enter your **Password** and select **Login**.
10. Select **From General Cashier** and enter the **Amount** collected.
11. Select the appropriate **Trn. Code** for the tender being collected (i.e. Cash) and the **Currency**.
12. Select **OK** to finish.

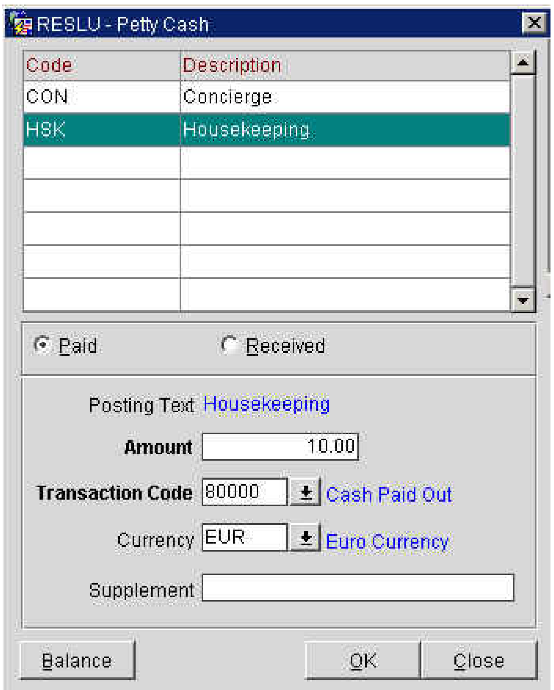
Petty Cash

The Petty Cash feature is for cashiers and agents to use when lending monies out of the bank or drawer. In many cases, paid outs generated from the Front Desk then become petty cash receipts deposited as part of a shift drop. Some examples of petty cash entries are providing gas money for the shuttle van, sending the concierge to purchase a gift for an arriving guest, or a maintenance request that requires an engineer to travel to the local hardware store.

The Petty Cash feature has two functions: to record the cashier removing petty cash funds from the bank or returning cash to the bank.

To record a petty cash paid out of your bank, follow the steps below:

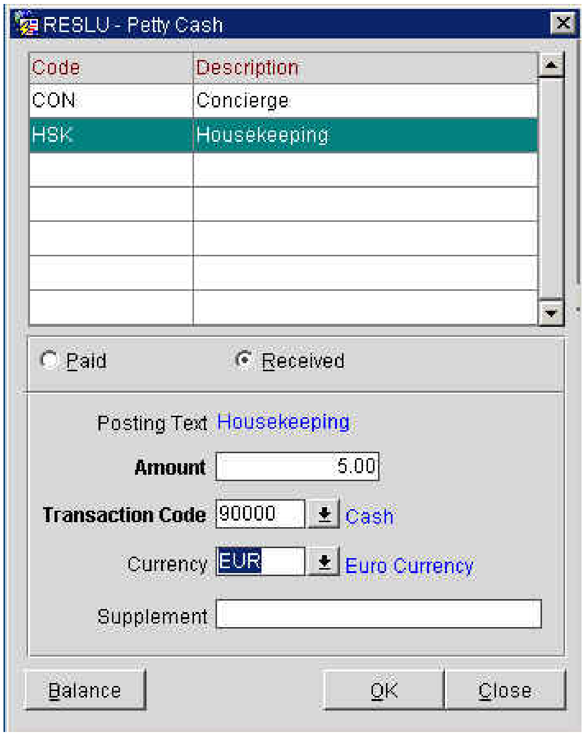
1. From the main menu, select **Cashiering** and **Cashier Functions**.
2. Select **Petty Cash**.
3. At the **CASHIER LOGIN SCREEN**, enter your **Password** and select **Login**.



4. Select the **Paid** option and enter the **Amount** given from the drawer.
5. Select the **Transaction Code** for "Cash Paid Out" and the **Currency** given.
6. Make notes regarding the paid out in the **Supplement** field and select **OK**.

NOTE: The cashier's bank balance now has that much less tender. To view how much tender is currently outstanding for Petty Cash, select the **Balance** option.

If funds are returned to the cashier after a petty cash transaction, follow the steps below to include the tender back into the bank:



1. From the **PETTY CASH** screen, select **Received** and enter the **Amount.**
2. Select the payment **Transaction Code** (i.e. Cash) and the **Currency** collected.
3. Make notes regarding the paid out in the **Supplement** field and select **OK**.

NOTE: The cashier's bank balance now increases by the amount tendered. To view how much is currently outstanding in Petty Cash, select **Balance**.

Cashier Shift Close

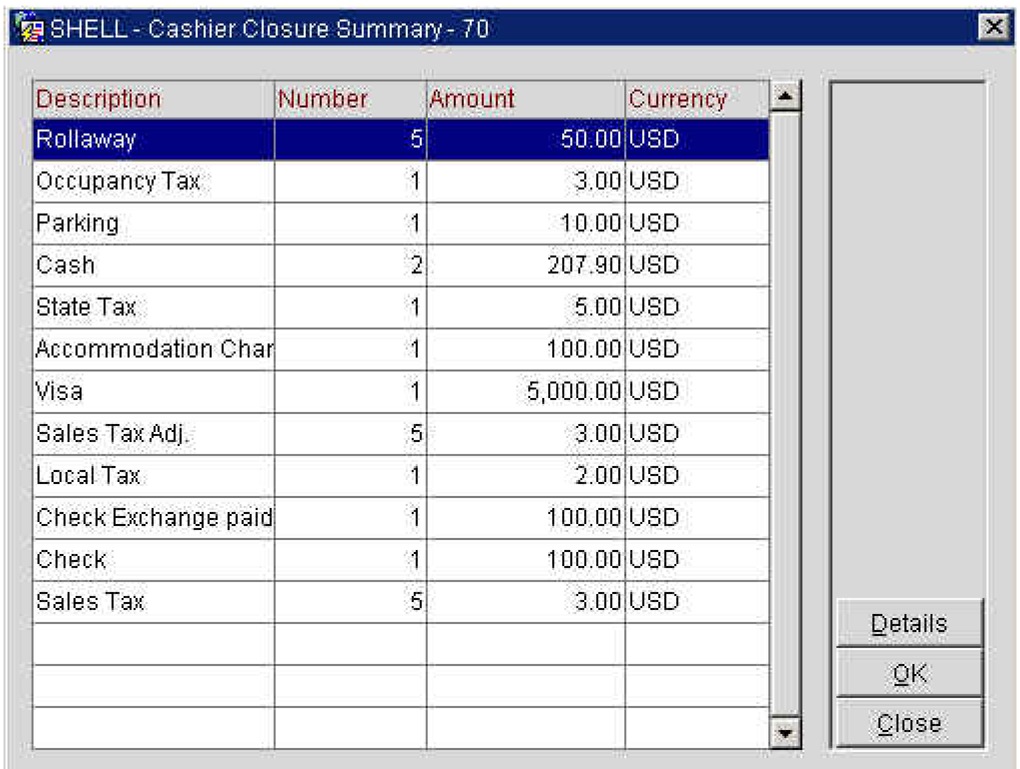
At the end of every shift, a Cashier must register a drop (including all cash, check and foreign currencies received) and close the Cashier for the day. Closing the Cashier resets the transaction totals to zero for the next shift the Cashier works

At the beginning of your shift, the first time you access a financial area, such as the **BILLING** screen, the system asks if you would like to open your Cashier. All transactions and payments you post throughout the shift log in today's Journal ready for balancing at the end of the shift.

Follow the steps below to close your Cashier once you complete your shift:

1. From the main menu, select **Cashiering.**
2. Select **Cashier Shift Functions** and **Cashier Shift Close**
3. Enter your **Password** and select **Login**.

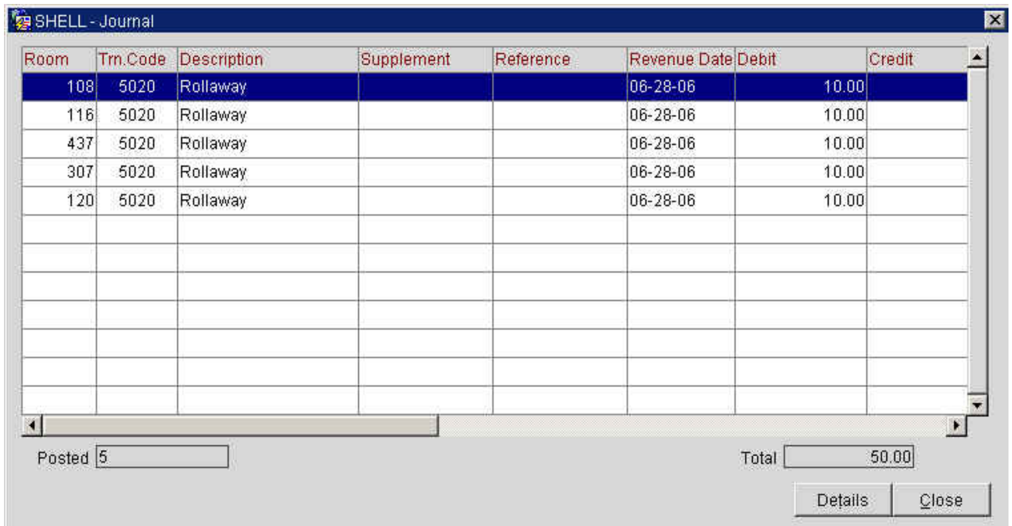
The CASHIER CLOSURE SUMMARY screen displays.



A summary of all transactions, by type, display on this screen.

4. To view specific details, highlight a transaction **Description** and select **Details.**

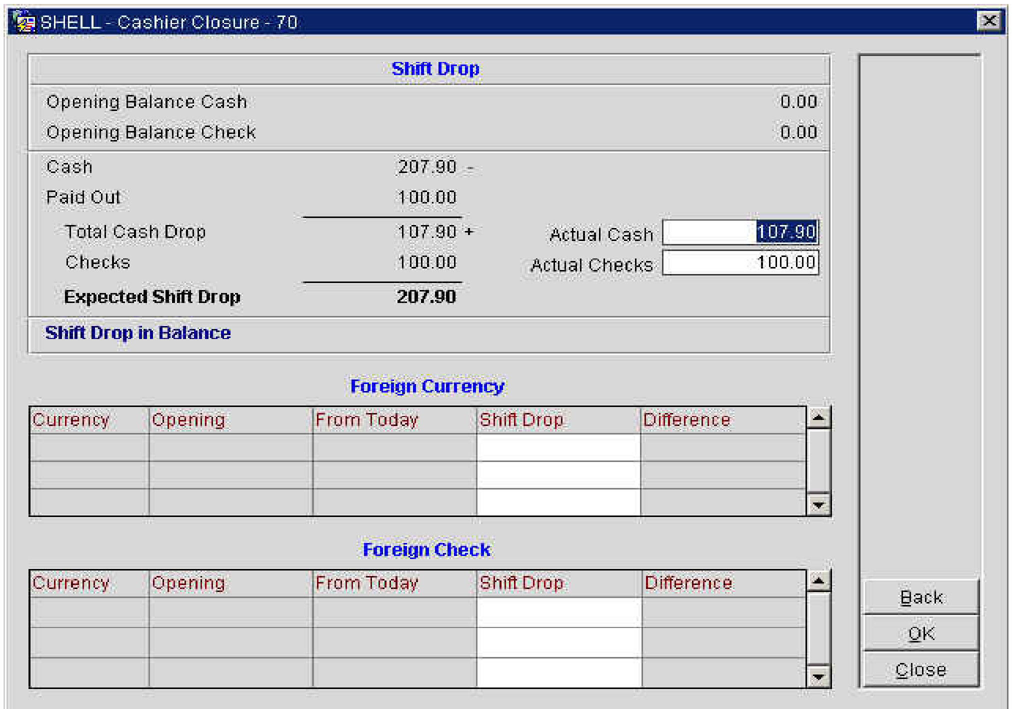
The **JOURNAL** displays.



To view transaction level detail, highlight a posting and select **Details**. The **EDIT TRANSACTION DETAILS** screen displays.

5. Close out of any detail screens, and select **OK** from the **CASHIER CLOSURE SUMMARY** screen to proceed.

The **CASHIER CLOSURE** screen displays.



On the left side of the screen, any cash taken and paid outs given display to calculate the **Expected Shift Drop**. This is the cash total the system expects you to drop.

6. Count your drawer and remove any cash above the bank balance.
7. Enter the amount of cash you intend to drop in the **Actual Cash** field.
8. If you received or exchanged any checks, enter the amount of checks you intend to drop in the **Actual Checks** field.

If the Actual Cash and Actual Checks equal the Expected Shift Drop, the **Shift Drop in Balance** message displays.

If the Actual Cash and Actual Checks do not equal the Expected Shift Drop, **Shift Drop Over** or **Shift Drop Short** message displays. This indicates that you are either over or short in your drop. To investigate, select **Back** to return to the **CASHIER CLOSURE SUMMARY** screen and investigate the **Journal**.

The **Foreign Currency** and **Foreign Check** fields' display any currency exchanges or check exchanges on a foreign bank you conducted today. The **Shift Drop** amounts must equal the foreign currency or checks you include in your drop.

9. After verifying all funds, to complete the shift closure, select **OK**.

10. Answer "Yes" that you verified your drop and it is correct.

Cashier Reports automatically print to the local workstation printer for your records.

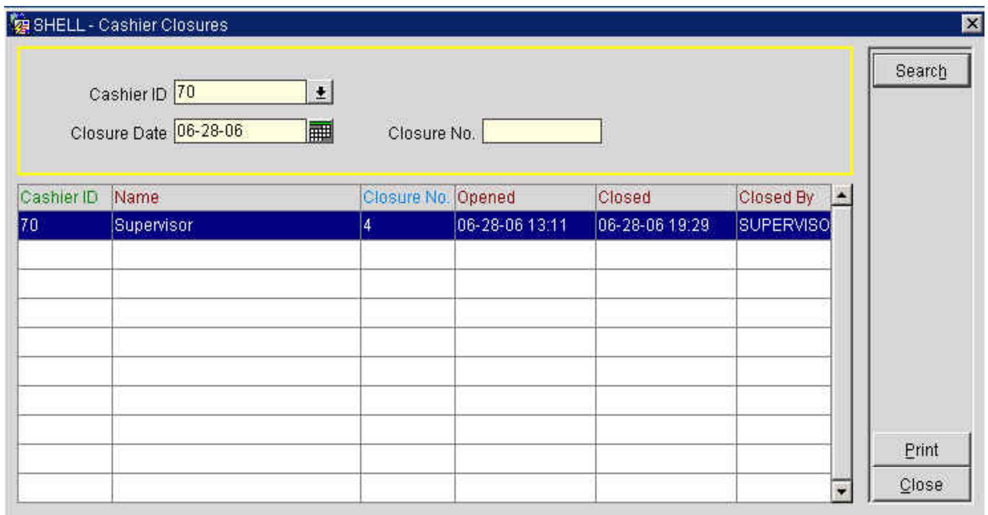
11. Select **OK** to complete.

Reprint Cashier Reports

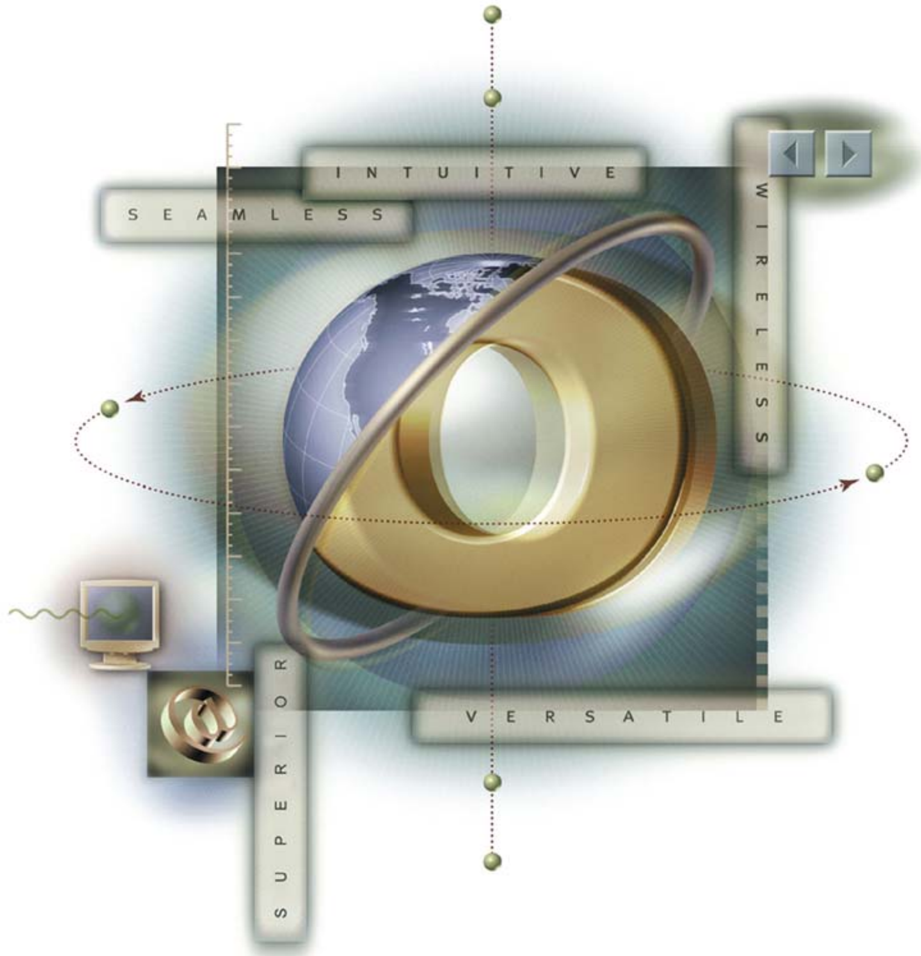
From time to time, it is necessary to investigate cash postings from a previous business date. To reprint reports from any cashier closure, follow the steps below:

1. From the main menu, select **Cashiering** and **Cashier Shift Functions**.
2. Select **Reprint Reports**.

The **CASHIER CLOSURES** screen displays.



3. Click the drop down arrow next to **Cashier ID** and select the cashier.
4. Enter the **Closure Date** to reprint reports and select **Search.**
5. Select **Print**.



Chapter 6 Rooms Management - Housekeeping

Rooms Management

Overview

OPERA's Rooms Management module enables employees to view and control various facets of a room's condition, status, and availability. With housekeeping, room history, occupancy, and maintenance information at their fingertips, Rooms Management and Housekeeping departments work together seamlessly; efficiently addressing areas that need attention thereby better ensuring guests' satisfaction.

Room Management contains six main options: Housekeeping, Out of Order/Service, Room History, Overbooking, Occupancy Graph, and Maintenance.

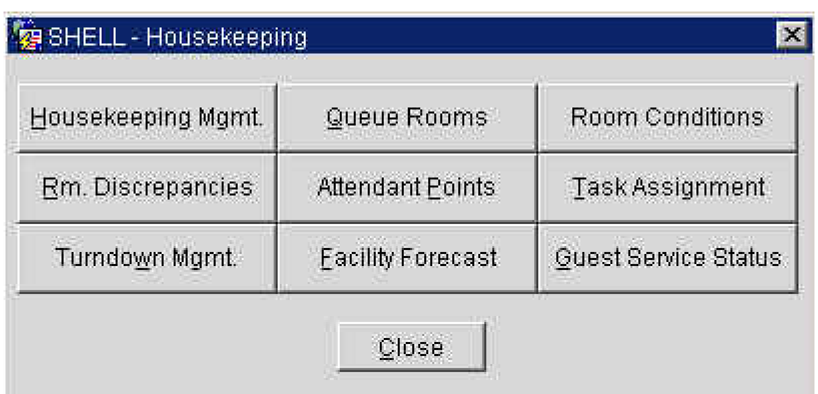
Housekeeping Management Screen

The most commonly used section of **Rooms Management** is **Housekeeping Management**, which enables you to control daily housekeeping and room status details. Housekeeping Departments can determine which rooms require service, assigning them to specific attendants and granting them points upon completion. Discrepancies between Housekeeping and the Front Office can easily be tracked and resolved. Various functions enable you to change status codes for individual rooms or multiple rooms, make an entry for repairs and room assignment, generate task reports, assess workloads, and crosscheck Front Office Status against Housekeeping Status.

Follow the steps below to access the **HOUSEKEEPING** screen:

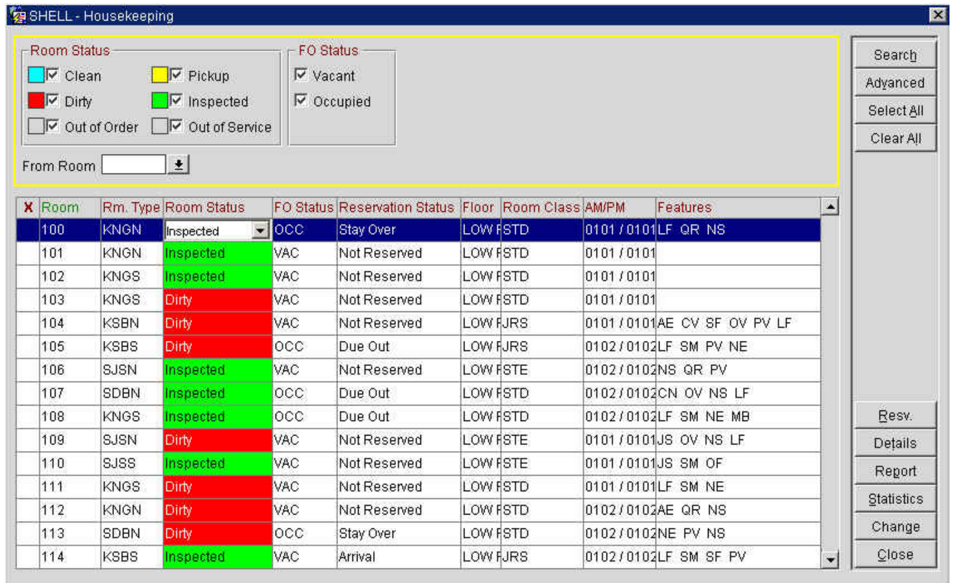
1. From the main menu, select **Rooms Management**.
2. Select **Housekeeping**

The **HOUSEKEEPING** options screen displays with various options to choose.



3. Select **Housekeeping Mgmt.**

The main **HOUSEKEEPING** screen displays.



The top left of the screen allows searching by room and Front Office status. Initially, all rooms list by default; after selecting **Clear All**, checking individual boxes controls the rooms that display below. The room list at the bottom of the screen displays rooms in numeric order. If you would like to change the display order, click on a column header other than **Room**.

Changing the Status of a Room

In OPERA the Housekeeping Room Statuses are:

- **Clean**: the room was serviced and is available for a guest to occupy
- **Dirty**: the room is not serviced and is not available for a guest to occupy
- **Pickup**: an alternate status some hotels elect to use if Housekeeping attends to rooms that do not need full service (i.e. a guest only occupies a room for a few minutes and the room only needs refreshing)
- **Inspected**: an additional status some hotels elect to use as the last check by Housekeeping supervisors before making a room available for a guest to occupy

In addition, the following statuses are also available for a room. You enter these statuses in a different area; however, the status does display in the **HOUSEKEEPING MANAGEMENT** screen. They are:

- **Out of Order**: the room is not available to sell under any circumstances. Out of Order rooms deduct from inventory; therefore, they affect occupancy calculations.
- **Out of Service**: functions the same as OOO, but rooms do *not* deduct from inventory counts. Typically, hotels use the Out of Service status for same day maintenance jobs or Sales show rooms.

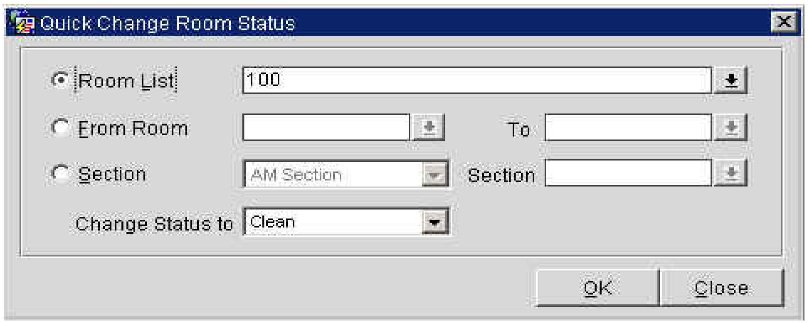
There are two methods to change the status of a room:

- The first option is to click on the drop down arrow next to its room status. To change the statuses of multiple rooms, place an "X" next to the desired rooms in the first column of the room list, and then click on the drop down arrow from one of the selected rooms.

The second option is to use **Change**:

1. Select **Change** from the main **HOUSEKEEPING** screen

The **QUICK CHANGE ROOM STATUS** screen displays.



There are three options for changing the room status from this screen:

- **Room List** allows you to enter the rooms by room number; separate each one by a comma.
- **From Room/To** allows you to enter a series of rooms by room number.
- **Section** is available to change rooms by a specific housekeeping section.

2. Select the new status from **Change Status to**
3. Select **OK**

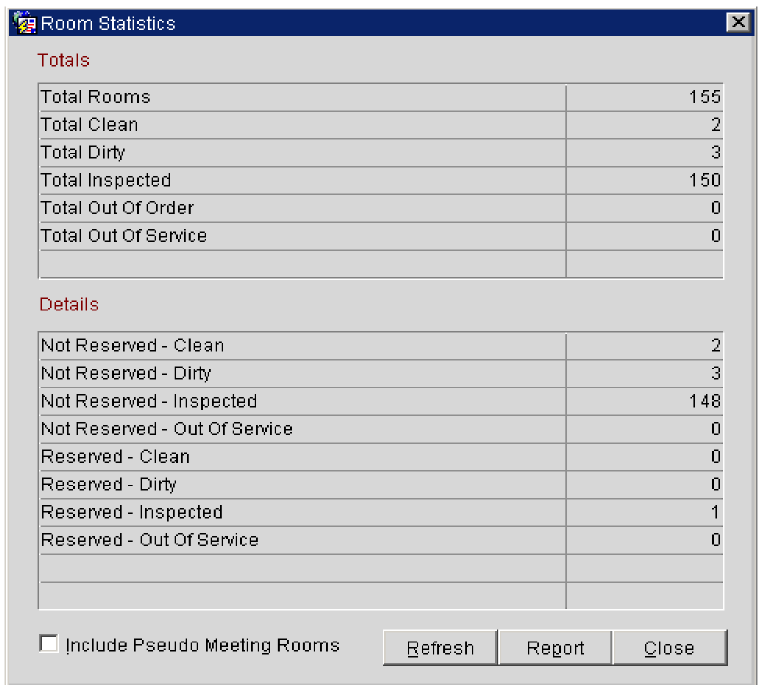
Viewing Housekeeping Statistics

The statistics option from the **HOUSEKEEPING MANAGEMENT** screen gives an overview of the hotel with information pertinent to the Housekeeping department.

To view Housekeeping Statistics:

1. Access the **HOUSEKEEPING** screen
2. Select **Statistics**

The **ROOM STATISTICS** screen displays.



The top portion of the screen displays the Room Statistic totals. The lower portion displays the Details for the Room Statistics.

3. Select **Report** to print the Room Statistics
4. Select **Close** to return to the main **HOUSEKEEPING** screen

Printing Housekeeping Management Screen

The housekeeping management screen is printable using the **Report** option. The **Report** option applies any search filters from the **HOUSEKEEPING** screen.

To Preview, Print or File the **Report** from the **HOUSEKEEPING** screen:

1. Select Report

The **REPORT PARAMETERS** screen displays.

2. Select **Preview, Print** or **File**

The **HOUSEKEEPING DETAIL REPORT** displays or prints, depending on your selection.

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Housekeeping Detail Report

Room No.	Type	Status	AM/PM Section	FO Status	Reservation Status
100	KNGN	Inspected	0101 / 0101	OCC	StayOver
101	KNGN	Inspected	0101 / 0101	VAC	Not Reserved
102	KNGS	Inspected	0101 / 0101	VAC	Not Reserved
103	KNGS	Dirty	0101 / 0101	VAC	Not Reserved
104	KSBN	Dirty	0101 / 0101	VAC	Not Reserved
105	KSBS	Dirty	0102 / 0102	OCC	Due Out
106	SJSN	Inspected	0102 / 0102	VAC	Not Reserved
107	SDBN	Dirty	0102 / 0102	VAC	Departed
108	KNGS	Inspected	0102 / 0102	OCC	Due Out
109	SJSN	Dirty	0101 / 0101	VAC	Not Reserved
110	SJSS	Inspected	0101 / 0101	VAC	Not Reserved
111	KNGS	Dirty	0101 / 0101	VAC	Not Reserved
112	KNGN	Dirty	0102 / 0102	VAC	Not Reserved

Queue Rooms

At times, guests arrive before a room for their room type is available for assignment, causing potential guest service issues for Front Desk staff and guests. Available from the Housekeeping menu, the Opera Queue Rooms feature helps you manage room assignment fairly and have guests into their rooms sooner by coordinating Front Desk and Housekeeping efforts.

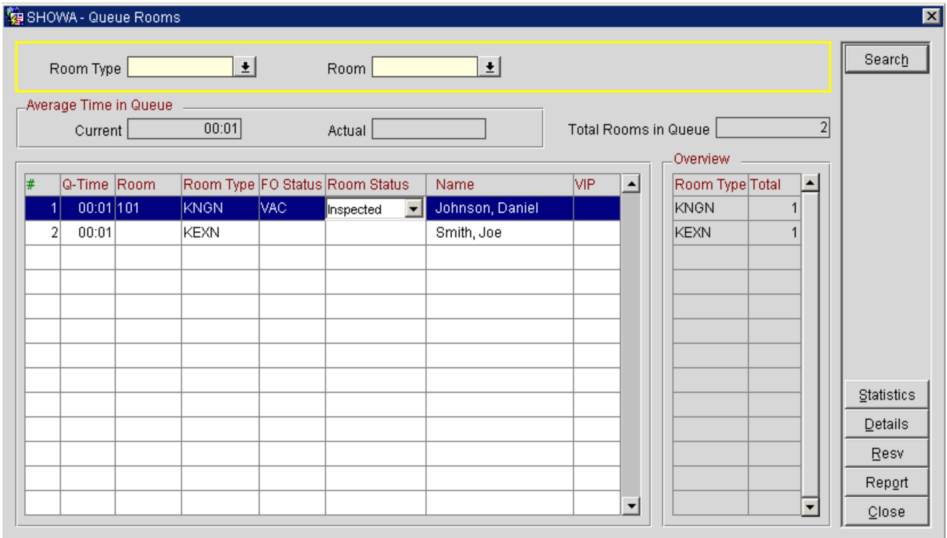
Front Desk staff can assign reservations to the reservation queue if the guest's room is not ready for assignment or if there are no available rooms of the room type attached to the reservation. Housekeeping staff can use the Queue Rooms screen to determine if there are guests waiting to check in to a particular room or type of room if there are, the queue list provides guidance in determining which rooms to service first.

Queue information appears in the Queue Rooms screen. The Queue Rooms report provides print or file listings of reservations and room queues.

To access the Queue Rooms screen:

1. Select **Queue Rooms** from the **HOUSEKEEPING** options screen

The **QUEUE ROOMS** screen displays.



The **QUEUE ROOMS** screen provides the following options:

- **Search** allows you to enter search criteria to locate reservations on queue by either **Room Type** or a specific **Room**.
- **Statistics** calculates current statistics so you can view the compiled information from room status and reservation status in a list form.
- **Details** displays the room configuration information for the highlighted room on queue.
- **Resv** accesses the reservation for the room on queue.
- **Report** generates a report of the current queue rooms.

To update the status of a guest's room that is waiting on Queue, follow the steps below:

1. Access the **Queue Rooms** screen
2. Highlight the guest's name that has the room that you wish to update.
3. Select the down arrow next to the **Room Status**
4. Select the new **Room Status**

Room Conditions

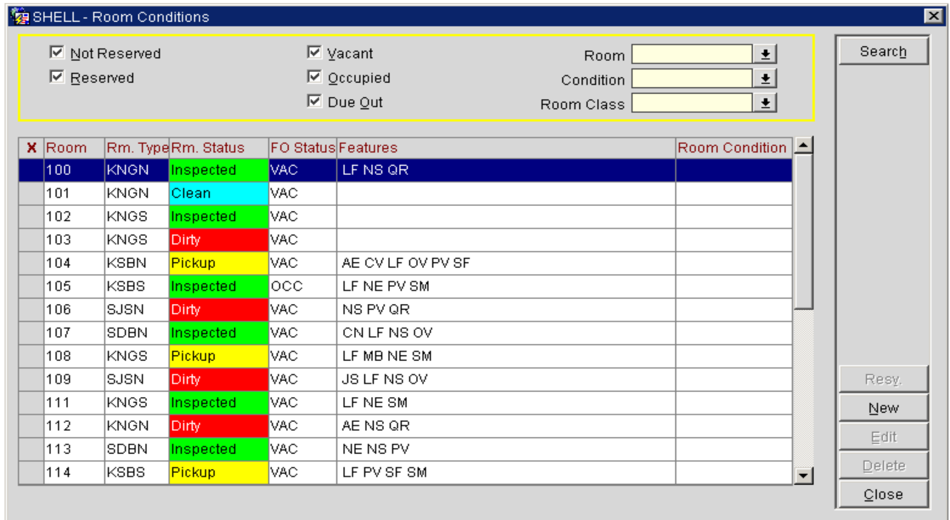
The **ROOM CONDITIONS** screen lets you assign room condition codes to rooms. You may also view reservations for occupied rooms, which may be useful when assigning a room condition.

Use Room Condition Codes to designate rooms that are available for show, require special housekeeping attention, or any other reasons specific to your hotel. Rooms that have a room condition assigned may or may not be available for assignment depending on the configuration of the room condition code assigned to the room.

To update a room's condition within OPERA:

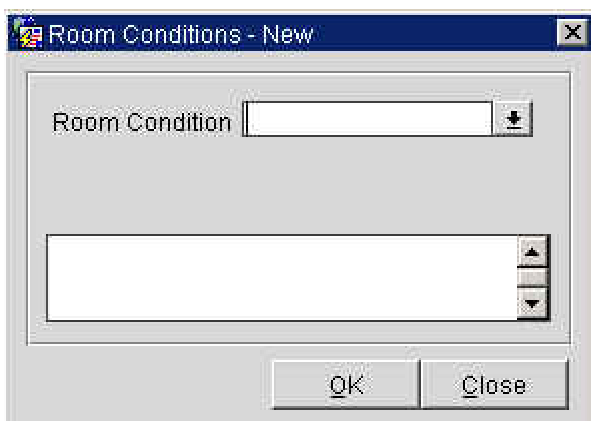
1. Select **Room Conditions** from the **HOUSEKEEPING** options screen

The **ROOM CONDITIONS** screen displays.



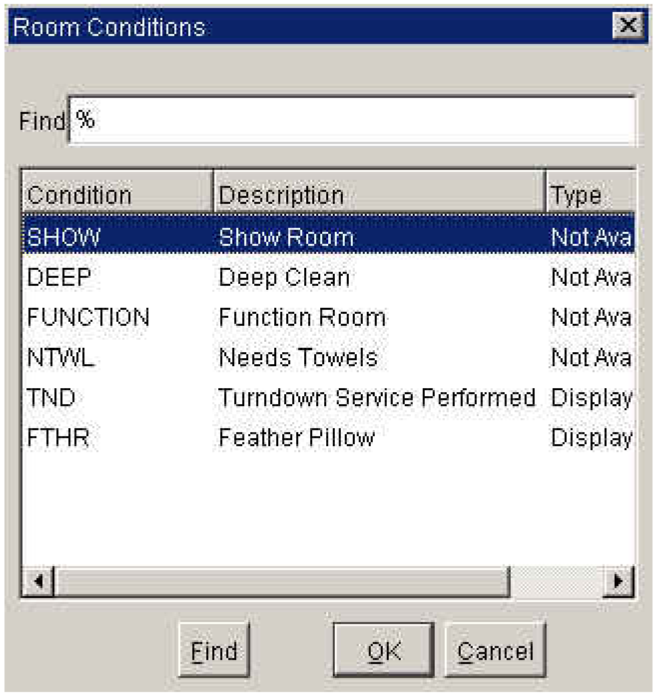
2. Using the criteria at the top of the screen, search for the room(s) or room type(s)
3. Highlight the desired record
4. Select **New**

The **ROOM CONDITIONS – NEW** screen displays.



5. Select the drop down arrow for **Room Condition**

The **ROOM CONDITIONS** display.



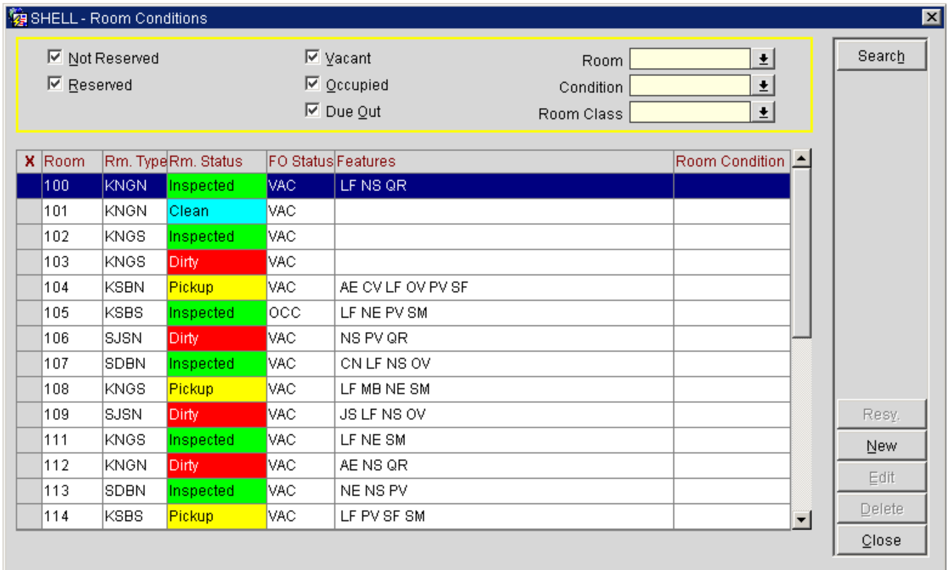
6. Highlight the **Room Condition**
7. Select **OK**
8. Enter any necessary notes in the text entry field on the **ROOM CONDITIONS – NEW** screen
9. Select **OK**

The Room Condition updates on the **ROOM CONDITIONS** screen.

To remove a Room Condition:

1. Select **Room Conditions** from the **HOUSEKEEPING** options screen

The **ROOM CONDITIONS** screen displays.



2. Using the criteria at the top of the screen, search for the room(s) or room type(s)
3. Highlight the desired record
4. Select **Delete**
5. The system prompts if you are sure you want to complete the action. Select **Yes.**

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Room Discrepancies

At times, the information regarding a room differs between the Front Office and Housekeeping. The **Rooms Discrepancies** screen allows the hotel to view and resolve such problems with ease.

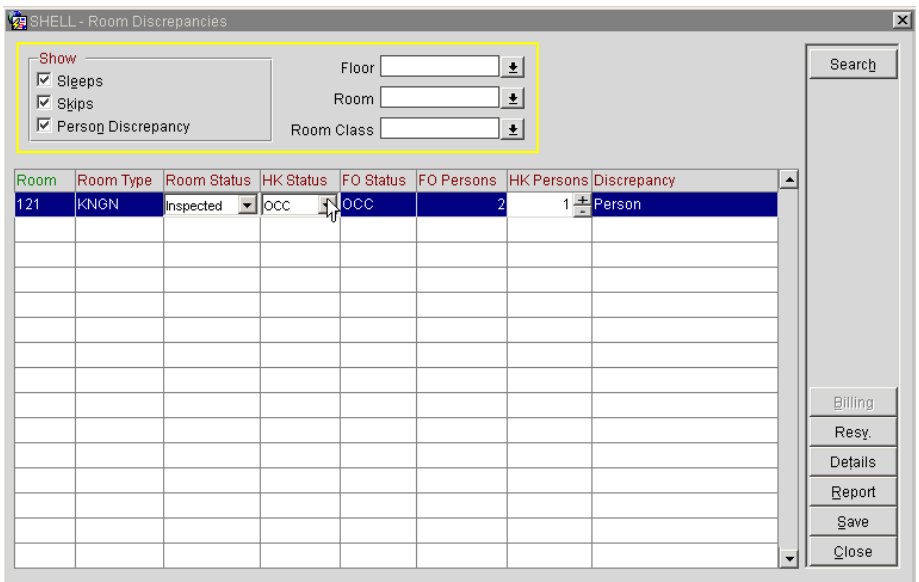
There are three discrepant room situations:

- **Skip**: Front Desk Status = Occupied; Housekeeping Status = Vacant
- **Sleep**: Front Desk Status = Vacant; Housekeeping Status = Occupied
- **Person**: Records differ regarding the number of guests occupying a room. This is important for extra room charges, amount of cleaning necessary and fire code regulations.

Follow these steps below to view and resolve discrepant rooms:

1. Select **Rm. Discrepancies** from the **HOUSEKEEPING** options screen

The **ROOM DISCREPANCIES** screen displays.



2. To resolve **Skip** rooms, investigate the discrepancy and have the Front Desk check the guest out or update the **HK status** to OCC (occupied).
3. To resolve **Sleep** rooms, investigate the discrepancy and have the Front Desk reinstate the guest or update the **HK status** to VAC (vacant).
4. To resolve **People** discrepancies, investigate and determine the number of people in the room, updating the in-house reservation with the actual number of guests.

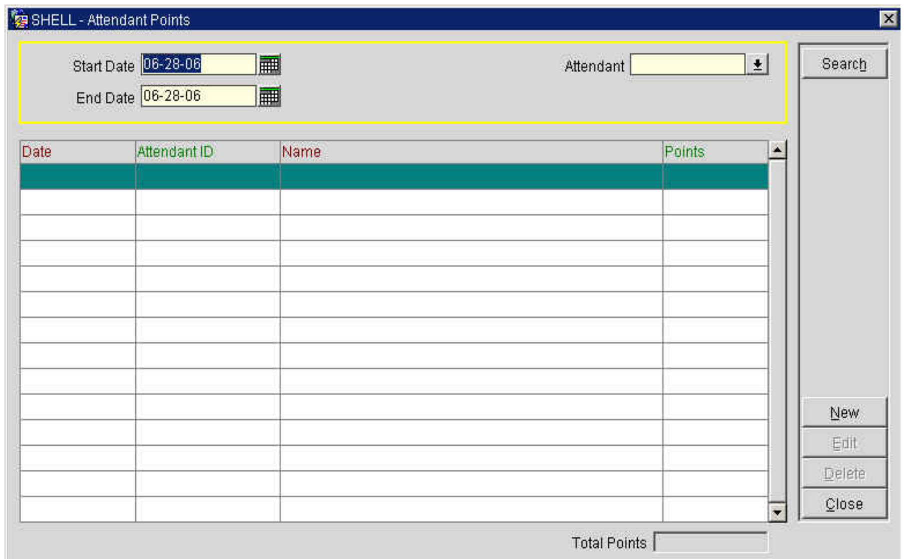
Attendant Points

The Attendant Points menu option gives you the ability to award points to each of your room attendants on a daily basis, which can be a special incentive if attendants work extra rooms on certain days or for a general room attendant's bonus plan.

To assign points to an attendant:

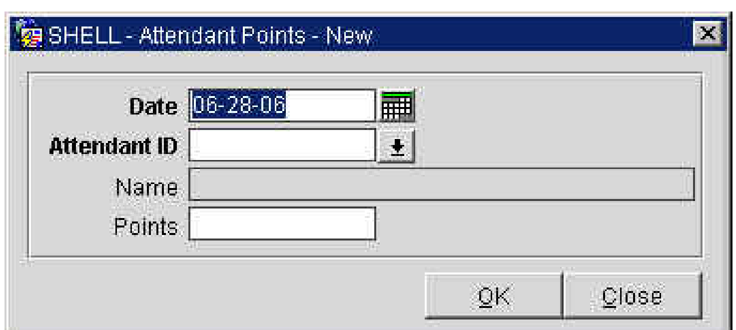
1. Select **Attendant Points** from the **HOUSEKEEPING** options screen

The **ATTENDANT POINTS** screen displays.



2. Select **New**

The **ATTENDANT POINTS – NEW** screen displays.



3. Enter the **Date** the attendant earned the points.
4. Enter an **Attendant ID** or use the drop down arrow to display the list of attendants. This also populates the **Name**.
5. Enter **Points** you are awarding the attendant.
6. Select **OK**

To view previously awarded attendant points; use the search box in the upper right of the screen. Use the down arrows to choose the appropriate start, end dates for the accrual period, and display the list of attendants. If you want to display or modify the points for a particular room attendant, enter the attendant's code. Leave the field blank to display a list with all the room attendants who have assigned points for the selected day or date range.

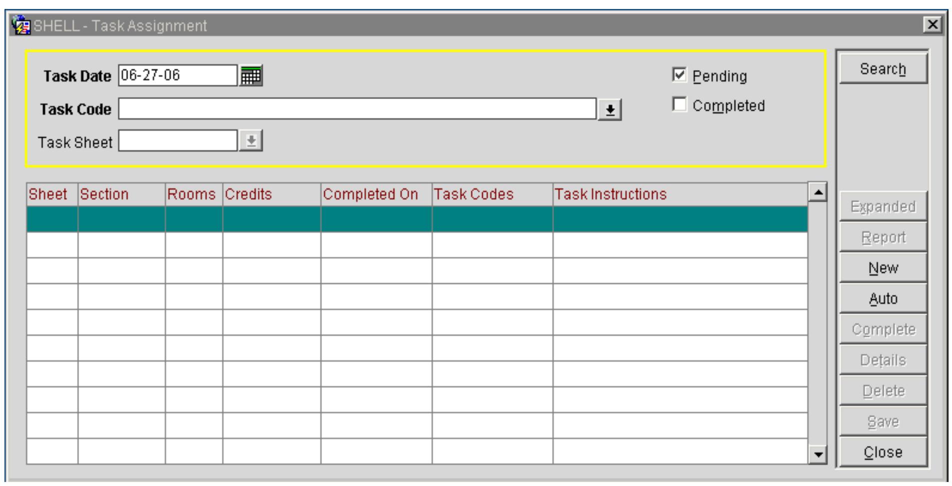
Task Assignment

The Task Assignment feature allows you to generate daily task assignment sheets for one or more Housekeeping employees. Use this function to generate task sheets for an individual attendant, a group of attendants, or all available attendants on a daily basis. Housekeeping Executives can generate sheets manually, by selecting attendants and individual rooms, or automatically.

To create a task assignment sheet manually, follow the steps below:

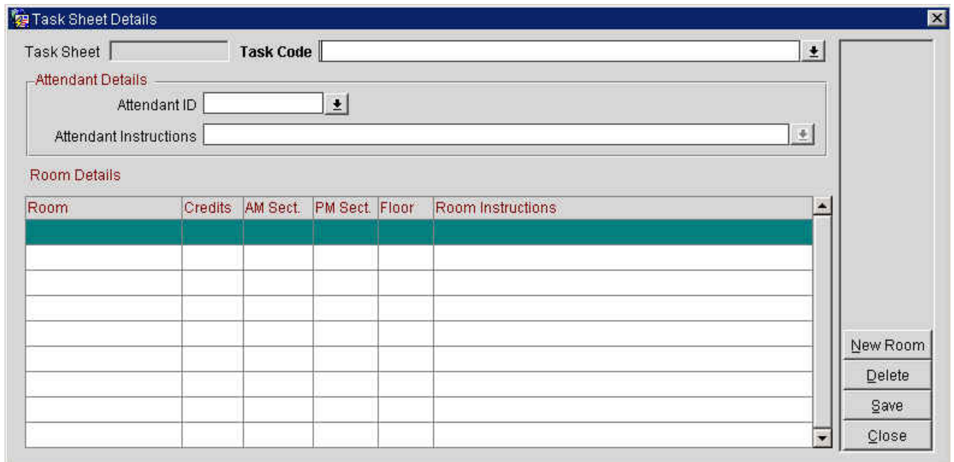
1. Select **Task Assignment** from the **HOUSEKEEPING** options screen

The **TASK ASSIGNMENT** screen displays.



2. Select **New,** highlight an existing entry and choose **Details,** or double-click on an existing entry for the setup process.

The **TASK SHEET DETAILS** screen displays.



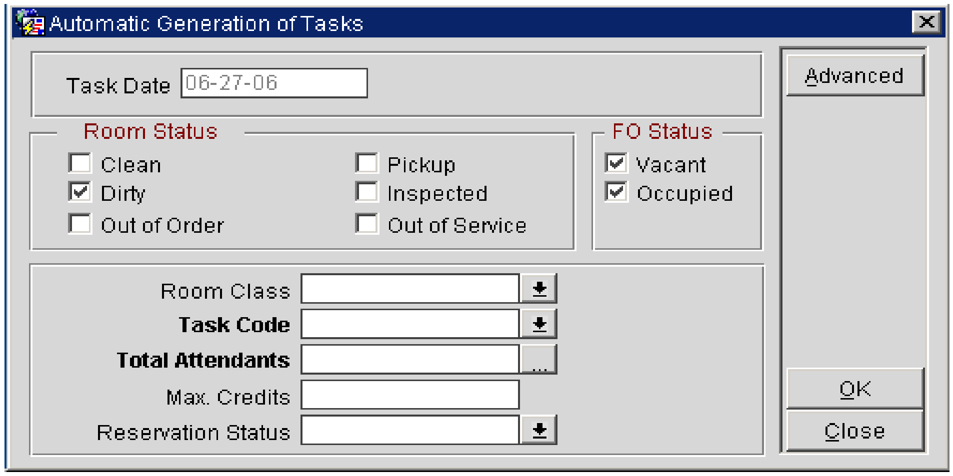
3. Click the drop down arrow next to the **Task Code** field to select the task (i.e. Clean, Deep Clean, etc.)
4. Click the drop down arrow next to the **Attendant ID** to select the attendant for this task sheet.
5. Select **New Room** to add a room to this sheet and click the drop down arrow next to the **Room** field to add a room
6. Click the drop down arrow next to either the **Attendant Instructions** or **Room Instructions** field to add notes for the attendant.
7. Continue this process by selecting **New Room** for each additional room you wish to add to this sheet.
8. When complete, select **Save** and **Close** to return.

A quicker method of generating Task Assignment sheets is via the **Auto** function, which automatically divides tasks equally by the number of available attendants or by a maximum number of credits per attendant. Rooms display on the task sheet based on reservation blocking and the reservation status selected.

To create task assignment sheets automatically:

1. Select **Auto** from the **TASK ASSIGNMENTS** screen.

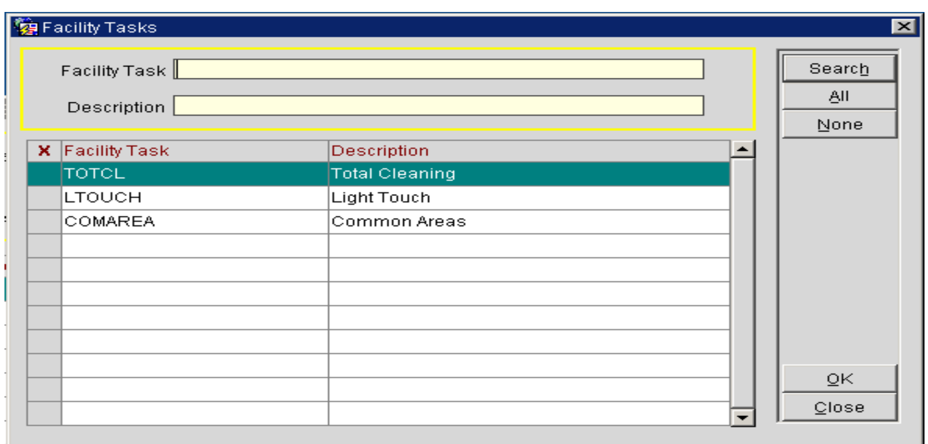
The **AUTOMATIC GENERATION OF TASKS** screen displays.



NOTE: You may also access this screen to prepare a task sheet for turndown service by selecting the **Report** button from the Turndown Management screen; however, the **Room Class** and **Task Code** options will be unavailable.

2. Select the **Room Status** check boxes for the statuses you wish to include on the generated task sheets.
3. Select the **FO status** you wish to include. The task sheet includes only the rooms that match the FO status you select (the default is to have both selected), and no rooms print if neither option is selected.
4. Select the down arrow to choose the **Task Code**(s) you desire for the task assignment sheet.

The **FACILITY TASKS** screen displays.



5. Select the task code and choose **OK.**

6. Enter in the number of attendants into the **Total Attendants** field.
7. To select specific attendants, select the ellipsis button to display the Attendants screen.

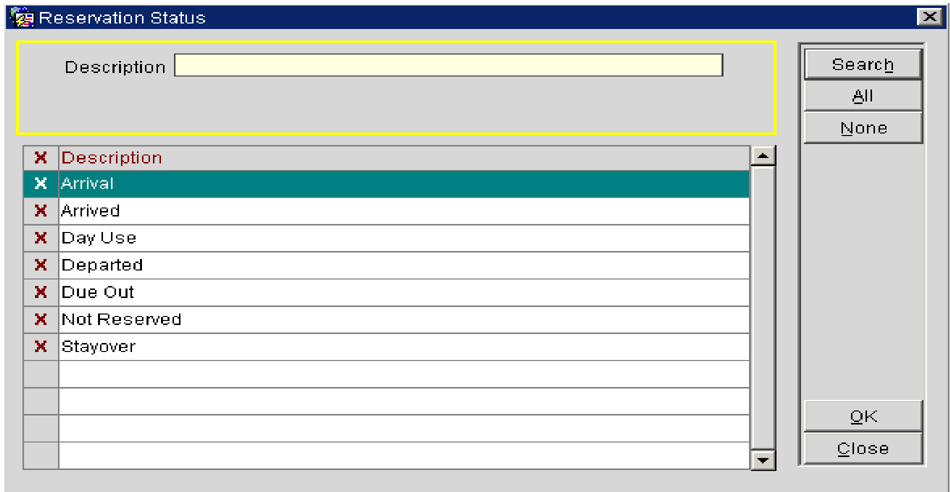
After you have made your choice from the Attendants screen, the number selected automatically populates this field. When leaving the **Max Credits** field blank, an equal number of rooms assign to each task sheet/attendant.

8. Enter the maximum number of credits to assign to any one-attendant/task sheet in the **Max Credit** field.

The number of attendants entered in the Total Attendants field, not to exceed this number per attendant, will divide credits evenly. Any left over credits will flow down to the last task sheet. If a number of attendants are not entered into the **Total Attendants** field, Opera creates task sheets, each having the assigned maximum number of credits. When the **Total Attendants** field is blank, a number of task sheets create such that each task sheet assigns the maximum number of credits.

9. Select the down arrow to choose the **Reservation Status** to include in the task assignment sheet. Again, the task sheet includes only rooms that match the status you select.

The **RESERVATION STATUS** screen displays.

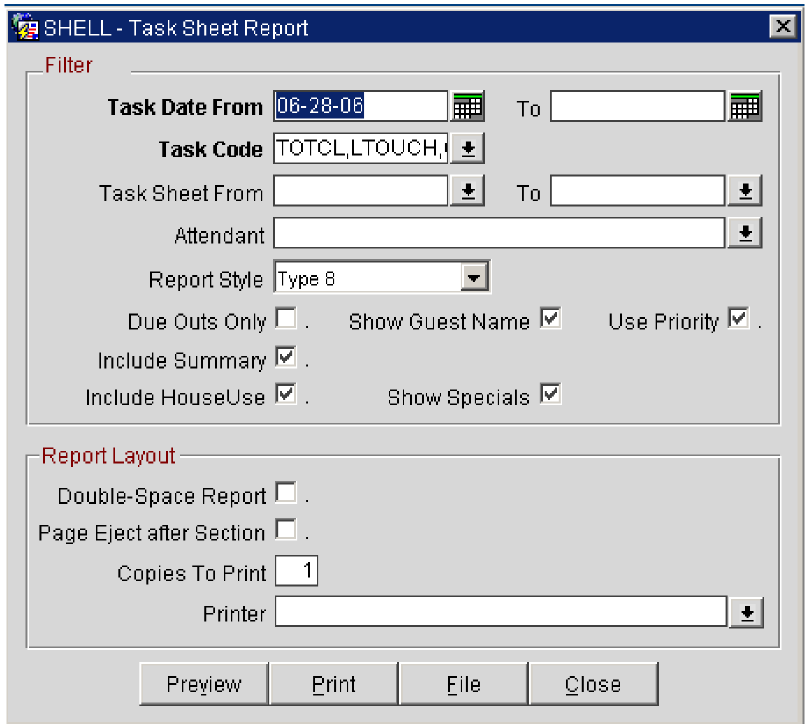


The **Advanced** button expands the list of task generation options to include the following:

- **Excl. Check Out Time ... To** Rooms matching these criteria is excluded from assignment.
- **Task Instructions** might include general or routine cleaning directions such as "Vacuum carpet, furniture, and drapes" or "Change bed linen."
- **Attendant Instructions** provides space fore specific instructions, e.g." Frank - call Lester if you need assistance moving the furniture." You can print such information on the task sheet, depending on the task sheet style selected.
- **Room Instructions** provides a similar space for instructions related to specific rooms, e.g., "Remove room service setup" or "Replace bath mat." This information is also printable on the task sheet, depending on the task sheet style selected.
- **Exclude VIP** excludes VIP types from the task assignments when checked.
- **VIP ONLY** includes only rooms assigned to VIP guests.
- **Task Sheet By** allows you to choose how you want the rooms listed on the task assignment sheets.

10. Select **OK** to the Task Assignment screen.
11. Select the **Report** option to print the Task Assignment sheets.

The **TASK SHEET REPORT** screen displays.



Enter the following details on the **TASK SHEET REPORT** Screen:

- **Task Date From/To**: the current date automatically defaults and typically would not change.
- **Task Code**: enter the Task Code that the sheets are to print for. This enables printing the task sheets for one task code and not another.
- **Task Sheet From/To:** optional field used to print specific task sheets. By default all Task Sheets print.
- **Attendant:** optional field used to print specific task sheet for an attendant. By default all Attendants print.
- **Report Styles:** The report can display in several styles. Select the style that meets the needs of your hotel.

The following checkboxes are also available:

- **Due Outs Only** restricts the report from printing any other reservation status other than **Due Out**.
- **Show guest name** indicates the guest name appears on the printed sheet.
- **Use Priority** indicates the report is to use whichever Task Code is the highest priority when printed on the sheet.
- **Include Summary** once all the sheets have printed an additional summary sheet prints.
- **Include House Use** any reservations designated as house use are included in the task assignment sheets.
- **Show Specials** will add a column to the report to display any special requests the guest has indicated on their reservation.

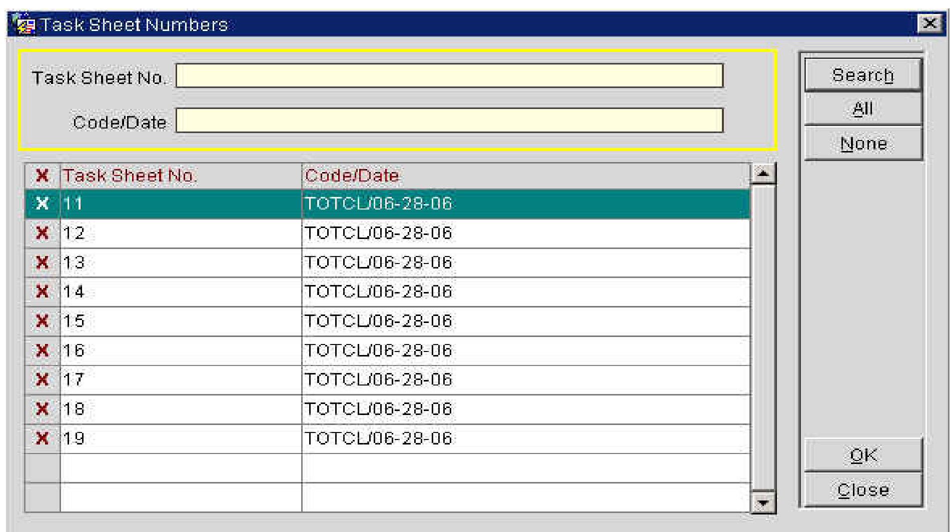
12. Select **Print.**

COMPLETE TASK SHEETS:

To manually complete task sheets once they return and are inspected, follow the steps below:

1. From the TASK ASSIGNMENT screen, select **Complete**.

The **TASK SHEET NUMBERS** screen displays.



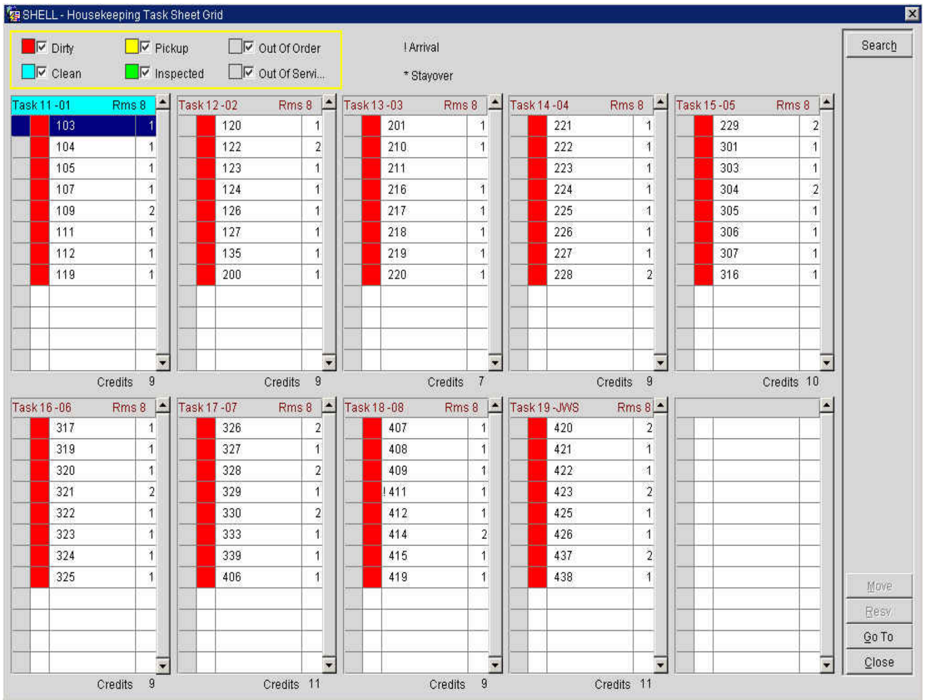
2. Place an "X" next to each task sheet to complete or select **All**.
3. Select **OK**.

NOTE: You may now alternate the view on the **TASK ASSIGNMENT** screen between **Pending** and **Completed** task sheets.

Task Assignment Grid

EXPANDED VIEW

Once you have task assignment sheets generated, if you would like to modify the sheets before printing, select the **Expanded** feature from the **TASK ASSIGNMENTS** screen.



The **TASK ASSIGNMENT TASK SHEET GRID** displays with a legend at the top of the screen.

From this screen, you may drag and drop rooms from one task sheet to another using your mouse. In addition, you may move a room from one sheet to another by placing an “X” next to the room(s) and selecting **Move**.

If there are more than the defaults of ten task sheets in this expanded view, select **Go To** and enter the sheet you wish to view.

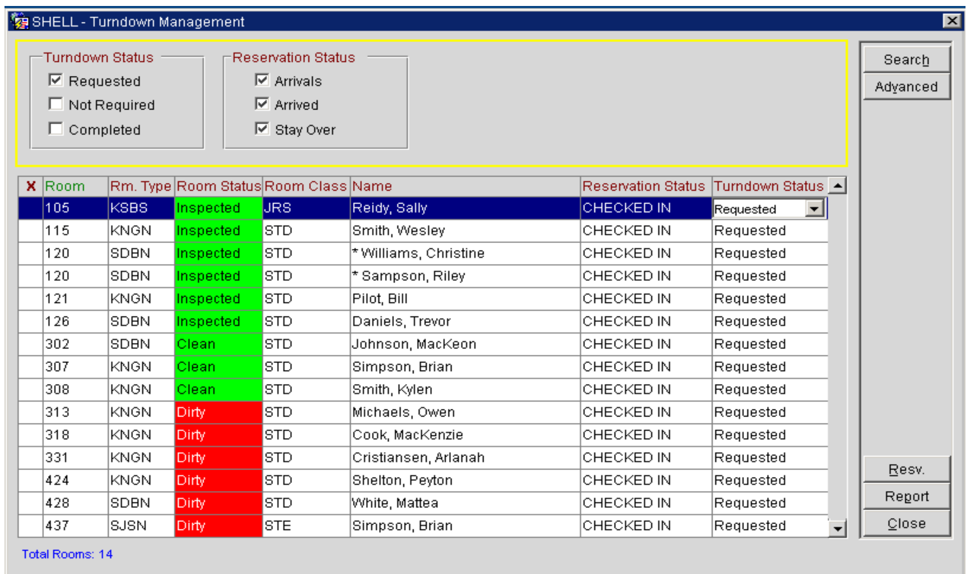
Turndown Management

The **TURNDOWN MANAGEMENT** screen displays a list of rooms that have requested turndown service for the current date, while identifying rooms that have already received turndown service and those that do not require it for the current date.

To prepare a task sheet for Housekeeping:

1. From the main menu, select **Rooms Management** and **Housekeeping**.
2. Select **Turndown Management**

The **TURNDOWN MANAGEMENT** screen displays.



Opera offers the following options for filtering the Turndown Search screen display:

Turndown Status

- **Requested** shows reservations pending turndown service. The Turndown check box is selected on the Room Instructions screen for that reservation.
- **Not Required** shows reservations for which turndown service is not to provide.
- **Completed** shows reservations that have already received turndown service on the current date.

Reservation Status

- **Arrivals** shows reservations that are scheduled to arrive today (Due In).

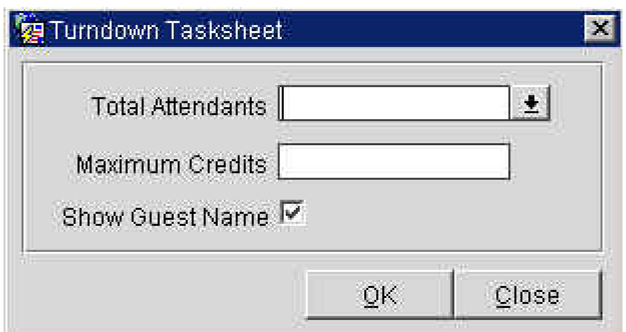
- **Arrived** shows reservations that are in-house (Checked Ins that arrived today and Due Outs that are Day Use)
- **Stay Over** shows reservations that will be in-house tonight (Checked Ins that arrived prior to today).

3. Make your search criteria selections
4. Select **Search**
5. To display a reservation for review or editing, double click on the grid entry or highlight your choice and select **Resv**.

The Advanced button accesses the following additional search options:

1. **From Room/To Room** searches for a range of rooms. Entering only a From Room searches for that room and all higher numbered rooms.
2. **Room Type** allows you to choose one or more room types.
3. **Room Class** allows you to choose one or more room classes for which you wish to search.
6. To generate the turndown tasksheet, select **Report**

The **TURNDOWN TASKSHEET** filter screen displays.



7. Enter **Total Attendants**
8. Enter **Maximum Credits**
9. Choose to **Show Guest Name**
10. Select **OK**
11. Choose to **Preview, Print** or **File** the task sheet.

The **TURNDOWN TASKSHEET** prints, files or displays on screen.

micros FIDELIO
Opera

Opera Demo Hotel, Small
06-28-06

Turndown Tasksheet
20:33

Task Sheet 06-28-06/1

Attendant Id and Name 01 / 01

Room Details

Room No	Room Status	FO Status	Credits	Section AM	Section PM	Reservation Status	Turndown Status	Name	Arrival	Arr. Time	Departure	VIP	Adl	Chl	Specials	Instructions
100	IP	OCC	1	0101	0101	CHECKED IN	Requested	Wilson, John	06-27-06	13:47	06-29-06		1	0		
113	DI	OCC	1	0102	0102	CHECKED IN	Requested	Peterson, William	06-27-06	13:45	06-29-06		1	0		
114	IP	VAC	1	0102	0102	DUE IN	Requested	Schulte, Bridget	06-28-06		07-03-06		1	0		
115	IP	OCC	1	0101	0101	CHECKED IN	Requested	Smith, Wesley	06-26-06	14:50	07-03-06		1	0		
121	DI	OCC	1	0101	0101	CHECKED IN	Requested	Pilot, Bill	06-26-06	15:14	06-29-06	2	2	0		
125	DI	OCC	1	0102	0102	CHECKED IN	Requested	Johnson, Michael	06-27-06	13:44	06-29-06		1	0		
130	IP	OCC	2	0102	0102	CHECKED IN	Requested	White, Nancy	06-27-06	13:47	06-29-06		1	0		
302	DI	OCC	1	0301	0301	CHECKED IN	Requested	Johnson, MacKeon	06-26-06	16:40	06-29-06		2	0		
308	IP	OCC	1	0301	0301	CHECKED IN	Requested	Smith, Kylen	06-26-06	16:40	06-29-06		4	0		

Total for Attendant 01 - 01

Total Rooms	9
Total Adults	14
Total Children	0
Total Credits	10

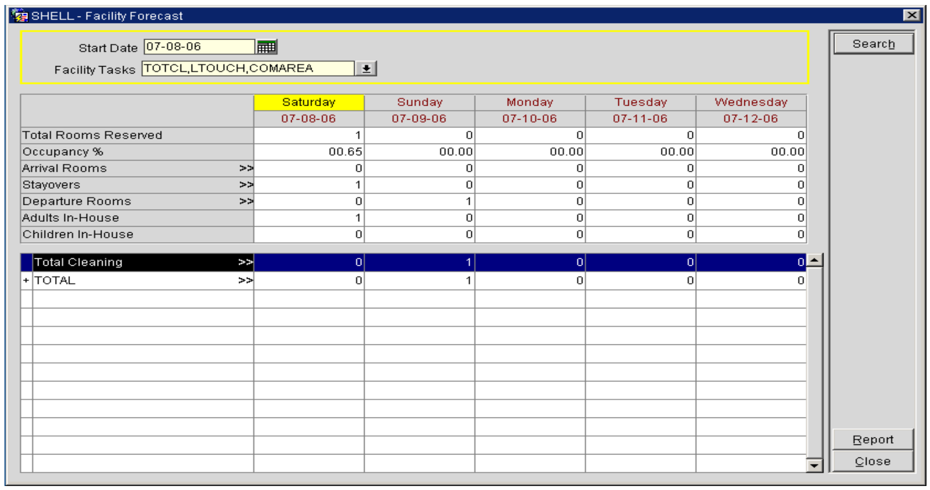
Facility Forecast

The Facility Forecast function provides a statistical overview of your property for upcoming days.

To utilize the Facility Forecast function:

1. From the main menu, select **Rooms Management** and **Housekeeping**.
2. Select **Facility Forecast**.

The **FACILITY FORECAST** screen displays.

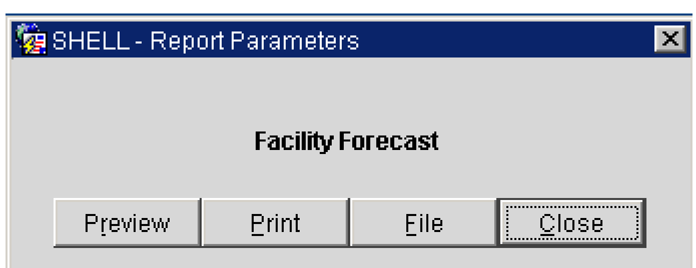


3. Select the start date for the facility forecast from the search screen.
4. Select one or more facility tasks using the drop down arrow.

NOTE: If you select **Search** and no facility tasks are defined, OPERA queries and displays all facility tasks.

Once you perform a search, the Report button becomes available.

1. Select **Report** button to go to the Report parameters menu.



The report prints out searched facility tasks and any associated codes for the five-day period beginning with the date defined in the search.

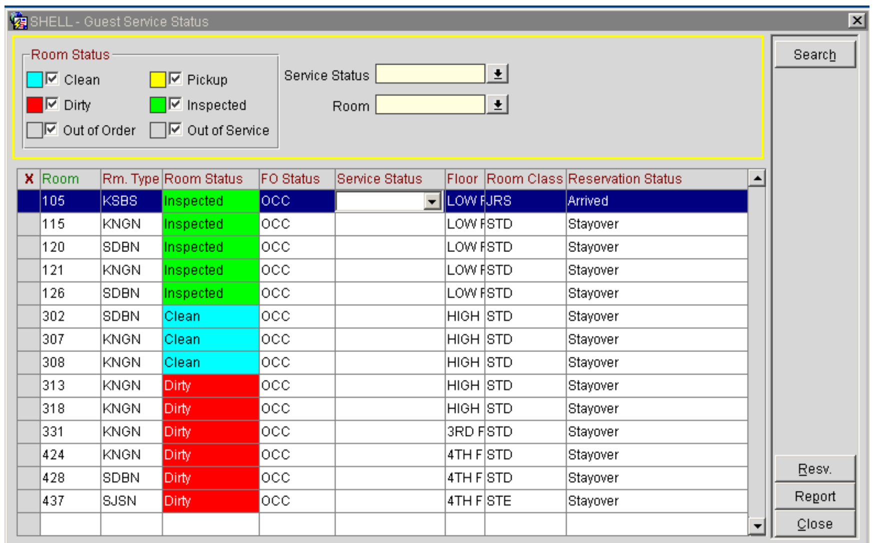
Guest Service Status

The Guest Service Status screen is to set up and manage "Do Not Disturb" and "Make Up Room" guest service notations. The screen displays guest service statuses for all *currently occupied* rooms. A room can have a Do Not Disturb Status (DND), a Make Up Room (MUP) status, or no guest service status.

To use this feature:

1. From the main menu, select **Rooms Management** and **Housekeeping**.
2. Select **Guest Service Status**.

The **GUEST SERVICE STATUS** screen displays.



3. Choose the appropriate search criteria and select the **Search** button. Opera selects all statuses by default; Service Status and Room default is blank.

   - **Resv.** displays the reservation associated with the highlighted room
   - **Report** previews and/or prints the hk_details report, automatically filtered to show only occupied rooms.

Additional Rooms Management Options

Out of Order / Out of Service

For whatever the reason a room becomes unavailable to guests, be it a mechanical failure with the room, or otherwise, OPERA makes it easy to mark the rooms and set them aside, preventing them from being reserved. The Out of Order (OOO) and Out of Service (OOS) option makes a room among the last to be sold or completely unavailable for sale due to maintenance issues.

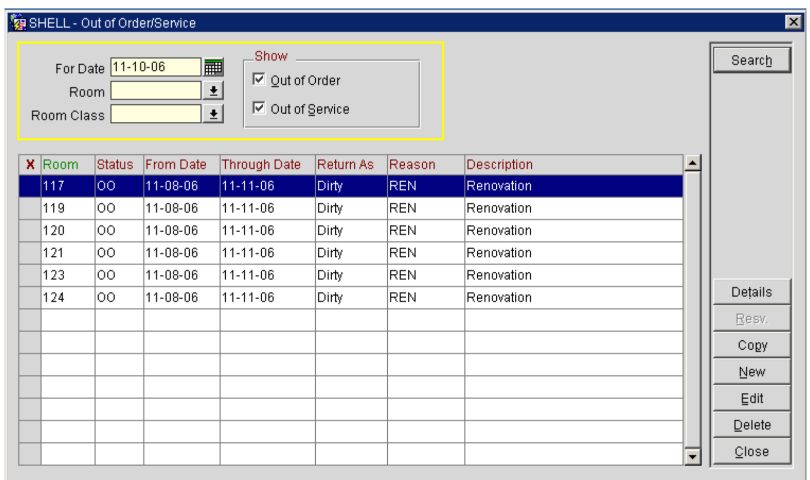
Out of Order rooms deduct from inventory (made unavailable); while Out of Service rooms remain in inventory ("last resort" availability). Room blocks can be put OOO/OOS for any given date or period in the future.

NOTE: It is not possible to take an occupied or reserved room to a status of Out of Order.

To mark a room as Out of Order or Out of Service:

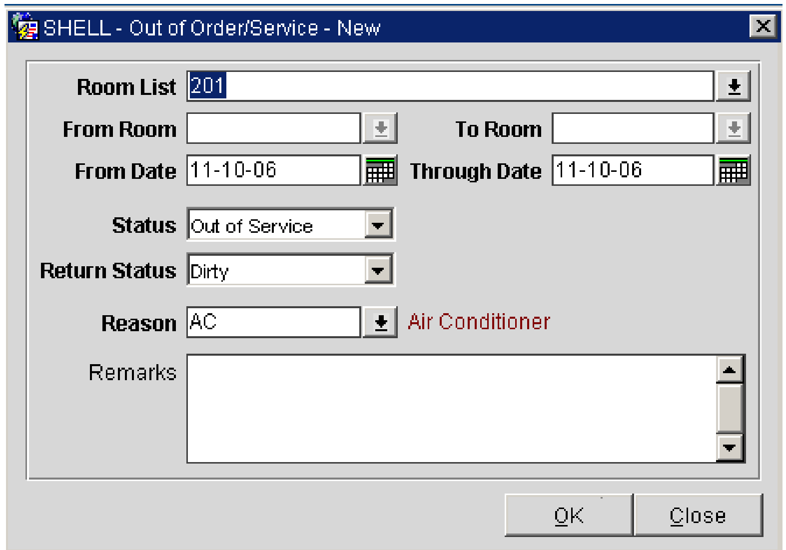
1. From the main menu, select **Rooms Management**.
2. Select **Out of Order/Service**.

The **OUT OF ORDER/SERVICE** screen displays.



By default, all rooms display in room number order. The top portion of the screen allows you to select search criteria. Checking the boxes in the **Show** field restricts the rooms displayed to OOO, OOS, or both. You can also search by date or room.

3. Select **New** to place a room on OOO or OOS status.



You may enter room into OOO/OOS status by two possible methods.

- **Room List**-manually type in the room's numbers separated by a comma, or select the down arrow beside the field then mark all the rooms with an "X".
- **From Room** and **To Room-**all room numbers in between the rooms entered in this field get placed into OOO or OOS status.

4. Enter the **From Date** and **To Date**.
5. The **Status** field indicates whether the room goes into **Out of Order** or **Out of Service.**
6. **Return Status** indicates the housekeeping status the room returns too upon coming out of OOS or OOS status.
7. **Reason** indicates the general reason for the room going into OOS or OOO status.
8. **Remarks** is a free format text area to type in a more specific reason as to the change of status.
9. Select **OK**

Some additional options for the **OUT OF ORDER/SERVICE** screen are listed below:

- **Details** allows you to view all current information on this room.
- **Resv.** displays the reservation connected to the room, if any.
- **Copy** duplicates the status of one entry, applying it to a number of rooms. For example, a carpet cleaner might come to clean the entire third floor at once. Opera enables you quickly handle large room groups by creating a single entry, selecting Copy, and entering all room numbers that will be out of order at the same time.
- **Edit** modifies an existing record.

To remove a room from OOO/OOS before the default date passes, follow the steps below:

1. From the **OUT OF ORDER/SERVICE** screen, search for and highlight the room you wish to remove.
2. Select **Delete**.
3. Answer "Yes" to the message confirming the deletion.

NOTE: If you delete an out-of-order room for a future date, the status of the room will remain as it is currently. If you delete or change an active out-of-order setting (i.e., for today), OPERA will use the Status after Return setting for the room.

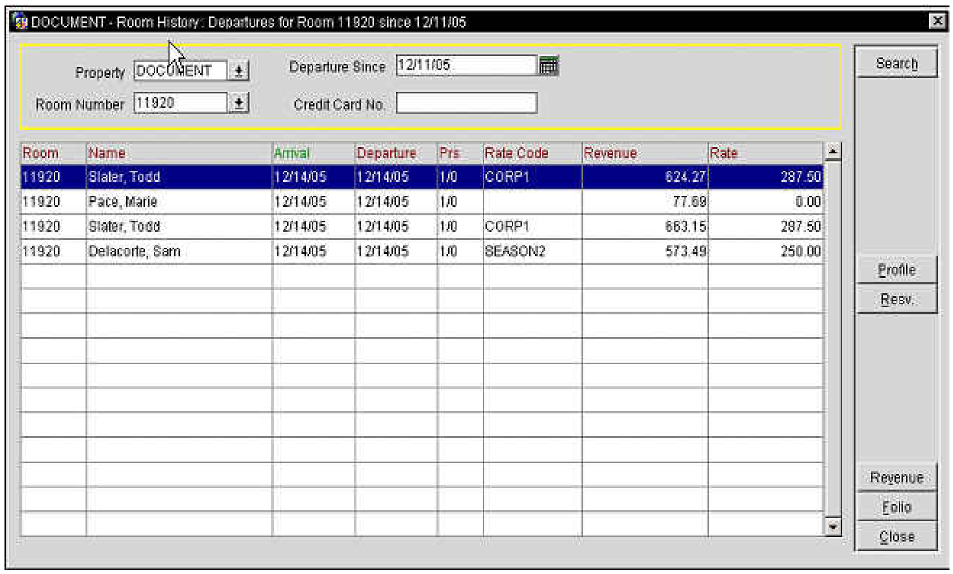
Room History

The **Room History** option allows research on room numbers for many purposes. You may view reservations that occupied room numbers from any date in the past. With this feature, you can search for occupying guests for lost and found items.

To display a room's history, follow the steps below:

1. From the main menu, select **Rooms Management**.
2. Select **Room History**.

The **ROOM HISTORY** screen displays.



3. In the top portion of the screen, enter any search criteria such as the **Room Number** you wish to view and select **Search**.
4. You may also select to see room that have **Departure Since** or even search for a past guest by **Credit Card No.**
5. To view guest information such as address or phone number, highlight the room record and select **Profile**.
6. To view the guest's reservation details, select **Resv.**
7. To view the revenue generated by the past guest or even to view folio details, select either **Revenue** or **Folio**.

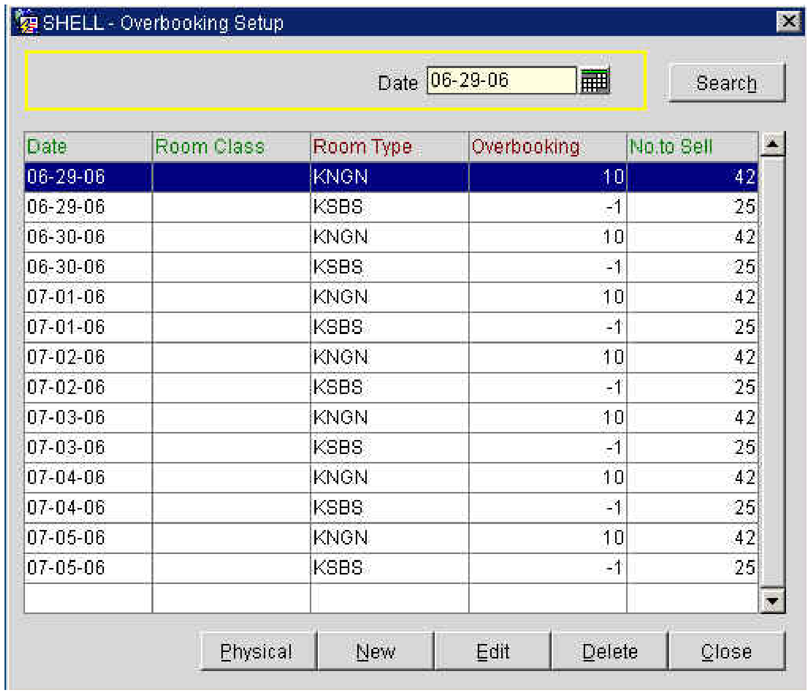
Overbooking

If your hotel allows the management staff to establish overbooking or over-sell limits, use the **Overbooking** feature to assign the number of rooms you allow for oversell at the hotel. This feature allows you to establish an oversell number so that the hotel may sell its rooms to capacity.

To setup or view overbooking limits for the hotel, follow the steps below:

1. From the main menu, select **Rooms Management** and **Overbooking**.

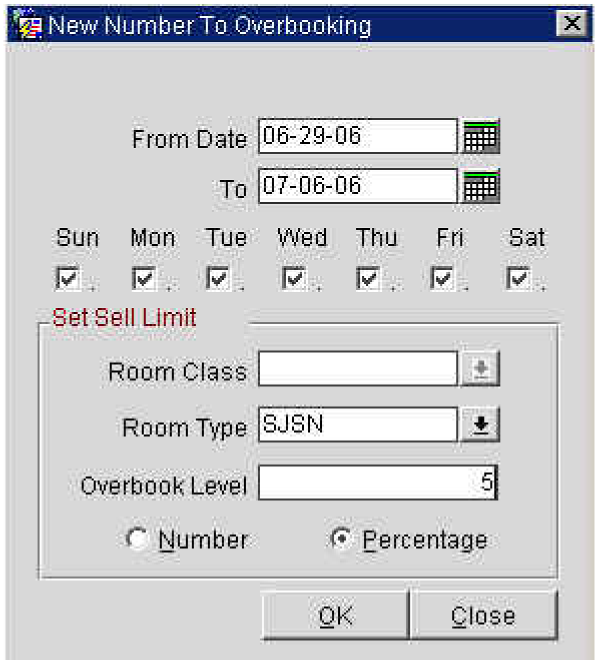
The **OVERBOOKING SETUP** screen displays.



Date	Room Class	Room Type	Overbooking	No.to Sell
06-29-06		KNGN	10	42
06-29-06		KSBS	-1	25
06-30-06		KNGN	10	42
06-30-06		KSBS	-1	25
07-01-06		KNGN	10	42
07-01-06		KSBS	-1	25
07-02-06		KNGN	10	42
07-02-06		KSBS	-1	25
07-03-06		KNGN	10	42
07-03-06		KSBS	-1	25
07-04-06		KNGN	10	42
07-04-06		KSBS	-1	25
07-05-06		KNGN	10	42
07-05-06		KSBS	-1	25

2. To establish sell limits, select **New**.

The **NEW NUMBER TO OVERBOOKING** screen displays.



3. Enter the **From Date/To** for the dates to set overbooking limits.
4. Check the days of week the limits apply.
5. Click the drop down arrow next to the **Room Type** field to select the room type for overbooking.
6. Select the **Number** or **Percentage** radio button to either set a specific overbooking number or rooms or a percentage of the total number of rooms by room type.
7. Enter either the **Overbook Number** or **Overbook Level**.
8. Select **OK**.

Notice the limits set in the **Overbooking** column of the setup screen. To view the difference in the number of rooms left to sell and the overbooking limit, select **Physical**.

Occupancy Graph

The **Occupancy Graph** is a wonderful tool for graphically viewing occupancy activity at the hotel. Housekeeping and Maintenance departments also commonly use this feature for scheduling purposes. For more details on viewing and understanding the **Occupancy Graph**, refer to the "Miscellaneous" chapter of this manual.

Maintenance

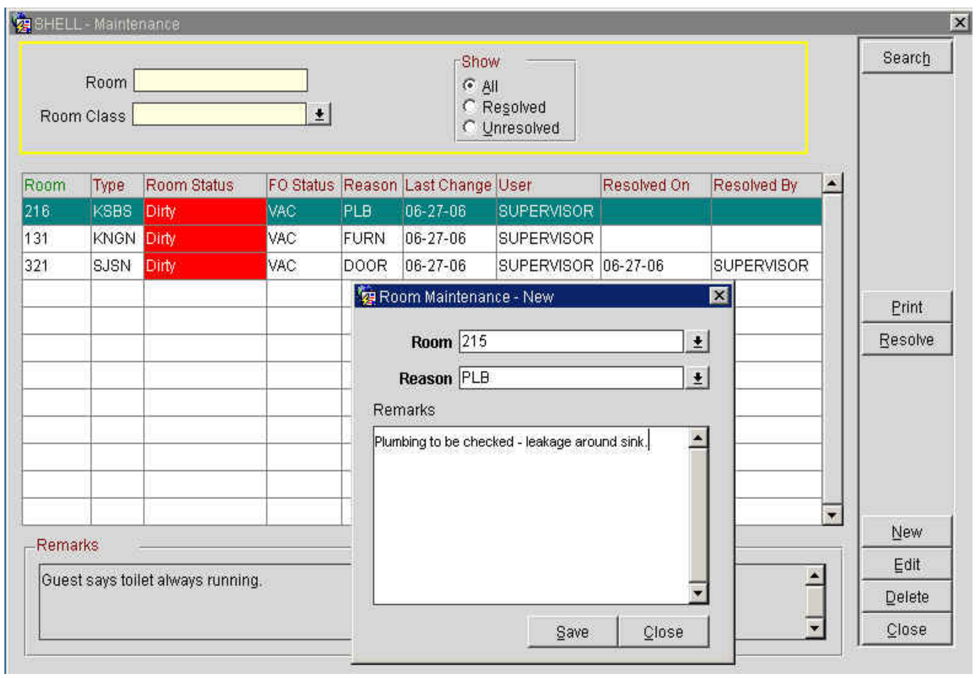
The **Maintenance** feature gives the Engineering and Housekeeping department the ability to note a work order for a room that is in Out of Order status. This feature allows you to enter an action for the maintenance department to take on a room. From this, the engineer may print a report of all requests. Once all maintenance requests are attended to, the work orders may be resolved.

NOTE: Placing a maintenance order on a room number does not automatically place the room in Out of Order status nor is the room deducted from inventory. In addition, this is not a full-scale quality management system.

To place a work order into maintenance for a room, follow the steps below:

1. From the main menu, select **Rooms Management** and **Maintenance**.

The **MAINTENANCE** screen displays.



2. Select **New**.

The **ROOM MAINTENANCE – NEW** screen displays.

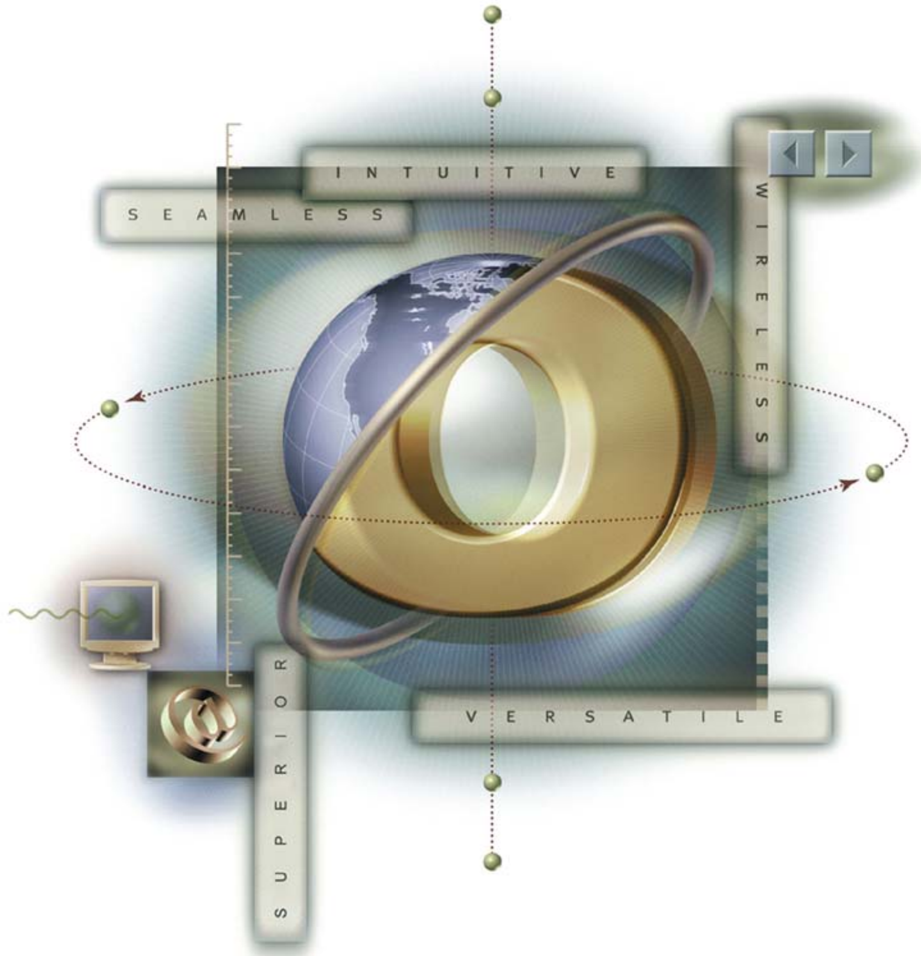
3. Click the drop down arrow next to the **Room** field and choose the room(s) for the work order.
4. Click the drop down arrow next to the **Reason** field to select from a list of pre-defined maintenance requests.
5. Enter any additional instructions or text for the work order in the **Remarks** field and select **Save**.

To print a report of all unresolved work orders, follow the steps below:

1. From the **MAINTENANCE** screen, select the **Unresolve** radio button at the top of the screen and select **Search** to display unresolved work orders in the display grid.
2. Select **Print**.

To resolve maintenance requests once completed, follow the steps below:

1. From the **MAINTENANCE** screen, search for and highlight the room with a work order to resolve.
2. Select **Resolve.**
3. Answer “Yes” to resolve the record.



Chapter 7 – Accounts Receivable

AR Overview

AR Pre-Requisites

There are four pre-requisites for direct bills to properly post to the AR Ledger.

- A valid AR number must exist on the Company, Group or Source profile. This indicates that Accounting validated the company's credit and approves them for direct billing.
- The charges that the company agrees to pay for must route to folio window "2" on the guest folio "owned" by the AR Profile.
- The charges routed to the second folio window must have CL (City Ledger) or DB (Direct Bill) as the form of payment and settled to the appropriate transaction code.
- A Night Audit must complete on the business date the direct bill checkout occurs moving the folio balance to an invoice on the AR account.

Transfer F/O Data

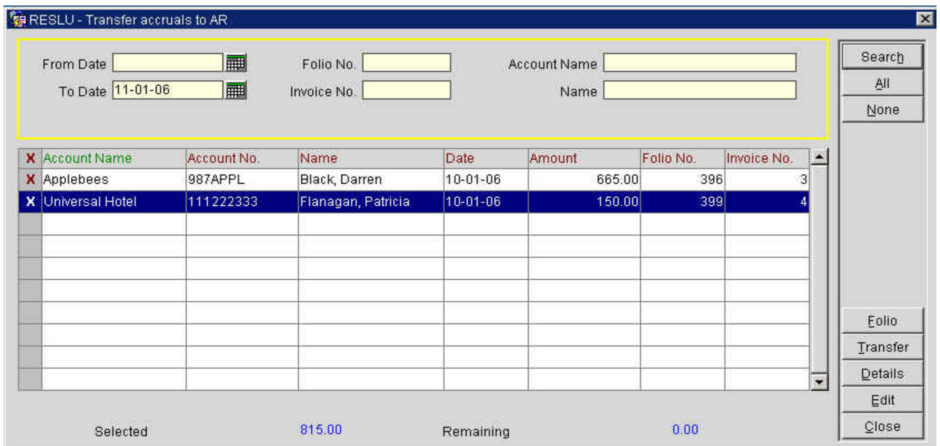
Transfer F/O Data is a process that allows the user to view, edit and print all invoices before transferring them to the AR account. All invoices in the transfer bin total on the AR Ledger as accruals, but are not actual invoices until they transfer. This feature enables Accounting to check the accuracy of the companies billed for the invoices before they show up in the account.

NOTE: This feature is only available if the AR application setting "Auto Transfer Folios" is NOT active. If this setting is active, the Transfer F/O Data bin does not exist and invoices transfer to their appropriate AR accounts in the AR ledger during the audit following the guests' checkout date.

Follow the steps below to transfer outstanding invoices from the Transfer F/O Data bin to the AR Ledger:

1. From the main menu, select **AR**.
2. Select **Transfer F/O Data**.

The **TRANSFER ACCRUALS TO AR** screen displays.



The Transfer accruals to AR screen displays all folios from the previous business day checked out to the DB transaction code. Check Outs for today do not display in the bin until a Night Audit runs.

3. To search for transactions for a specific date, enter the date in the **From Date** and **To Date** fields.
4. Verify that each folio invoice belongs to the correct AR account.
5. If an invoice needs adjusting to belong to another account, highlight the invoice in question and select **Edit**.
6. When the **PROFILE SEARCH** screen displays, use the search criteria to locate the appropriate company responsible for that invoice
7. Highlight the desired company and select **OK** to save.
8. To see folio detail on the invoice, highlight the desired invoice and select **Details**.

NOTE: You cannot make adjustments from this screen. Adjustments are only possible on folios once the invoice exists on the AR account.

9. If necessary, print a copy of the folio by selecting **Folio**. Print individual folios for each invoice by placing an "X" next to each invoice before selecting **Folio**. To print all folios for all invoices, select the **All** option before selecting **Folio**.
10. After printing, choose **Transfer** send all selected invoices to their corresponding account in the AR ledger. This options transfer only those invoices marked with an "X". There is also **All**, which marks all invoices to transfer to the AR ledger for that business date at the same time.

Account Maintenance

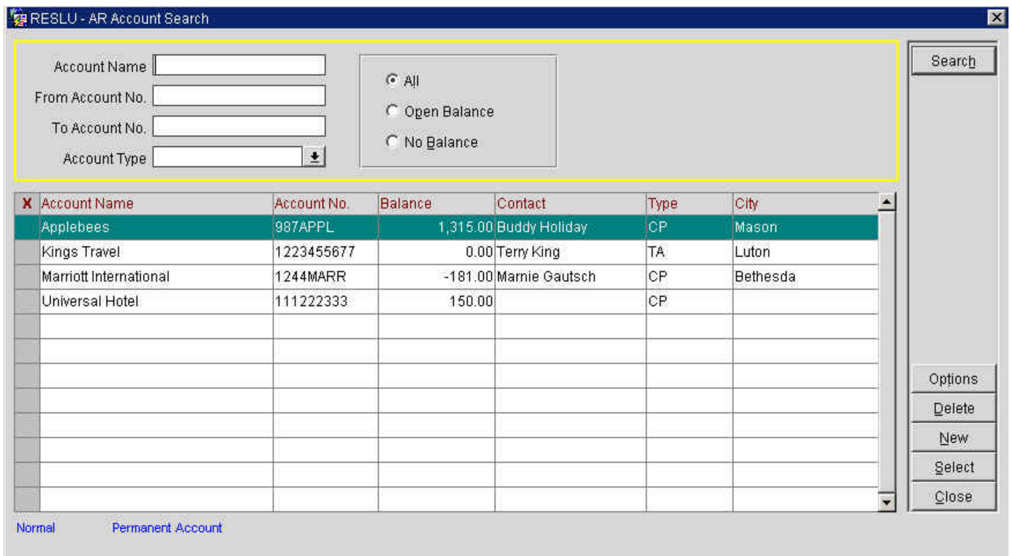
New AR Account

Creating a new AR account may happen in several places. Since most AR accounts are for companies, it is most natural to create a new account from within the Company profile. However, if creating multiple accounts at one time, we suggest using the AR module.

Follow the steps below to create a new AR account:

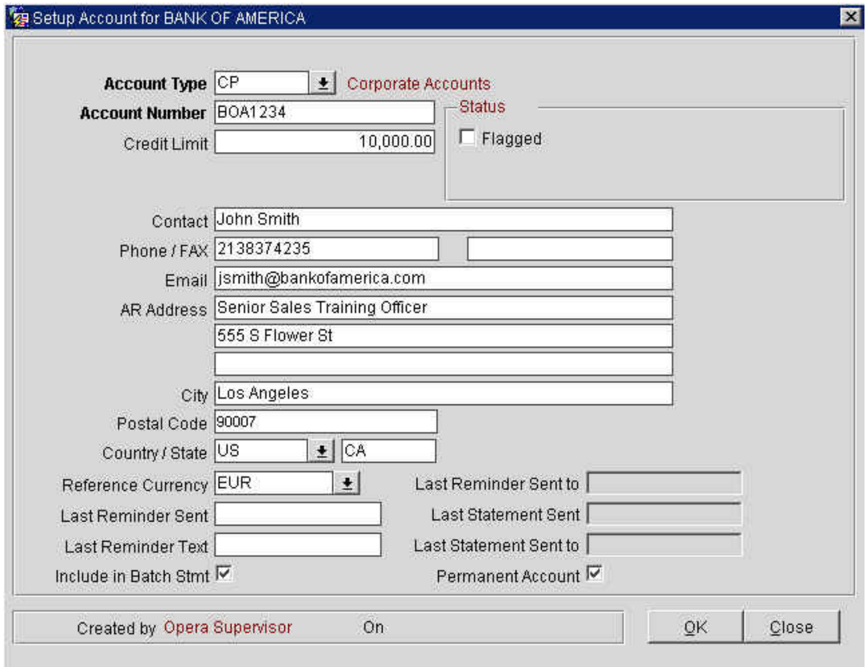
1. From the main menu, select **AR**.
2. Select **Account Maintenance**
3. Enter your **Password** in the **CASHIER LOGIN** screen and select **Login**.

The **AR ACCOUNT SEARCH** screen displays.



4. Enter either the **Account Name** or **Account Number** and select **Search** to display specific accounts.
5. If no account exists for the company, select **New**.
6. Use the **PROFILE SEARCH** screen to locate an existing profile or create a **New** one.

The **SETUP ACCOUNT** screen displays.

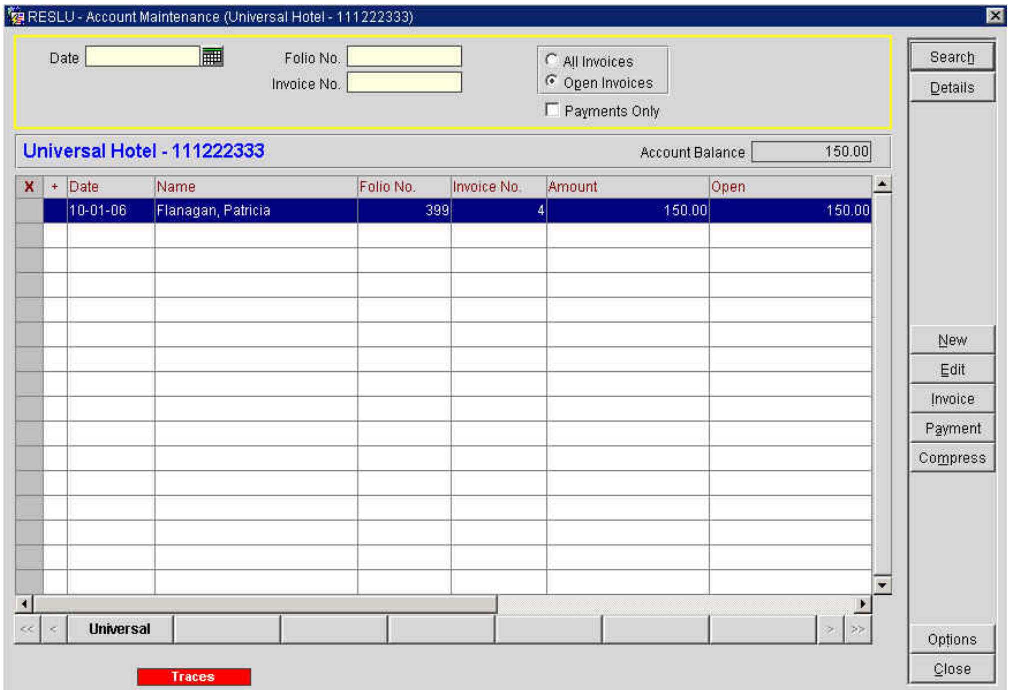


7. Click the drop down arrow next to **Account Type** to select the hotel defined account type (i.e. Corporate Accounts). Account types usually differ from hotel to hotel and are setup for varying reminder letter cycles.
8. Enter the **Account Number**. Account numbers are defined your hotel. Usually, they follow some pattern and the Accounting office sets that pattern for all accounts. Depending on your hotel's application settings, this number may auto-generate or you may enter the number manually.
9. Enter the **Credit Limit** to define how much the Accounting department approves for use on this account. This does not limit the account from use, but rather flags the account on reports if there are outstanding balances that exceed the account's credit limit. Depending on your hotel's application settings, you may have a default credit limit assigned for accounts.
10. Select **Flagged** for the account only if the account has a "**Restricted**" status to deactivate the account for direct billing.
11. Enter the **Contact** and **AR address, phone,** or **fax information**. If the account contact or communication information differs from that on the profile, be certain to change those details here. Changing these details will not change the information on the existing profile.
12. Leave the **Include in Batch Stmt**. and **Permanent Account** check boxes marked to include this account when printing batch statements of invoices and to prevent the account from deletion during purging.
13. Select **OK** to save.

View AR Accounts

Follow the steps below to access and view an AR Account and invoice details:

1. From the main menu, select **AR**.
2. Select **Account Maintenance**.
3. Enter your **Password** at the **CASHIER LOGIN** screen and select **Login**.
4. Use the **Account Name** or **From Account No**. fields to search for the account and select **Search**.
5. Highlight the account and choose **Select**.



The **Account Name** and **number** display in the upper left corner. The **Account Balance** displays in the upper right corner for all open invoices.

In the center screen, invoices display. Displayed is the invoice **Date**, **Name** of the guest, the original **Folio No.** and the new **Invoice No.**, the original **Amount** of the invoice and the **Open** balance on the invoice (usually on different if a partial payment exists on the invoice).

Along the top of the screen is a search area. It is possible to locate an invoice by **Folio No., Invoice No**. or transfer **Date**.

To view only payments posted to the account, mark **Payments Only**. To view only invoices with open balances, select **Open Invoices**. To view all invoices (both paid and outstanding) select **All Invoices**.

Listed below are the features within the **ACCOUNT MAINTENANCE** screen:

- **New** - creates a new AR invoice for that account directly in the AR Ledger
- **Edit** - edits the invoice history for the selected invoice
- **Invoice** - displays folio details on the selected invoice
- **Payment** - applies a payment to the selected invoice
- **Compress** - combines multiple invoices selected into one invoice (for more details on compressing invoices, see the "Compress Invoices" section of this chapter.
- **Options** - displays the AR invoice options menu (i.e. Notes, Traces, Post History)

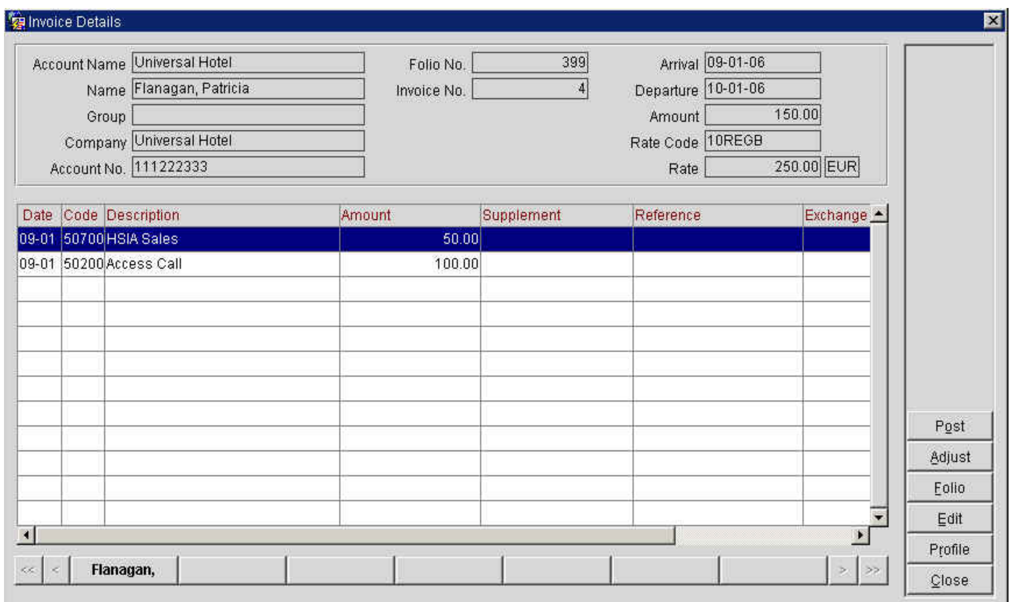
View and Modify AR Invoice Details

When viewing invoices, the folio details from the original guest stay display on the screen. This allows you to investigate the details of a particular invoice and make adjustments or post new charges to the invoice.

Follow the steps below to view the folio details of an invoice:

1. From the **ACCOUNT MAINTENANCE** screen, highlight the invoice you wish to see details and select **Invoice**.

The **INVOICE DETAILS** screen displays.



Along the top of the screen is stay information on the invoice including **Arrival** dates**, Departure** dates, and guest **Name**.

Individual charges appear in the center of the screen very much like a folio in the **BILLING** screen.

2. To apply a charge to the existing invoice directly in the AR account, select **Post**. The same posting screen you see in the Cashiering module appears.
3. To post an adjustment to an existing charge on an invoice, highlight the existing charge and select **Adjust**. See the "Adjusting Charges on an AR Invoice" section of this chapter for more details.
4. To print the folio, select **Folio**.
5. To modify transaction details, such as a reference or supplement line, on a particular charge, highlight that charge and select **Edit**.
6. To view or modify the individual guest profile that belongs to that invoice, select **Profile**.
7. To close the **AR INVOICE DETAILS** screen and return to the **ACCOUNT MAINTENANCE** screen, select **Close**.

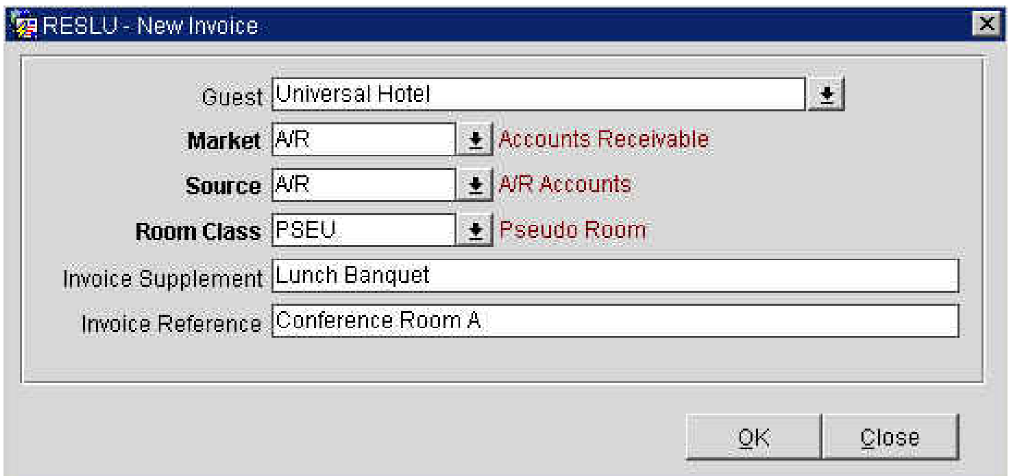
Create a New AR Invoice

In some instances, it is necessary to create an invoice directly in the AR account.

Follow the steps below to create a new invoice directly in the AR ledger:

1. From the **ACCOUNT MAINTENANCE** screen, select **New**.

The **NEW INVOICE** screen displays.



2. Enter the **Market, Source, Room Class**, and any **Invoice Supplement** or **Invoice Reference** details desired. Typically, the hotel predefines these for a new invoice in AR configuration.
3. Select **OK** to continue.

The **POSTING** screen displays.

Enter the charges to post (as explained in the Cashiering chapter) and select **Post**.

4. A message displays asking if you would like to print a folio for the invoice. Answer **Yes** to print the invoice or **No** to decline.

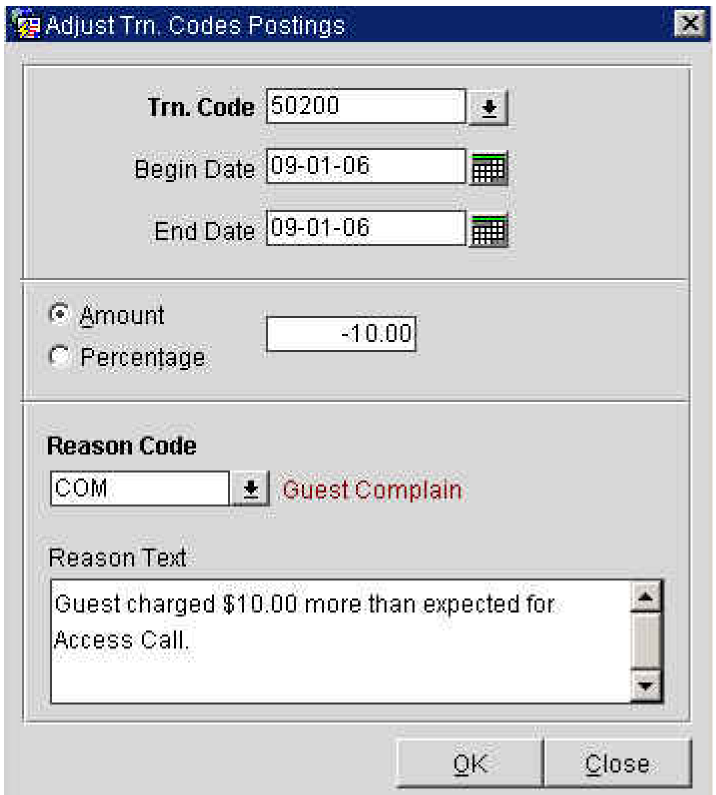
Adjust an AR Invoice

It is possible to adjust charges on an invoice after the invoice reaches the AR account. Any adjustments made to an invoice in AR will not reflect in Folio History on that folio in the Cashiering module.

Follow the steps below to adjust a charge on an invoice:

1. Highlight the desired invoice in the **ACCOUNT MAINTENANCE** screen and select **Invoice**.
2. Select **Adjust**.

The ADJUST TRN. CODES POSTINGS screen displays.



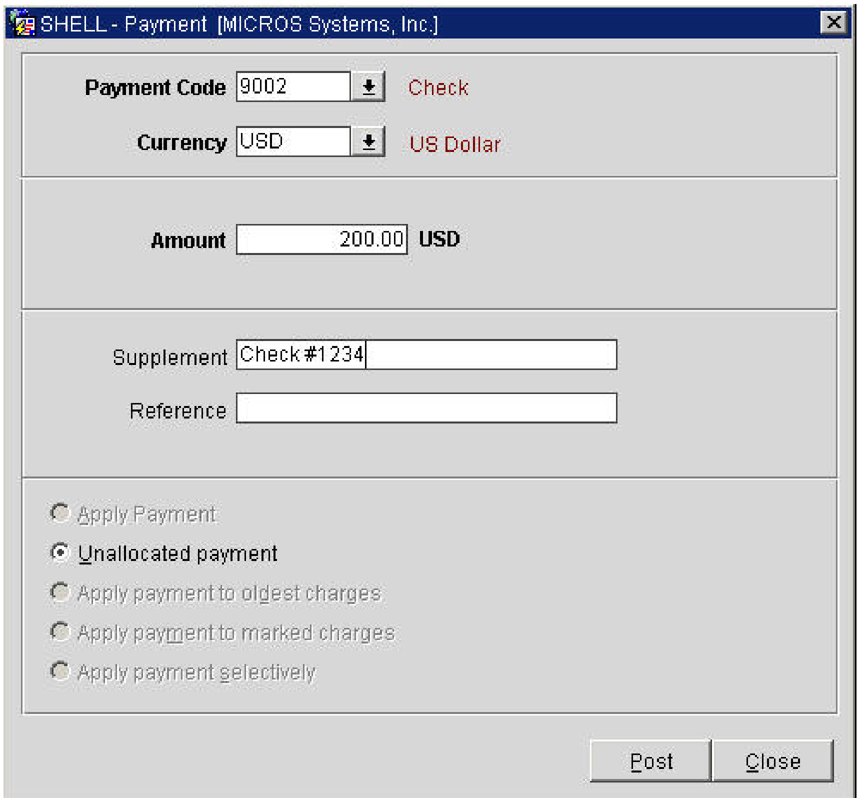
3. Enter the **Trn. Code** to adjust on the invoice.
4. To adjust multiple dates for the same transaction code, enter a **Begin Date** and **End Date**.
5. Enter an **Amount** or **Percentage** to adjust. Be certain to enter a "-"sign when reducing a charge on the folio.
6. Enter the **Reason Code** for the adjustment and any additional **Reason Text**.
7. Select **OK** to save.

Apply an Unallocated Payment

Sometimes, you receive a payment on an account that does not directly apply to specific invoices. An unallocated payment applies a credit to the total account balance and not a specific invoice. Even though an unallocated payment applies to the total account balance, individual invoices continue to age (even if the account balance is zero). Therefore, in every situation possible, apply payments on accounts directly to invoices.

Follow the steps below to apply an unallocated payment to an AR account:

1. From the **ACCOUNT MAINTENANCE** screen, select **Payment** without marking or highlighting any invoices.



2. Enter the **Payment Code** and **Amount** as well as any **Supplement** or **Reference** information (i.e. check numbers).
3. Select the **Unallocated Payment** option.
4. Select **OK**.

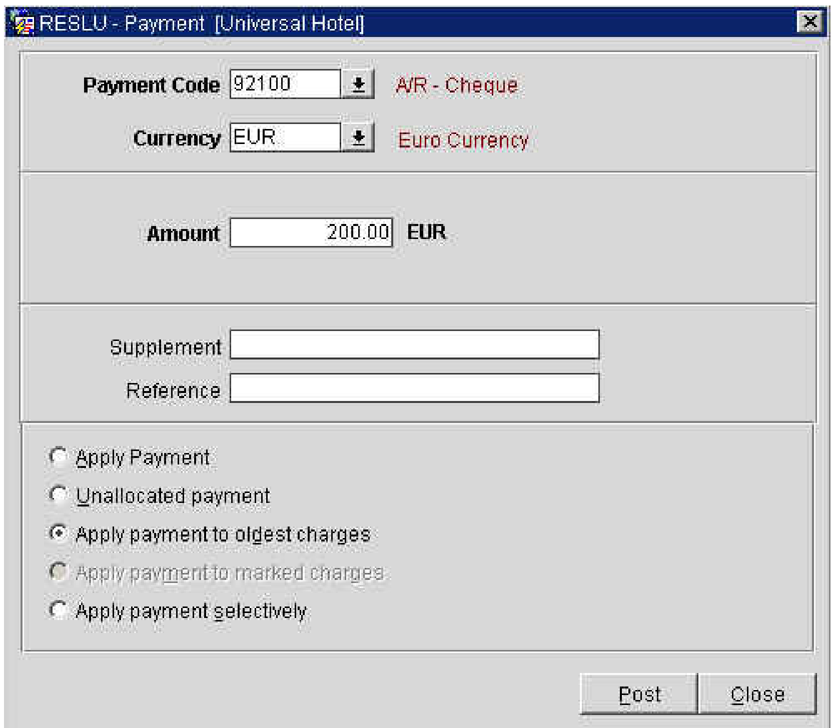
NOTE: Applying a credit has reduced the account balance, but the invoices still age and continue to age until paid in full. To close an invoice and stop it from aging, a payment must apply directly to the invoice.

Applying Payments to Oldest Invoices or Selectively

When you receive a payment on an invoice, correct procedure is to apply the payment directly to that invoice. However, there are instances where invoices have aged seriously and you choose to apply a payment to the oldest invoices. IN addition, there are also times when a check arrives from a company that includes payment for multiple invoices.

Follow the steps below to apply a payment to the oldest invoices:

1. From the **ACCOUNT MAINTENANCE** screen, place an "**X**" next to the invoice(s) you wish to pay and select **Payment**.



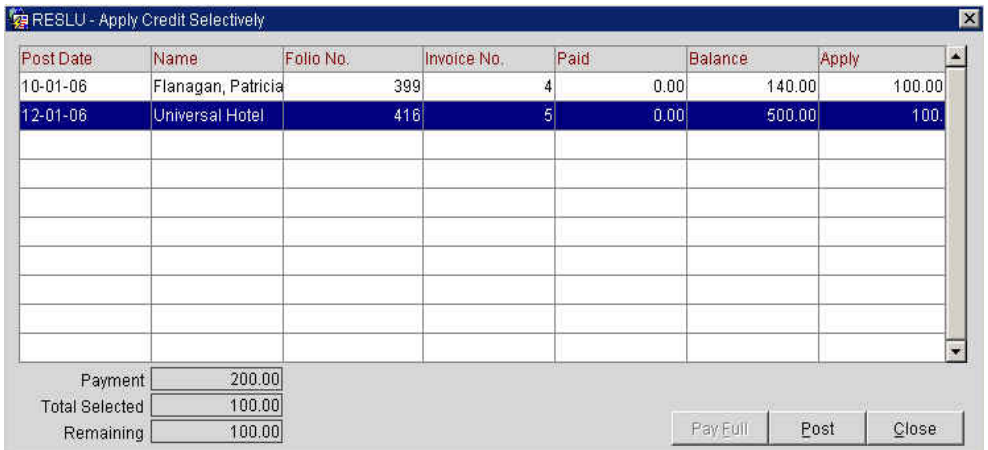
2. Enter the **Payment Code** and **Amount** as well as any **Supplement** or **Reference** information (i.e. check numbers).
3. Select the **Apply payment to oldest charges** option.
4. Select **OK**.

This applies the credit in order of age of the invoice.

Follow the steps below to apply a payment selectively to several invoices:

1. From the **ACCOUTN MAINTENANCE** screen, place and "X" next to the invoice(s) you wish to pay and select **Payment**.
2. Enter the **Payment Code** and **Amount** as well as any **Supplement** or **Reference** information (i.e. check numbers).
3. Select the **Apply payment selectively** option.

The **APPLY CREDIT SELECTIVELY** screen displays.



All invoices selected list with the **Balance** and **Post Date** of the invoice.

4. Highlight the invoice to apply credit and use either the **Pay Full** option or type the amount to pay in the **Apply** field.

NOTE: Note the **Remaining** balances at the bottom of the screen. This is useful when applying payments selectively to indicate how much remains on the payment.

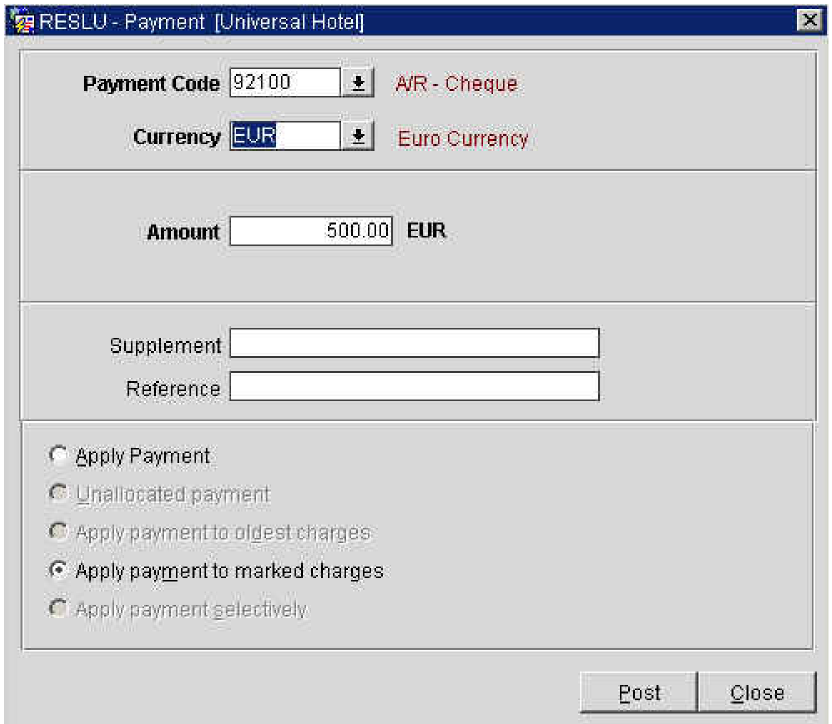
5. Apply the total credit available in the payment and select **Post**.

Apply Payment and Close an Invoice

Another way of making payments on AR accounts is paying an invoice directly. Use the **Payment** option when posting collected payments on specific invoices individually intended to close the invoice.

Follow the steps below to post a payment and close an invoice:

1. Search for the invoice to pay on the **ACCOUNT MAINTENANCE** screen.
2. Highlight the desired invoice to pay, place an "X" next to the invoice, and select **Payment**.



3. Select the **Payment Code** and enter the **Amount**. The amount defaults to the invoice balance.
4. Choose to **Apply payment to marked charges**.
5. Enter any **Supplement** or **Reference** information needed.
6. Select **Post**.

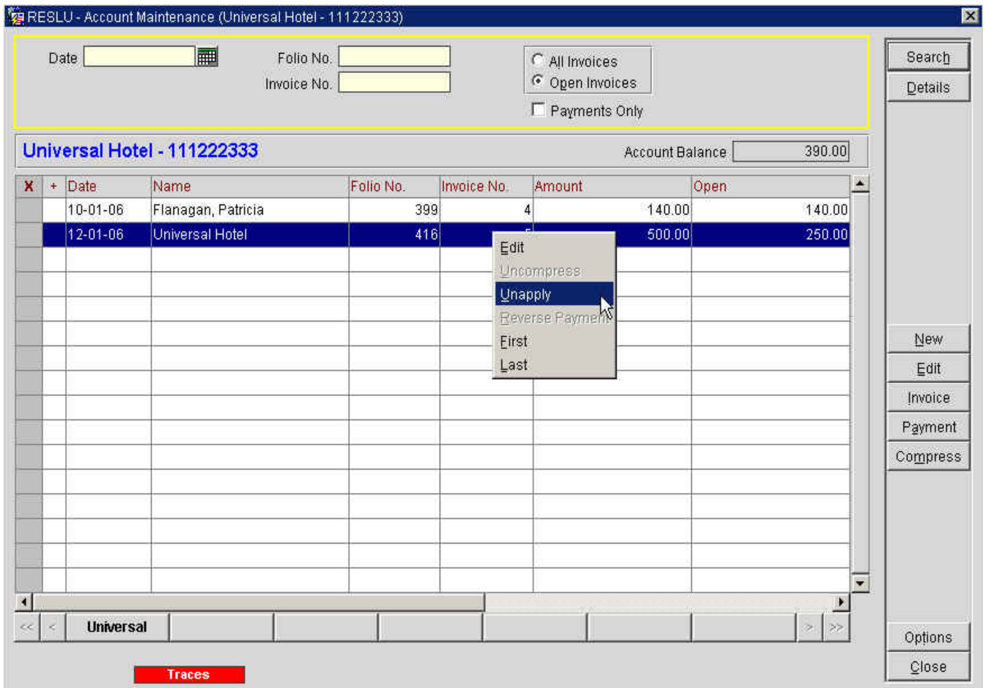
The invoice is now fully paid and closed.

Unapply Payment – Write Off

There are times when we need to reverse a credit or payment (usually when posted in error). For this situation, use the **Unapply** credit feature. Unapplying a payment does not reverse the payment from the account. Usually, after a credit unapplies from an invoice, we write the balance of the invoice off by making an invoice adjustment.

Follow the steps below to **Unapply** a credit or payment:

1. Locate the invoice on the **ACCOUNT MAINTENANCE** screen.
2. Highlight the invoice and right-click to choose **Unapply**.



The payment originally applied to that invoice now appears as a separate line item. The invoice returns to an "Open" status as well.

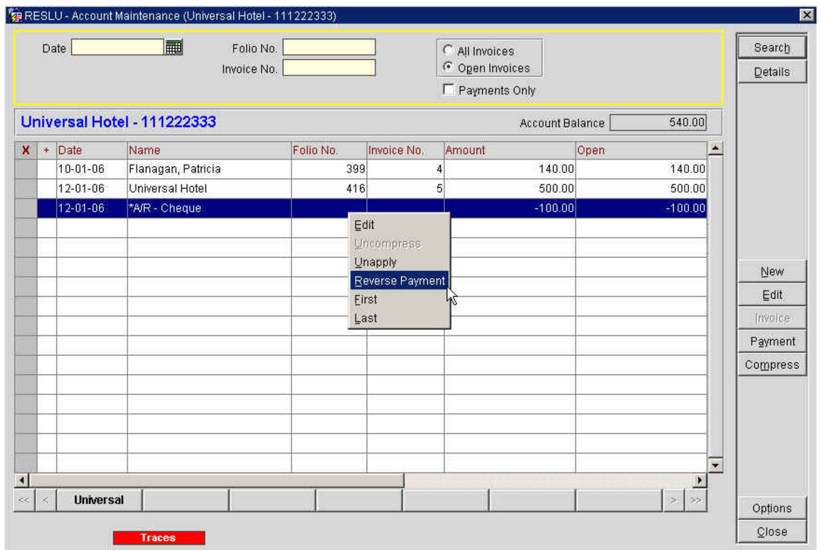
Reverse Payment

After unapplying a payment or credit on an invoice, the credit either remains unallocated on the account or is reversed and taken completely off the account.

Follow the steps below to **Reverse** a payment made in error:

1. Locate the payment in the **ACCOUNT MAINTENANCE** screen.
2. Highlight the payment and right-click to select **Reverse Payment**.

NOTE: You cannot reverse a payment if it still applies to an invoice. To unapply the payment from the invoice first, refer to the "Unapply Payment" section of this chapter.



NOTE: After reversing a payment, the total account balance increases by that amount and there is no line item in the account for the payment.

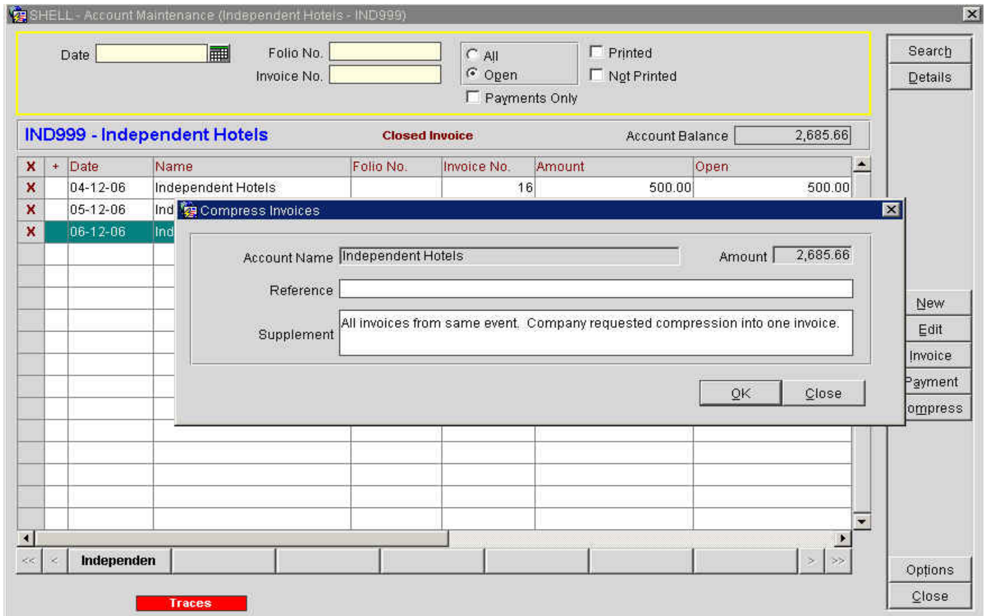
Compress Invoices

Multiple invoices on an AR account can be difficult to manage. There are times when your accounts will prefer to have a group of invoices compressed into one invoice. For example, if an airline crew stays at your hotel, the airline typically prefers one invoice for the flight number, instead of individual invoices for each crew guest. In this event, the **Compress** feature is the solution.

To compress invoices, follow the steps below:

1. From the **ACCOUNT MAINTENANCE** screen, place and "X" next to each invoice to compress and select **Compress**.

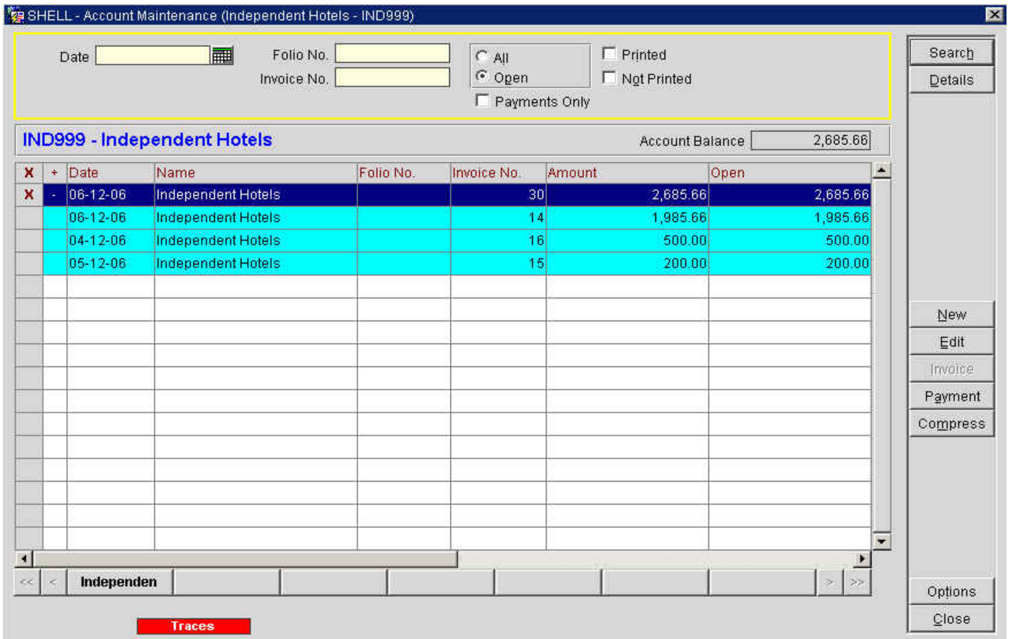
The **COMPRESS INVOICES** screen displays.



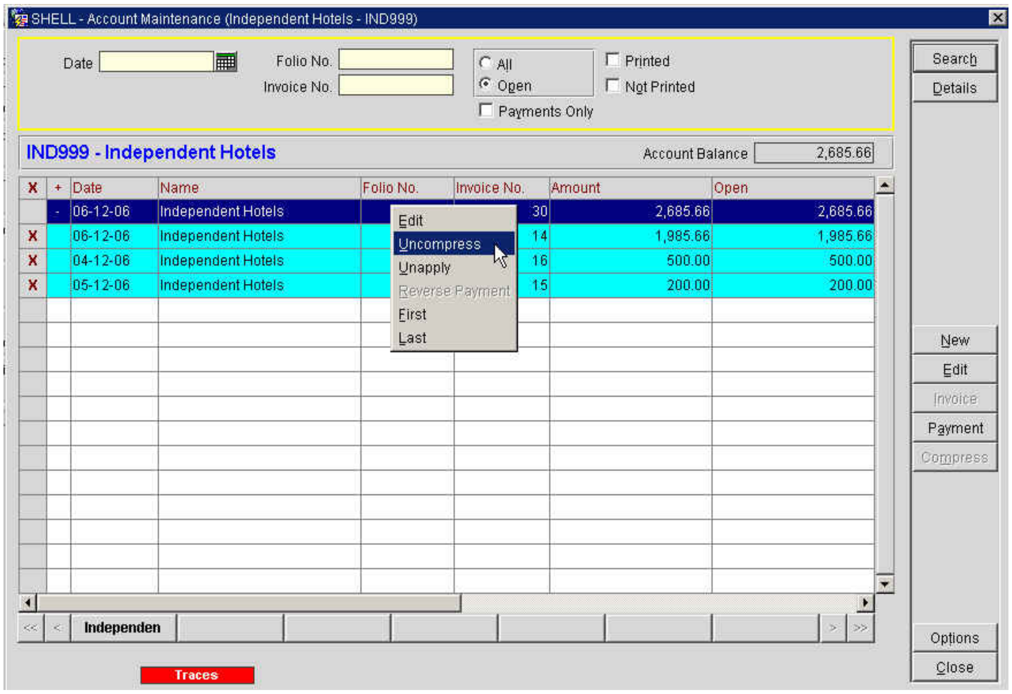
2. Enter any **Reference** or **Supplement** information regarding the compression and select **OK**.

The invoices wrap into one invoice and new invoice number assigns.

3. To view details of the compressed invoices, click the "+" sign next to the compressed invoice.



In the event that you mistakenly compressed invoices and need to reverse the action, highlight the compressed invoice and right-click the mouse to choose **Uncompress**.



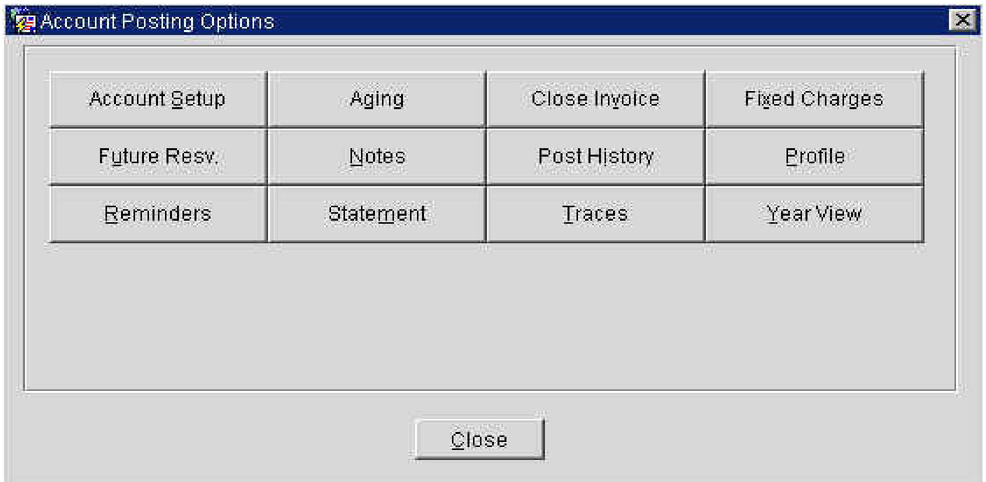
This action returns all compressed invoices back to individual invoices.

NOTE: You may only uncompress invoices on the same business date they originally compressed.

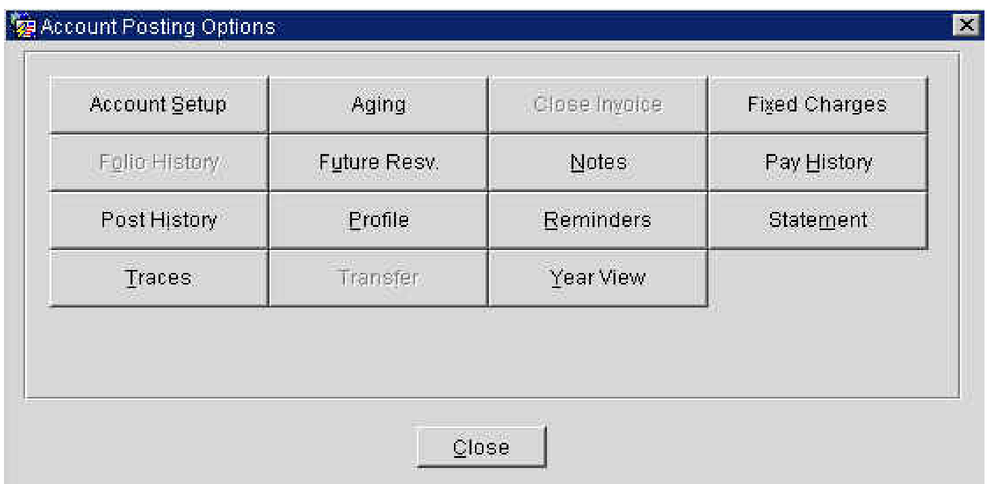
Accounting Options

To view, update and maintain account information from the AR account from both the **AR ACCOUNT SEARCH** screen and the **ACCOUNT MAINTENANCE** screen, use any of the options below:

Select **Options** from the **AR ACCOUNT SEARCH** screen to display the **ACCOUNT POSTING OPTIONS** screen.



Select **Options** from the **ACCOUNT MAINTENANCE** screen to display the **ACCOUNT POSTING OPTIONS** screen.



Account Setup

The **Account Setup** feature displays the **SETUP ACCOUNT** screen view earlier in this chapter. If you need to make modifications to the AR account information, select this option.

Aging

Aging shows a view of outstanding or "open" balances or credits on an account for all aging periods.

Follow the steps below to view the aging of an account:

1. Select **Options** from the **AR ACCOUNT SEARCH** screen.
2. Select **Aging**.

This screen displays the aging **Levels** (buckets) and any **Open** balances or **Credits** in each bucket.

3. Select **Close** to exit.

Close Invoice

For hotels that allow invoices to remain open until a manual selection to close it, the **Close Invoice** option closes paid invoices. This option is only available once you pay the invoice in full. If your hotel does not choose to close invoices manually, the process of applying a full payment to the invoice closes the invoice.

Fixed Charges

The **Fixed Charges** option exists for setting up a fixed charge to post automatically to an AR account. For example, if a company next door to the hotel rents a parking space from the hotel and you bill them on a monthly basis, setup a Fixed Charge on the account to post to an invoice nightly with the End of Day postings.

For more details on created Fixed Charges, refer to the "Reservations" chapter of this manual.

Future Resv.

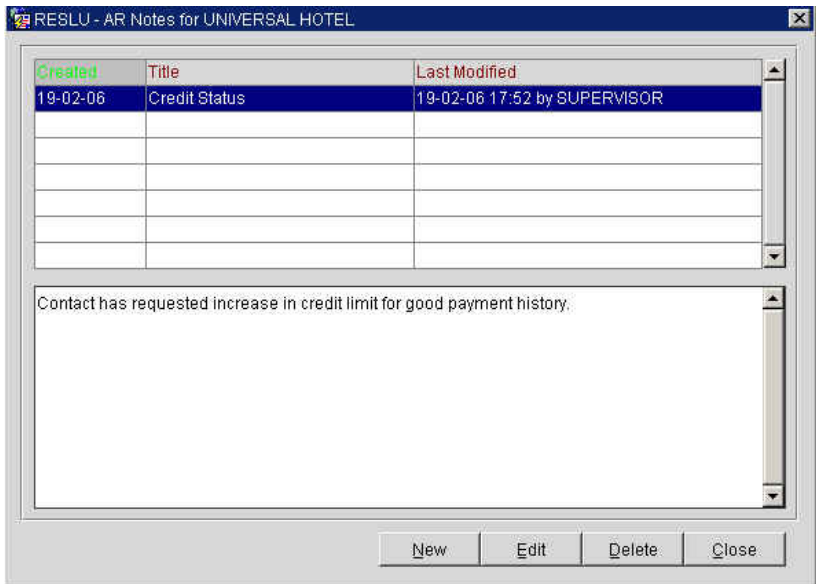
Selecting the **Future Resv.** option displays any future reservations for the account highlighted. This is particularly useful if you have approved a company's credit for Direct Bill at your hotel and wish to access each future reservation and authorize billing for the guests.

AR Notes

AR **Notes** log text information or keep notes about an account. Use it to record notes during telephone conversations, to record past history of issues, or just to log general information regarding the account.

Follow the steps below to add **Notes** to an account:

1. Select **Options** from the **AR ACCOUNT SEARCH** screen.
2. Select **Notes**



Previously entered notes appear on the screen.

3. Select **New** to enter a new note.
4. Add a **Title** for the note and enter any note **Text**.
5. Select **OK** to save.

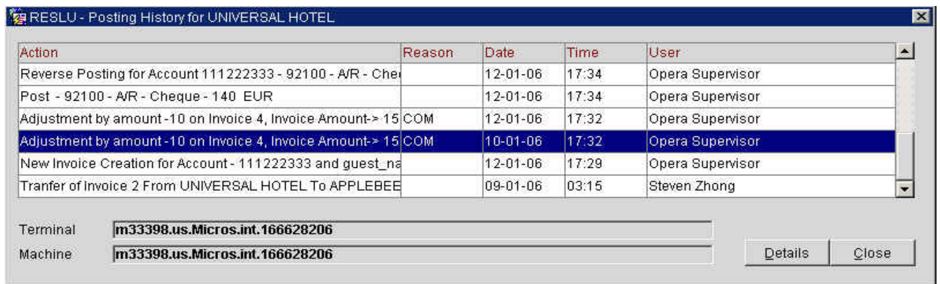
Post History

Post History displays detailed information regarding postings (both payments and revenue postings) applied to an AR account.

Follow the steps below to view Post History on an account:

1. Select **Options** from the **AR ACCOUNT SEARCH** screen.
2. Select **Post History**.

All postings to the AR account display.



3. Select **Details** to access more information about an individual charge including adjustments.

Details list the original posting on the left and any changed or adjusted transactions on the right.

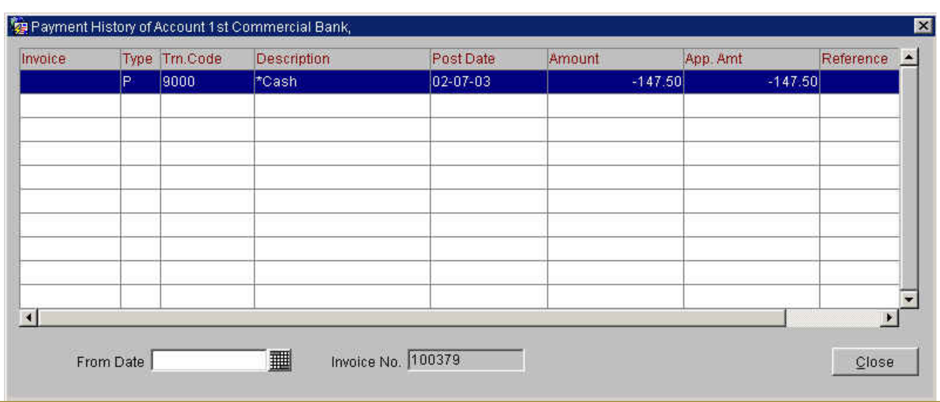
Pay History

Payment History displays detailed information about payments made on an AR account.

Follow the steps below to view Payment History on an account:

1. Select **Options** from the **ACCOUNT MAINTENANCE** screen.
2. Select **Pay History**.

The **PAYMENT HISTORY** screen displays any payments made on invoices, the applied **Amount** to each invoice, and the **Post Date** of the payment.



Profile

This feature accesses the profile for the account. For more details on modifying and updating profiles, refer to the "Profiles" chapter of this manual.

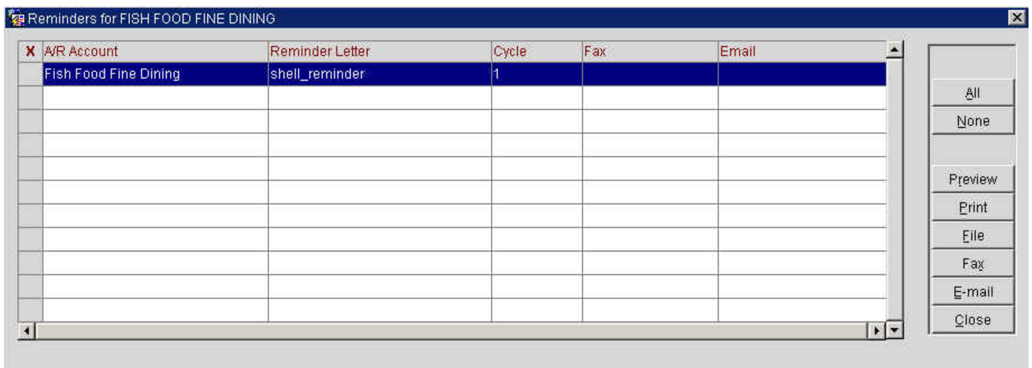
Reminders - Individual

Most commonly, AR departments generate Reminder letters for accounts with invoices past due or seriously delinquent in batches. From time to time, you may desire to print an individual reminder letter.

Follow the steps below to generate a Reminder for an individual account with invoices that have passed an aging cycle:

1. From the **AR ACCOUNT SEARCH** screen, select **Options**.
2. Select **Reminders**.

The **REMINDERS** screen displays.



NOTE: Reminders only display on this screen if an invoice has passed a Reminder cycle and you need to deliver a letter.

3. Place an "X" next to the letter you would like to send. Select **All** to mark all letters.
4. Either **Preview** the letter to your screen, **Print** the letter to your local workstation printer, **File** the letter on your computer, **Fax** the letter, or **Email** the letter.

NOTE: You must have the appropriate software and setup to Fax or Email Reminder letters.

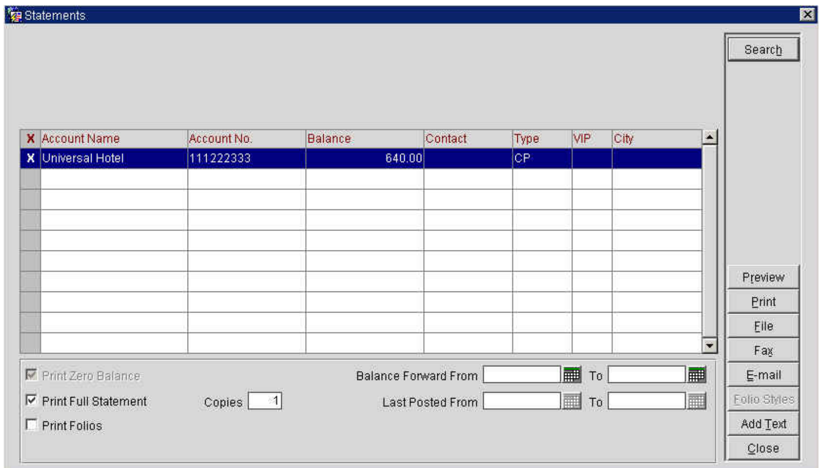
Statements - Individual

The Statement option prints a statement of invoices for one account at a time. There is a review of Batch Statements later in this chapter.

Follow the steps below to print a Statement for a single account:

1. Select **Options** from the **ACCOUNT MAINTENANCE** screen.
2. Select **Statement**.

The **STATEMENTS** screen displays.



Place an "**X**" next to the Account Name to print statements.

3. If printing a customize statement, to print a statement only displaying invoices balanced forward to the AR ledger before a certain date, enter the date range in the B**alance Forward From/To** fields.
4. To print a statement only displaying invoices applied to the account after a certain date; enter the date range in the **Last Posted From/To** fields.

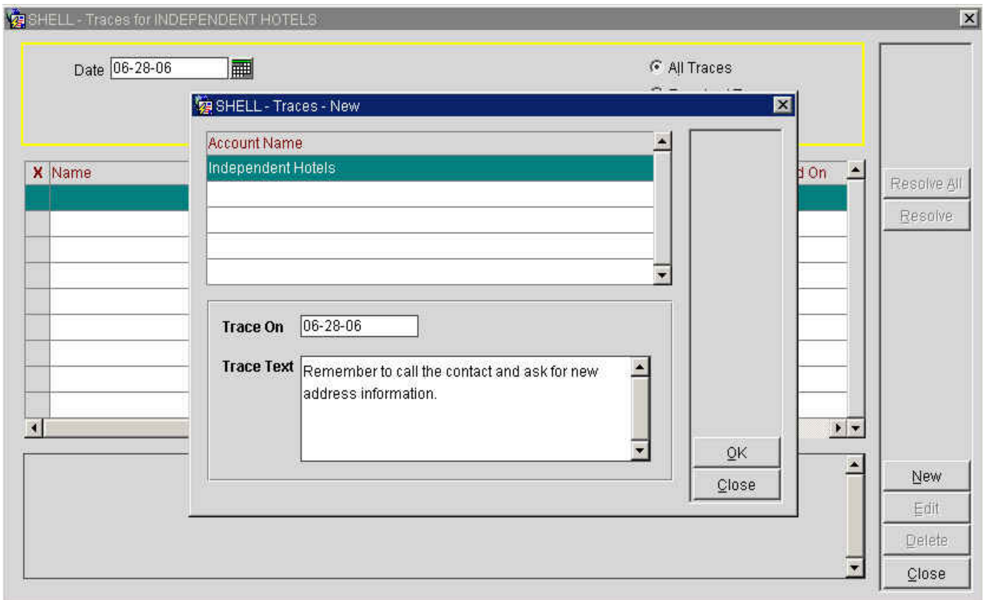
NOTE: These fields customize the statement to print only the invoices selected.

5. To print a customized line of text on any statement, select the **Add Text** option.
6. Choose either the **Print Full Statement** or **Print Folios** to print applicable folios for invoices on the statement, and enter the number of **Copies** to print.
7. Select **Print** to print statements, **File** to file statements local on the PC, or **Fax** or **Email** to fax or email the statements to an account.

Traces

To place a **Trace** on an account directly for an action to happen on the account, follow the steps below:

1. From the **Options** menus, select **Traces.**
2. The **TRACES** screen appears.
3. Select **New**.



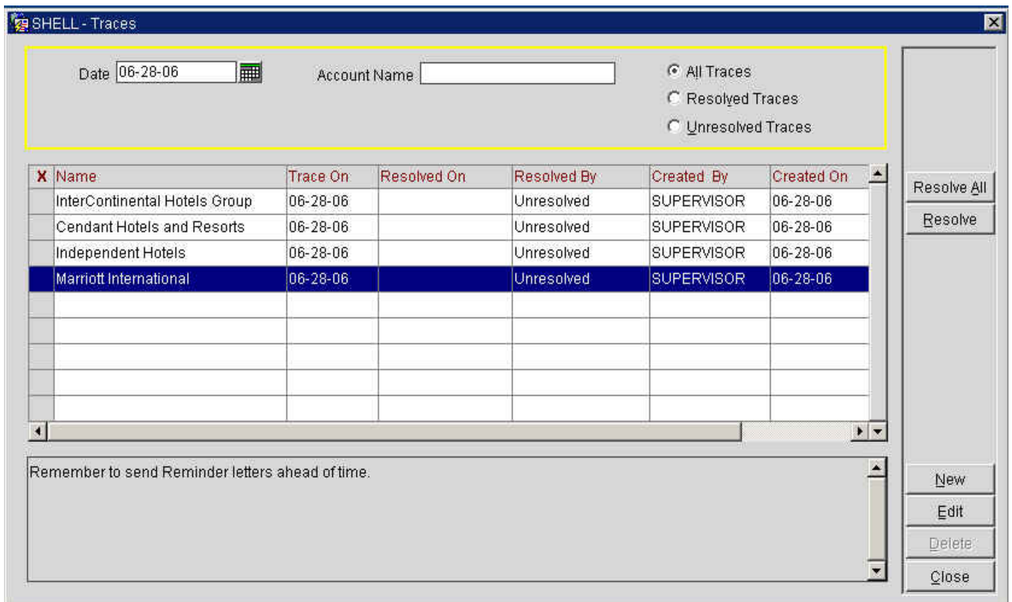
4. Enter any instructions in the **Trace Text** field and select **OK**.

Trace information now exists on the AR account and a red lamp displays in the **AR ACCOUNT SEARCH** screen if you highlight the account.

To view and manage all traces for individual or all accounts, follow the steps below:

1. From the main menu, select **AR** and **Traces**.

The **TRACES** screen displays for all accounts. The radio buttons in the search criteria allow you to change views for **All Traces, Resolved Traces**, or **Unresolved Traces**.



2. To resolve an individual trace for an account, place and "X" next to the trace and select **Resolve**.
3. To resolve all traces for all accounts, select **Resolve All**.
4. To modify or view an existing trace, select **Edit.**
5. Select **Close** to exit.

Transfer

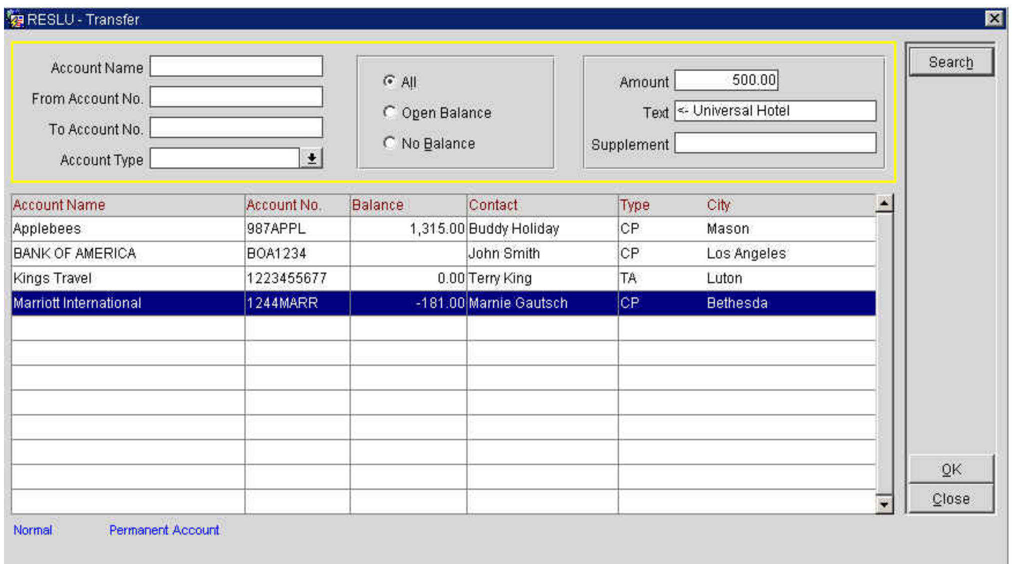
If a direct bill accidentally posted to the wrong company, you can transfer the invoice to another account using the **Transfer** option.

NOTE: If the invoice was paid, the payment must be unapplied before the invoices can transfer.

Follow the steps below to Transfer invoices from one account to another:

1. Place an "**X**" next to the desired invoice in the **ACCOUNT MAINTENANCE** screen and select **Options**.
2. Select **Transfer**.

The **TRANSFER** screen displays.



3. Using the search fields, locate the AR account to transfer the invoice to and highlight the account.

The **Amount** field is the total amount of the invoice to transfer.

4. Enter any additional text in the **Supplement** field.
5. Select **OK** to continue.
6. A message appears asking if you would like to transfer the invoice. Answer **Yes** to complete the transfer or **No** to cancel the transfer.

NOTE: The original AR account now has both a "+" and a "-" invoice indicating the debit and credit transfer to another account. This will not print on the statement.

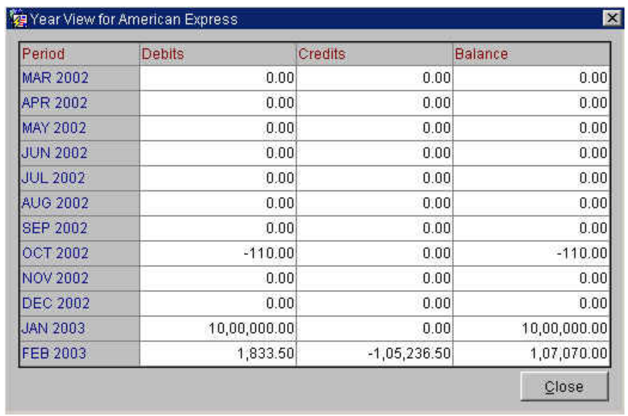
Year View

Year View displays summary totals of all debits and credits on an AR account for an entire year. This view provides the best indication of how often accounts have been tardy with payments

Follow the steps below to access the **Year View**:

1. Select **Options** from the **ACCOUNT MAINTENANCE** screen.
2. Select **Year View**.

The **YEAR VIEW** screen displays.


Year View for American Express

Period	Debits	Credits	Balance
MAR 2002	0.00	0.00	0.00
APR 2002	0.00	0.00	0.00
MAY 2002	0.00	0.00	0.00
JUN 2002	0.00	0.00	0.00
JUL 2002	0.00	0.00	0.00
AUG 2002	0.00	0.00	0.00
SEP 2002	0.00	0.00	0.00
OCT 2002	-110.00	0.00	-110.00
NOV 2002	0.00	0.00	0.00
DEC 2002	0.00	0.00	0.00
JAN 2003	10,00,000.00	0.00	10,00,000.00
FEB 2003	1,833.50	-1,05,236.50	1,07,070.00

Close

This screen displays the history of **Debits** and **Credits** on a monthly basis for the past year. This is helpful information when giving credit references or responding to inquiries on a company's account trends. In addition, this feature helps to evaluate renegotiating a company's authorization for direct billing at your hotel.

Additional AR Features

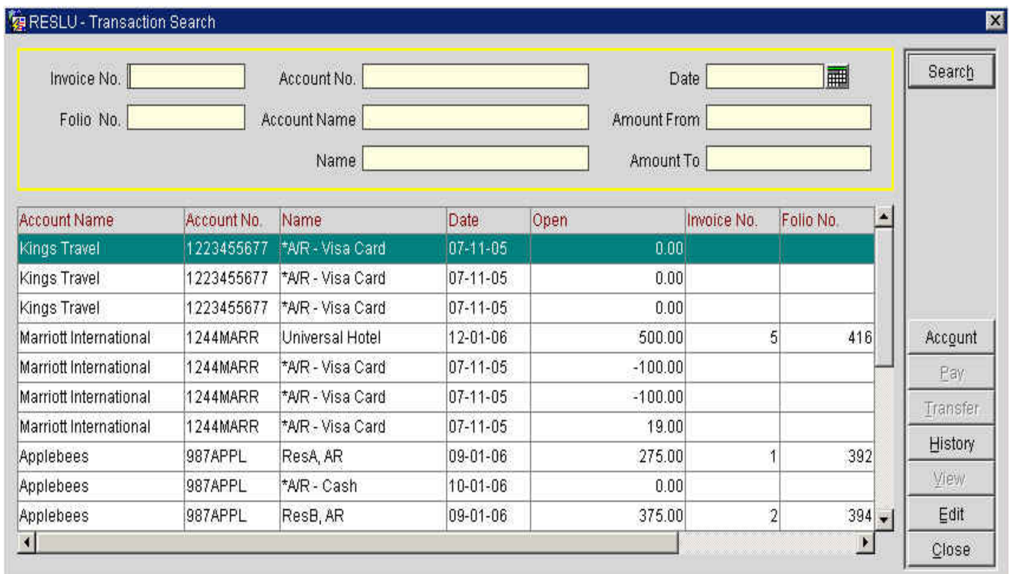
Research

Clients commonly request the status of an invoice or ask for more information. Invoices remain in history after closing before the system purges the invoice. The system purges old records by way of an application setting that's defined specifically at each and every hotel. Research provides a way to view invoice information with ease.

Follow the steps below to access the AR Research option:

1. From the main menu, select **AR**.
2. Select **Research**.
3. Enter your **Password** in the **CASHIER LOGIN** screen and select **Login**.

The **TRANSACTION SEARCH** screen displays a list of all invoices.



All invoices (both paid and unpaid) are available from this screen.

4. Use the search criteria fields to search for an invoice by **Date, Invoice No.**, **Account Name**, or **Account No**.

	The following options are also available for use from this screen: **Account** – displays the **ACCOUNT MAINTENANCE** for the selected account and all invoices that belong to that account **Edit** – displays invoice details such as posting date and original amounts. **History** – displays the posting history for the selected invoice **Pay** – allows payments to post directly to a selected invoice **Transfer** – allows the transfer of a selected invoice to another account **View** – displays folio details for the selected invoice for adjusting or reprinting of the folio

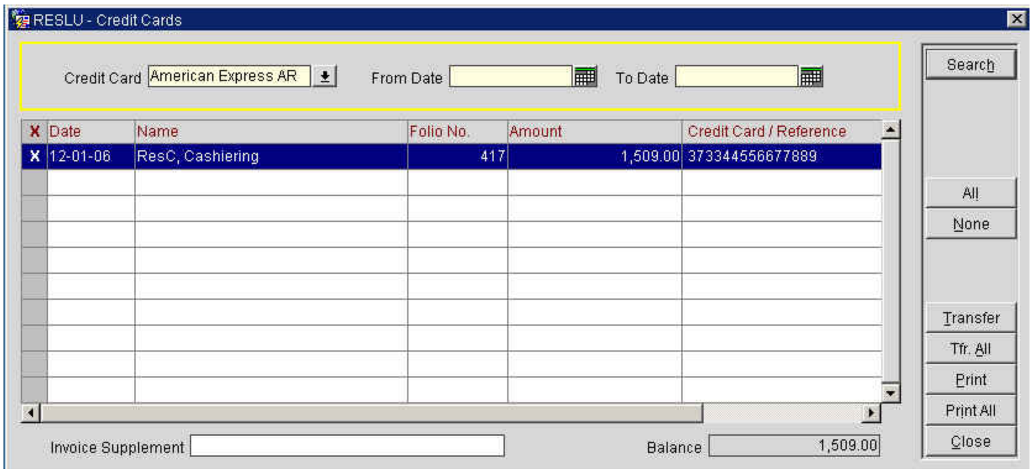
AR Credit Cards

AR Credit Cards allows all credit card transactions on a given business date to create an invoice in the AR ledger awaiting payment. This feature compresses all credit transactions by credit card type into one invoice per day and transfers to the AR ledger until the hotel receives confirmation that a payment deposits in the bank for a batch. This feature requires the Accounting department or Night Audit to transfer the credit cards by type to the corresponding AR account.

Follow the steps below to transfer credit cards to the AR ledger:

1. From the main menu, select **AR**.
2. Select **Credit Cards**.
3. Enter your **Password** in the **CASHIER LOGIN** screen and select **Login**.

The **CREDIT CARDS** screen displays.



4. Select the first **Credit Card** type from the search box and select **Search**.

All credit card closures for that card type for the previous business date appear on the screen.

5. Select **Print All** to print a detailed list of all transactions for that credit card type before transferring to the AR ledger. Once cards transfer, each transaction compresses into one invoice but detail is not lost.
6. To transfer one card at a time, place an "X" next to the record and select **Transfer**.

7. To transfer all cards of the select card type, choose **All** to select all credit card records and then select **Tfr. All** button.

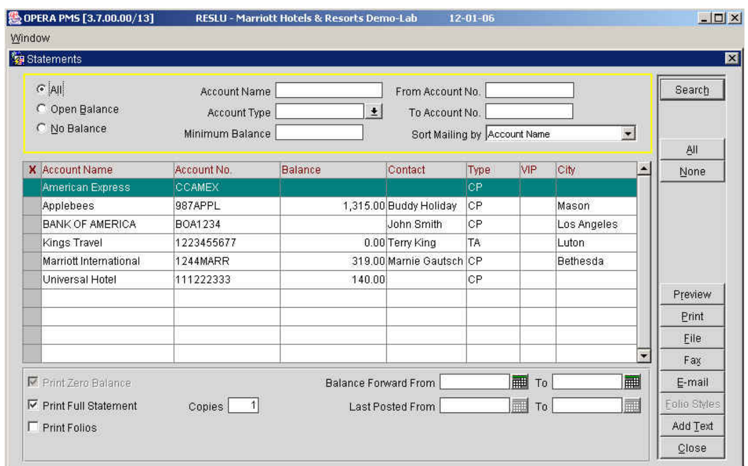
NOTE: To view transferred credit cards, access any card type AR account via **Account Maintenance**, and choose **Select** to open the account. Select **View** to displays individual transaction details on the compressed invoice. Once the wire-transfer information arrives from the bank, you should **Pay** the account invoice as normal.

Batch Processing Statements

Batch Statements prints statements in one-step for all accounts with either open invoice balances or all accounts in general.

Follow the steps below to print Batch Statements:

1. From the main menu, select **AR**.
2. Select **Batch Processing** and **Statements**.



3. Use the search criteria at the top of the screen to minimize the list of accounts if necessary. Leave blank for all accounts.

NOTE: For this example, we run Batch Statements for all open balances with an account balance of $1.00 or higher.

4. Select **Open Balances** and enter $1.00 in the **Minimum Balance** field and select **Search**.
5. To print a statement for an individual account, place an "**X**" next to the account name and select **Print**.
6. To enter promotional text and customize the statement, select **Add Text** and enter a free text line.
7. To print statements for all selected accounts, select **All** and then **Print**.
8. A message displays asking if you would like to generate statements for the selected accounts. Answer **Yes** to print or **No** to cancel the request.

Additional options from within the **STATEMENTS** screen are as follows:

- **Print Invoices** check box allows you to print individual invoices along with the statements.
- **Previously Printed** allows you to sort and print statements and invoices previously printed.
- **Not Printed** allows you to sort and print statements and invoices not previously printed.
- **Copies** allows you to enter the number of copies of statements to print.
- **Balance Forward From/To** allows you to sort just those accounts to print statements with a balance from or to a certain date.
- **Last Posted From/To** allows you to sort just those accounts to print statements that last had posting activity from or to a certain date.
- **Sort Mailing by** allows you to sort the order in which the statements print for select accounts (i.e. by **Account Name** or **Account No.**).
- **Preview, File, Fax** and **Email** allow options for previewing statements to your screen, filing statements local to your PC, faxing statements and emailing statements.

NOTE: To fax or email statements, you must have the applicable software and setup for faxing and printing.

Batch Reminders

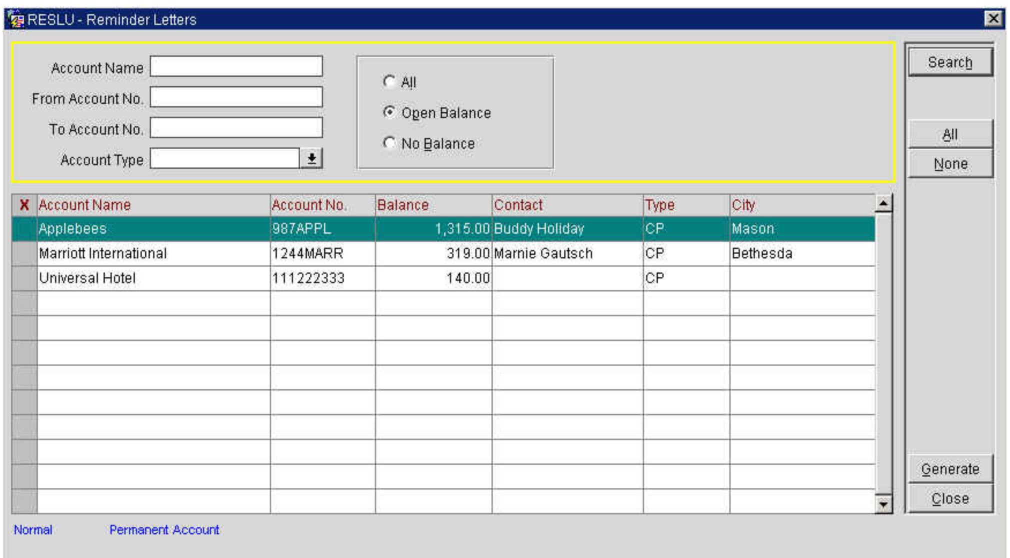
Reminder Letters send notices based on aging periods for accounts with overdue invoice balances. You may print reminders individually for an account or in batch for all accounts that have reminders due.

NOTE: It is important to remember that once you print an AR account's reminder letter, the system does not allow reprinting from this area. A reminder letter for an account only displays again in this screen once it passes a new reminder letter cycle.

To reprint past Reminder Letters, follow the steps below:

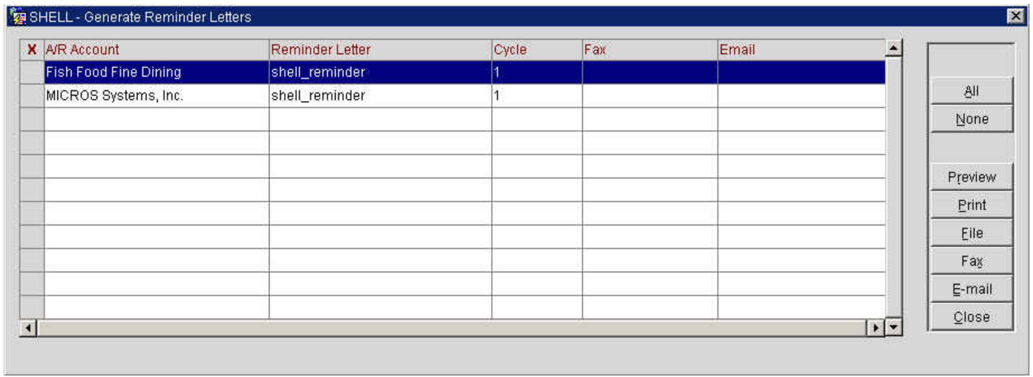
1. From the main menu, select **AR** and **Batch Processing**.
2. Select **Reminders**.

The **PRINT REMINDER LETTERS** screen displays.



3. Locate any account(s) using the search criteria and place an 'X" next to each account to select individual accounts. To select all accounts, select **All**.
4. Select **Generate**.

If reminders exist for printing, those reminders display in the **GENERATE REMINDER LETTERS** screen.



5. Place an "**X**" next to an individual account to print the generated reminders and select **Print**. To print all generated reminders for all accounts, select **All**.
6. You may also choose to deliver or view reminder letters with the **Preview, File, Fax** or **Email** options.

NOTE: To file or fax reminder letters, you must have the applicable email or fax software setup.

Statement and Reminder History

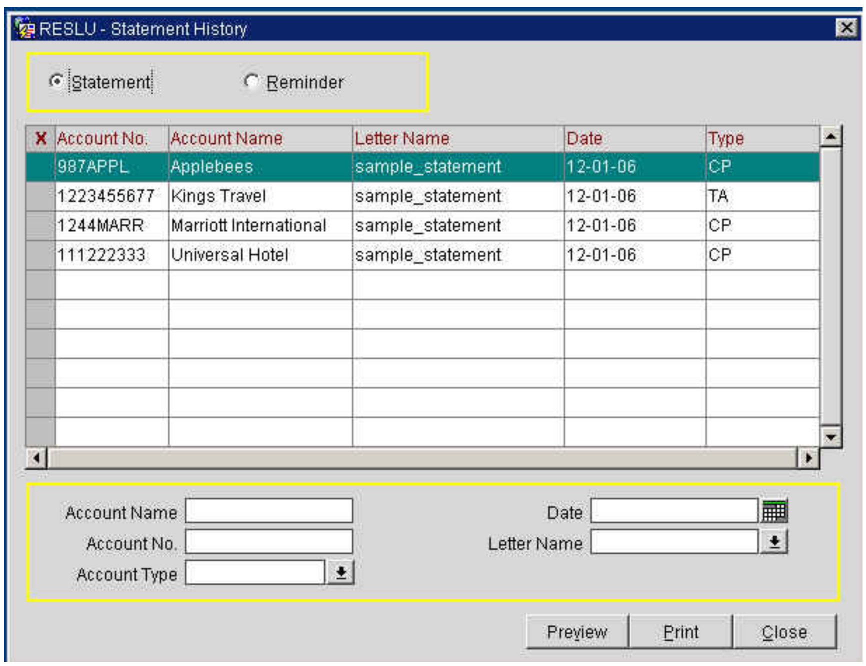
Statement and Reminder History is useful for one or more of the following reasons:

- To reprint statements with balances from the past
- To reprint reminder letters generated in the past
- To verify that statements or reminder letters generated in the past

Follow the steps below to access Statement and Reminder history:

1. From the main menu, select **AR** and **Statement History**.

The **STATEMENT HISTORY** screen displays.



2. Select **Statement** or **Reminder history** in the search criteria at the top of the screen.
3. Locate the desired account using the search criteria at the bottom of the screen and either **Preview** or **Print** the statement or reminder letter.

AR Batch Posting

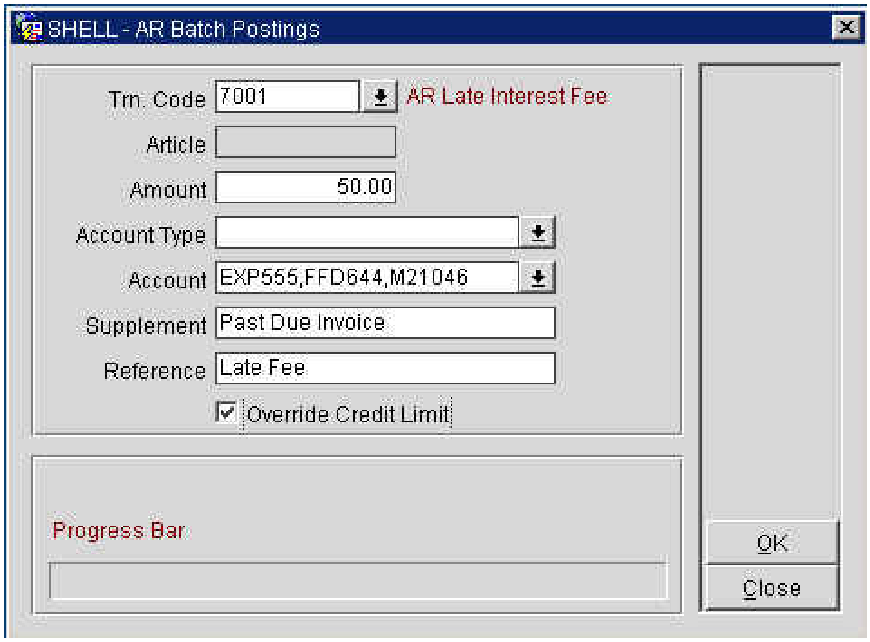
The **AR Batch Posting** feature allows you to post a charge to all AR accounts at one time. An example of when you might perform this is when charging all accounts for a “late fee” or “service fee”. Whatever the reason, this feature within AR, much like the Batch Posting feature of the Cashiering module, gives you the ability to create multiple postings of the same type in one simple step.

NOTE: AR Batch Postings must be of the same transaction type and price. In addition, when performing postings, a new invoice creates on each account.

Follow the steps below to perform **AR Batch Postings**:

1. From the main menu, select **AR** and **Batch Postings**.
2. Enter your **Password** in the **CASHIER LOGIN** screen and select **Login**.

The **AR BATCH POSTINGS** screen displays.



3. Click the drop down arrow next to the **Trn. Code** field and select the transaction code to post.
4. Enter the **Amount** of the posting.
5. To select all accounts of a specific type (i.e. all airline accounts), click the drop down arrow next to the **Account Type** field.
6. Place and "X" next to the type of account and select **OK**.
7. To select individual accounts, click the drop down arrow next to the **Account** field.
8. Search for and place an "X" next to each account to charge.
9. Select **OK** to return to the **AR BATCH POSTINGS** screen.
10. Enter any **Supplement** or **Reference** information.
11. Check the **Override Credit Limit** box if you wish to post the charges to the accounts regardless off their credit limitations.
12. Select **OK** to complete the postings.

The **Progress Bar** indicates success for batch postings. A message displays after 100% posted successfully.

13. Answer "Yes" to view Posting Details or "No" to exit the screen.

The **POSTING DETAILS** screen lists all postings generated to accounts.

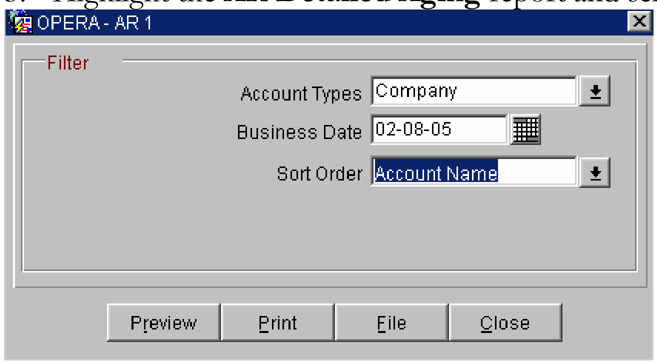
14. Select **OK** and **Close** to exit the screen.

AR Detailed Aging Report

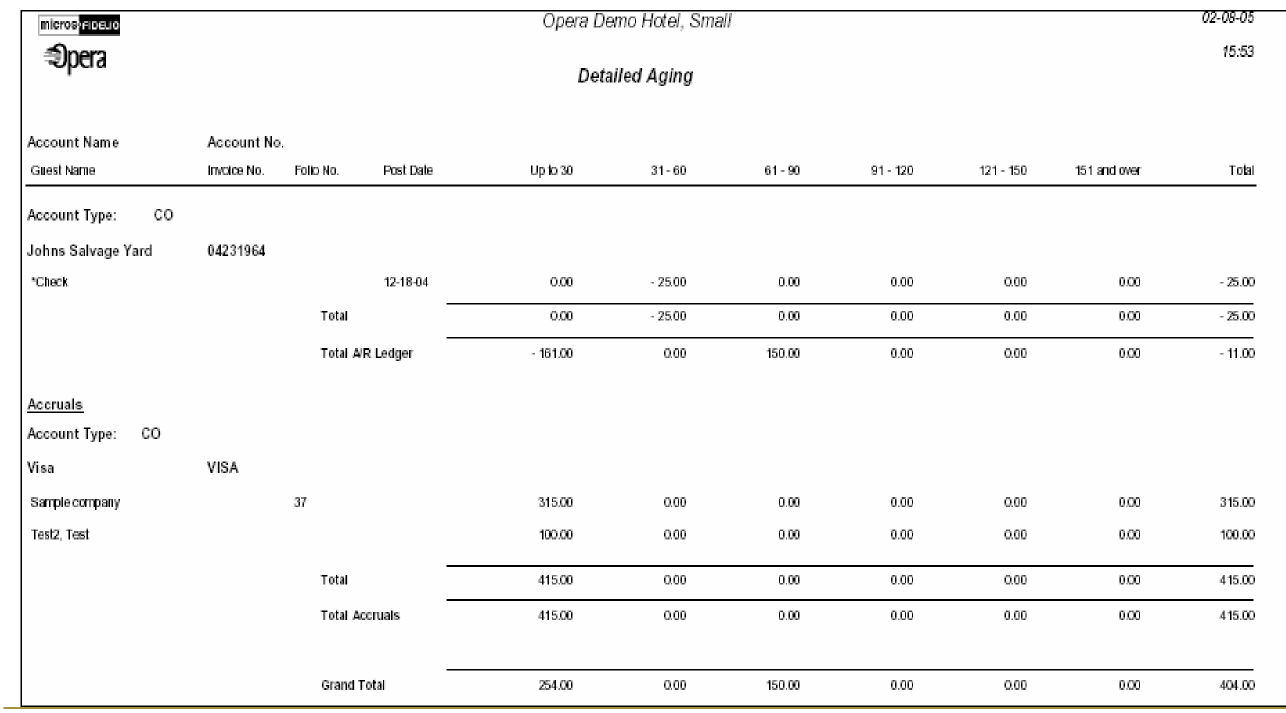
The AR Detailed Aging report displays all detail of accounts by Account Name and lists with account balances in their appropriate aging periods. Totals calculate for each Account Name, Account Type, as well as for the AR Ledger as a whole by aging period. Accounts also group by type for easy filtering of specific types of AR accounts (i.e. Group vs. Company vs. Airlines Crews).

To print or preview Detailed Aging report, follow the steps below:

1. From the main menu, select **Miscellaneous** and **Reports**.
2. Select the **Report Group** of **Accounts Receivable**.
3. Highlight the **AR Detailed Aging** report and select **OK**.



4. Enter the desired **Account Type**, **Business Date**, and **Sort Order** (i.e. by Account Name).
5. Select to **Preview, Print** or **File**.



Opera Demo Hotel, Small

02-08-05

15:53

Detailed Aging

Account Name / Guest Name	Account No. / Invoice No.	Folio No.	Post Date	Up to 30	31 - 60	61 - 90	91 - 120	121 - 150	151 and over	Total
Account Type: CO										
Johns Salvage Yard	04231964									
*Check			12-18-04	0.00	- 25.00	0.00	0.00	0.00	0.00	- 25.00
		Total		0.00	- 25.00	0.00	0.00	0.00	0.00	- 25.00
		Total A/R Ledger		- 161.00	0.00	150.00	0.00	0.00	0.00	- 11.00
Accruals										
Account Type: CO										
Visa	VISA									
Sample company		37		315.00	0.00	0.00	0.00	0.00	0.00	315.00
Test2, Test				100.00	0.00	0.00	0.00	0.00	0.00	100.00
		Total		415.00	0.00	0.00	0.00	0.00	0.00	415.00
		Total Accruals		415.00	0.00	0.00	0.00	0.00	0.00	415.00
		Grand Total		254.00	0.00	150.00	0.00	0.00	0.00	404.00

AR Daily Checklist

1. Print the AR Aging Summary and AR Ledger reports and balance totals with the Trial Balance.
2. Balance all Direct Bill folios for the business date with the totals in the F/O Transfer Bin to the totals on the Trial Balance.
3. Print all invoices and transfer all Direct Bill folios from the FO Transfer Bin to the AR ledger.
4. Print Statements for all accounts with open balances. NOTE: Aging begins on invoices from the date they transferred into the AR ledger.
5. Post any collected Payments on accounts. Use Apply Credit for unallocated payments invoices.
6. Post any adjustments on invoices or create new invoices with postings as necessary.
7. Close your Cashier at the end of the day using Journal by Cashier and Transaction Code report.

Optional Accounting/AR Functions

1. Print all reservations for tomorrow requiring direct bills and set up Routing instructions.
2. Check in any Posting Masters arriving today; check out or extend non-POS PM's with balances.
3. Print all AR Traces and resolve them, if possible.
4. Post rent on retail outlets/office space and bill it by printing a Statement from AR or by printing a guest folio from Cashiering if posted on a Posting Master.
5. Balance Credit Cards in AR. Use the Night Audit's Credit Cards Posted Today report and verify the total of each card type to the total transferred to the AR account.

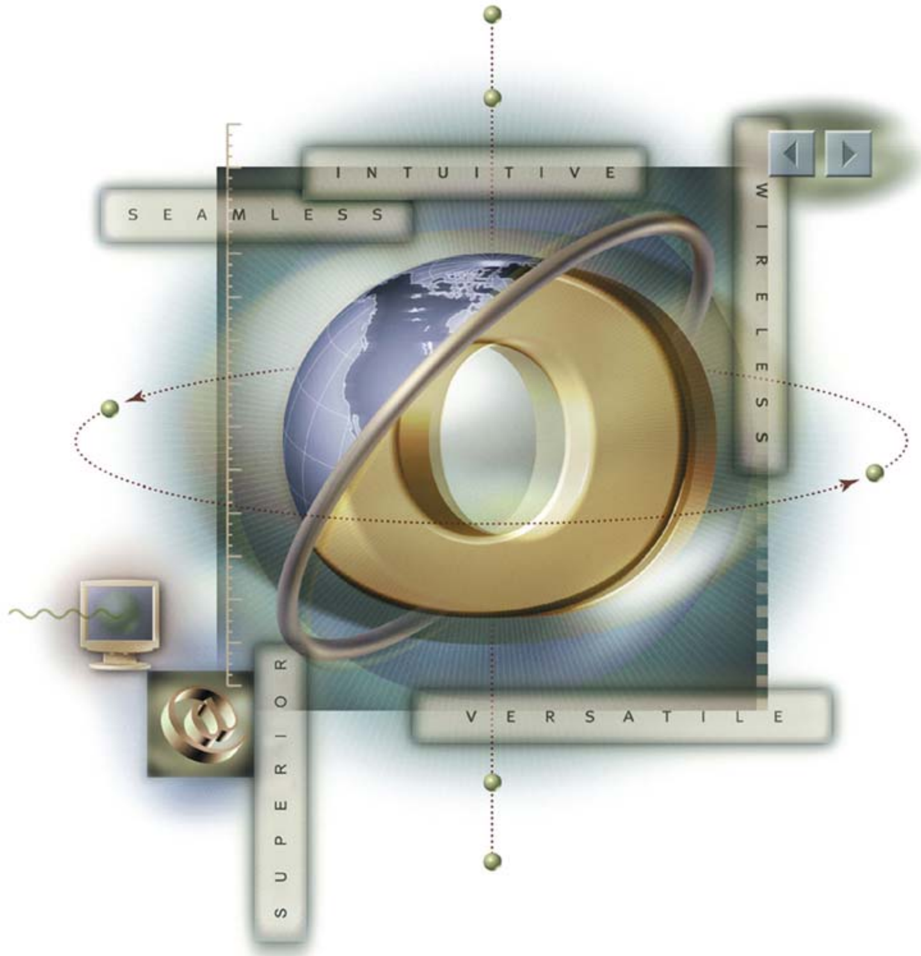
General Cashier

1. Obtain or reprint a copy of the Trial Balance report and the Cashier Summary report from the night before.
2. Using the Cashier Summary report, verify the drops for each Cashier that posted Cash, Checks, or Foreign Currency.
3. Balance the total Cash, Checks, and Foreign Currency on the Cashier Summary report to the totals on the Trial Balance.

Income Audit

1. The following reports must balance with each other for Opera to be in balance with itself:
2. Trial Balance Report – Guest Ledger Detail Report; Financial Revenue and Payments Report
3. Trial Balance Report – Deposit Cutover Report; Deposit Ledger Details
4. Trial Balance Report – AR Aging Detail Report and AR Aging Summary Report
5. Trial Balance Report – Package Ledger Detail and the Package Allowance Guest INH

Please refer to your property specific Accounts Receivable checklist. This is only a suggested example of daily tasks to perform for proper Account Maintenance.



Chapter 8 - Miscellaneous

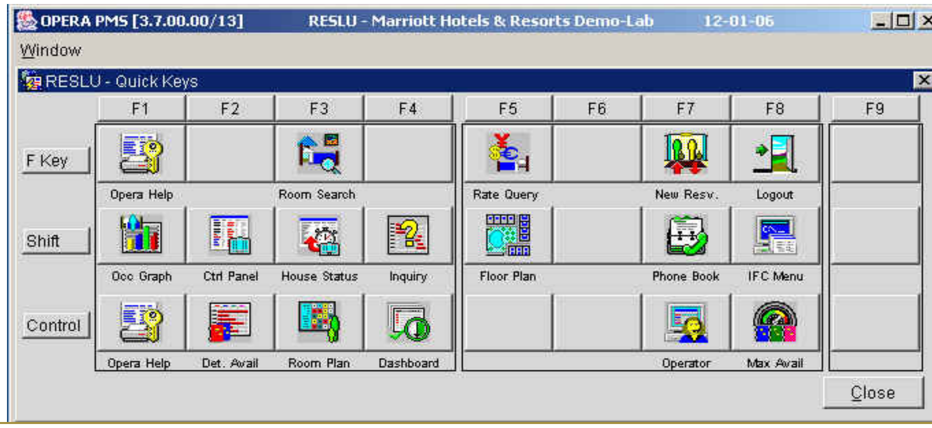
Quick Keys

Show Quick Keys

OPERA has several Quick Key options for viewing hotel activity and performing various tasks in the system. These quick key options make it simple and easy to use the keyboard at any point in the system to access certain functions without having to navigate through the menus.

To view all options and **Show Quick Keys**, follow the steps below:

1. From the main menu, select **Miscellaneous**.
2. Select **Show Quick Keys**.



To access a function within Quick Keys, you may either click the icon on the menu or press the corresponding shortcut key on the keyboard listed for that function.

The top row of the menu lists the designated function key for each column (i.e. F1, F2, F3, etc.). In addition, the left column of the screen lists the designated command key for each row (i.e. Shift, Control). Using these shortcut keys allow you to quickly access various functions from any screen in OPERA.

F1 – Opera Help

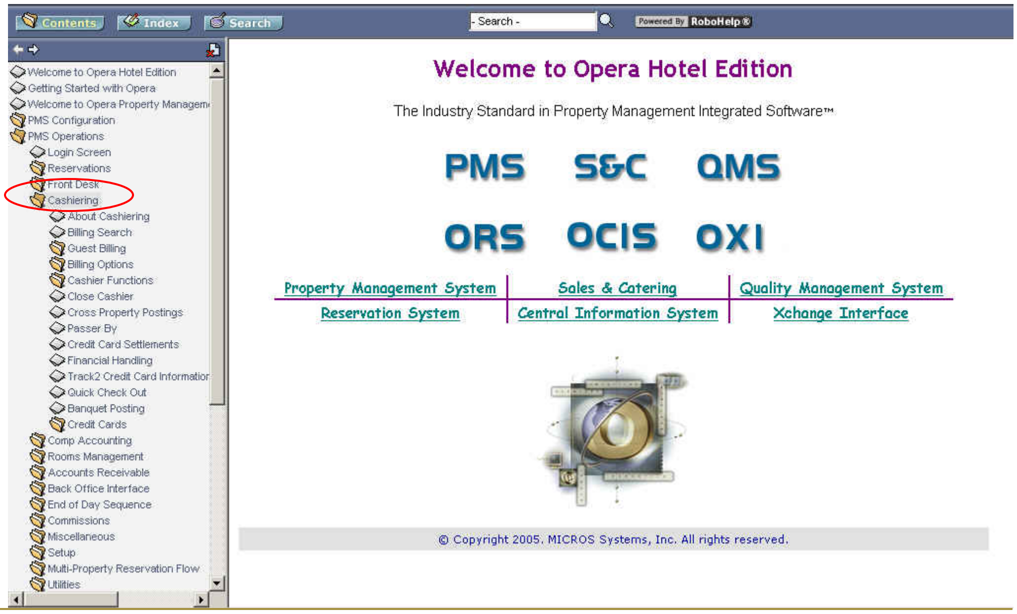
The OPERA Online Help screens are an online resource for obtaining quick information on a particular screen. Much of the information found in the help menus mirrors the information found in this manual.

A popular key feature of OPERA's help function, pressing F1 from any screen in the system will automatically direct you to help on the current task, such as when you need a definition of a field or further description of a topic.

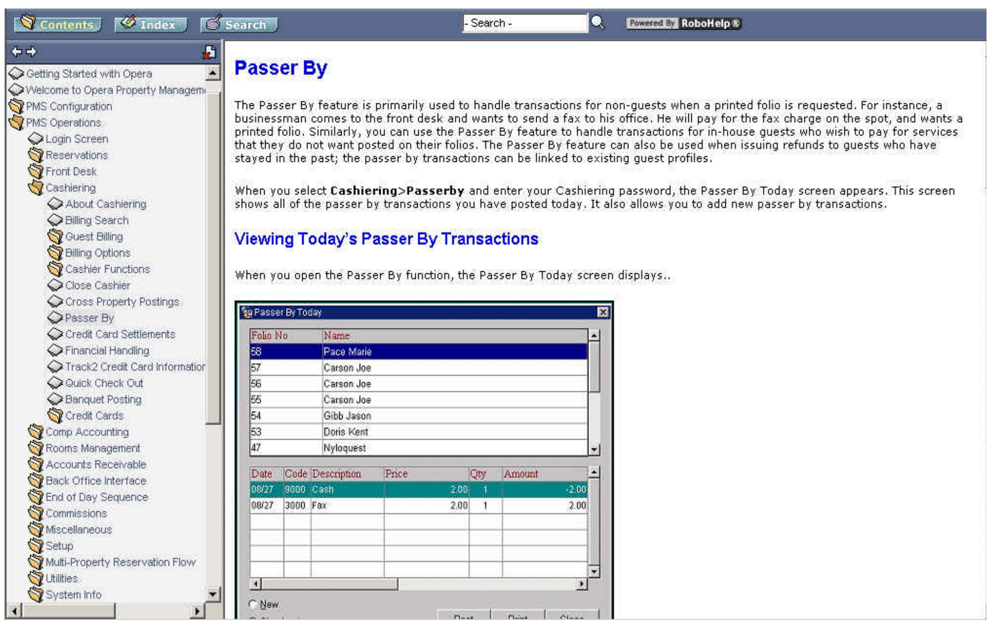
To navigate Opera Help at any time, follow the steps below:

1. From anywhere in the system, press the **F1** function key.

2. Select a topic from the menu on the left (i.e. PMS Operations - Cashiering).



3. Select a function from the topic list (i.e. Passerby).



Information regarding that topic displays on the right side of the screen. For further information on a particular field, select any hyperlinks underlined in blue to navigate to the help menu for that field.

NOTE: If you press F1 while in any screen in OPERA, the system automatically navigates you to the help menu and topic for that field.

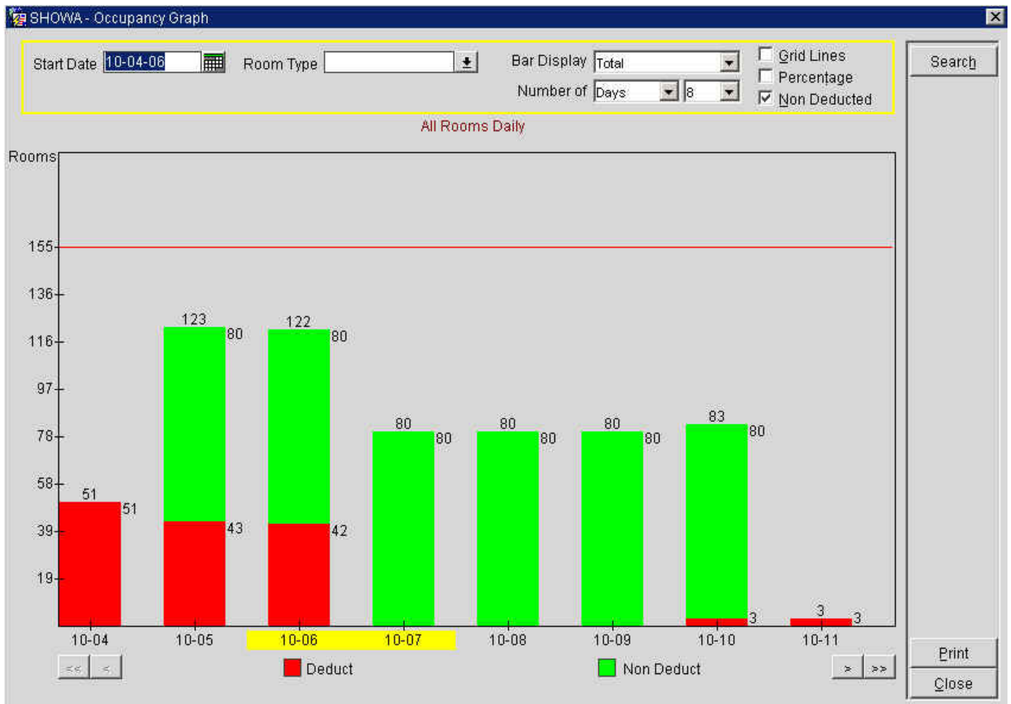
Shift F1 – Occupancy Graph

The **Occupancy Graph** is a nice feature for a visual display of the hotel's occupancy by date or week. This graph shows your hotels occupancy in terms of reservations and blocks, with several options to sort the display.

To view and use the Occupancy Graph, follow the steps below:

1. From anywhere in the system, select **Shift** and **F1**.

The **OCCUPANCY GRAPH** screen displays.



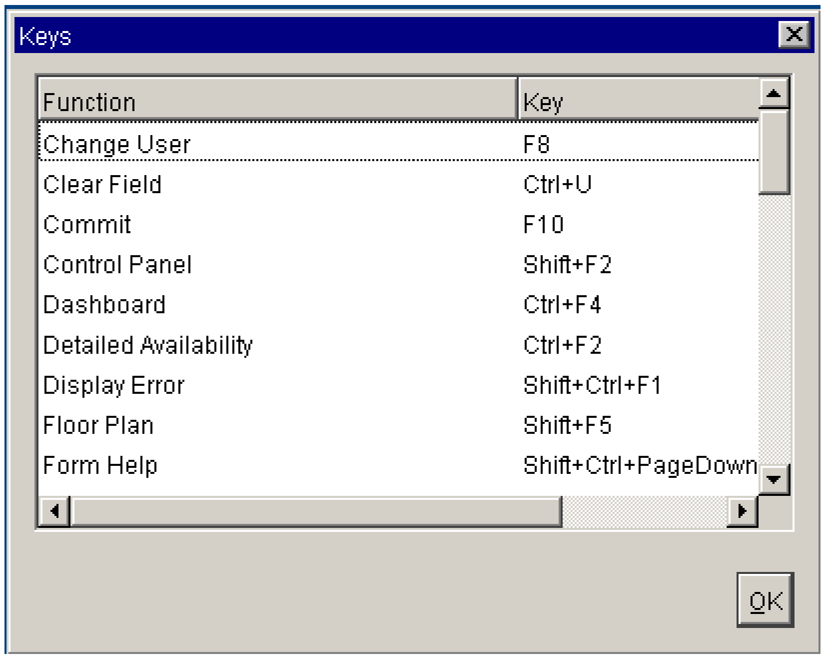
2. Use the search criteria at the top of the screen to sort by **Start Date** or **Room Type** and select **Search**.
3. To alter the **Bar Display**, click the drop down arrow next to the field.
4. You may also add **Grid Lines** and **Percentages** for easier viewing.
5. To switch to a week view, select the drop down arrow next to the **Number of** field.
6. To move the display forward or backwards by week or days, select the arrows at the bottom of the graph.
7. To print the current display, select **Print**.

Control F1 – Keyboard Shortcuts

The **Control F1** function key displays a list of available keyboard shortcuts. These shortcuts include quick key options found in this chapter as well as additional keyboard navigation tips.

To display the **KEYS** screen, follow the steps below:

1. From anywhere in the system, select **Control F1**.



2. Select **OK** to close.

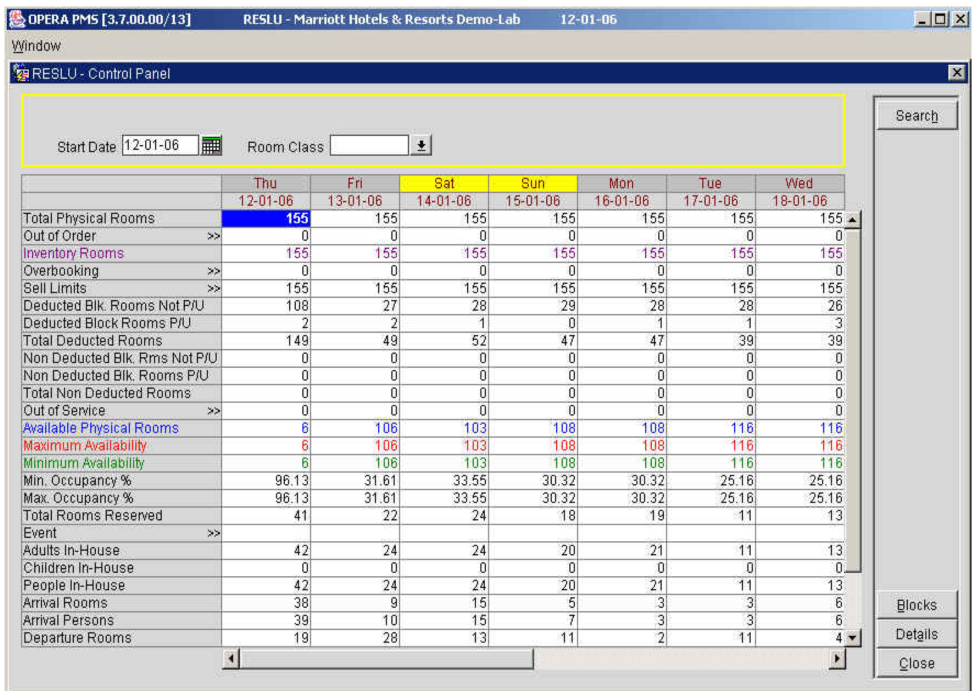
Shift F2 – Control Panel

The **CONTROL PANEL** screen displays a weekly view of hotel arrival activity, occupancy, and availability. The **CONTROL PANEL** screen is invaluable to managers as a scheduling and forecasting tool. In addition to the items noted above, this feature displays group activity and overbooking levels.

To view the **Control Panel**, follow the steps below:

1. From anywhere in the system, select **Shift F2**.

The **CONTROL PANEL** screen displays.



	Thu 12-01-06	Fri 13-01-06	Sat 14-01-06	Sun 15-01-06	Mon 16-01-06	Tue 17-01-06	Wed 18-01-06
Total Physical Rooms	155	155	155	155	155	155	155
Out of Order >>	0	0	0	0	0	0	0
Inventory Rooms	155	155	155	155	155	155	155
Overbooking >>	0	0	0	0	0	0	0
Sell Limits >>	155	155	155	155	155	155	155
Deducted Blk. Rooms Not P/U	108	27	28	29	28	28	26
Deducted Block Rooms P/U	2	2	1	0	1	1	3
Total Deducted Rooms	149	49	52	47	47	39	39
Non Deducted Blk. Rms Not P/U	0	0	0	0	0	0	0
Non Deducted Blk. Rooms P/U	0	0	0	0	0	0	0
Total Non Deducted Rooms	0	0	0	0	0	0	0
Out of Service >>	0	0	0	0	0	0	0
Available Physical Rooms	6	106	103	108	108	116	116
Maximum Availability	6	106	103	108	108	116	116
Minimum Availability	6	106	103	108	108	116	116
Min. Occupancy %	96.13	31.61	33.55	30.32	30.32	25.16	25.16
Max. Occupancy %	96.13	31.61	33.55	30.32	30.32	25.16	25.16
Total Rooms Reserved	41	22	24	18	19	11	13
Event >>							
Adults In-House	42	24	24	20	21	11	13
Children In-House	0	0	0	0	0	0	0
People In-House	42	24	24	20	21	11	13
Arrival Rooms	38	9	15	5	3	3	6
Arrival Persons	39	10	15	7	3	3	6
Departure Rooms	19	28	13	11	2	11	4

2. Use the search criteria at the top of the screen to modify the **Start Date** if necessary and select **Search**.

Down the left side of the screen, explanations of values within the grid display (i.e. Available Physical Rooms, Adults in House, etc.)

The following are also options from this screen:

- The **Blocks** option displays all Group Blocks for the date selected in the grid.
- The **Details** option displays how many rooms sold by room type and reservation type.
- If your hotel uses the Turnaway feature, the **Turnaway** option allows you to log turnaway details for the selected date.

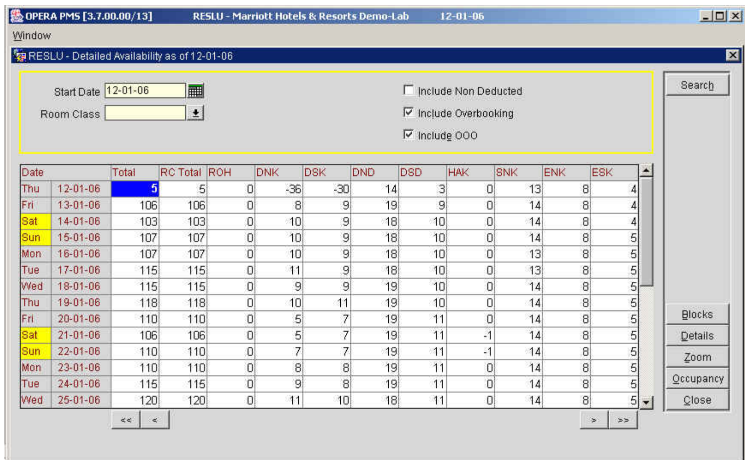
Control F2 – Detailed Availability

The **DETAILED AVAILABILITY** screen displays available rooms in fourteen-day increments. In addition, this screen has functionality to toggle from occupancy to availability by room types.

To display **Detailed Availability**, follow the steps below:

1. From anywhere in the system, select **Control F2**.

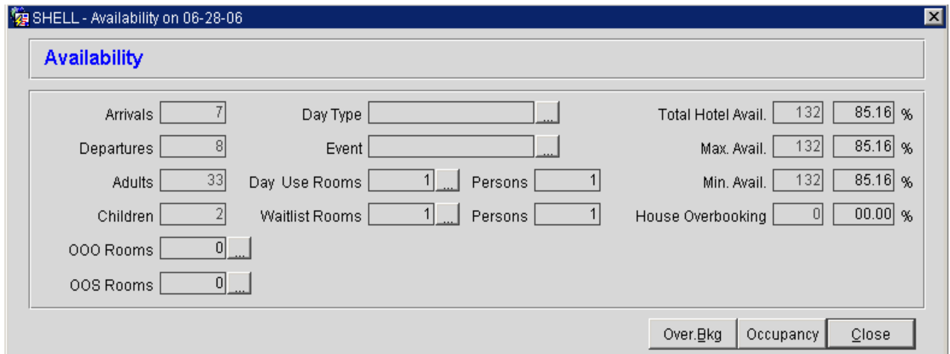
The **DETAILED AVAILABILITY** screen displays.



2. Enter the **Start Date** in the search criteria at the top of the screen and choose to **Include Non-Deduct, Include Overbooking**, or **Include OOO** rooms and select **Search**.

The following are also options from this screen:

- The **Blocks** option display a list of Business Blocks in house for the date selected.
- The **Details** option display availability information for the date. Selecting the **Occupancy** option within this screen changes the information displayed from availability to sold statistics.



- The **Zoom** option displays how many rooms sold by room type and reservation type.
- The **Occupancy** option changes the main grid view from available room counts to sold room counts and toggles back to **Availability**.
- If your hotel uses the Turnaway feature, the **Turnaway** option allows you to log turnaway details for the selected date.

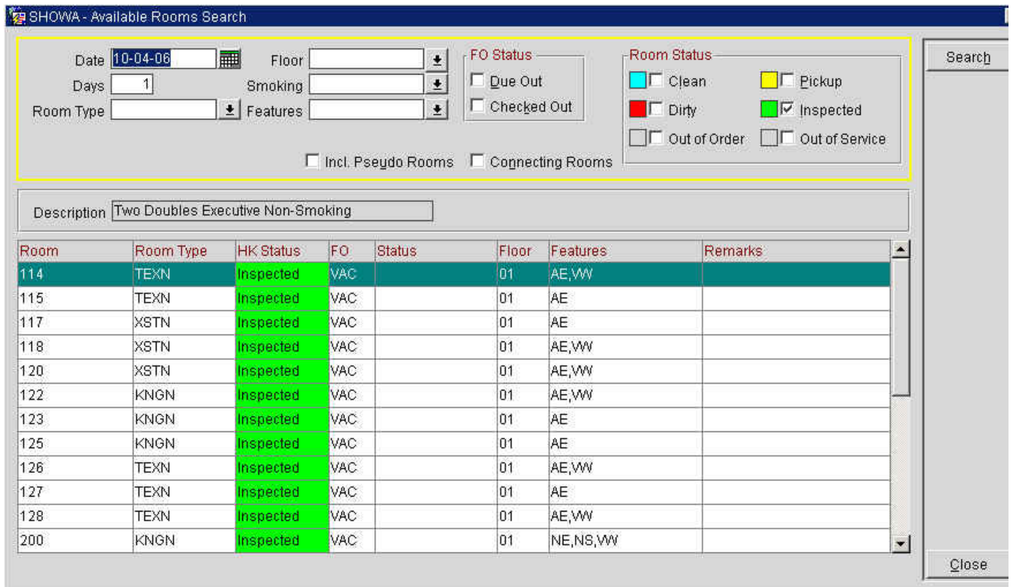
F3 – Available Room Search

The **AVAILABLE ROOMS SEARCH** screen allows you to easily search for a room number that is available, clean or inspected.

To access the **Available Rooms Search**, follow the steps below:

1. From anywhere in the system, select **F3**.

The **AVAILABLE ROOMS SEARCH** screen displays.



The default search criterion for this screen is the available status at your hotel (i.e. Clean or Inspected).

2. Use any of the search criteria to modify the viewable results and select **Search**.

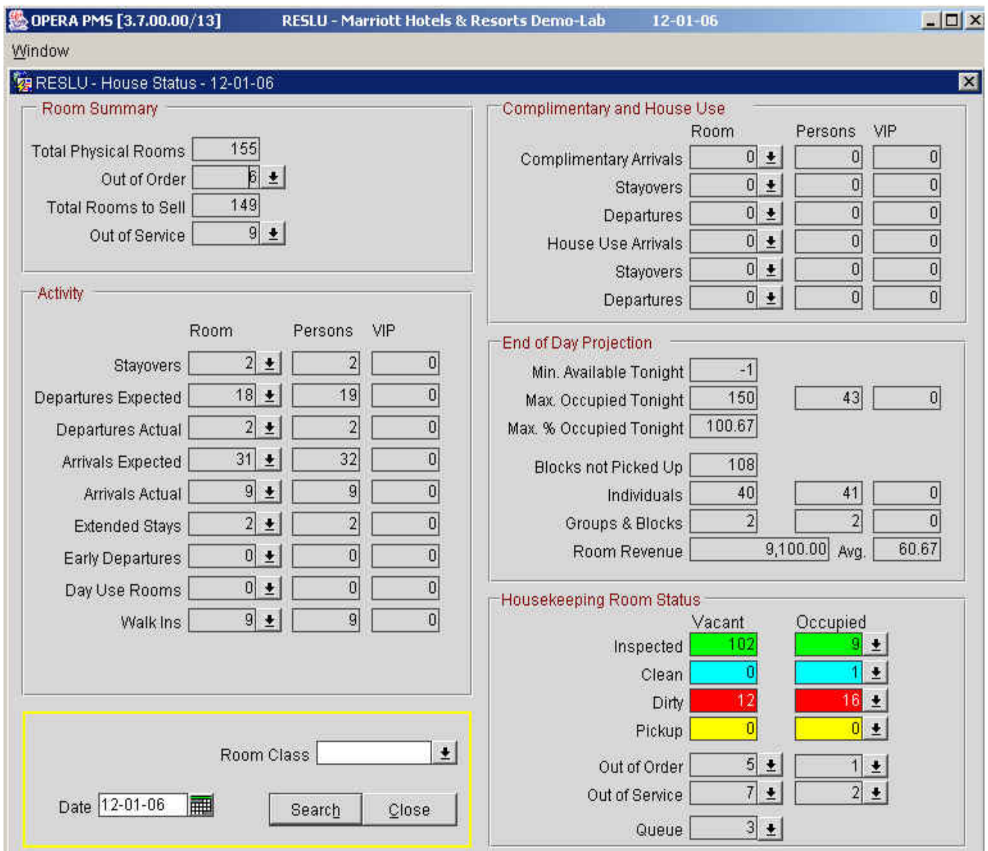
Shift F3 – House Status

The **HOUSE STATUS** screen displays today's in-house activity such as arrivals, departures, occupancy, and overall availability. This screen provides detailed information on today's hotel activity in one concise screen, making it quite helpful for all front office personnel.

To access this screen, follow the steps below:

1. From anywhere in the system, select **Shift F3**.

The **HOUSE STATUS** screen displays.

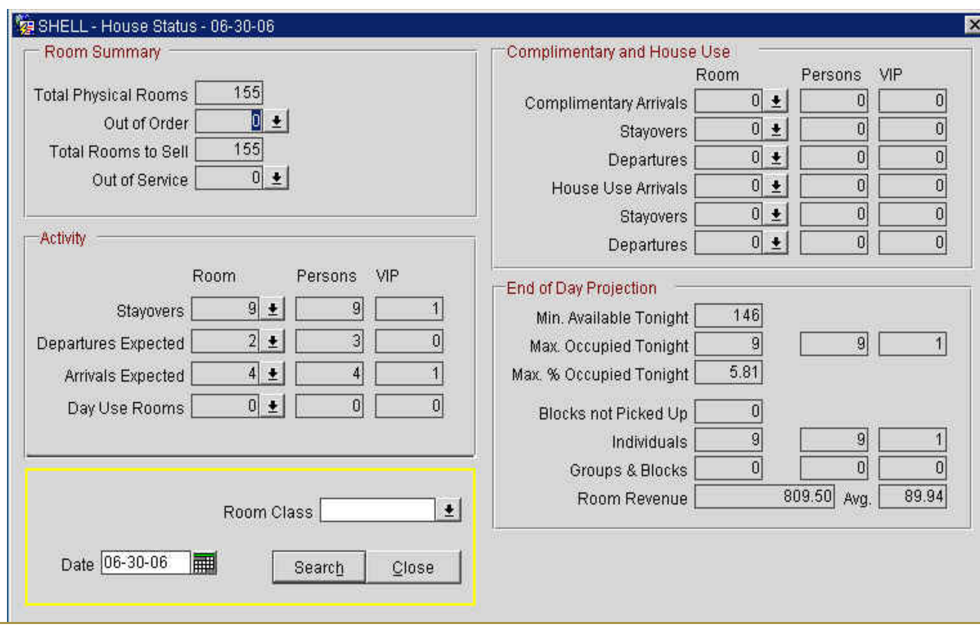


The default date for this screen is today's business date. There are five main sections to this screen:

- **Room Summary** – displays the **Total Physical Rooms** in the hotel, minus any **Out of Order** rooms, for a **Total Rooms to Sell** figure.
- **Activity** – displays the business date's activity in terms of arrivals and departures while differentiating expected versus departures.
- **Complimentary and House Use** – displays any expected **Complimentary Arrivals** as well as **House Use Arrivals** including **Stayovers** and **Departures** for both.
- **End of Day Projection** – displays occupancy totals and percentages for the business date along with any group rooms in the **Blocks not Picked Up** field.
- **Housekeeping Room Status** – displays actual counts of rooms by housekeeping status (i.e. **Clean, Dirty, Inspected,** or **Pickup**).

2. To view more information about a status field, click the drop down arrow next to the field.
3. To alter the business date, modify the **Date** field in the search criteria and select **Search**.

NOTE: If you modify the search date to a future date, the **Housekeeping Room Status** section removes and the **Activity** section reduces (see the screenshot example below).



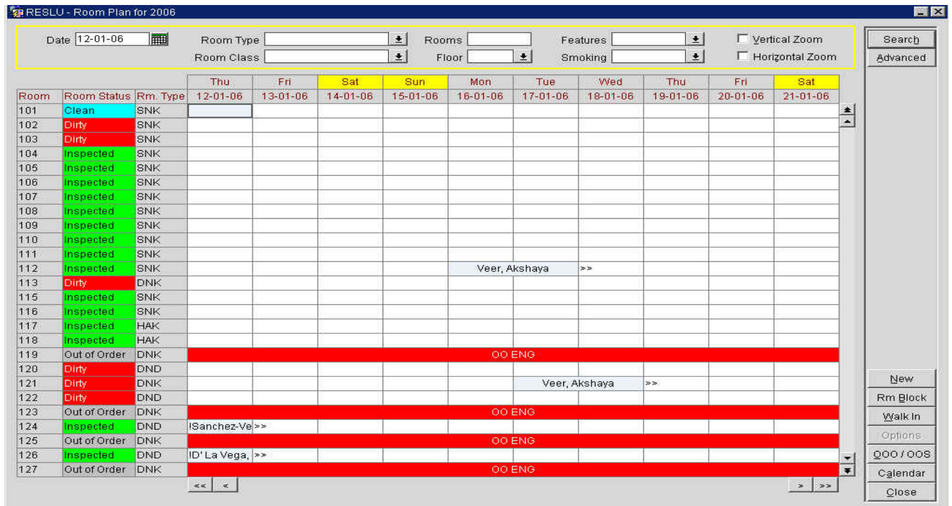
Control F3 – Room Plan

The **ROOM PLAN** screen displays for a visual layout of guests occupying or reserved for each room number in the hotel. This feature is most useful for pre-assigning groups of rooms at a time as well as for room moves.

To display this screen, follow the steps below:

1. From anywhere in the system, select **Control F3**.

The **ROOM PLAN** screen displays.



The left side of the screen displays **Room** numbers and housekeeping **Room Status**. Within the grid are actual reservations occupying certain room numbers whether in-house or pre-blocked for arrival. Each date along the top spans a ten-day period with the hotels designated weekend highlighted in yellow.

2. To modify the viewable date, select a new **Date** in the search criteria and select **Search**.
3. To increase the number of rooms that display vertically, select **Vertical Zoom**.
4. To increase the number of dates that display horizontally, select **Horizontal Zoom**.
5. To move an in-house or pre-assigned room from one room to another, simply highlight the room in the grid and using your mouse, drag and drop the room to another cell in the grid.

NOTE: If this process causes a room change to a different room type, a message prompts asking you to verify that room type change or to authorize any accommodation or rate changes.

Some additional features from this screen are as follows:

	• **New/Edit:** creates a new or edits an existing reservation for the room and date selected in the grid. • **Advanced:** displays advanced search options • **Rm. Block**: after selecting a room number and a date, this option takes the user to the **ROOM ASSIGNMENT** screen and displays only reservations that meet the room type and date requirements. If no rooms exist, a message displays indicating so. • **Walk In**: allows the user to create a walk in guest reservation from this screen. Refer to the Front Desk chapter of this manual for details on this process. • **Options:** displays the Reservation Options for the guest selected in the main grid of the screen. • **OOO/OOS:** displays the **OUT OF ORDER** screen, and is useful for placing a room out of order or out of service quickly. • **Calendar:** displays the **CALENDAR** screen; for more information, refer to the Reservations chapter of this manual.
Shift F4 – Inquiry	The **INQUIRY** screen is a useful tool for the Sales department and Reservation departments to request availability for group contracts. For more details on this option, refer to the "Business Blocks – Groups" chapter of this manual.

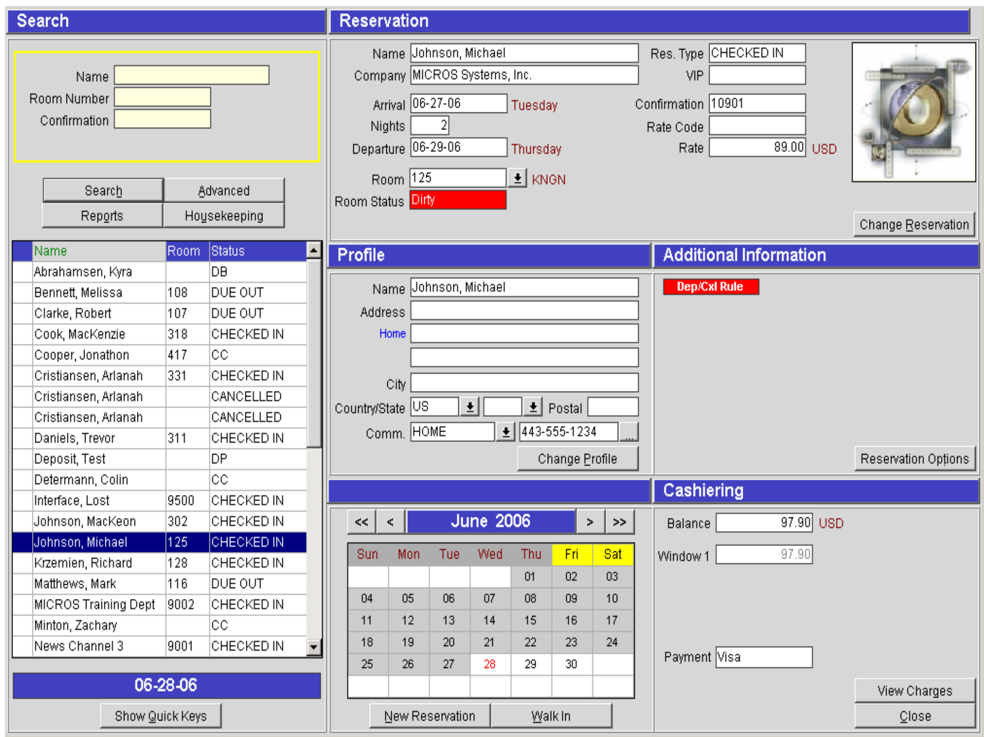
Control F4 – Dashboard

The **Dashboard** is an all-inclusive screen for the Front Desk staff to perform most functions of their job role. Using the Dashboard an agent can create reservations, check in guests, print reports, make changes to guest information, walk in guests, view and make posting to the guest bill, as well as begin the check out process.

To access this screen, follow the steps below:

1. From anywhere in the system, select **Control F4**.

The **DASHBOARD** screen displays.



The dashboard contains several display areas: **Search, Reservation, Profile, Additional Information,** and **Cashiering**.

SEARCH:

2. To search for reservations or in-house guests, enter the **Name** or **Confirmation** number in the search criteria and select **Search**. For additional search options, select **Advanced**.
3. To display the shortcut key menu from this chapter, select **Show Quick Keys**.
4. To access the users defined report menu select **Reports**.
5. To access the main housekeeping screen, select **Housekeeping**.

RESERVATION:

6. To view basic reservations details, highlight a record in the search results window – the basic accommodation details display in this section. Options vary depending on the reservation status select in this window.
7. To view full reservation details, select **View Reservation** or **Change Reservation.**
8. To check in an arriving guest for today, select **Check-In Guest**.
9. To reinstate a cancelled reservation, select **Reinstate**.
10. To reverse a mistaken check in, select **Cancel Check-In**.

PROFILE – ADDITIONAL INFORMATION:

11. Profile information for the selected guest displays. To alter profile information for the individual guest, select **Change Profile**.
12. Lamps for reservation options such as deposit and cancellation rules, messages, and notes display as well. To access any of the reservation options for the select guest, select **Reservation Options**.
13. To begin a new reservation at any time, select **New Reservation**.
14. To perform a walk-in reservation and check in the guest at the same time, select **Walk-In**.

CASHIERING:

15. The room **Balance** displays along with the **Payment** type and balance of **Window 1** (typically owned by the guest). To check out an expected departure, select **Check Out**.
16. To view a folio for an in-house guest, select **View Charges**.
17. Select **Close** to exit this screen.

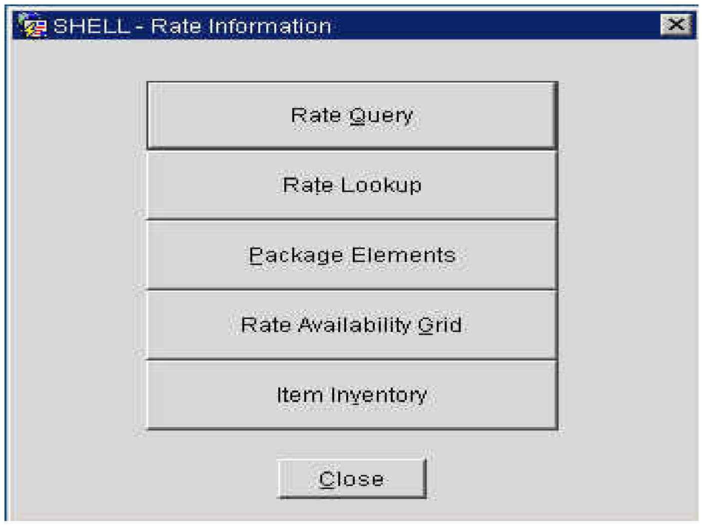
F5 – Rate Query

To check availability and perform rate queries, selecting this quick key accesses several options.

To access each of these rate options for information, follow the steps below:

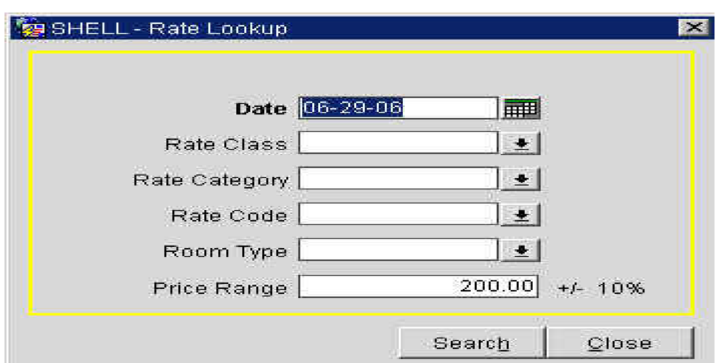
1. From anywhere in the system, select **F5**.

The **RATE INFORMATION** screen displays.



2. To perform a query on rate availability, select **Rate Query**. For more information on the **RATE QUERY** screen, refer to the "Reservations" chapter of this manual.
3. To perform a lookup of rates that fall within a defined price range, select **Rate Lookup**.

The **RATE LOOKUP** screen displays.



4. Enter a **Date** and **Price Range** and select **Search** for a list of rates.
5. To view a list of items available for sell within packages, select **Package Elements**. The **PACKAGE CODES** screen displays.
6. To view a graphic display of rate restrictions and house level inventory controls, select **Rate Availability Grid**. The **RATE AVAILABILITY** screen displays.
7. If your hotel has listed inventory for items such as cribs or rollaway beds, select **Item Inventory**. The **ITEM INVENTORY AVAILABILITY** screen displays.

Shift F5 - Floor Plan

The **Floor Plan** is a visual display of the actual facility and room layout of your hotel. Though this screen is typically for user informational purposes, there are several useful functions for locating a desired guest room.

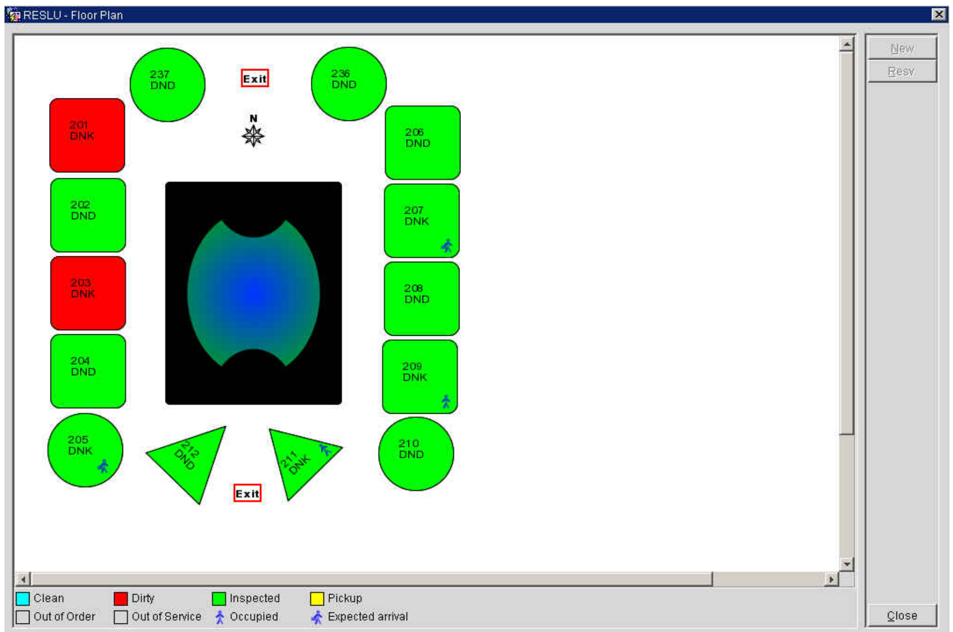
To access this screen, follow the steps below:

1. From anywhere in the system, select **Shift F5**.

The **FLOORS** screen displays.

2. Highlight the desired floor and select **View**.

The **FLOOR PLAN** screen displays.



Displayed in the screen is a visual layout of this floor at your hotel. The legend at the bottom of the screen indicates the housekeeping statuses that correspond to the colors in the room blocks. In addition, any other symbols used in the plan display in the legend.

3. To view the reservation for a room with an expected arrival, either double-click the room number with your mouse or highlight the room number and select **Resv**.
4. To create a new reservation pre-assigned for a specific room number, highlight the room number in the plan and select **New**.
5. To check in an expected arrival, highlight the room number and select **Check-In**.
6. To exit from this screen, select **Close**.

Shift F6 – Quick Book

The **Quick Book** feature accesses the **QUICK BUSINESS BLOCK** screen. For more information on this feature, refer to the “Business Blocks – Groups” chapter of this manual.

F7 – New Reservation

This feature accesses the **RATE QUERY** screen to begin booking a new reservation. For more information on new reservations, refer to the “Reservations” chapter of this manual.

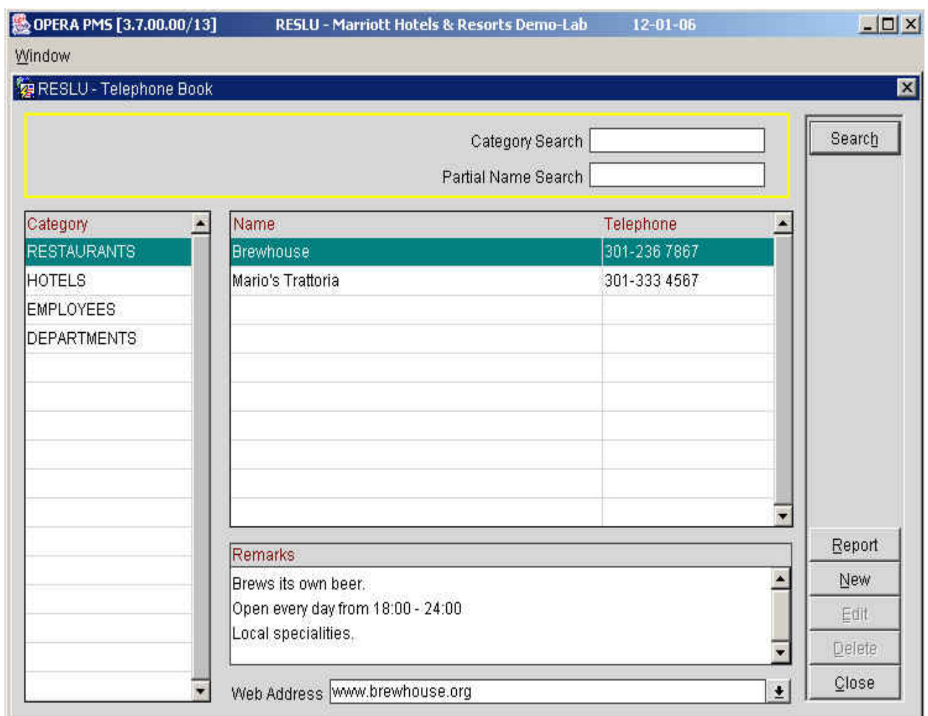
Shift F7 – Telephone Book

The **Telephone Book** is useful for retrieving local telephone numbers (i.e. taxis, restaurants, etc.) for guests. Once you enter data, this screen can serve as your automated “Concierge,” allowing you to serve your guests with greater information. You can then offer this information to your guests and even print the information for them.

To view this feature, follow the steps below:

1. From anywhere in the system, select **Shift F7**.

The **TELEPHONE BOOK** screen displays.



This screen has three major display areas. The left side of the screen contains **Category** information to group telephone entries such as restaurants or taxis. The right side of the screen actually houses the telephone entries from within each category. The lower portion of the screen displays any **Remarks** or **Web Address** information. Use any of the search criteria at the top of the screen to locate information.

2. To add a new category, highlight the **Category** section of the screen and select **New**. Enter the **Category** name and **Description** and select **OK**.
3. To add a new telephone entry within a category, first select the **Category** and then highlight the right side of the screen before selecting **New**.
4. Enter the **Name** of the telephone entry, a **Telephone** number, any **Remarks** and a **Web Address** if applicable. Select **OK** to save.
5. To print a report of a specific telephone category, select **Report**.
6. To open an internet window and direct to the website for the telephone entry (i.e. www.hotels.com) highlight the telephone entry and click once with your mouse in the **Web Address** field.
7. To remove a telephone entry or category altogether from the database, highlight the entries and select **Delete**.
8. Select **Close** to exit.

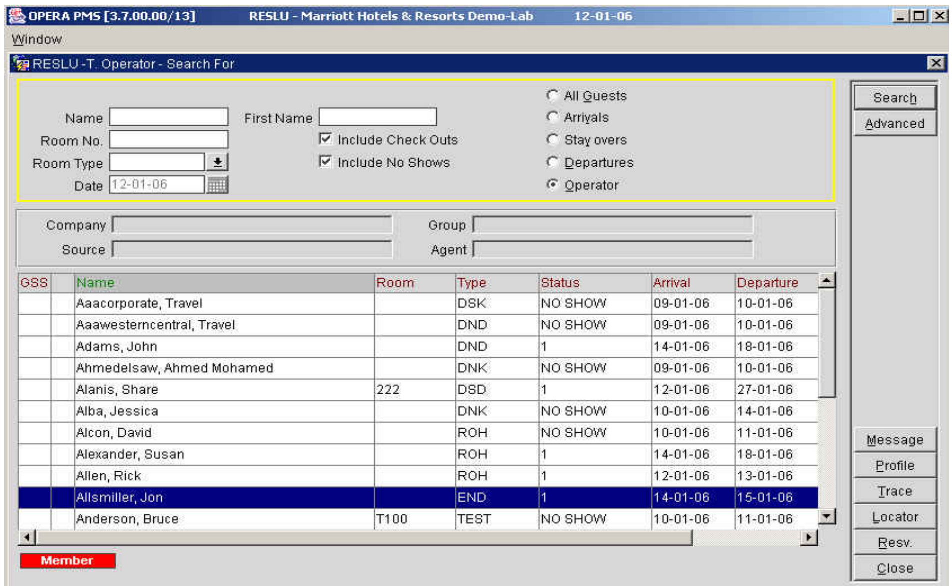
Control F7 – Telephone Operator

The **Telephone Operator** function is primarily for the PBX operator to locate guests, search for profiles, and manage guest messages, yet any Front Office user can access this feature.

To view the operator screen, follow the steps below:

From anywhere in the system, select **Control F7**.

The **T. OPERATOR** screen displays.



Use the search criteria (including **Advanced** search options) to locate a guest.

In the results grid, guest **Name, Room** number, and reservation **Status** display. The follow options are also available from this screen:

- The **Message** option navigates the user to the **MESSAGES** screen for the selected guest.
- The **Profile** option navigates the user to the profile of the selected guest.
- The **Trace** option navigates the user to the **TRACES** screen for the selected guest.
- The **Locator** option navigates the user to the **NEW LOCATOR** screen for the selected guest.
- The **Resv.** option navigates the user into the **RESERVATION EDIT** screen allowing the user to make modifications to the guest reservation.

F8 – Log Out

This feature logs the user out of the system without closing the application. When pressing **F8** from anywhere within the system, an **OPERA LOGIN** screen displays.

Another user may enter their login credentials, perform a task and press F8 to log the user out again. When you select F8 to log out and then log back in, the system returns you to the same function you were working in before logging out. This is mostly useful for situations where the user does not have permission to perform a function and needs to rely on a manager or supervisor to perform the action.

To log back into the system, enter a **User** name and **Password** and select **Login**.

NOTE: Logging out of the system using this feature only temporarily logs the user out. Without completing exiting the system, the main login screen (single sign-on) still has your user credentials. To completely log out of the system so no other user can mistakenly open another module, you must select to log off from the main OPERA webpage.

Shift F8 – Interfaces Submenu

This feature accesses the **INTERFACE MENU** screen for managing the property's interfaces, such as movies, PBX, and key card systems. For more information on interfaces, refer to the "Interfaces" section of this chapter.

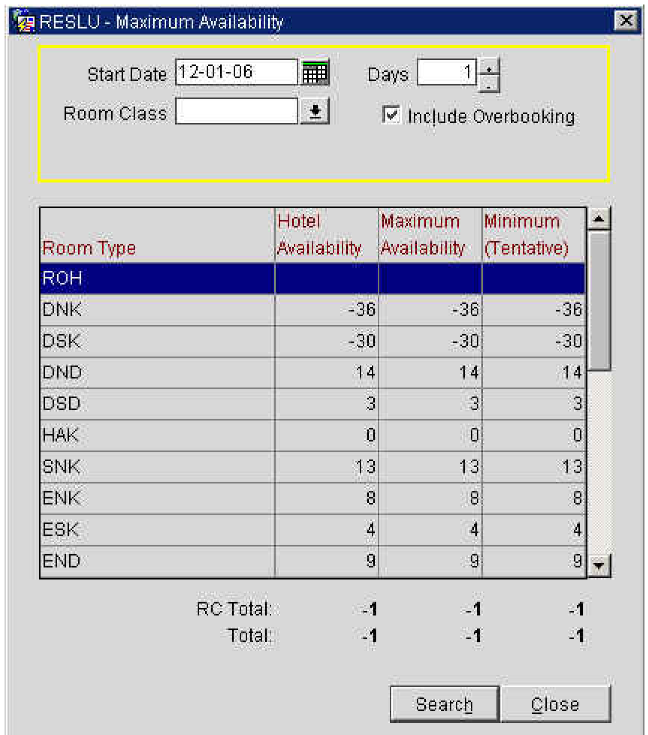
Control F8 – Maximum Availability

The **Maximum Availability** feature displays the hotel's availability by room type for a single date including overbooking or sell limits.

To view availability, follow the steps below:

1. From anywhere in the system, select **Control F8**.

The **MAXIMUM AVAILABILITY** screen displays.



2. To modify the date viewed, enter a new date in the **Start Date** field and select **Search**.

General **Hotel Availability**, **Maximum Availability**, and **Minimum (Tentative)** availability display in the results depending on the number of individual and group reservations sold, deducted, and blocked. In addition, **RC Totals** (rooms committed totals) display at the bottom of the window.

Shift F9 – Function Diary

The **Function Diary** is a displayable feature for hotels with convention and meeting space. If your hotel uses OPERA Sales and Catering or the Function Space features within the Property Management System, this screen displays reservations for meeting and convention space. Access this feature to view events and meetings plan in specific function rooms at your hotel.

For more information on this feature, refer to the OPERA Version 4.0 – Sales and Catering Reference Manual.

Additional Miscellaneous Features

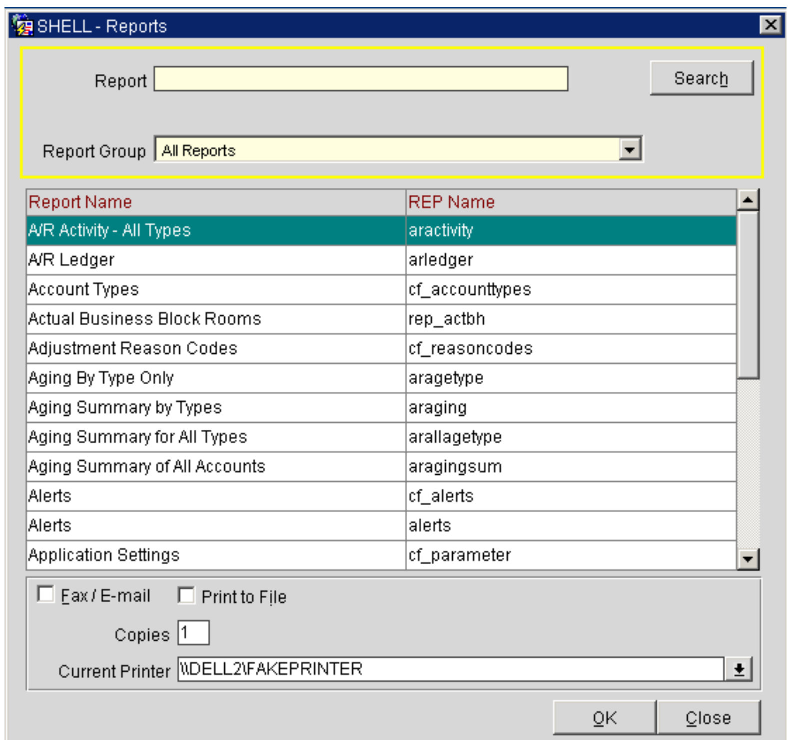
Reports

OPERA has a vast and robust report capability. The **Reports** option is the feature to access and print any report in the system.

To print a report, follow the steps below:

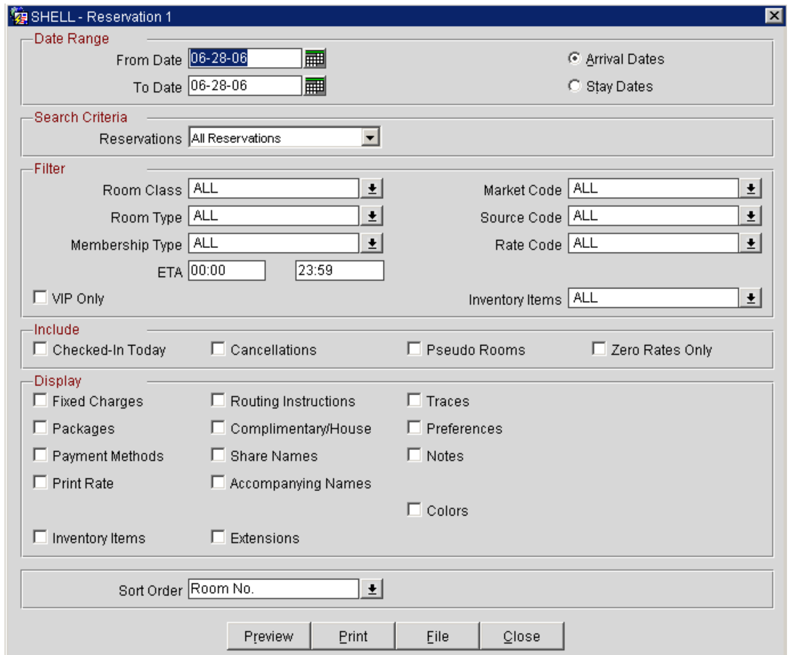
1. From the main menu, select **Miscellaneous** and **Reports**.

The **REPORTS** screen displays.



2. To search for a specific report by name, enter the report name in the **Report** field and select **Search**.
3. All reports categorize into groups based on the information the reports contains. To view only reports within a specific category, click the drop down arrow next to the **Report Group** field to choose the function area (i.e. Departure, Financial, and Housekeeping).
4. Once you locate the report, highlight the report and select **OK**.
5. You may also select to **Fax/Email** or **Print to File** explained later in this section. Additionally, you may alter the number of **Copies** to print or the **Current Printer** designated for that workstation.

In most cases, the next screen that displays is a "filter" screen for modifying the view of the generated report. These screens differ based on the report selected. Filters are specific for each report, and some reports do not contain any filters and therefore customization of the report cannot occur.



6. Select any applicable filter criteria, parameters, check boxes, and radio buttons to customize the report to your liking.
7. Select an option at the bottom of the filter screen to continue.

Located at the bottom of the filter and parameter screens are the 3 options:

- **Preview** allows the user to view the report on screen without sending the report to any printer. The user can choose to print the report after selecting the preview option. When previewing reports, the report displays as a Portable Document Format (PDF) file in Adobe Acrobat Reader.
- **Print** sends the report directly to the defined workstation printer. The report does not display on screen for any type of preview.
- **File** option allows the user to save the report (in PDF file format) to a designated file or directory on the local workstation. This is ideal for emailing reports.
- **Close** exits the reports filter without generating the report.

For more information on the available reports, how to filter or customize a report, and general report details, refer to the OPERA PMS Version 4.0 – Top Reports Guide.

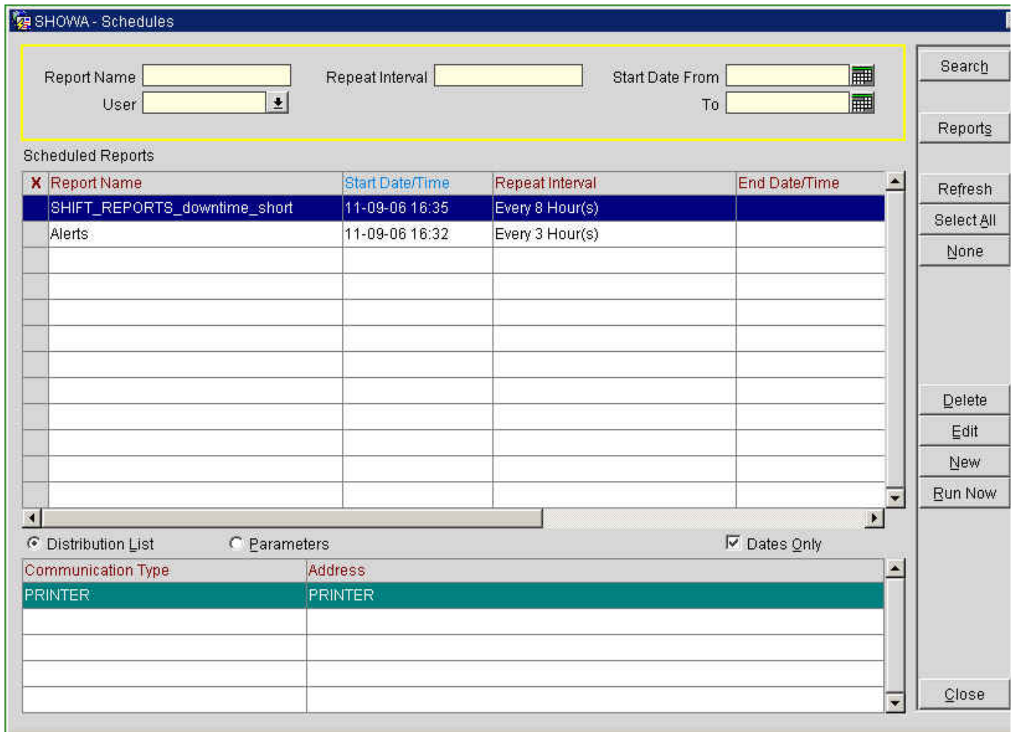
Reports Scheduler

The **Report Scheduler** allows the hotel to set standard time for reports to generate and automatically print or save to a file location.

To schedule and manage reports in the scheduler, follow the steps below:

1. From the main menu, select **Miscellaneous** and **Reports Scheduler**.

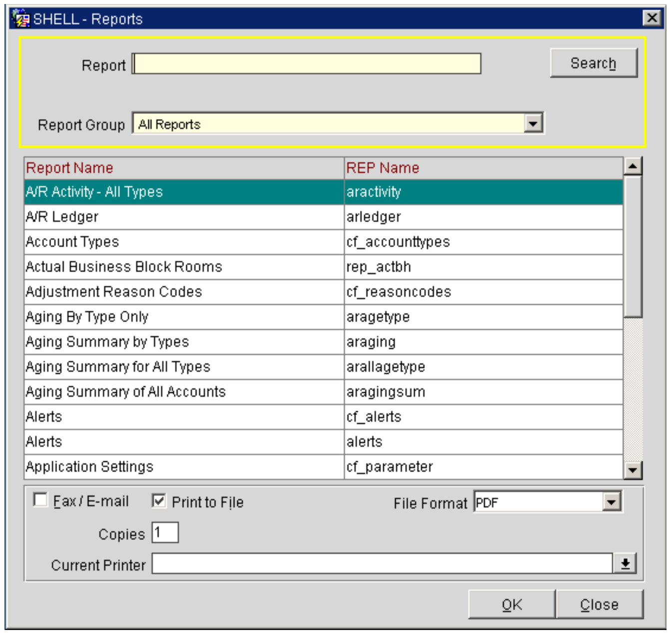
The **SCHEDULES** screen displays.



Search criteria at the top of the screen yields actual **Scheduled Reports** in the center of the screen. The methods and parameters used for the scheduled reports display at the bottom of the screen (i.e. report communicating to printer, report communicating to email, report sending to file, etc.).

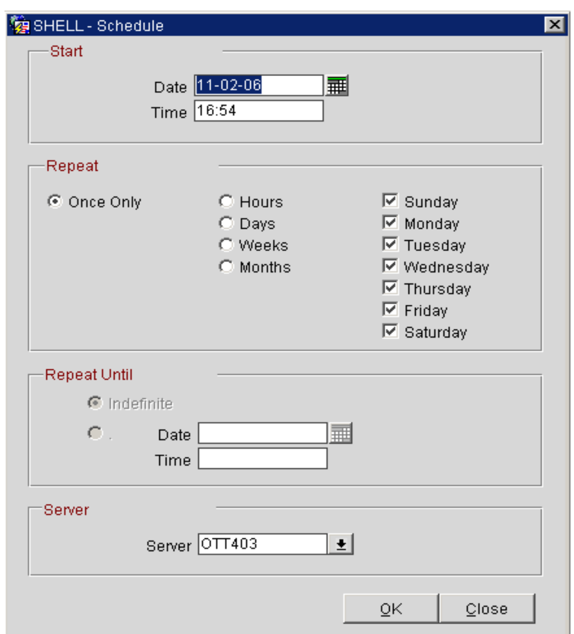
2. Within the **SCHEDULES** screen, select **New** to add a new report schedule.

The **REPORTS** screen appears.



3. Highlight the report you wish to scheduled and select **OK**.

The **SCHEDULE** screen appears.



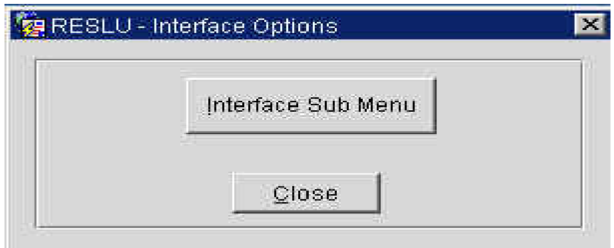
4. Enter the **Date** and **Time** the report is to begin printing.
5. In the **Repeat** area select the frequency for the report to print.
6. The **Repeat Until** area defines the end **Date** and **Time** for the report to print. Choose the option **Indefinite** if the report is to remain on the schedule.
7. Select **OK** to finalize the schedule.
8. If the report has parameters, select all applicable filters for the report.
9. Select how to generate the report (**Preview, Print,** or **File)**.

Any reports scheduled to print now display in the list. At the designated date and time, the reports automatically generate to the listed output.

Some additional options from the **SCHEDULES** screen are as follows:

- To toggle between reports listed for a scheduled time, and the actual scheduled print outs that took place, select the **Reports** option. To go back to viewing schedules, select **Schedules**.
- To delete or edit any existing report schedules, select **Delete** or **Edit.**
- To view a report already submitted for printing, highlight the report and select **View**.
- To run a schedule report listing now instead of waiting for the scheduled time, select **Run Now**.
- To refresh the display at any given time and update the latest reports printed, select **Refresh**.

Interfaces



Every hotel has different charge interfaces that connect with OPERA. Most hotels, by standard have a telephone or PBX interface, a key-card interface (such as VingCard or TESA), a voice mail interface, and a movie interface (such as Lodgenet). Full service hotels with Food and Beverage outlets have F&B interfaces (such as MICROS POS). The Interface option has the option available for all users to access each installed interface.

The **Interface Sub Menu** displays all installed interfaces and their connection status. If an interface is not functioning, access this feature to check for the status of the interface.

Alternately, this menu allows some additional options like generating a duplicate key for a guest or deactivating long distance calls and in-room movies. For each of these features to operate, the interface installed must allow the functionality control from this menu.

Change Password

Each user has the ability to change his or her login password at any time. Most user names are set to expire on a regular basis requiring frequent password changes for security purposes.

To change your login password at any time for your user login or cashier login, follow the steps below:

1. From the main menu, select **Miscellaneous** and **Change Password**.

The **CHANGE USER PASSWORD** screen displays:

2. Enter your **Old Password**.
3. Enter a **New Password.** Passwords must be at least six characters in length with one number.
4. Re-enter the same password to **Confirm New Password** and select **OK**

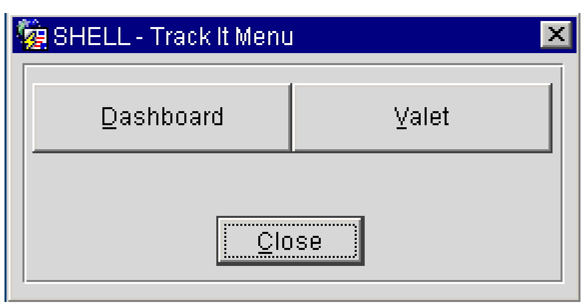
NOTE: The next time you log into OPERA from the main sign-on screen, the new password takes effect.

Track It – Dashboard

The **Track It!** option allows to track the intake and delivery of items including luggage, parcels, laundry and lost and found items. In addition, this feature includes a possible tracking module for valet parking.

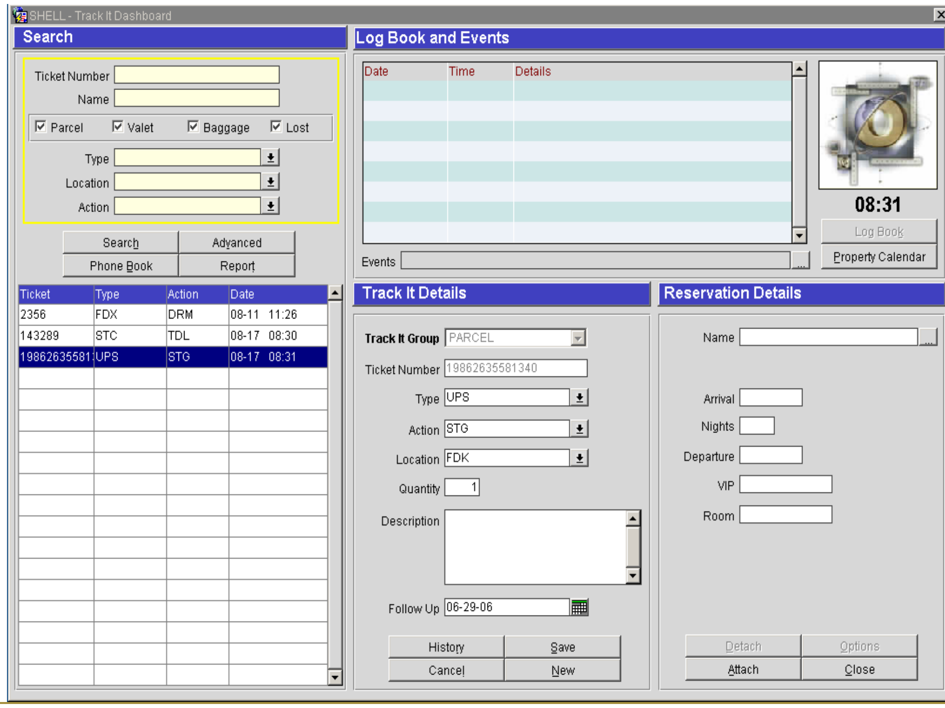
To view and use the main Track It feature, follow the steps below:

1. From the main menu, select **Miscellaneous** and **Track It**.



2. Select **Dashboard**

The **TRACK IT DASHBOARD** screen displays.



This screen consists of five main areas:

- **Search** – search criteria for locating parcels, valet, baggage or lost/found items by **Ticket Number**. Also includes ability to access the hotel's Phone Book and to print a Track It report. Search results display in the grid below.
- **Log Book and Events** – any items in the Log Book for the user's department or Sales and Catering Events list in this display area for the bellman's interest.
- **Track It Details** – area to input new tickets for a parcel, valet, baggage or lost/found item.
- **Reservation Details** – are to select the guest to attach or detach a tracked item

3. To create a new Track It ticket, select **New** from the Track It Details section.
4. Click the drop down arrow next to **Track It Group** and choose the appropriate group. Use "Parcel" to track packages and deliveries; use "Valet" to track parked cars via the valet service – your hotel may also use this to track laundry/valet; use "Baggage" to track luggage stored for arriving and departing guests; use "Lost" to track lost and found items.
5. Enter a **Ticket Number** if applicable.
6. Click the drop down arrow next to **Type** to select the type of item from the Track It Group.
7. Click the drop down arrow next to **Action** to choose the activity on the item (storing, delivering, etc.)
8. Click the drop down arrow next to the **Location** field to select the location of a stored item (i.e. behind front desk, bellman closet, etc.)
9. Enter the **Quantity** of the item(s) (i.e. 2 bags) and a **Description** if applicable.
10. Choose a **Follow Up Date** for a reminder on reports to follow up with the guest.
11. Select **Save** to store the item in the Track It database.

NOTE: You may also view history on a Track It item by searching for the item and selecting **History**. In addition, you may remove an unwanted Track It item without deleting by selecting **Cancel**.

To attach a Track It item to an existing guest reservation or in-house guest record, follow the steps below:

1. From the main menu, select **Miscellaneous**, and then **Track It**.
2. Select **Dashboard**.
3. Search for an existing ticket or create a new one.
4. Once you locate the ticket or complete a new one, highlight the item in the left hand side of the screen.
5. In the lower right hand corner of the screen, select **Attach**
6. Locate the desired reservation from the **RESERVATIONS** search screen.
7. Highlight the desired record and select **OK**.

The Track It item now displays the reservation details in connection with the ticket.

To detach a Track It item from an existing guest record, highlight the ticket in the search results window and select **Detach**.

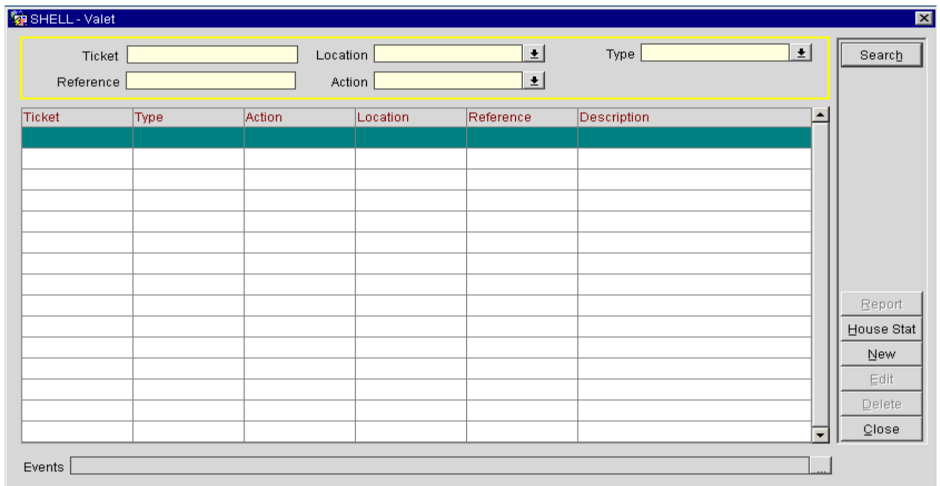
Track It – Valet

The **Track It! Valet Dashboard** is useful for valet parking department for tracking vehicles, processing vehicle locations, and other pertinent owner information.

To view and use the valet feature, follow the steps below:

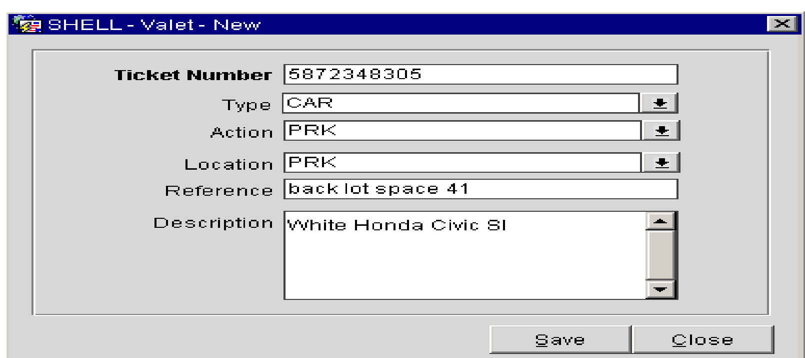
1. From the main menu, select **Miscellaneous** and **Track It**.
2. Select **Valet**.

The **VALET** screen appears.



3. To add a newly parked car, select **New**.

The **VALET – NEW** screen displays.



4. Enter a **Ticket Number** given to the guest when the car dropped off.
5. Click the drop down arrows next to **Type, Action,** and **Location** to identify each**.**
6. Enter any addition **Reference** or **Description** information and select **Save**.

	The following options are also available from the **VALET** screen for managing parking services: • To print a report of all cars valet parked, select **Report**. • To view a display of all incoming house activity, select **House Stat**. • To edit an existing valet entry, search for and highlight the record, then select **Edit**. • To delete an existing valet entry, search for and highlight the record, then select **Delete**.

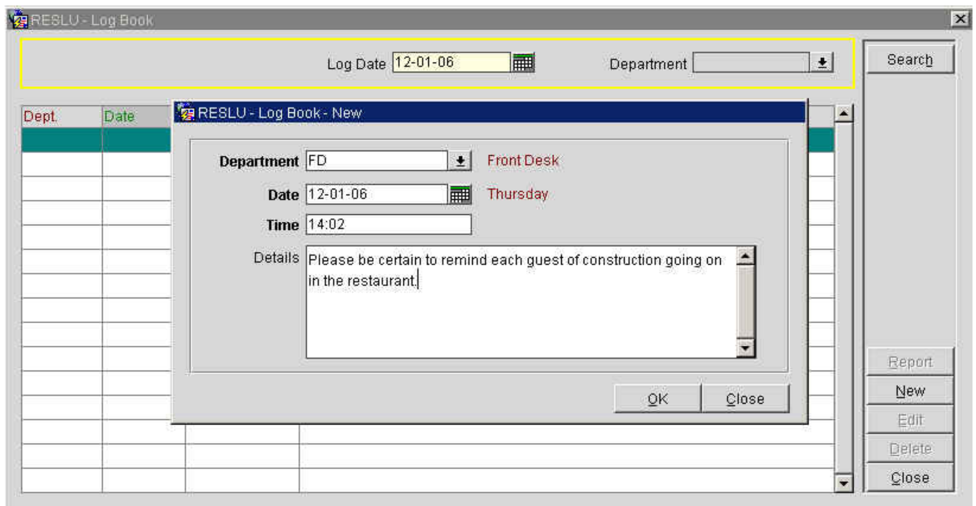
Log Book

The **Log Book** is a feature to enhance communications between shifts. As guest activity constantly requires shift associates to make notes of specific requests and to log each request to pass on from shift to shift, the Log Book replaces the manual need to write such requests. Use the Log Book to give specific instructions from one shift to the next on guest activity.

To leave a note in the Log Book for the next shift or for another associate, follow the steps below:

1. From the main menu, select **Miscellaneous** and **Log Book**.

The **LOG BOOK** screen displays.



2. To view Log Book entries for your department, select the **Log Date** and **Department** at the top of the screen and select **Search**.
3. To create a new entry in the Log Book, select **New**.
4. Choose the **Department** to view the log entry and today's **Date** and **Time.**

NOTE: Any Log Book entries for future dates and times do not display unless that log date is either active or you have directly searched for it.

5. Enter any **Details** for the log entry and select **OK**.

The following options are also available from within this screen:

- To print logged details for your department, select **Report**.
- To edit an existing logged entry, highlight the entry and select **Edit**.
- To delete an existing logged entry, highlight the entry and select **Delete.**

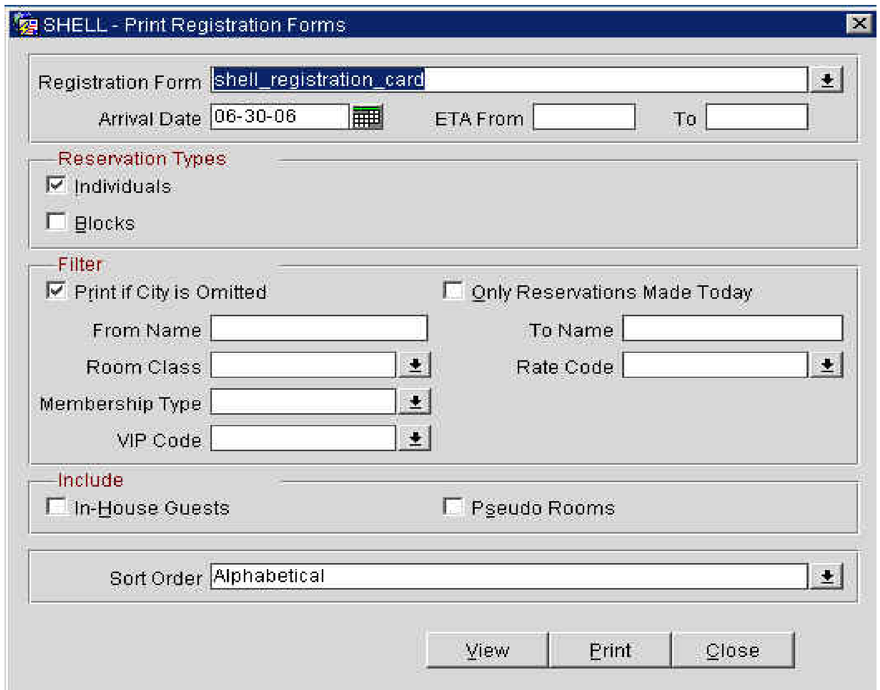
Registration Cards

The **Registration Cards** option prints batch registration cards for arriving guests. If your hotel pre-registers guests, this is a common feature to use on a daily basis.

To print batch Registration Cards, follow the steps below:

1. From the main menu, select **Miscellaneous** and **Registration Cards**.

The **PRINT REGISTRATION FORMS** screen displays.



2. The hotel's default Registration Card populates the **Registration Form** field, as does today's **Arrival Date**.
3. Select to print batch registration cards for either reservations for **Individuals** or **Blocks** or both.
4. Check the filter to **Print if City is Omitted**, if these guests are to be included.
5. To print registration cards for a particular **Room Class** (i.e. Executive Level) or **Membership Type**, click on the drop down arrow next to the field and select the appropriate value.
6. Select the **Sort Order** that you prefer the cards to print (i.e. Alphabetical).
7. Choose any other filters as necessary and select **Print**.

NOTE: Registration cards for arriving reservations not pre-assigned to a room number print with the **Room No.** field blank. You may elect to reprint the registration card at any time during check in or once the guest is in house.

Advanced Miscellaneous Features

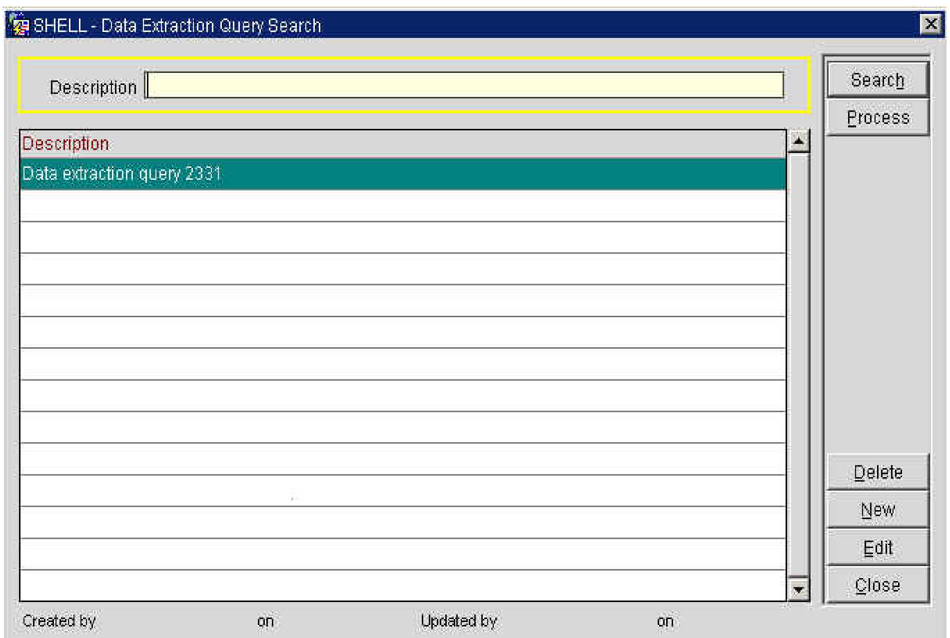
Data Extraction

Data Extraction offers your hotel the flexibility to pull data from the main database and export it to another tool. Most commonly, Sales departments use this utility to extract profile data on guests, companies and groups for use in other system. Data Extraction offers multiple options to extract data directly from database tables into other programs.

To perform a Data Extraction, follow the steps below:

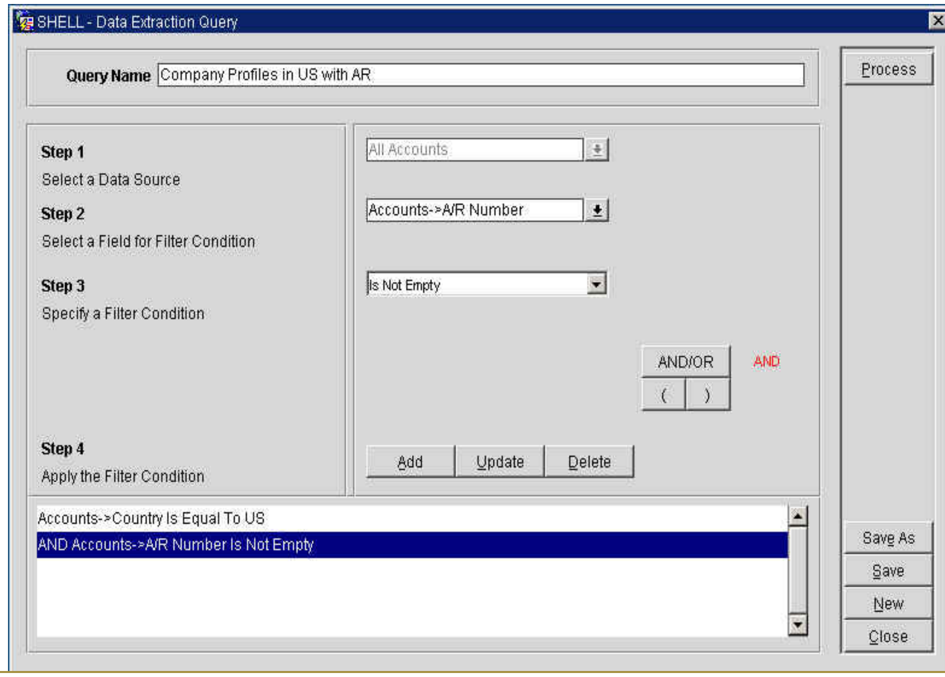
1. From the main menu, select **Miscellaneous**.
2. Select **Data Extraction**.
3. Select **Data Extraction Query**.

The **DATA EXTRACTION QUERY SEARCH** screen displays.



4. Select **New** to create a new query.

The **DATA EXTRACTION QUERY** screen displays.



5. Enter a **Query Name** for the extraction (i.e. Company Profiles in US with AR Accounts)
6. Click the drop down arrow next to the **Step 1 Select a Data Source** field to select a data source.
7. Click the drop down arrow next to the **Step 2 Select a Field for Filter Condition** field to select a filter field. The **DATA SOURCE FIELDS** screen lists all available fields in the data source. For example, if the data source is Profiles, then the filters available are those fields on a profile screen.
8. Click the drop down arrow next to the **Step 3 Specify a Filter Condition** field to apply a filter condition. For filter conditions with values, enter the value(s) in the white text box.

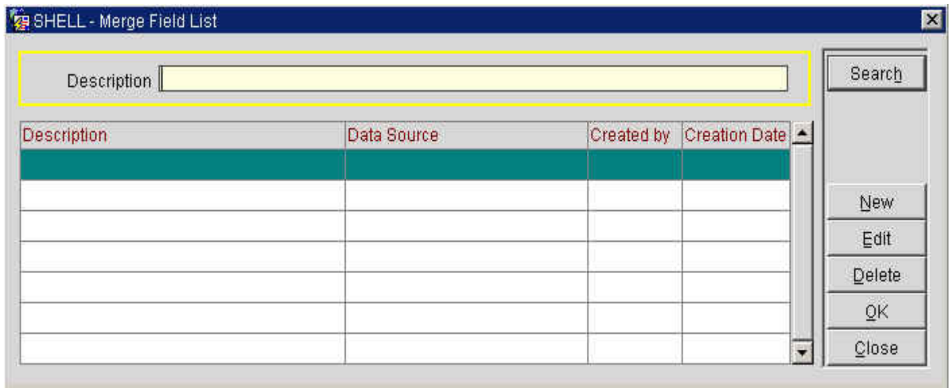
NOTE: The **AND/OR** and **()** buttons allow you to write advanced filters.

9. Select **Add** next to the **Step 4 Apply the Filter Condition** field to insert the chosen filter and its condition.
10. Repeat the fields for **Step 2** and **Step 3** until all applicable filters are added to the white display window at the bottom of the screen.
11. Select **Save** to save the query and **Process** to process the query.

The **EXTRACT RESULTS** screen displays.

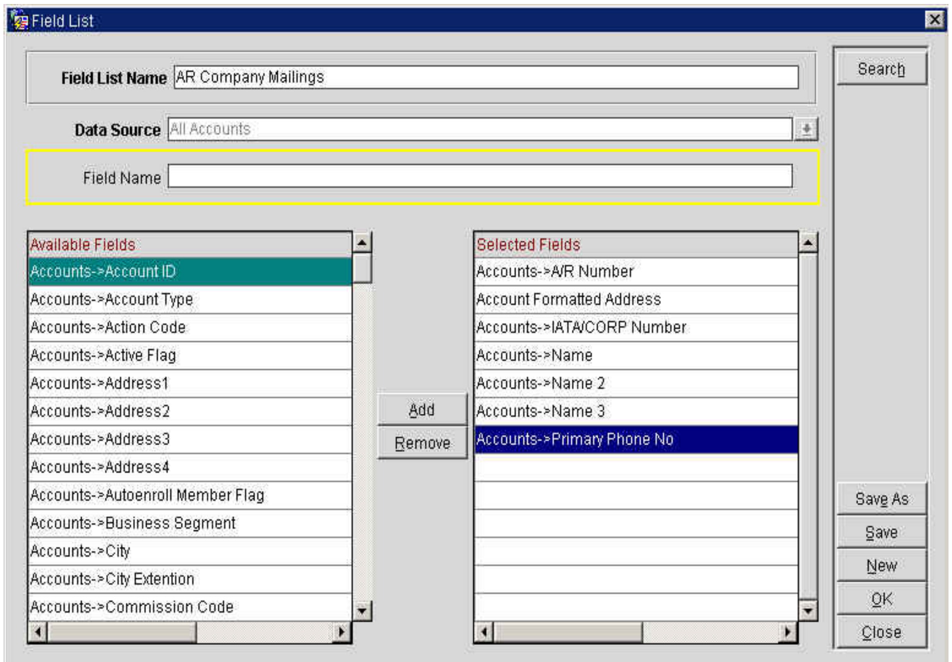
12. Place an "X" next to each query result you wish to extract or select **All** to choose all results. The **None** feature also allows you to deselect all chosen results.
13. Click the drop down arrow next to the **Create Mailing** field to select the file format to send the query results (i.e. merge into CSV or HTML file format).
14. Check the box for **Save Query Results** and select the **Tagged** option to proceed. Tagged is the terminology for query extraction records marked with an "X". If you only had several of the results tagged and wished to extract those not tagged, you may select the **Untagged** feature to proceed.

The **MERGE FIELD LIST** screen displays.



15. Select **New** to create a field list of columns to pull into your extractions. In other words, the list you are creating allows you to define the actual data columns that merge into the file (while separating unwanted data out). If a field list for this type of extraction already exists, you may highlight it and select **OK**.

The **FIELD LIST** screen displays.



16. Enter the **Field List Name** to define the type of mailing you intend to send (i.e. AR Company Mailing).
17. Highlight any **Available Fields** in the data column and select **Add** to move them to the **Selected Fields** column. To undo a selection, highlight the selected field and choose **Remove**.
18. Select **OK** to return to the **MERGE FIELD** list screen.
19. Highlight the saved list (i.e. AR Company Mailing) and select **OK**.

The data extracts into either a Microsoft Excel file (CSV) or into a web file (HTML) for manipulating and viewing.

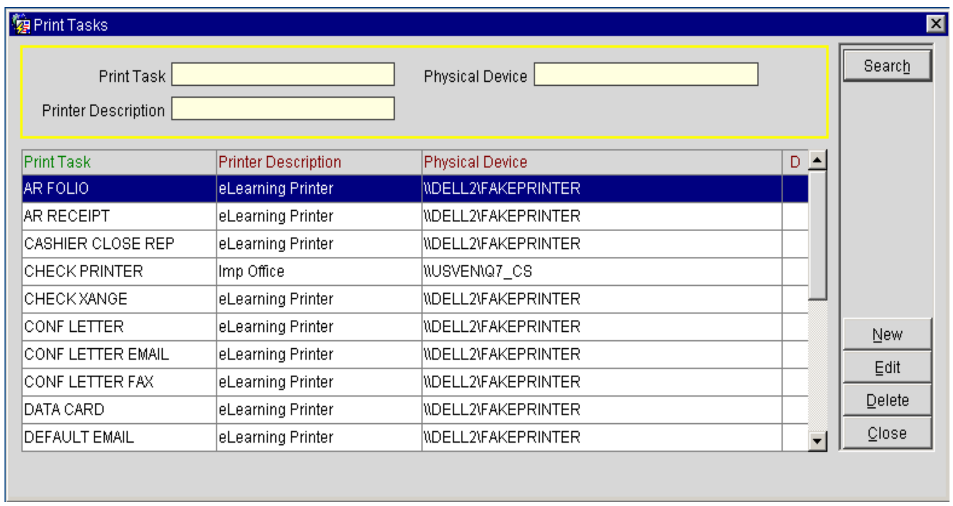
Print Tasks

To print directly from an OPERA workstation, **Print Tasks** must exist. **Print Tasks** identify the default printer for any system related print jobs. For example, all registration cards from the workstation can go to the Front Desk printer, while directing AR statements to a different printer in the Back Office.

To setup new print tasks for the workstation you currently are working on, follow the steps below:

1. From the main menu, select **Miscellaneous** and **Print Tasks**.

The **PRINT TASKS** screen displays any current print tasks for your workstation. The **Physical Device** is the printer listed for each task.



2. To add a new print task, select **New**.

The **PRINT TASK – NEW** screen displays.

3. Click the drop down arrow next to the **Printer** field to select the printer.
4. Click the drop down arrow next to the **Print Task** field and choose the individual print tasks to send to the chosen printer.

NOTE: If all print tasks should go to this printer, select **All** from the task list.

5. Select **OK** to save changes.
6. To modify an existing printer for a print task, highlight the task and select **Edit**.

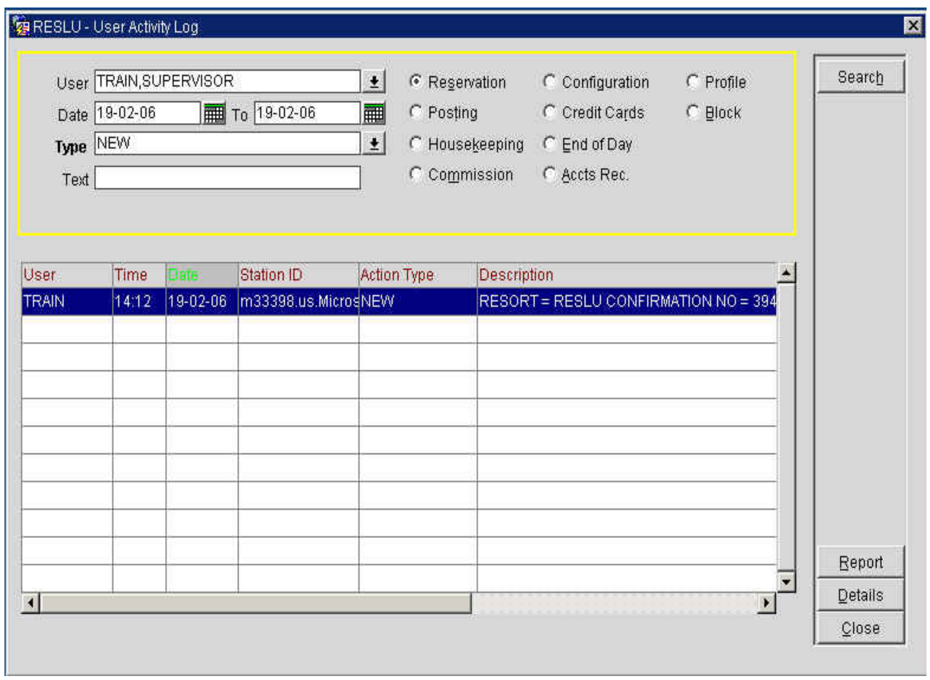
User Activity Log

The **User Activity Log** is a valuable resource for investigating history and researching a particular user's activity on any given business date. Use this screen to view the date and times actual system transactions took place and print the results if necessary.

To access the User Activity Log, follow the steps below:

1. From the main menu, select **Miscellaneous** and **User Activity Log.**

The **USER ACTIVITY LOG** screen displays.



2. Click on the drop down arrow next to the **User** field and select the desired user to research.
3. Choose a radio button to the right to indicate the module for the activity (i.e. Reservations, Housekeeping, etc.)
4. Enter the **Date/To** date range and select one of the radio buttons to the right to search for activity in a particular module of the system.
5. Select the **Type** of activity within that module (i.e. New Reservation).
6. You may also further refine your search by entering details in the **Text** search field.
7. Select **Search**.

The user's activity displays in the results window of the **USER ACTIVITY LOG** screen.

8. To view the **Description** on a particular activity, double-click the activity with the mouse to open a description window or highlight the line item and select **Details**.
9. To print the results from a user activity search, select **Report**.

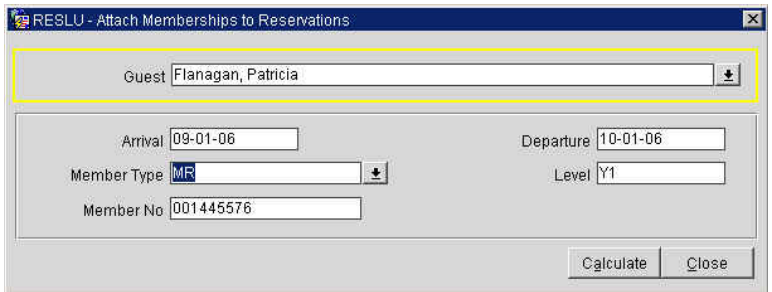
Memberships

The **Memberships** feature gives you the flexibility to add membership numbers to existing or past reservations to award guest points. In addition, you are able to use this feature to apply one membership number as a host for several reservations (i.e. one membership number for five rooms all awarded to the same number).

To add a membership record to a reservation for points, follow the steps below:

1. From the main menu, select **Miscellaneous** and **Memberships**.

The **ATTACH MEMBERSHIPS TO RESERVATIONS** screen displays.



2. Click the drop down arrow next to the **Guest** field and search for the Checked Out reservation.
3. Click the drop down arrow next to the **Member Type** field to select from an existing membership on the guest profile.
4. Place an "X" next to the membership to add and select **OK**.
5. If a membership does not exist, select **New** from within the **MEMBERSHIPS** screen to add a new one.

NOTE: For more information on adding memberships to a guest profile, refer to the "Profiles" chapter of this manual.

6. Select **Calculate**.
7. Answer "Yes" to add the membership and calculate points.
8. Select **OK** to the confirmation message.

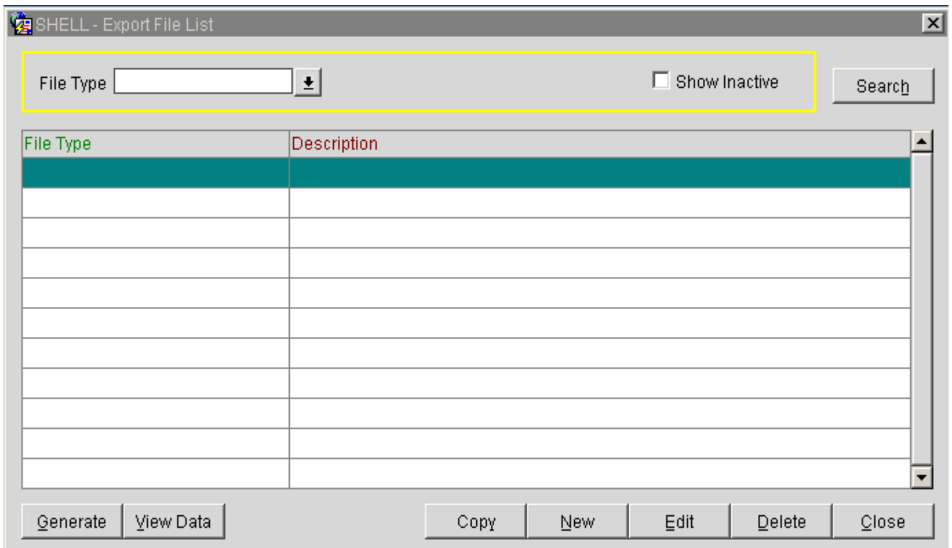
File Export

The **File Export** feature is a manual way to generate file exports and view exported data. At most hotels, the End of Day procedures may generate guest information exports or even financial exports and deliver them to the corporate office. This feature allows you to manually generate any export template for your hotel and view the data extracted in the export.

To generate a file export from an existing template, follow the steps below:

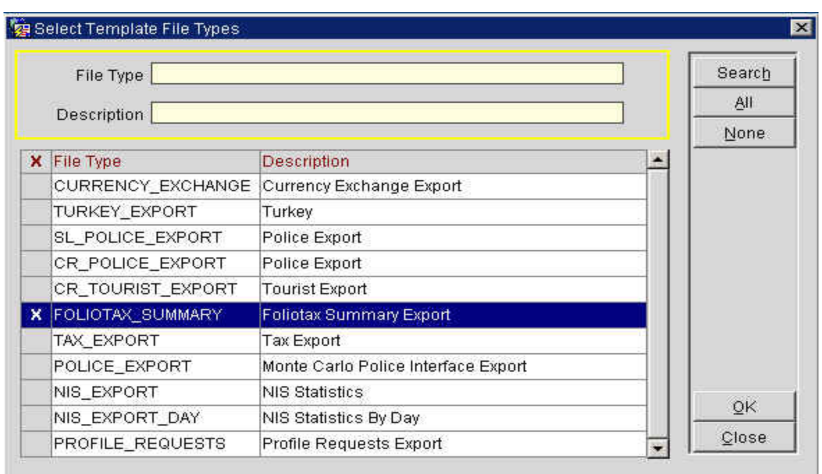
1. From the main menu, select **Miscellaneous** and **File Export.**

The **EXPORT FILE LIST** screen displays.



2. Select **New**.
3. Answer "Yes" to add an export from template.

The **SELECT TEMPLATE FILE TYPES** screen displays.

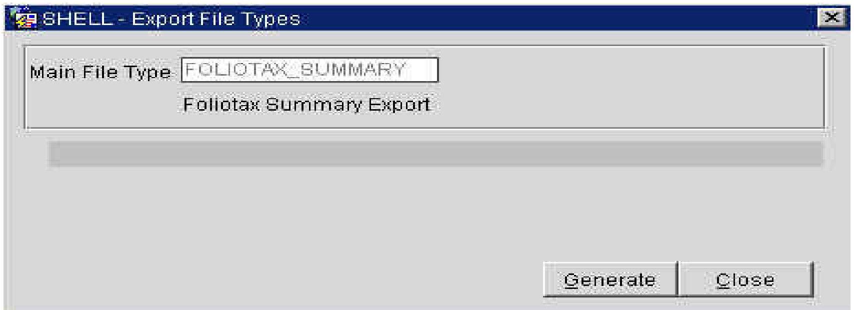


4. Place an "X" next to the file export template you desire and select **OK**.

The export file chosen lists in the display.

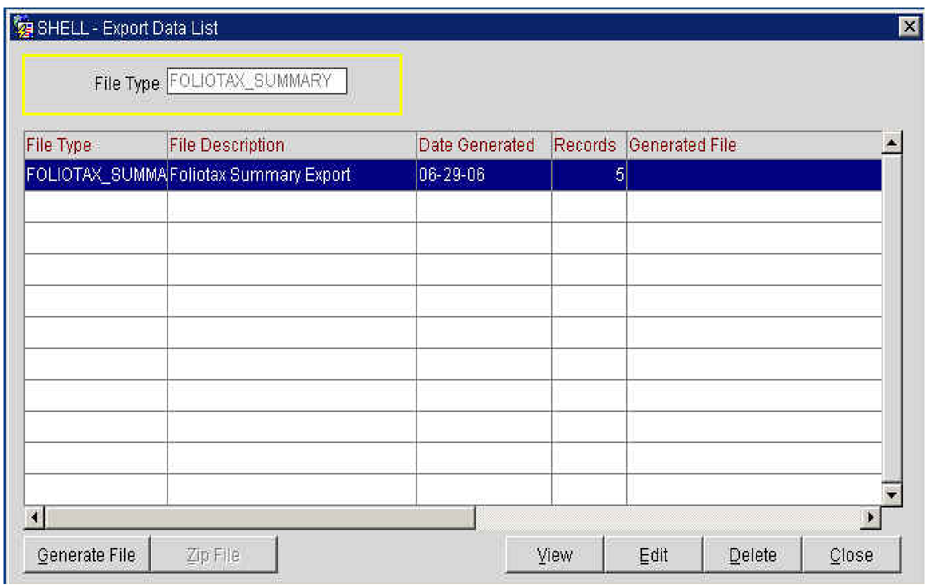
5. Select **Generate**.

The **EXPORT FILE TYPES** screen displays.



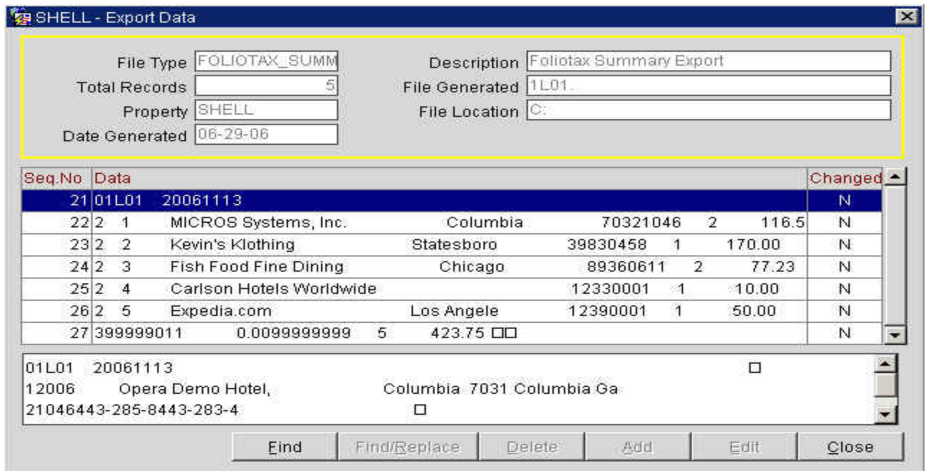
6. Select **Generate** again.
7. Enter any parameters required for the export and select **Start**.
8. Answer "Yes" to view generated data.

The **EXPORT DATA LIST** screen displays.



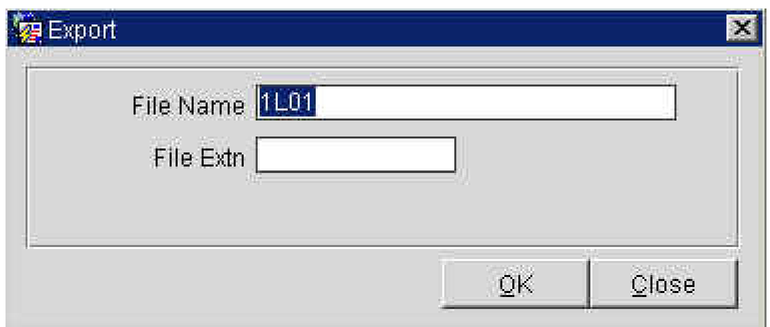
9. To view the raw data collected in the export, select **View**.

The **EXPORT DATA** screen displays.



10. To generate the file and save it local to the server, select **Generate File**.

The **EXPORT** screen displays.



11. Enter a **File Name** and **File Extn**. (i.e. taxexport.xls) and select **OK**.
12. To zip the generated file, select **Zip File**.

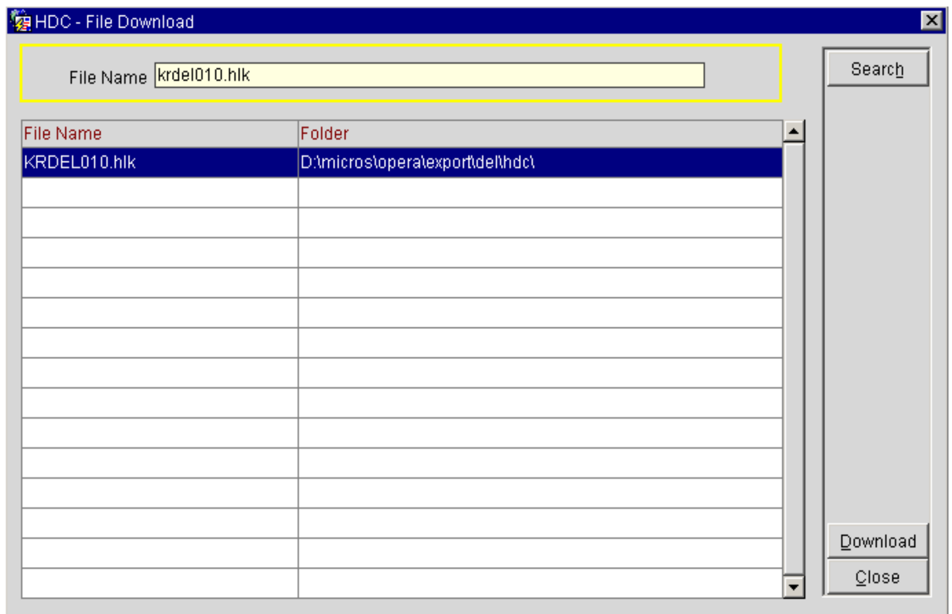
File Download

The **File Download** feature enables you to download saved export files from the server to your local workstation. For example, if a membership export was saved to your server, and you have reason to view the file locally, use this option to accomplish this.

To download a file locally from a server location, follow the steps below:

1. From the main menu, select **Miscellaneous** and **File Download**.

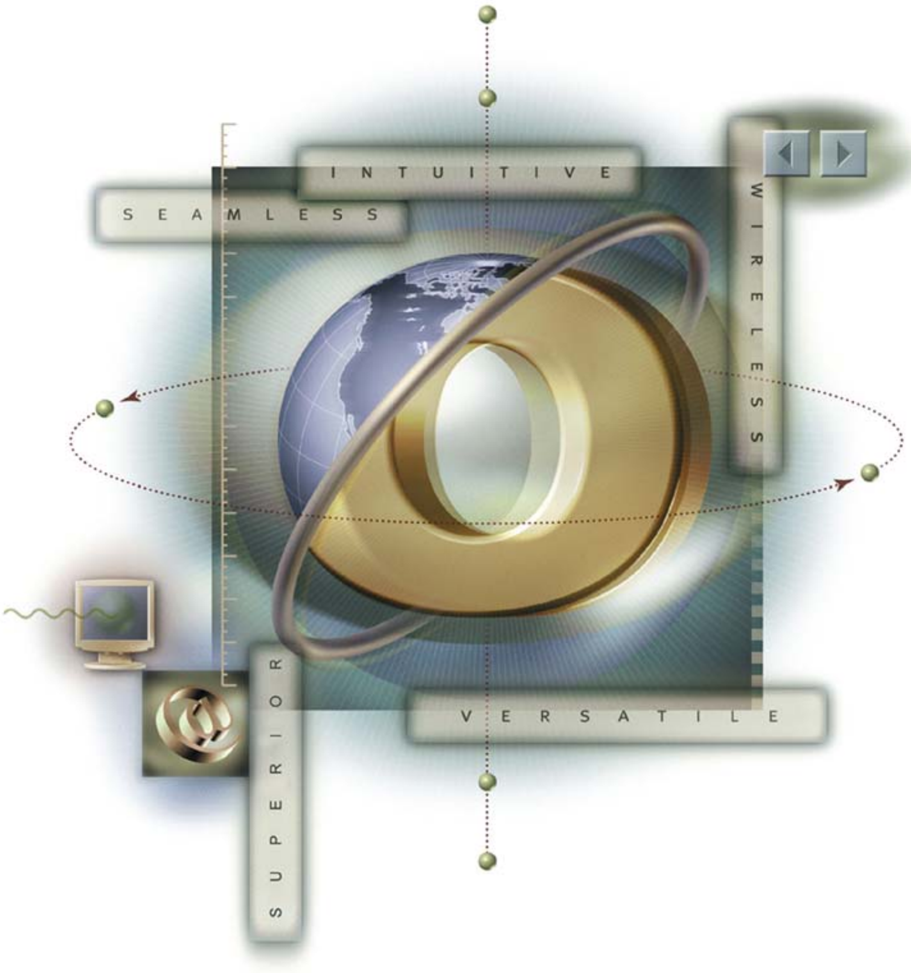
The **FILE DOWNLOAD** screen displays.



2. Enter the desired file in the **File Name** field and select **Search**.
3. Highlight the file and select **Download**.
4. Select **Save** to download the file and save to your local workstation.

A directory dialogue box displays.

5. Choose the directory folder to save the file and select **Save**.



Chapter 9 – End of Day

Overview

Hotel properties use the End of Day sequence to close and balance each business day's financial activities. Some of the processes the End of Day sequence performs includes, reconciling guests' folios, processing credit card transactions, generating fixed charges postings, calculate and print the daily statistics, provide a cumulative balance of accounts receivable, and purge old data. The sequence closes each business day and assures the financial accuracy of the following business day. Through a vast reporting system, the End of Day sequence assists management with interpreting operations, forecasting, and retrieving of statistical information.

The End of Day sequence follows a prearranged routine designed to update the guest folio, balance and close the property's records for that day, and prepare and distribute a range of reports.

The business date in OPERA is not automatically changed when the real date changes. The End of Day sequence is the trigger that moves the system date forward by one date. Therefore, it is possible to run the End of Day sequence prior to the real date change or the next morning.

There are three components to the audit process:

PRE-AUDIT WORK: This portion is completed prior to the running of the End of Day. This work entails running reports and ensuring the hotel as a whole is in balance. The procedures outlined in this guide are minimum suggested procedures and these may change for each individual property.

RUNNING AUDIT: This portion is actually performing the End of Day sequence. The system performs all of the date closure processes and functions and prints reports.

POST AUDIT WORK: This portion is completed after the End of Day sequence completes. The primary function of this component is preparing the hotel for the new day. The procedures outlined in this guide are minimum suggested procedures and these may change for each individual property.

Pre-Audit Work

This checklist is only a generic checklist to follow as an example for training purposes. Please refer to your property specific End of Day or Night Audit checklist for a complete list of audit tasks.

1. Review communication from the previous shift (Log Book).
2. Count and verify your bank prior to the previous shift's departure.
3. Print your shift reports: Go to **Miscellaneous**, then **Reports**; change the Report Group to "**Shift Reports**" and select the shift reports for the audit shift which typically include:

    - Guest In-House by Room (sorted alphabetically and by room)
    - Arrivals Detailed (sorted alphabetically with notes/comments)
    - Departures (sorted by room)
    - Housekeeping Status
    - Guest INH: Cash Payment Method
    - Credit Limit (all payments)
    - Guest INH: Reservation Traces
    - Arrivals: VIP Report

NOTE: These reports may be scheduled to print automatically through the Reports Scheduler.

4. Review daily arrivals. Check for duplicate reservations, block special requests, and split reservations with multiple rooms.
5. Review the Credit Limit report for high balances and update approvals, if needed through either manual or batch authorizations.
6. Review Trace report and communicate with appropriate departments.
7. Review VIP arrivals and communicate with Housekeeping and Room Service to ensure the rooms are completely ready.
8. Throughout the evening, print DOWNTIME or emergency reports as necessary.

NOTE: These reports may be scheduled to print automatically through the Reports Scheduler.

9. Post all manual charges.
10. Check for Lost Interfaces postings (room # 9500); the PM account should always have a zero balance. If there is a balance, determine which guest the charges belong and transfer or adjust them.
11. Follow through and resolve any Discrepant Rooms in Housekeeping.
12. Print the Guests In-House Complimentary report and verify if the rooms listed as complimentary are correct.

13. Perform a bucket check. Look for and verify the following on each guest's registration card:

    - Name – correct name on the room
    - Room # - correct guest in the correct room number
    - Rate – correct rate to charge the guest
    - Rate Code & Market Code – correct rate/market code
    - Departure Date – correct departure date for the guest
    - Tax Exempt status – correct tax status
    - Routing Instructions – setup if applicable
    - Payment Type – check for credit card imprint
    - Comp/House – ensure that these are approved by management
    - Signature – required on all registration cards
    - Address – required on all profiles and registration cards

14. Perform the End of Day Sequence and the following list is of suggested End of Day Reports:

    - Trial Balance (trial_balance)
    - Guest Ledger (guest_ledger)
    - Package Ledger Detail (effpkgledgerdtl)
    - Manager's Report (manager_report)
    - Cashier Audit (finpayments)
    - No Show Report (nanoshow)
    - In House Guest List (gibyroom)
    - Financial Payments and Revenue (findeptcodes)
    - Open Balance All (finopbalall)
    - Journal by Cashier and Transaction Report (finjrnlbytrans)
    - Paid Outs (finpaidout)
    - AR Ledger (arledger)
    - Guests In House: Complimentary (gi_c_h)
    - Group in House by Room (grpinhousebyroom)
    - Group in House Summary (nagrpbussumm)
    - A/R Ledger Aging Detail (aragingdet)
    - A/R Ledger Aging Summary (aragingsum)
    - Reservation Traces (gitraces)
    - Rate Variance (gi_ratevariance)
    - Credit Limit Report (gi_authlimit)
    - Market Segment Totals (res_forecast2)
    - Reservation Statistics (res_statistics2)
    - Deposit Transfer at C/I (nadeptransci)

	15. Verify that all manual wake-up calls are entered into the phone system. 16. Balance your shift work, close your Cashier, and then at the end of your shift print your Cashier Report. Count your drawer, and drop your deposit. 17. Communicate with the next shift any unusual activities and guest service items to know for the following shift.

Running the Audit

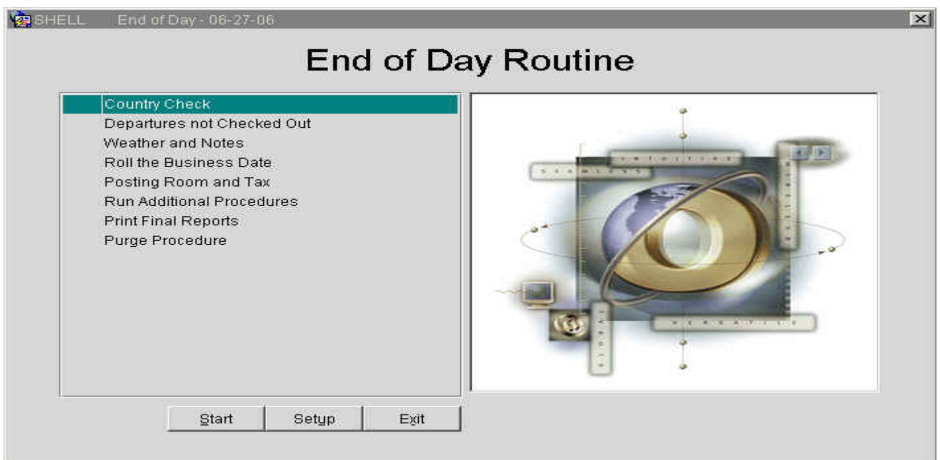
After all pre-work is accomplished, follow the steps below to being the systematic audit and roll the business date:

1. Check that all users in the Back Office, Front Desk, and PBX have logged completely out of the application and closed their session.

NOTE: Closing open cashiers will not make a drop for them. Any unsettled or un-dropped balances carry over to the next business date for each cashier.

2. To start the Night Audit, return to the main OPERA web page and select **End of Day**. Alternately, from within the application, you may select **End of Day** and **Night Audit**.
3. Enter your **User Name** and **Password.**
4. Select today's **Business Date** and choose **Login**.

OPERA verifies there is enough disk space to proceed and displays the **END OF DAY** screen.



5. Select **Start** to begin.
6. The first step in the routine is to perform a country and state check on all reservations. This ensures that each record has a suitable address. If it identifies records with missing information, the results display in a separate window.
7. Next, the system automatically processes any arrivals yet to check in as a no show and their reservation status changes. If your hotel uses the Rolling No Show feature, those reservations with reservation types designated to roll automatically roll the arrival date of the reservation to the next day.
8. Next, a check for any remaining Departures not Checked Out occurs and remaining departures display. Either extend the guest stay or check out the guest. Process all of the departure's on the screen as the End of Day sequence cannot continue with departures remaining. Select **OK** after clearing all departures.

9. The next procedure ensures the current user's cashier is closed if it is not closed then the system prompts, "Do you want to Close the Cashier?" Answer "Yes" and close your Cashier.
10. Finally, the system automatically closes any cashiers that have not closed themselves. Answer "Yes" to close all open cashiers. You can prevent this by checking the **Cashier Status** screen in the **Cashier Functions** prior to running End of Day.
11. Enter any weather and notes information. This is a perfect opportunity to enter notes for the cover page of audit reports that you distribute to management. An example of notes to enter here are if you have suggestions for corrections and adjustment for day shifts.
12. Next, the business date rolls. A message appears on the screen, sending a signal to all users indicating they are to log out of the system. After 1 minute, the system automatically severs the user's connection, and the End of Day sequence continues. The system date rolls forward to the next day.
13. As the actual audit begins, a window appears showing postings for Room, Tax, Fixed Charges, Packages, and Package Profit and Loss followed by the systematic End of Day procedures. To the right of this window, the status displays as "RUNNING" (in Blue).
14. If any of the procedures display as "FAILED" (in red), you must exit the Night Audit. For any failures during Room and Tax postings, exit the audit and investigate the room number causing the failure. Most commonly, a failure to post occurs when a Rate Code does not exist on the reservation. Resolve the discrepancy and log back into the audit. Be careful to select the last business date, as a new day now exists because the business date rolled. Select **Start** to begin where you left off.
15. After additional procedures run, users may log back into the system and continue working on the new business date.
16. In the final step, the system automatically prints Night Audit reports to the printer. While not all reports that list actually print (some only file), you can see the status of each report as it prints. If printing fails for any reason, you may regenerate and reprint audit reports at any time in the application. Refer to the "Reprint Night Audit Reports" section of this chapter for more details.
17. The Night Audit is now complete: Select **OK.**

Post-Audit Work

Vital to the hotel's success, night auditors report to department heads each business day's financials, arrivals and departures, and statistics needed for hotel operational decisions. To begin the new day, many auditors print reports for each department and place them in their appropriate in-boxes. Auditors may assist their hotels by:

- Providing Housekeeping Status reports for in-coming Housekeeping staff or possibly break out the hotel using the Rooms Management feature. For more information on managing task assignment sheets, refer to the "Rooms Management – Housekeeping" chapter of this manual.
- Printing Batch Folios for express checkouts or early departure groups. For more details on printing batch folios, refer to the "Cashiering" chapter of this manual
- Performing as many tasks as possible on the AM Front Desk Checklist to assist the AM Front Desk staff in preparing for the arrivals and departures for the day
- Checking Posting Masters back into the system, if they rotate daily. To check in house and/or posting master accounts. If your hotel's policy is to reset house accounts every day, follow the procedures outline in the "Front Desk" chapter of this manual for walking in PM accounts.
- Transfer any financials from OPERA PMS to your local or interfaced accounting program. Use existing audit reports and financial reports for figures and statistics.
- Reprinting and distributing audit reports to all department heads. For details on printing or reprinting audit reports, follow the steps in the remaining sections of this chapter.

Reprint Night Audit Reports

Every night the audit process generates a set of reports for the day. These reports can be:

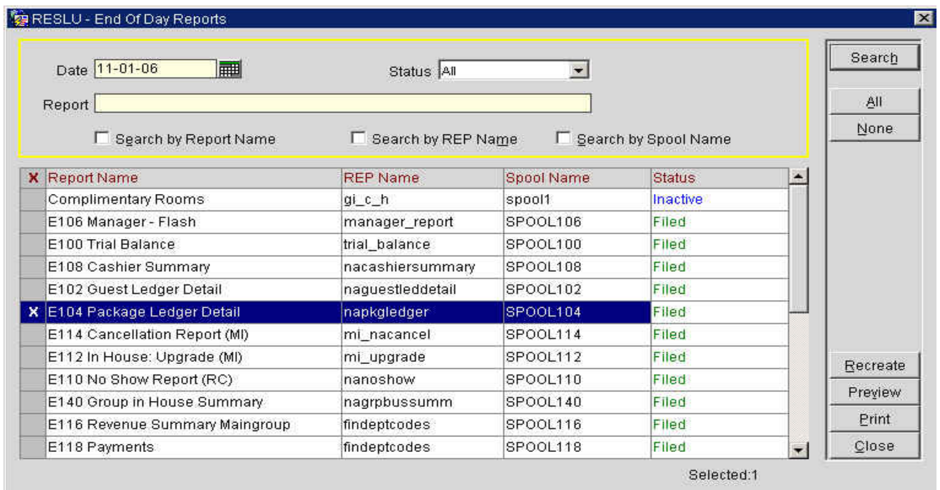
- Stored locally on the server as a .pdf file for later viewing
- Sent to printer as a hard copy

Most reports generate during the audit with both a printed and filed copy. When reports file during the audit, they save in a local directory on the application server.

Occasionally, you may need reprint a copy of an audit report. To reprint an audit report at any time, follow the steps below:

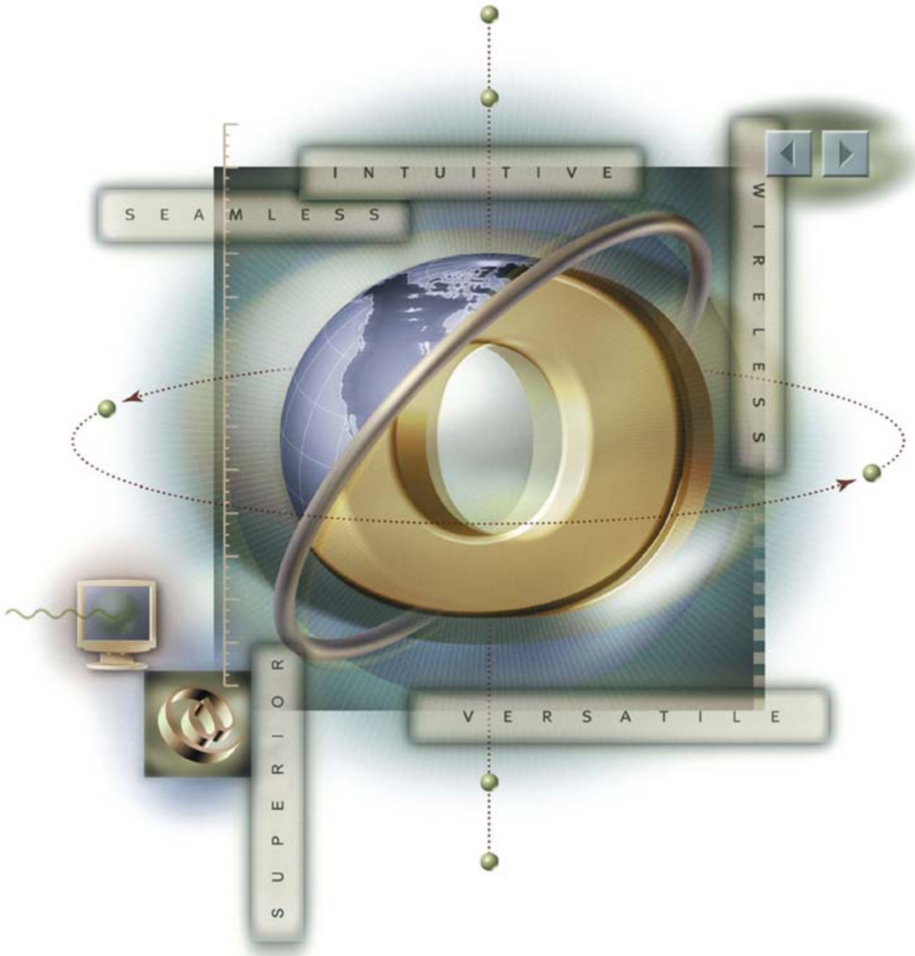
1. From the main menu, select **End of Day** and **End of Day Reports**.
2. Select the business **Date** for the desired report and select **Search**.

The **END OF DAY REPORTS** screen displays.



3. Place an "X" next to the desired **Report Name**. You may print one or multiple reports at a time. To choose to reprint all reports, select **All** to mark each report for that business day.
4. Select **Print** to send the report(s) to the printer. As with all other reports, you also have the option to **Preview** the report prior to printing.

NOTE: The **Recreate** option is useful to regenerate the report. Typically, is not necessary to recreate a report, but if the report parameters have changed or the data has changed the option is available to regenerate the report based on the new information.



Chapter 10 – Business Blocks - Groups

Group Basics

Business Block vs. Quick Business Block

OPERA offers two versions of group functionality: Quick Business Block and Business Block. Both versions share the same core functionality for groups, but Business Block offers enhanced functionality typically not needed for smaller operations. In addition, the design of the full Business Block module works in conjunction with Sales and Catering functionality. Quick Business Block is designed for hotels with simplified group contracts.

Hotels with OPERA Xpress PMS typically use Quick Business Blocks, yet hotels with the OPERA PMS may also use this feature if their group/convention business does not warrant a full block module. Alternately, OPERA Xpress PMS hotels may also use the full Business Block module if their operation calls for the full functionality of a group management system.

For either option, there are detailed explanations of the functionality for each within this chapter.

Group Status Codes

Status Codes indicate the current booking status for a group. The block status determines several things:

- Whether the group rooms allotted deduct from house inventory or not
- Whether or not users and book or pickup reservations for the block

Below are examples of possible group statuses. These may vary from hotel to hotel depending on your operation and sales requirements. Each status happens in succession of each other causing a virtual “life-cycle” for the group. Some statuses deduct inventory, while others only show the intent of the group. Likewise, some statuses allow for pickup of reservations. All statuses differ from hotel to hotel based on the configuration at time of installation.

Some examples of possible block statuses are:

INQUIRY (INQ)

The inquiry process is a starting status for beginning the group contract process. At this stage, the customer is simply inquiring about possible availability. No rooms deduct from inventory in this status. You may move forward with proposal or tentative status from here, or cancel the inquiry altogether.

PROPOSAL (PRP)

This is the initial step in the group booking process. When a sales inquiry does not immediately change to a firm booking, you can save it as a Proposal. Creating and saving the proposal enable you to have better records of sales leads and allows you to follow-up with them for future business. If the group proposal is accepted, you may upgrade the status to Tentative or cancel at this point. No rooms deduct from inventory in this status.

TENTATIVE (TEN)

This status is for a group booking pending the receipt of a signed contract. Allocated rooms do not deduct from inventory. Non-deducted means the allotments exists but the rooms still exist in the hotel's general inventory. You cannot create reservations for the group while it remains in a tentative status At this state you may cancel the group or more forward to make it definite.

DEFINITE – (DEF)

The next status is for a group with a signed contract. Allocated group rooms deduct from hotel's general inventory in this status. You are also able to pickup rooms and book reservations for blocks in the Definite status. You may only cancel the group from this point.

CANCELLED – (CXL)

When a block cancels, any room inventory set aside for the group releases and returns to the hotel general inventory. It is vital to notate detailed cancellation reasons as well as group block destination. OPERA stores this information and makes it available via reports for future analysis. This status helps you to track and determine cancellation trends or to indicate destination cities/hotels where business is going instead. In addition, groups will not cancel with active reservations.

	ACTUAL – (ACT) This status refers to in-house or past groups and only changes once guests begin arriving and check into the hotel. In particular, this status tracks the actual revenue and inventory consumed by the group against the inventory forecasted for the group. **NOTE:** Additional group statuses you may see at your hotel include Lost and Refused. If your hotel uses a Sales and Catering system, these statuses typically identify business lost due to competition or refused due to price and availability.

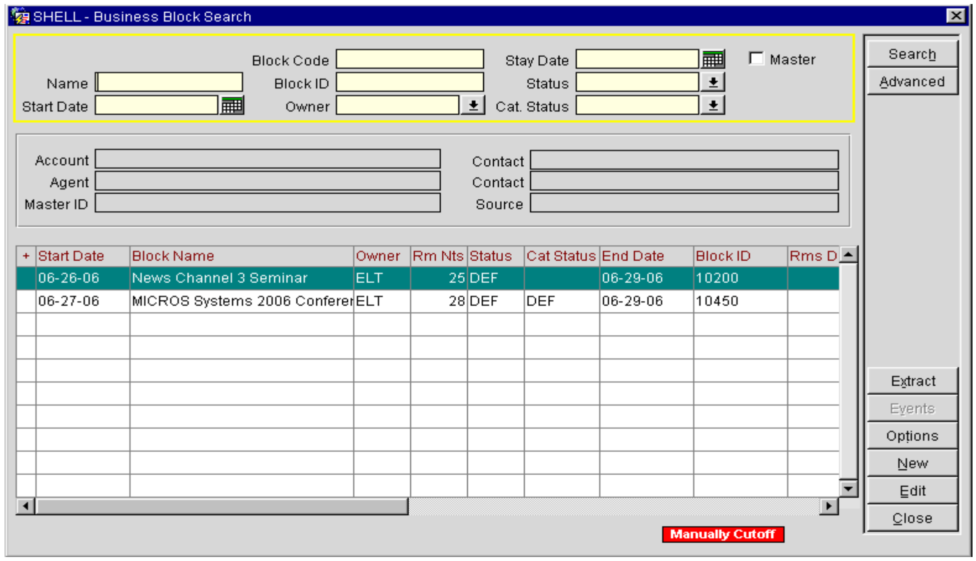
Group Block Search

The **BUSINESS BLOCK SEARCH** screen provides a wide variety of fields to locate a business block, regardless of its group status.

To search for an existing block, follow the steps below:

1. From the main menu, select **Reservations** and **Blocks**.
2. Select **Business Block**.

The **BUSINESS BLOCK SEARCH** screen appears.



3. Enter search criteria, such as the block **Name** or **Block Code**, and select the **Search**.

NOTE: You may also use the **Advanced** option to enhance your search criteria.

Once you locate your block and highlight it in the results area, several columns and fields of block information display. Above the results grid, the highlighted group displays any profiles, accounts, or contacts attached to the group. In the results grid, you see the group's **Start Date**, **Block Name**, **Owner**, and **Status**.

Inquiry

The Inquiry feature allows you to view availability to answer group contract inquiries with initial sales contact calls. You may also use this feature to being the booking process while quickly creating a Business Block utilizing the information already entered.

Available options include:

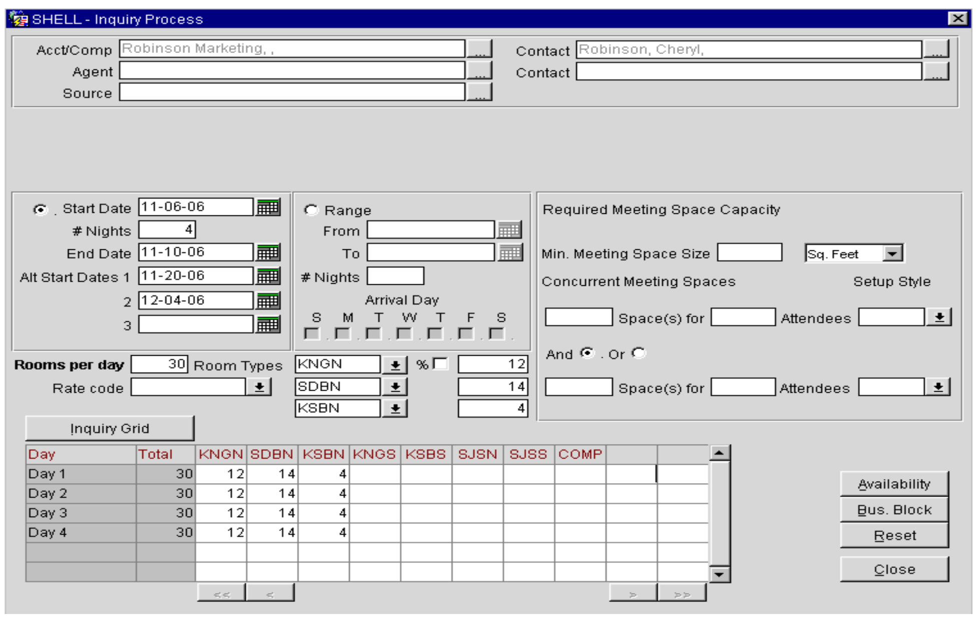
- Review the client's requested dates as well as alternate dates
- Assess availability during those periods
- Select the desired dates to view the revenue and occupancy impacts
- Close your sale while the client is still on the telephone

To access the Inquiry feature, follow the steps below:

1. From the main menu, select **Reservations** and **Blocks.**
2. Select **Inquiry**.

NOTE: You may also access this feature by using the **Shift F4** quick keys.

The **INQUIRY PROCESS** screen displays.



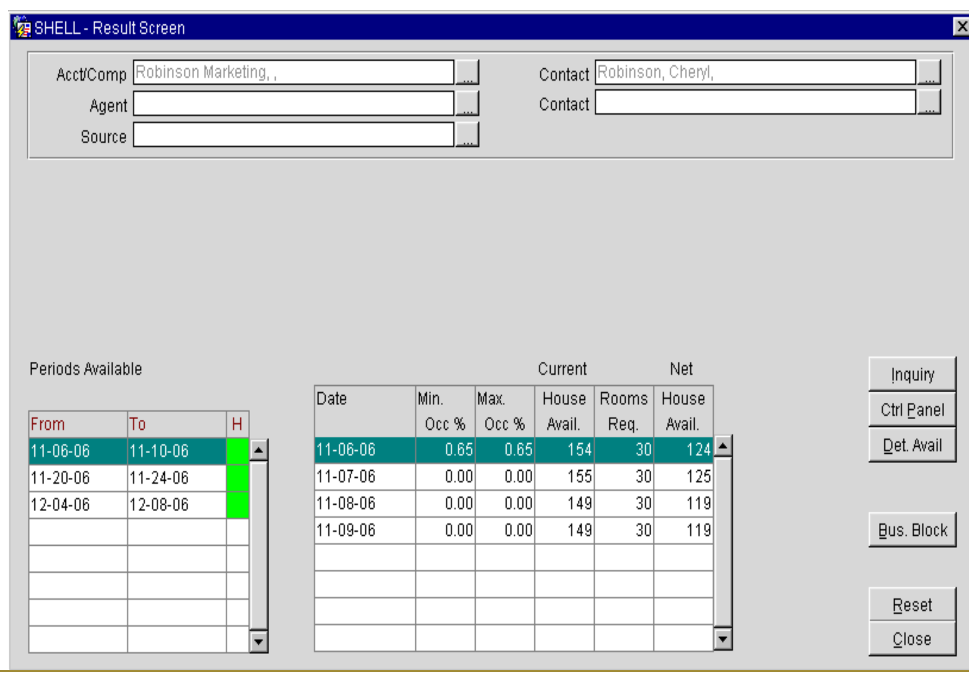
3. Click the ellipsis button at the top of the screen next to any of the profile fields to attach the inquiring company or accounts profile and contact information. Attaching profiles enables you to track group business by not only the group block and company, but also track by contact for that company. In this example, doing this links the company "Robinson Marketing" and contact "Cheryl Robinson" for tracking purposes for this group inquiry.

4. Enter the **Start Date** and **# Nights** and any **Alt. Start Dates** for three additional alternate dates. This is helpful if the group is flexible on dates.
5. Alternately, you may enter a date **Range** with the **From** and **To** dates, **# Nights** and check the boxes for the days of week within that date range.

NOTE: The **Required Meeting Space Capacity** section is only applicable to hotels using the Sales and Catering system.

6. Enter the number of **Rooms per day** the group requests.
7. **Rate Code** allows you to enter a specific rate code for a group. Rate Codes are not required as each group can have a specially contracted rate; but if there is a rate already established for the account; this option gives you the flexibility to use the existing Rate Code.
8. Enter the requested number of rooms for each **Room Types**. You can enter the actual number of rooms requested or you can check the box next to the percentage sign and enter the percentage of rooms for each room type (i.e. 50% king beds and 50% double beds).
9. Select **Inquiry Grid** to populate the grid below with the results of the availability search for the first start date or first range of dates.
10. Select **Bus. Block** if there is availability and you wish to move forward with the contract.
11. Select **Reset** to reset the data on the screen to re-enter new requirements.
12. Select **Availability** to view detailed results on the inquiry for each alternate date.

The **RESULTS** screen appears.



In the lower-left portion of this screen, the range of dates and alternate dates display. In the lower-right portion of this screen, the following columns display availability:

- **Min Occ %** = hotel occupancy based on 100%
- **Max Occ %** = hotel occupancy including overbooking numbers
- **House Avail (Current)**= hotel availability before the group block
- **Rooms Req.** = # of rooms requested by group block
- **House Avail (Net)** = Hotel availability if you accept the group block

13. Select the **Periods Available** date range on the left side of the screen and the details of each day's availability appear to the right.
14. Select the **Ctrl Panel** option to display the **CONTROL PANEL** screen for the highlighted group dates.
15. Select the **Det. Avail** option to display the **DETAILED AVAILABILITY** screen for the highlighted group dates. This enables you to ensure that the number of rooms by room types requested are available, not merely the total number of requested rooms. From this screen, you can also select **Blocks** to go to the **BLOCKS** screen.
16. Select **Inquiry** to go back to the original **INQUIRY** screen and restart the inquiry process.
17. Select **Reset** to clear the screen and return to the **INQUIRY PROCESS** screen.
18. When the client decides on a date, highlight the date select **Bus Block**. This saves the information and takes the user to the **QUICK BUSINESS BLOCK** creation screen, allowing you to save the block information while the contact is on the telephone. You can then re-open the block as a Business Block and proceed with completing all fields as needed.

New Block Header

The alternative to creating a group via the Inquiry is to create a group directly from the Business Block. The **Block Header** contains information that applies to every reservation attached to the group.

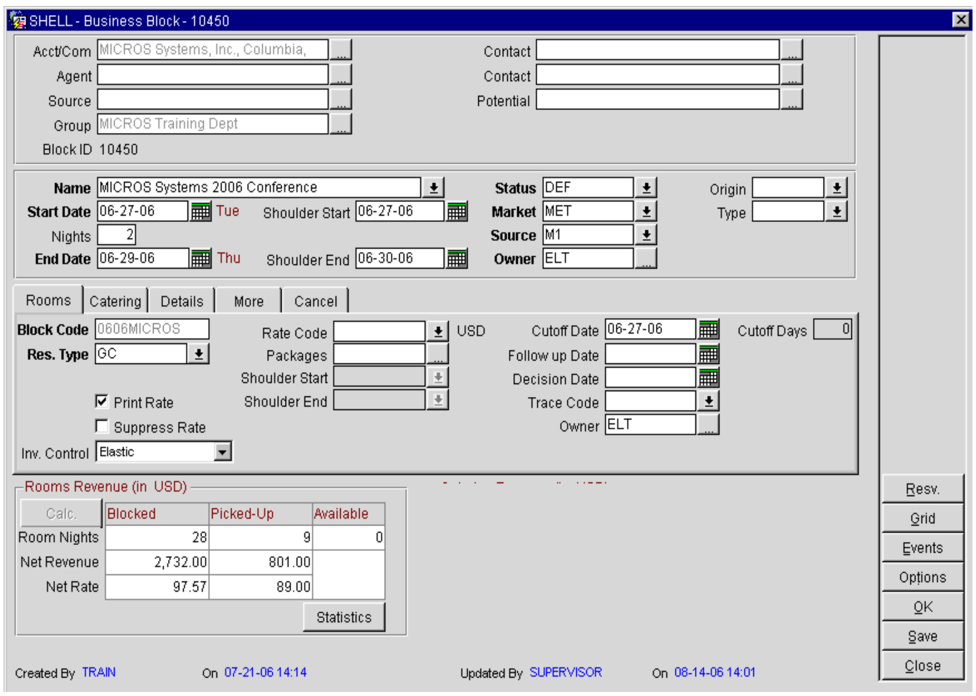
To create a new block, follow the steps below:

1. From main menu, select **Reservations** and **Blocks**.
2. Select **Business Block**.

The **BUSINESS BLOCK SEARCH** screen appears.

3. Select **New**.

The **BUSINESS BLOCK** screen appears.



This screen displays in four different sections; the first section is for storing profiles, the second section for group name and dates, the third section for room's information, and the last section for revenue statistics.

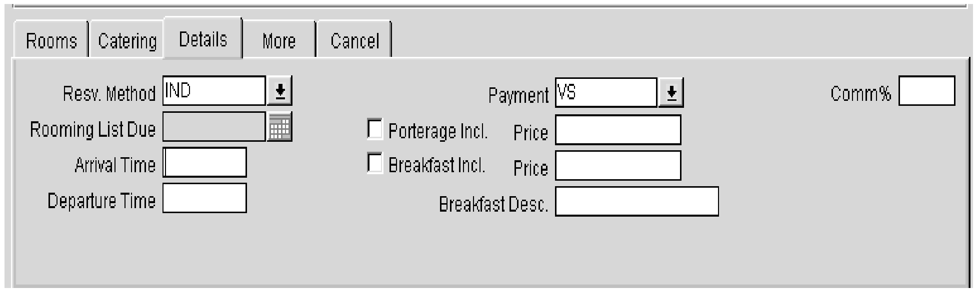
4. Attach any pertinent Company, Travel Agent, Contact or Source profiles at the top of the screen. The Group Profile automatically creates after you save the block.

5. Enter the **Name** of the group. This should be the call to action for the group since the group name is what agents search for when booking group reservations.
6. Enter the contracted **Start Date**, number of **Nights** and **End Date**.
7. Enter the **Shoulder Start** and **Shoulder End** dates if this group is elastic with shoulder dates. For more information on elastic blocks, refer to the Rooms tab portion of this chapter.
8. **Status** is the current phase this block is in regarding reservation pickup. Beginning status for a group may differ at your hotel. Refer to Group Key Concepts at the beginning of this module for a detailed explanation of group statuses. Typically, the starting status of the group is either TEN (Tentative), PRO (Prospect), or INQ (Inquiry).
9. Select a **Market** code. Remember to use the appropriate group marketing code for tracking purposes.
10. Select the appropriate **Source** code for the group.
11. Enter the Sales or Reservations Manager that owns the block in the **Owner** field. This is necessary in order to track sales productivity by Manager.

ROOMS TAB:

1. Enter the **Block Code**. You may reuse block codes, depending on application settings chosen by your hotel.
2. Select a **Res. Type** as a form of guarantee for the group. The reservation type defaults to every reservation made for the group.
3. Typically, **Rate Code** is not used with groups, as the sales department usually contracts a negotiated rate for the group. Rates enter separately for groups using the Business Block Rate Grid. For example, IBM is holding a training meeting at your hotel and their negotiated rate is the G-IBM16 Rate Code. You would then apply this Rate Code to the block. All rate details from the Rate Code copy into the Rate Grid for this block.
4. Click the drop down arrow next to the **Inv. Control** field to choose **Elastic**. This feature allows reservations to book even if the group has no availability (as long as there is general hotel availability). By checking this option, agents may book rooms beyond the contracted number of rooms for the group dates. If you do not wish to sell beyond the original contracted allotment, select **Non-Elastic**.
5. **Packages** adds a package component to a group. The price for the package element adds to or combines to the rates negotiated for the group.
6. Enter either a **Cutoff Date** or **Cutoff Days** for the group. For the cutoff date, any used rooms for all dates of the group return to general inventory. For the cutoff days, however many days ahead of the group start date, unused rooms return to general inventory one day at a time (i.e. rolling cutoff).
7. **Follow-up Date** is the date to follow-up with the group contact for a decision.
8. **Decision Date** is the date that there must be a signed group contract or a definite confirmation that the group intends to book.
9. **Owner** refers to the Sales or Reservations Manager that owns the room portion of the block. This field is necessary in order to track sales productivity by Manager. Owner names (typically their 3-character initials) are created in User Configuration. Each Manager who can potentially be involved with Sales/Catering should have Owner designation in their User profile.
10. Select **Save** to complete the block header and move onto the remaining tabs.

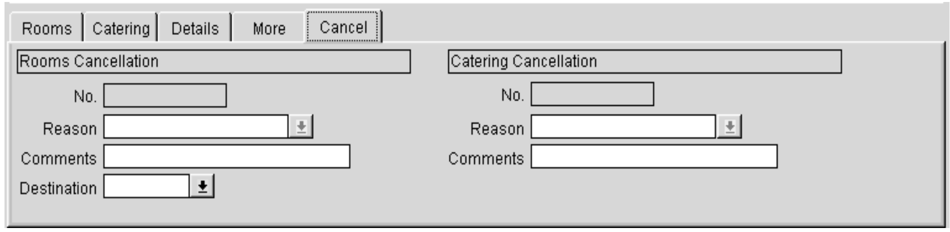
DETAILS TAB:



This tab offers you a variety of fields for managing group contracts at an advanced level. Use any of the fields described below if they apply to this group contract:

- **Resv. Method** indicates how reservations book into the group block (i.e. rooming list, reservation cards, etc.)
- **Rooming List Due** indicates when you expect a rooming list back from the group contact
- **Arrival Time/Departure Time** are fields to enter the arrival and departure times of a tour group, if known
- **Payment** – If a method of payment exists here, it transfers to the PM reservation and to all reservations within the group. This is extremely helpful for those groups in which charges route to one credit card. Entering the credit card information here eliminates the need to enter it on reservations individually
- **Comm%** – Enter a commission here if you contract a commission different that the hotel's default commission for that travel agent.

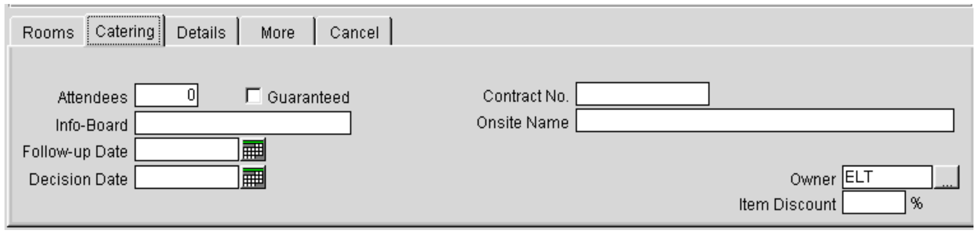
CANCEL TAB:



This tab contains information used for statistical tracking in the event the Business Block cancels.

- **Rooms Cancellation No**. displays the cancellation number for the room portion of the block
- **Rooms Cancellation Reason** displays when a group status changes to Cancelled or Lost. Choose the appropriate reason why this Business Block was lost or cancelled.
- **Rooms Cancellation Comments** is the description for the cancellation reason selected. You can add additional comments in this field as necessary.
- **Rooms Cancellation Destination** is the destination or venue to which this piece of business was lost.
- **Catering Cancellation No.** displays the cancellation number for the catering portion of the block
- **Catering Reason** displays when a catering block status changes to Cancelled or Lost. Choose the appropriate reason why this Catering block was lost or cancelled.
- **Catering Comments** is the description for the cancellation reason selected. Additional catering cancellation comments maybe added.

CATERING TAB:



This tab contains options fields that enable you to enter data pertinent to the catering components of the block. Enter any of the fields below if this block has a catering portion:

- **Attendee** is a field to indicate the number of expected persons attending the function.
- **Guaranteed** indicates the attendee count is finalized.
- **Info-Board** lists the exact title used for the group while on-site.
- **Follow-up Date** is the date to follow-up with the group catering contact
- **Decision date** is the group's decision date on the catering portion of the block or the date that the group contract is due.
- **Contract No** is a field to insert your internal contract number (if applicable).
- **Onsite Name** refers to the group's onsite contact. This could be the same person listed as the contact under the group profile.
- **Owner** refers to the sales person responsible for the catering events for this group
- **Item Discount** applies a discount percentage to resource items associated with this catering event. This discount applies to all resource items that are discountable and do not have a separate discount assigned to them.

NOTE: Selecting the **Catering Only** option on the Business Block header indicates the group will not need sleeping rooms.

Quick Business Block

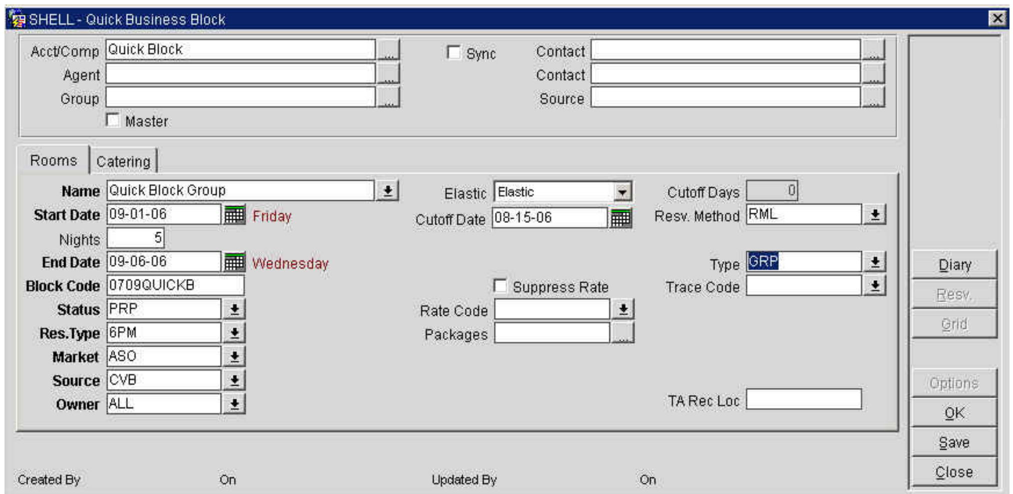
The alternative to creating a group via the Inquiry is to create a group directly from the **Quick Business Block**. To create a new block using the quick feature, follow the steps below:

1. From main menu, select **Reservations** and **Blocks**.
2. Select **Quick Business Block**.

The **QUICK BUSINESS BLOCK SEARCH** screen appears.

3. Select **New**.

The **QUICK BUSINESS BLOCK** screen appears.



This screen displays in two different sections; the first section is for storing profiles, the second section for group name, dates and rooms information.

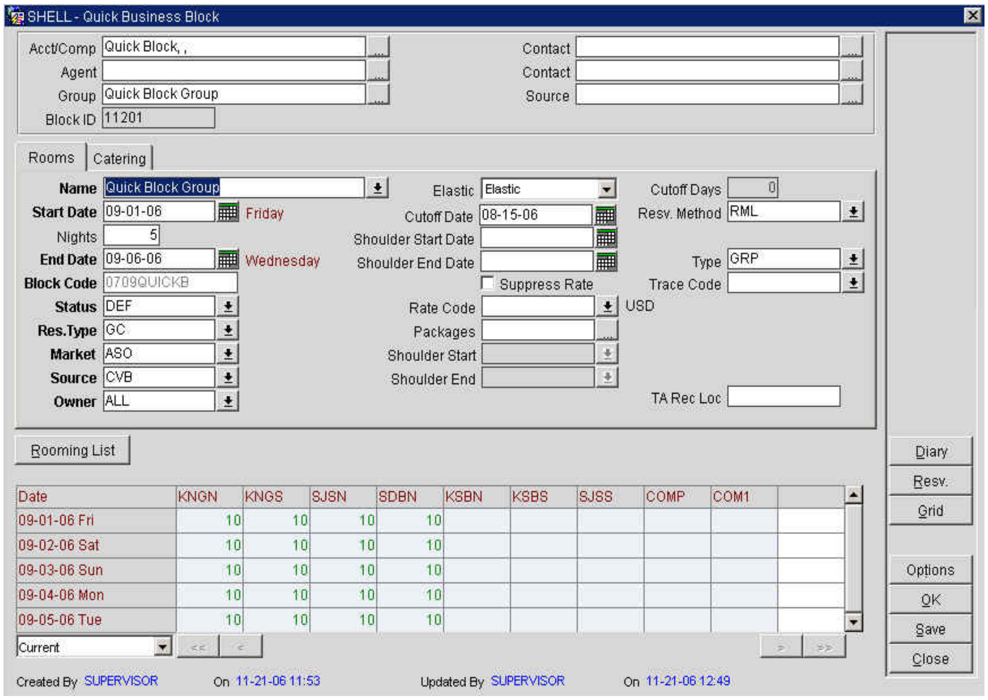
4. Attach any pertinent Company, Travel Agent, Contact or Source profiles at the top of the screen. The Group Profile automatically creates after you save the block.

ROOMS TAB:

5. Enter the **Name** of the group. This should be the call to action for the group since the group name is what agents search for when booking group reservations.
6. Enter the contracted **Start Date**, number of **Nights** and **End Date**.
7. Enter the **Shoulder Start** and **Shoulder End** dates if this group is elastic with shoulder dates.
8. Enter the **Block Code** for the group. Depending on your hotels configuration, this code may auto-populate or have a format to follow (i.e. alphanumeric combination of characters).
9. **Status** is the current phase this block is in regarding reservation pickup. Beginning status for a group may differ at your hotel. Refer to Group Key Concepts at the beginning of this module for a detailed explanation of group statuses. Typically, the starting status of the group is TEN (Tentative).
10. Select a **Res. Type** as a form of guarantee for the group. The reservation type defaults to every reservation made for the group.
11. Select a **Market** code. Remember to use the appropriate group marketing code for tracking purposes.
12. Select the appropriate **Source** code for the group.
13. Enter the Sales or Reservations Manager that owns the block in the **Owner** field. This is necessary in order to track sales productivity by Manager.
14. Click the drop down arrow next to the **Elastic** field to choose **Elastic**. This feature allows reservations to book even if the group has no availability (as long as there is general hotel availability). By checking this option, agents may book rooms beyond the contracted number of rooms for the group dates. If you do not wish to sell beyond the original contracted allotment, select **Non-Elastic**. If you wish to allow the hotel to sell into the group to the definite overbooking limits, select **Sell Limit**.
15. Enter either a **Cutoff Date** or **Cutoff Days** for the group. For the cutoff date, any used rooms for all dates of the group return to general inventory. For the cutoff days, however many days ahead of the group start date, unused rooms return to general inventory one day at a time (i.e. rolling cutoff).
16. **Resv. Method** indicates how reservations book into the group block (i.e. rooming list, reservation cards, etc.)
17. **Type** indicates the type of booking this group contract was sold as (i.e. convention, tour, group, etc.).
18. Check the **Suppress Rate** box if you the rates for the group should not display for any user or guest.

19. Typically, **Rate Code** is not used with groups, as the sales department usually contracts a negotiated rate for the group. Rates enter separately for groups using the Business Block Rate Grid. For example, IBM is holding a training meeting at your hotel and their negotiated rate is the G-IBM16 Rate Code. You would then apply this Rate Code to the block. All rate details from the Rate Code copy into the Rate Grid for this block.
20. **Packages** adds a package component to a group. The price for the package element adds to or combines to the rates negotiated for the group.
21. **Trace Code** is a field that you may select a departmental trace code to apply to all bookings against this group.
22. Select **Save** to save the quick block.

The **QUICK BUSINESS BLOCK** screen displays again with a grid in the lower portion of the screen.



Follow instructions in the Rooms Grid section of this chapter for ranging and washing rooms in the block allotment. However, from the header screen, you have many of the same view and sort options found in the full grid.

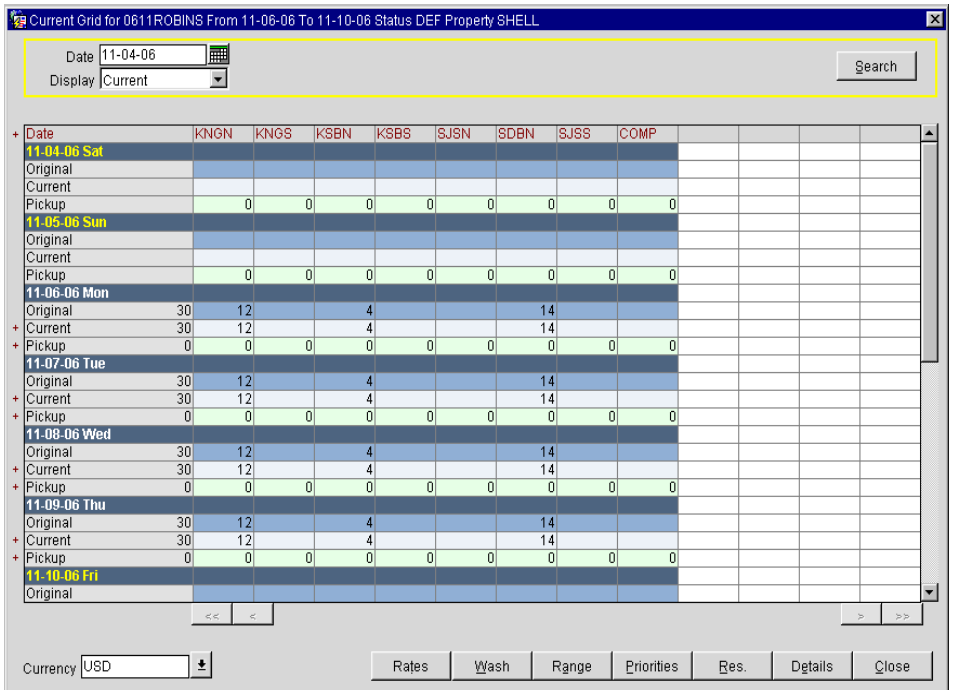
Block Grid

Group Room Grids manage the number of rooms, group rates by room types, and potential revenue. The grid becomes available after the group becomes a status of Tentative. Any changes to the room counts while the grid is still in a tentative status affect only the Original Grid. After the group status changes to a status allowing pick up of rooms, the Original Grid locks and any changes to room counts affect the Original grid.

Once you save your Block Header, follow the steps below to access the grid:

1. From within either the block header or quick block header, select **Grid**.

The **CURRENT GRID** screen displays.



To enter data directly on the grid there are two methods: either use the buttons at the bottom of the screen, or click in a region of the grid and directly type the information into the field. The suggested method for entering room allocations and rates is to use the buttons at the bottom of the screen.

Dates and rows with a "+" symbol displays sell limits and overbooking limits if applicable.

Use the arrow keys at the bottom of the grid to move the grid right or left. Yellow dates indicate the hotel's defined weekend.

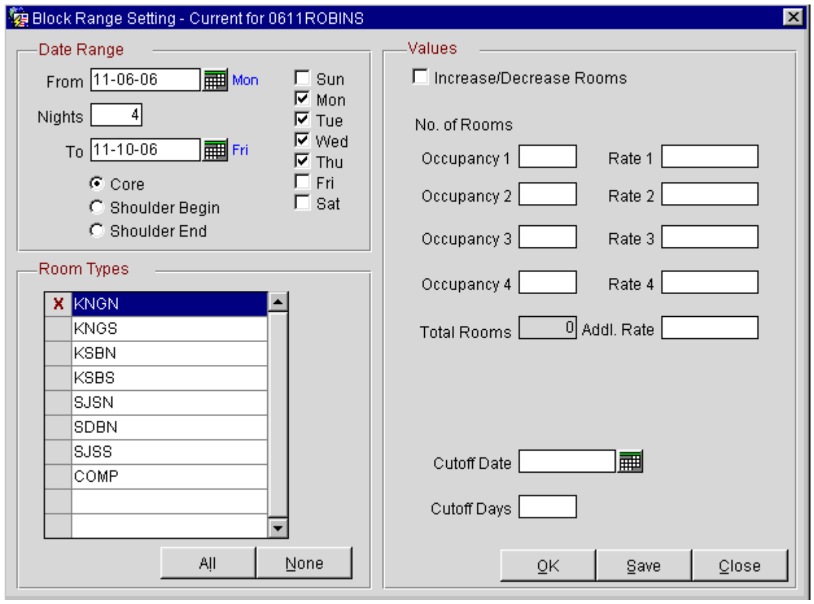
	The **Display** menu in the search criteria at the top of the screen offer a variety of views: • **Original** reflects the allocated room counts for the group block while it is still in a tentative status. These allocated room counts have deducted from hotel inventory. • Available only after the group turns Definite, **Current** reflects the current number of rooms reserved for the group. • **Available** reflects how many rooms are still available for individual reservations to be booked. • **Rates** reflect the rates assigned for each date for each room type in the grid. • **Contract**, an optional entry, reflects the number of rooms the group agreed to on the contract and appears on reports for comparison purposes only.

Range Rooms to Grid

When you are ready to allocate rooms into the block Grid, follow the steps below:

1. From the group's **CURRENT GRID** screen, select **Range**.

The **BLOCK RANGE SETTING** screen displays.



2. Enter a **Date Range** by choosing a **From, Nights** and **To** date. You may also indicate the days of week to range rooms into the grid.
3. Place and "X" next to each **Room Type** to allocate rooms. Keep in mind that each room type chosen here gets the same values applied. For example, if you select KNGN, KNGS, TDBN, and TDBS, each room type gets the same number of rooms allocated (i.e. 5 in the above example to total 20 rooms applied).
4. The **Increase/Decrease Rooms** check box has several different functions. If you do not check this box, any values you enter become the actual values in the grid. For example, if you do not check this box and enter 10 rooms, even if there are already 20 rooms allocated for these rooms' types, 10 rooms becomes the final figure per room type. Checking the box increases or decreases the values by that amount. For example, checking this box and entering 5 rooms per room type (or -5 rooms per room type). If the block already has 10 rooms allocated per room type, the final figure per room type is 15.

NOTE: In the **Occupancy 1-4** fields, you may enter the number of rooms to allocate for each room type based on occupancy (i.e. two rooms with one person, two rooms with two persons, three rooms with four persons, etc.)

5. Alternately, you may enter a rate for **Rate 1** and enter an **Addl. Rate** for each additional person, depending on the terms of your contract. The additional person rate defaults to the hotel's extra person designator.

NOTE: Be aware that using the additional rate feature because during the Rate Query process, unless the reservations agent correctly inputs the number of persons, the rate does not calculate with the additional person charges until displayed on the reservation screen. This may cause an incorrect rate quote at the time of Rate Query.

6. Enter a **Sell Limit** if you desire to set a limit to the number of rooms to oversell within this group.

NOTE: This feature only applies if the group is marked as an Elastic Block. This control only applies to rooms sold against the block in OPERA.

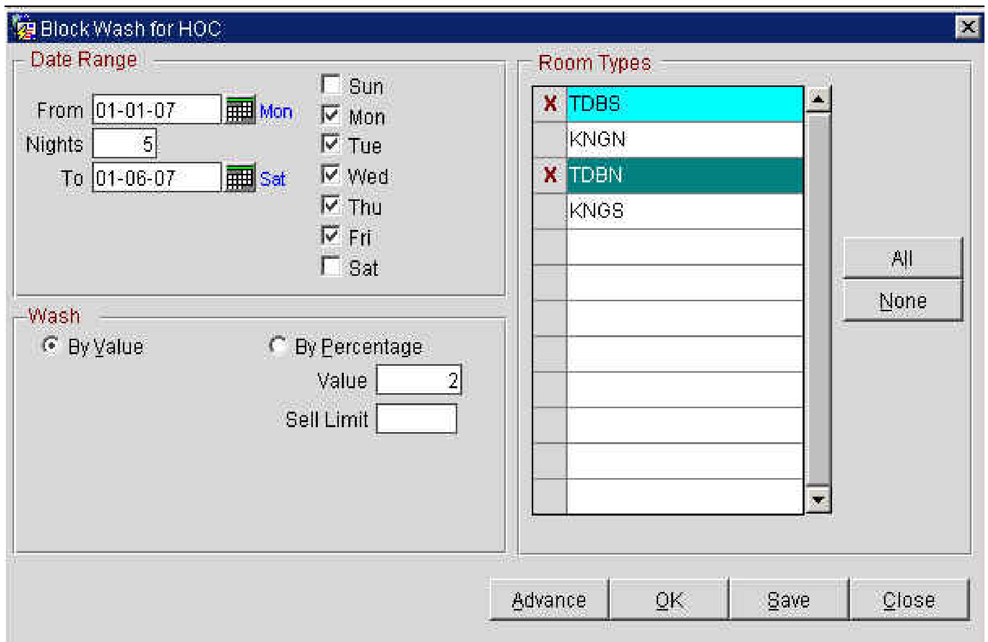
7. **Cutoff Date/Cutoff Days** allows you to set an individual cutoff date or numbers of days by room type.
8. Select **OK** to allocate the rooms to the grid.

Wash Rooms from Grid

To wash rooms from a group, or decrease the existing allocation, follow the steps below:

1. From the **CURRENT GRID**, select **Wash**.

The **BLOCK WASH FOR** screen displays.



2. Enter a **Date Range** by selecting the **From, Nights,** and **To** fields or choosing the check boxes next to the days of the week. In addition, you may define separate wash values by choosing the **Advance** button at the bottom of the window.
3. Select either the **By Value** or **By Percentage** radio button and enter a **Value** or **Percentage**.
4. Place an "X" next to each room type to wash, or select **All** for all room types.
5. Select **OK** to save changes and apply the wash to the grid.

Room Type Priorities in Grid

The **Priorities** option allows you to modify the display order for room types in the grid. Using this feature makes it easier to see the room types applicable for the group in the first columns of the grid. This display order dictates the room type selling order for this specific block in the reservations query as well.

To change the priority of room types displayed, follow the steps below:

1. From the **CURRENT GRID** screen, select **Priorities**.
2. Answer **Yes** to see the minimum available rooms**.**

The **ROOM GRID PRIORITIES** screen displays.

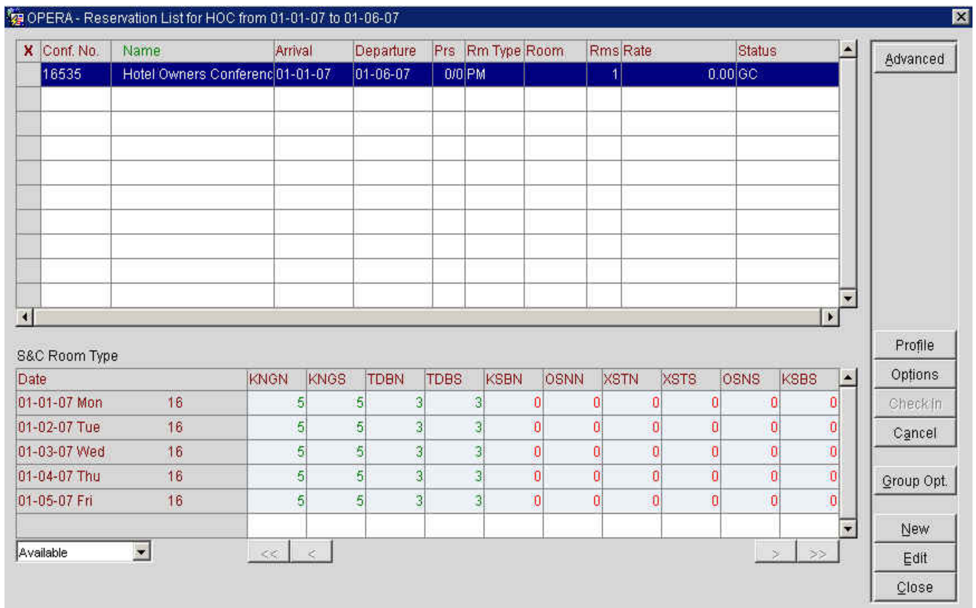
3. Click in the **Pr. No.** (Priority Number) column to the left of the room type that contains the largest number of group rooms, and a 1 auto-populates. Then select the room type that has the second largest number of group rooms and click in the same column; a 2 auto-populates next to that room. Complete this for the balance of room types in descending order.
4. Select **OK** and the room types reorder themselves on the grid. This display order is now visible on the Rate Query for this group.

Group Block Reservations

Group block reservations can book from within the block header. Follow the steps below to access the **Reservations** menu within a group block:

1. From the main menu, select **Reservations** and **Blocks.**
2. Select **Business Block.**
3. Search for and highlight the desired block, and choose **Edit.**
4. Select **Resv**. This option is only available if the group is in a Definite status and available for pickup.
5. As the screen opens, a pop-up message displays advising you "A Post Master will be created, would you like to continue?" Answer "Yes."

The **RESERVATIONS LIST** screen displays.



The top portion of the screen displays reservations that exist for the group and pertinent information on each. There will at least be a PM reservation for the group.

The buttons to the t pertain to the reservations listed on the top of the screen, with one exception – **New**. For all other functions, you may highlight the desired reservation and perform one of the actions listed below.

- **New** allows you to make a new reservation for the group. To begin a new reservation, select an available room type in the lower portion of the screen and select this option.
- **Edit** allows you to modify the selected reservation.
- **Options** allow you to view the Reservations Options for the highlighted reservation.
- **Profile** displays the profile for the selected reservation
- **Check-In** displays if the guest is due to check-in that day. We cover group check in a later point in this chapter.
- **Advanced** displays an advanced **RESERVATION SEARCH** screen to locate reservations within this group block.
- **Cancel** allows you to cancel a highlighted reservation.
- **Reinstate** appears in place of the Cancel button if you have selected a reservation that already cancelled. Both of these functions work as they would for any reservation in OPERA.
- **Close** exits the **RESERVATION LIST** screen.

At the bottom of the screen, the group room grid displays. This allows you to display any room grid view to obtain room counts or rate information. To change the display, click the drop down arrow next to the field at the bottom of the screen to alternate between **Available** or **Rates** views.

Group Options

From the **RESERVATION LIST** screen, select **Group Opt**.

Two important considerations before accessing the **Group Options** menu:

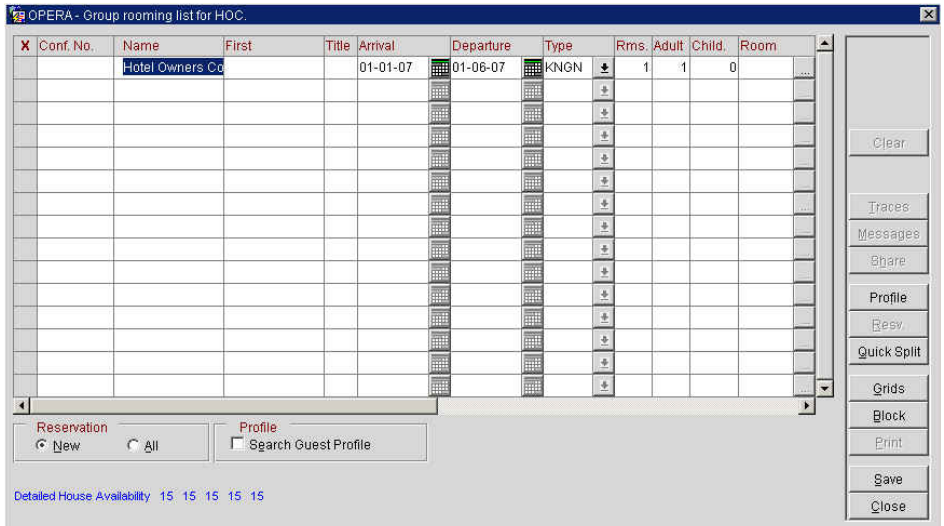
- You should always have the group's PM (Posting Master) highlighted before you open the **Group Options** menu. Doing so ensures that all pertinent information entered on the Posting Master carries over to new reservations made.
- If you have set up the block to be "GTD Only," be sure that there is a form of payment entered in the Details Tab of the block header.

Rooming List

To enter a group rooming list, follow the steps below:

1. From the Group Options menu, select **Rooming List**.

The **GROUP ROOMING LIST** screen displays.



2. If you want to **Search Guest Profile** when creating the rooming list, check the box at the bottom of the screen. If you choose to activate this feature, the system prompts with a **PROFILE SEARCH** screen for each new reservation entered in the rooming list.

NOTE: The cursor is not visible but it is sitting over the first space in the **Name** column of the rooming list. The name of the group appears in this field but you can merely type over it

3. Enter the guests last **Name**, **First** name, **Arrival**, **Departure**, and room **Type** by tabbing from one field to the next.
4. If there is no method of payment on the posting master reservation, (i.e. each individual provides their own form of guarantee), be certain to tab to the **Payment** field to enter a form of guarantee.
5. After entering all reservation information for the first guest on the list, use the down arrow on the keyboard to move to the next guest. Continue this process to enter all reservations.

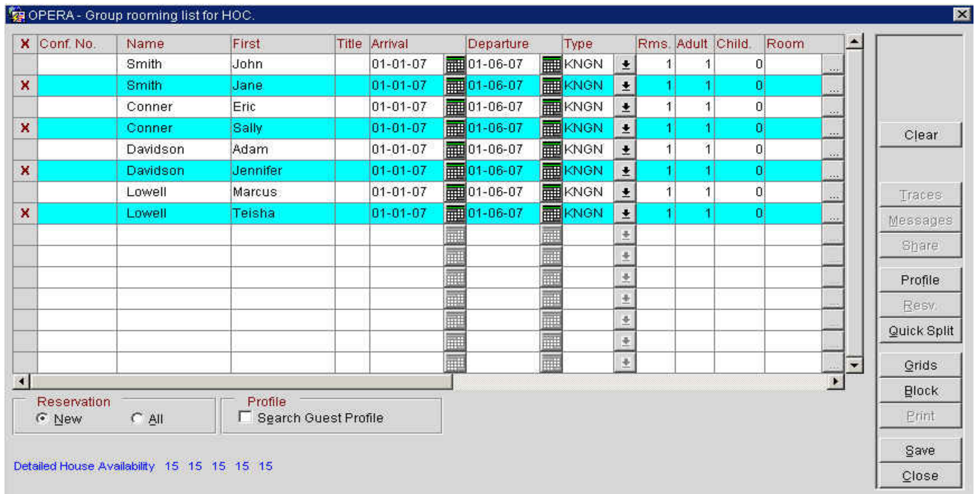
NOTE: When you have entered the name of the last guest, do NOT arrow down to the next line, this will create an unneeded reservation. If you do this, you will have to go back and cancel this reservation.

6. Select **Save** when finished.

Rooming List with Shares

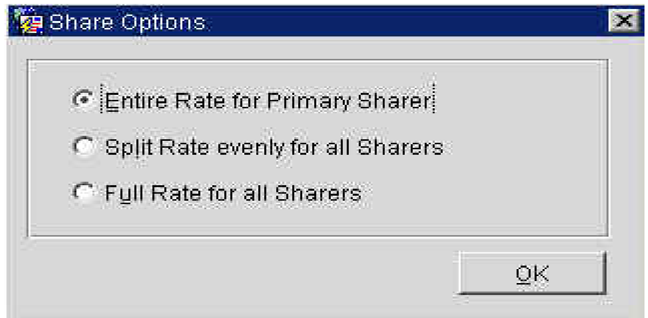
If you are entering a Rooming List where all rooms are shares, follow the steps above but do not **Save**.

1. Enter all guest names, dates and room types as in the instructions above.
2. After doing this, click in the far left column (marked with an X) for the 2nd name, 4th name and so on. Doing this designates each person marked with an "X" to share a room with the name above. The first name is the Primary name in the Share.



3. Select **Save** to upload reservations.

The following pop-up displays asking how you would like to divide the rate.



There are 3 options:

- **Entire Rate for Primary Sharer** indicates the primary guest pays the full room rate. Other guests in room pay no portion of the room rate.
- **Split Rate evenly for all Sharers** splits the rate equally between guests sharing the room
- **Full Rate for all Sharers** indicates each person in room pays the full rate. This feature is used least often as it only applies when each guest in the room pays a per person rate.

4. Make your selection for the Rate Share Option and select **OK**.

When viewing the grid after saving the shares, an asterisk displays to the left of the guest's last name indicating a share. At the bottom of the screen, the names of sharing guests displays along with their portion of the room rate.

NOTE: For further information on Shares, please refer to the Shares section of the "Reservations" chapter in this manual.

There are a number of available buttons on the **ROOMING LIST** screen:

- **Clear** allows you to clear any entries in the rooming list and begin a new list.
- **Traces** enables you to place traces on a single group reservation or for all group reservations.
- **Messages** place a message for a single group guest or for all guests in the group.
- **Share** allows you to select two existing reservations in a rooming list and create sharing reservations.
- **Profile** accesses the individual profile of the highlighted reservation
- **Resv** accesses the reservation information of the highlighted guest.
- **Quick Split** is a feature to split remaining rooms in the block into individual, generic reservations. Refer to the following section for instructions on this feature.
- **Grids** allow access to the **ROOM GRID** screen for an updated view of the room's grid.
- **Block** displays the **BUSINESS BLOCK** screen for an updated view of the block header.
- **Print** opens and prints a rooming list report for this group

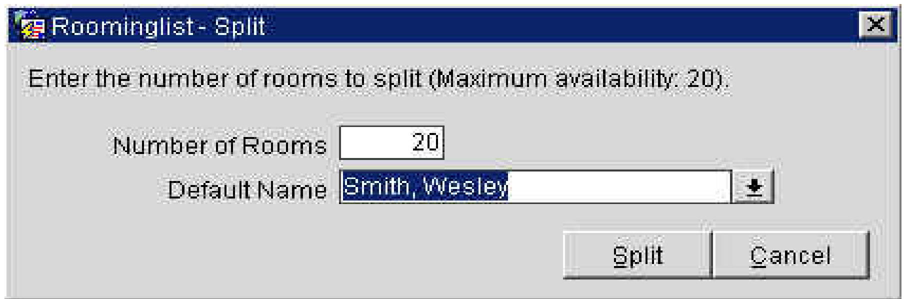
NOTE: It is also possible to access the **Rooming List** feature directly from the block header in the **Quick Business Block**.

Rooming List Quick Split

To perform a **Quick Split** of reservations for all remaining rooms in a group block, follow the steps below:

1. From the **ROOMING LIST** screen, select **Quick Split**.

The **ROOMING LIST – SPLIT** screen displays.



2. Enter the **Number of Rooms** to split. The default is the number of rooms available for pickup in the group block. You may select this default or any lower number in the block.
3. Click the drop down arrow next to the **Default Name** to choose a profile.
4. Select **Split** to begin.

The remaining rooms split into individual reservations using the same profile name as displayed in the screenshot below:

5. Once the actual rooming list with individual names arrives, simply access the reservations and perform a profile name change to update.

Rooming List Import

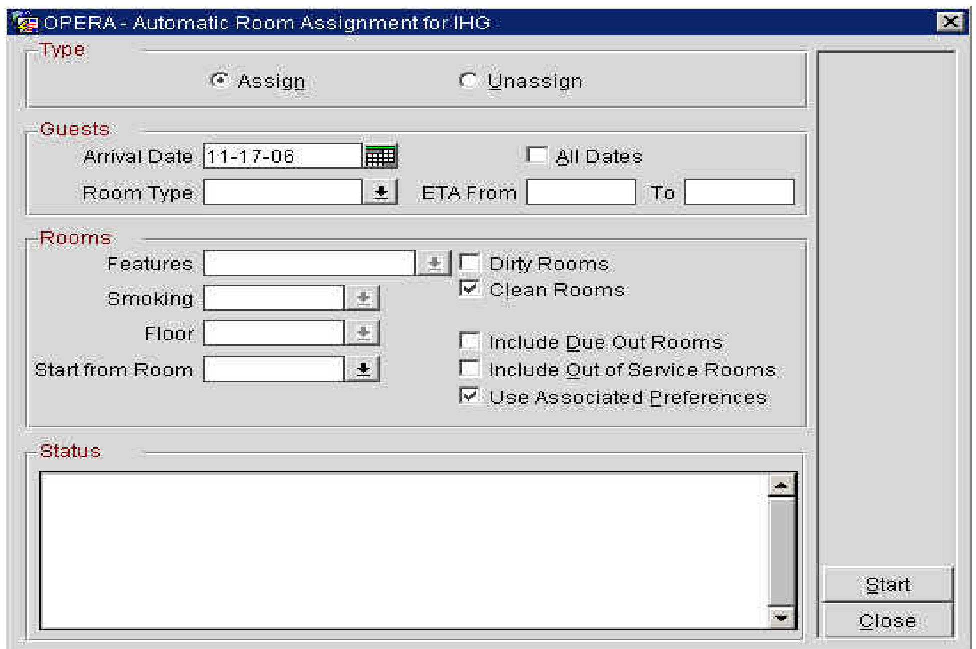
If a group contact sends a rooming list to the hotel in a file format, it is possible to import that list directly into the **ROOMING LIST** screen and avoid the entry of each individual reservation. To import a rooming list, the exact XML file found on the OPERA server must be used to input the rooming list. For more the location of this file, select F1 for OPERA Help.

Room Assign

The **Room Assign** makes blocking your group rooms fast and easy! Take advantage of this functionality to block your groups in designated areas of the hotel. You can also ensure that you are meeting their specific room needs by using the **Features** or **Floor** fields for filtering. For example, if a group wants all of their rooms to be quiet rooms away from the elevator, you can enter the desired features and the system blocks the rooms as such, as long as they are not previously blocked or occupied. To pre-assign rooms to a block, follow the steps below:

1. From the **Group Options** menu, select **Room Assign**.

The **AUTOMATIC ROOM BLOCKING** screen displays.



2. Choose to **Assign** rooms and enter any pertinent **Guests** or **Rooms** information.
3. Select **Start**. The assignment status of each arriving reservation displays in the **Status** window.
4. Select **Close** when finished.

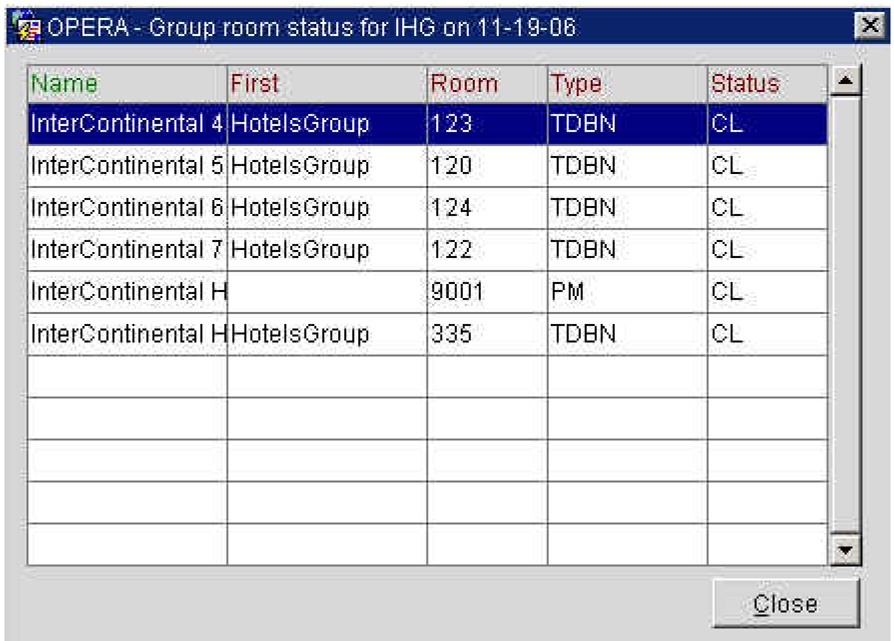
For more information on room assignment, refer to the "Front Desk" chapter of this manual.

Room Status

Use the **Room Status** to view the Housekeeping room status of your arrivals for groups due in on the current date, prior to using the group Check In feature. This is extremely helpful for managing those groups that pre-registered and pre-assigned for rooms.

1. From the **Group Options** menu, select **Room Status**.

The **GROUP ROOM STATUS** screen displays.



Note the Housekeeping status for all rooms in the **Status** column. Once all rooms' display as "Clean" or "Inspected", you may proceed with a group check-in.

2. Select **Close** to exit.

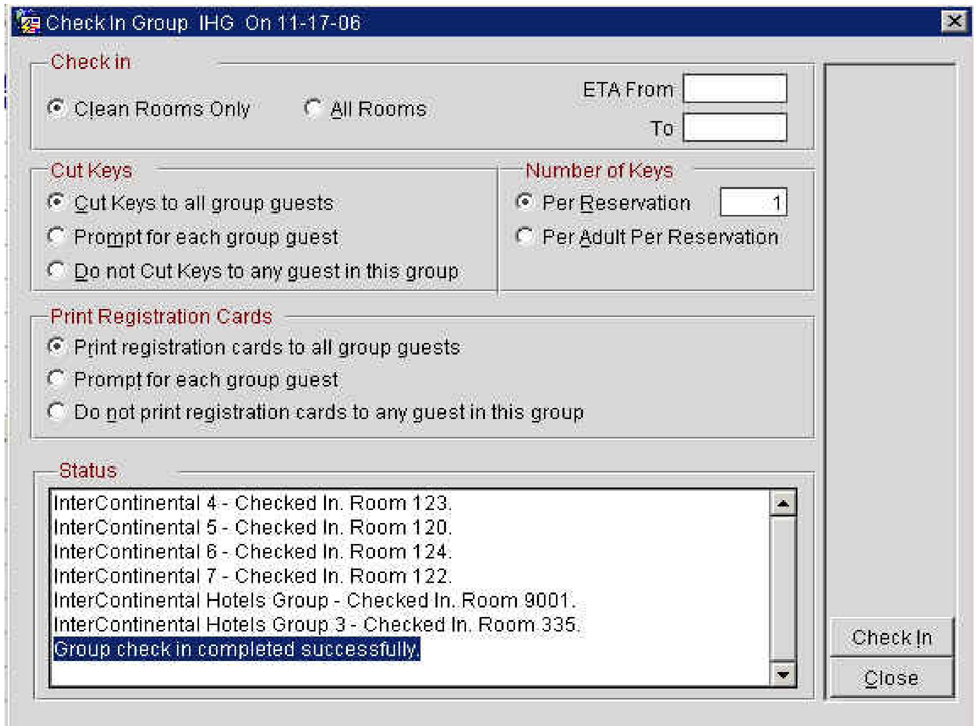
Check In Group

The **Check-In Group** option allows you to manage your group check-ins and registration card needs. This easily allows you to pre-register your groups by filtering through the room statuses noted. Based on your key card interfaces, you may also print their keys.

To check in a group, follow the steps below:

1. From the **Group Options** menu, select **Check-In Group**.

The **CHECK-IN GROUP** screen displays.



2. Select to **Check In Clean Rooms Only**.

If you would like to cut keys for the group, make a choice in the **Cut Keys** section as well as the **Number of Keys** section.

3. Select a choice in the **Print Registration Cards** section and select **Check In**.
4. Select **Close** when complete.

NOTE: The status of each check in displays in the **Status** window at the bottom of the screen; if any reservations do not have a payment type on the reservation, a window displays prompting you to input a payment type for the check in.

New Posting Master

New Post Master allows you to create an additional posting master for the group. Keep in mind that a posting master automatically creates when you make your first group reservation. Use this feature when you need to create a 2nd or 3rd master for accounting purposes.

Delete

Delete is not typically an option for hotels. This option remains locked by permission intentionally as we never want to delete blocks, rather you should cancel a block if it no longer has a contract at your hotel. Deleting a block eliminates the block entirely from the database as well as deletes the block history from the system. This feature only exists for hotels newly installed with OPERA to delete any block mistakenly entered in the system.

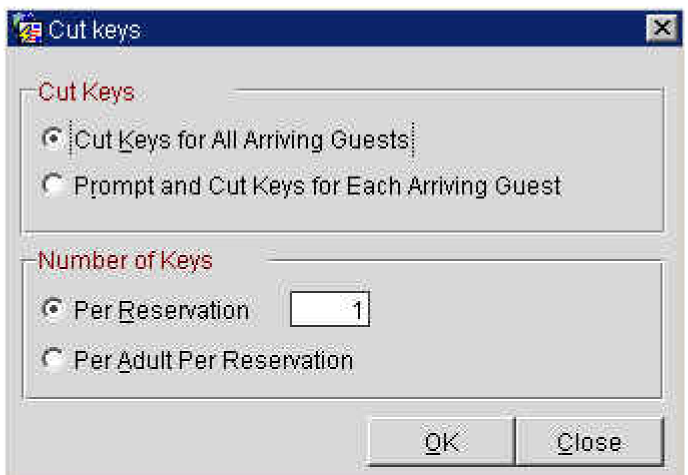
Cut Keys

Cut Keys gives you the capability of printing keys for your group in advance. Note that this functionality is based on the available functionality of your key card interface.

To cut keys for a group without checking the group in, follow the steps below:

1. From the **Group Options** menu, select **Cut Keys**.

The **CUT KEYS** screen displays.



2. Choose an option to **Cut Keys** and the **Number of Keys** and select **OK**.

Print Registration Cards

You can selectively **Print Registration Cards** via the final option in **Group Options**. This enables you to print registration cards for guests that are Due-In, In-House or Reserved.

To pre-print batch registration cards for a group, follow the steps below:

1. From the **Group Options** menu, select **Print Registration Cards**.

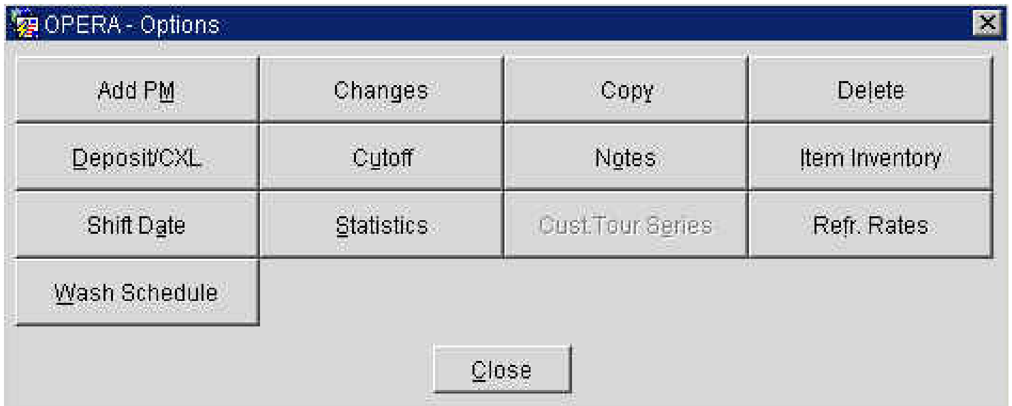
The **PRINT REG. CARDS** screen displays.

2. Select a **Print Option** and choose to **Print**.

NOTE: Unless you pre-assign rooms for this group, the room number field on the registration card prints blank.

Block Options

The **Block Options** pertain to the overall management of the block. Access these options on the right side of the **BLOCK HEADER** screen**.**

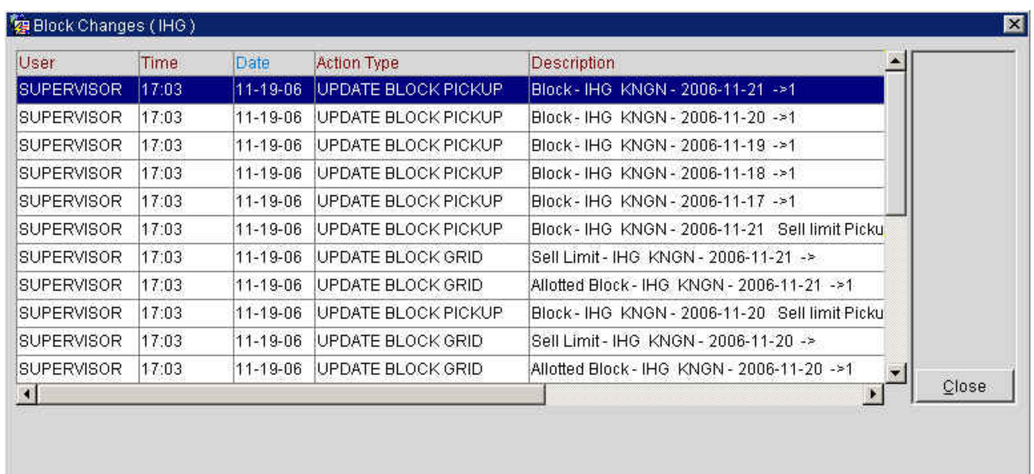


Add PM

Add PM creates an additional Posting Master. A confirmation message appears. In cases of complex billing to a posting account, it may be necessary to create a second or third posting master for separating the group billing charges. The posting master creates but a 9000 number does not automatically assign.

Changes

Changes display the history of changes to the block, listing every change made to the block and by whom. These changes display similarly to reservations or profile changes.


Block Changes (IHG)

User	Time	Date	Action Type	Description
SUPERVISOR	17:03	11-19-06	UPDATE BLOCK PICKUP	Block - IHG KNGN - 2006-11-21 ->1
SUPERVISOR	17:03	11-19-06	UPDATE BLOCK PICKUP	Block - IHG KNGN - 2006-11-20 ->1
SUPERVISOR	17:03	11-19-06	UPDATE BLOCK PICKUP	Block - IHG KNGN - 2006-11-19 ->1
SUPERVISOR	17:03	11-19-06	UPDATE BLOCK PICKUP	Block - IHG KNGN - 2006-11-18 ->1
SUPERVISOR	17:03	11-19-06	UPDATE BLOCK PICKUP	Block - IHG KNGN - 2006-11-17 ->1
SUPERVISOR	17:03	11-19-06	UPDATE BLOCK PICKUP	Block - IHG KNGN - 2006-11-21 Sell limit Picku
SUPERVISOR	17:03	11-19-06	UPDATE BLOCK GRID	Sell Limit - IHG KNGN - 2006-11-21 ->
SUPERVISOR	17:03	11-19-06	UPDATE BLOCK GRID	Allotted Block - IHG KNGN - 2006-11-21 ->1
SUPERVISOR	17:03	11-19-06	UPDATE BLOCK PICKUP	Block - IHG KNGN - 2006-11-20 Sell limit Picku
SUPERVISOR	17:03	11-19-06	UPDATE BLOCK GRID	Sell Limit - IHG KNGN - 2006-11-20 ->
SUPERVISOR	17:03	11-19-06	UPDATE BLOCK GRID	Allotted Block - IHG KNGN - 2006-11-20 ->1

Close

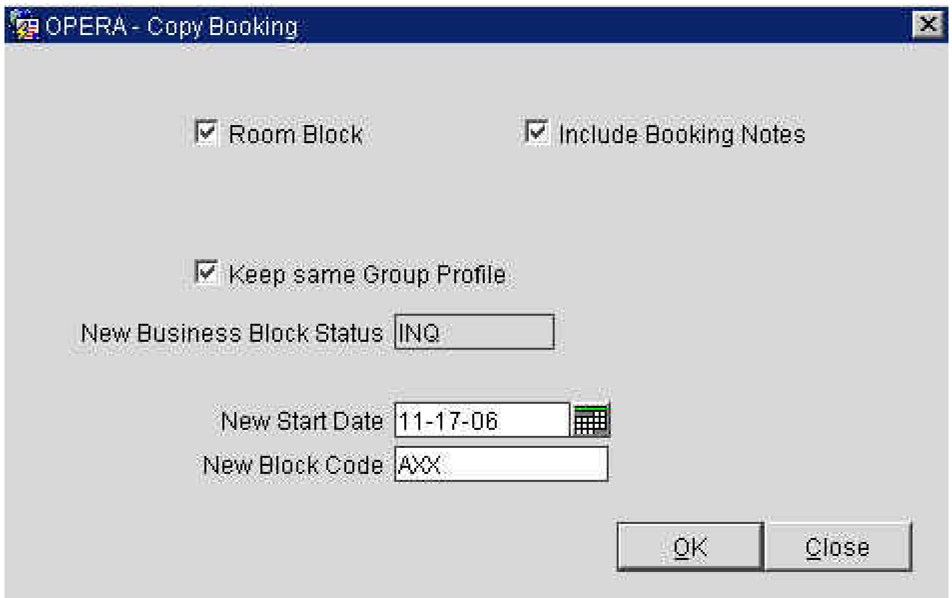
Copy

Copy allows you to make a duplicate copy of the block, which is very helpful with groups that occur in series. You can create the original block, entering all pertinent information and then copy it for each of the future dates needed.

To copy a block and all rooms details to another block, follow the steps below:

1. From the **Block Options** menu, select **Copy.**

The **COPY BOOKING** screen displays.



2. To copy grid details from the original block select **Room Block**.
3. To copy any notes with the same group profile, select **Include Booking Notes** and **Keep same Group Profile**.
4. Enter the group's **New Start Date** and **New Block Code**.
5. Select **OK** to save.

NOTE: When using the Copy option, only reuse Block Codes for groups in future business weeks. Your hotel may also have an application setting requiring that all block codes be unique.

NOTE: Blocks copy with the hotel's default starting status of Tentative. To make the group block and the rooms allocated in the grid deduct from inventory, you must access the copied block and change the status to Definite.

Cutoff	**Cutoff** allows you to cutoff all rooms in the group. This is a "hard" cutoff as it returns all unsold inventory to the house. This feature works similarly to the **Cutoff Date** or **Cutoff Days** feature on the block header, but creates an immediate return despite the actual business date. **NOTE:** After you use this option, any room reservations cancelled within the block return to house inventory, not back into the block inventory.
Deposit / CXL	**Deposit/CXL** allows the user to enter a deposit of any payment method accepted by the hotel. Group deposits generally apply to the posting master and charges by group members route to the master. Through this feature, you are able to apply a deposit rule for all reservations as well as a cancellation rule. For detailed information on posting deposits, refer to the "Reservations" chapter of this manual.

Notes

Notes posts notes about the block as a whole and are typically internal notes. Notes to guests or guest follow-up items should apply to reservations directly as traces, messages, or alerts.

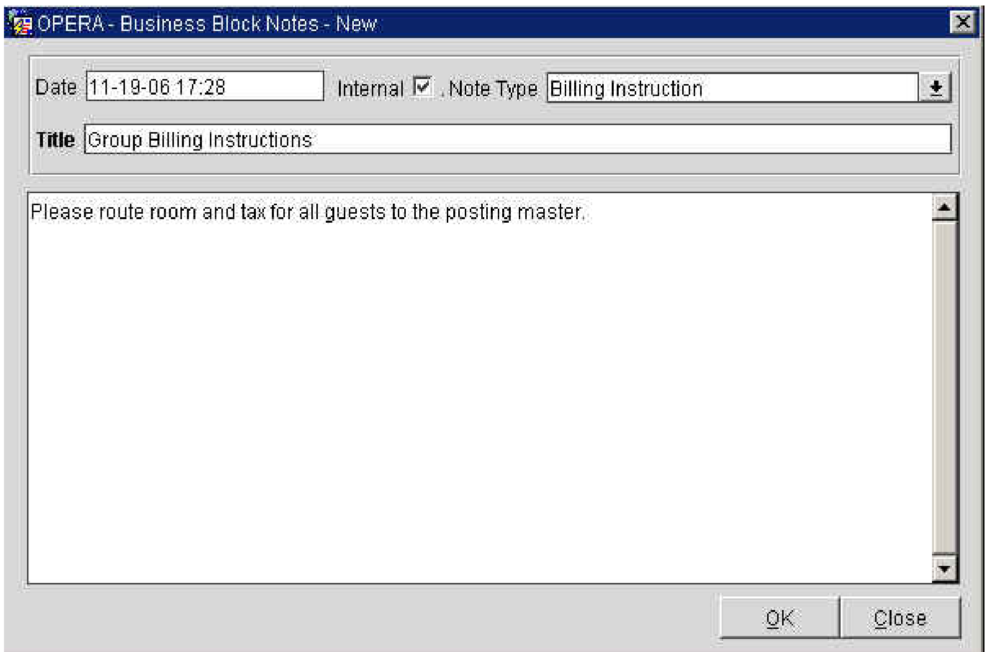
To apply a note to a block, follow the steps below:

1. From the **Block Options** menu, select **Notes**.

The **BUSINESS BLOCK NOTES** screen displays.

2. Select **New** to post a new note.

The **BUSINESS BLOCK NOTES – NEW** screen displays.



3. To keep the note internal and prevent it from printing on any group correspondence, select **Internal**.
4. Click the drop down arrow next to the **Note Type** field to choose a note type.
5. Enter a **Title** for the note and type any instructions in the white text box.
6. Select **OK** to save.

Item Inventory

Use this feature to reserve item inventory for the group, such as rollaway beds, cribs, or equipment. For more information on Item Inventory, refer to the "Reservations" chapter of this manual.

Shift Date

Shift Date allows you to move the date of the group. You merely enter the new group start date and everything transfers to that new date.

The only stipulation is that you cannot shift a group if reservations exist for the group. If reservations exist, copy the group for the new dates then change the individual reservations to move them to the new group.

To shift the start dates for a group with no existing reservations, follow the steps below:

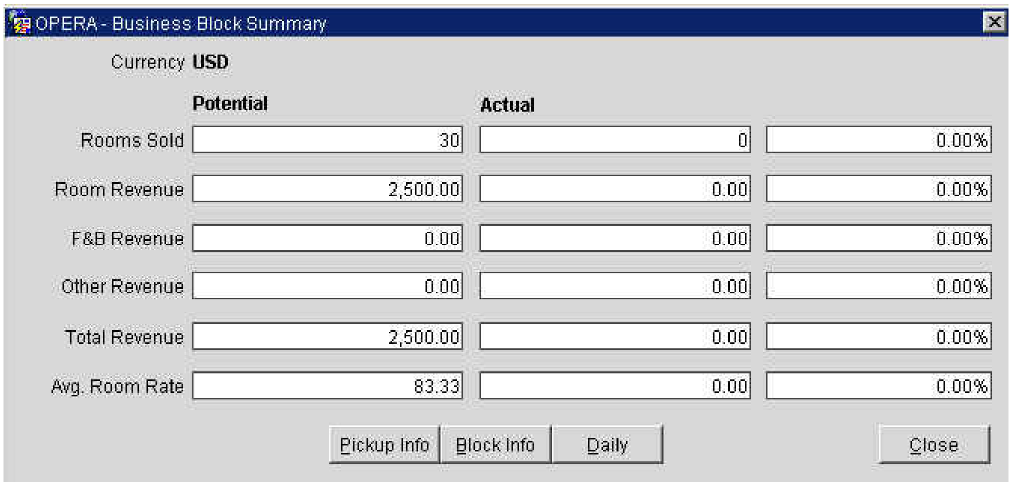
1. From the **Block Options** menu, select **Shift Date**.

The **SHIFT DATE** screen displays.

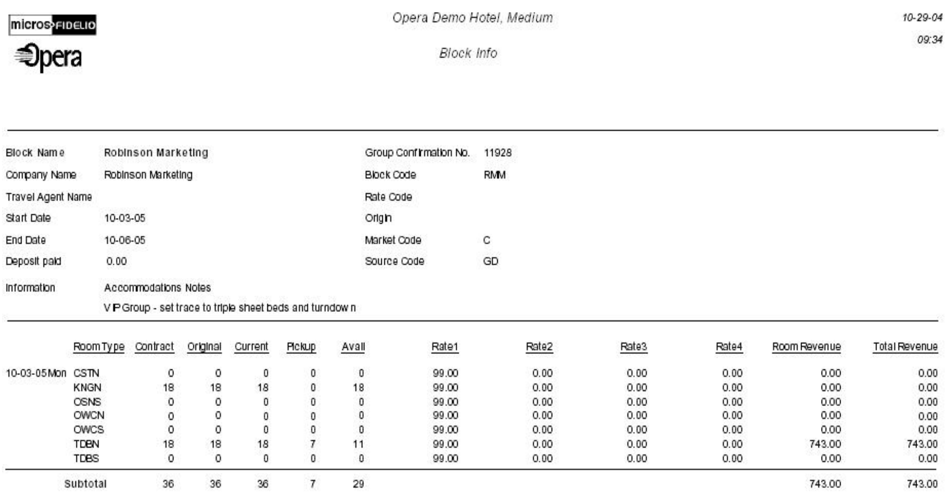
2. Enter the **New Starting Date** of the block and select **OK**.

Statistics

Statistics displays a screen shown below offering a group room count and revenue summary. **Potential** refers to the revenue to receive if the group consumes all of their blocked rooms. **Actual** pertains to their consumed pickup.



Selecting **Block Info** displays a very informative group resume report.


micros FIDELIO Opera

Opera Demo Hotel, Medium

Block Info

10-29-04
09:34

Block Name	Robinson Marketing	Group Confirmation No.	11928
Company Name	Robinson Marketing	Block Code	RMM
Travel Agent Name		Rate Code	
Start Date	10-03-05	Origin	
End Date	10-06-05	Market Code	C
Deposit paid	0.00	Source Code	GD
Information	Accommodations Notes VIP Group - set trace to triple sheet beds and turndown		

	Room Type	Contract	Original	Current	Pickup	Avail	Rate1	Rate2	Rate3	Rate4	Room Revenue	Total Revenue
10-03-05 Mon	CSTN	0	0	0	0	0	99.00	0.00	0.00	0.00	0.00	0.00
	KNGN	18	18	18	0	18	99.00	0.00	0.00	0.00	0.00	0.00
	OSNS	0	0	0	0	0	99.00	0.00	0.00	0.00	0.00	0.00
	OWCN	0	0	0	0	0	99.00	0.00	0.00	0.00	0.00	0.00
	OWCS	0	0	0	0	0	99.00	0.00	0.00	0.00	0.00	0.00
	TDBN	18	18	18	7	11	99.00	0.00	0.00	0.00	743.00	743.00
	TDBS	0	0	0	0	0	99.00	0.00	0.00	0.00	0.00	0.00
	Subtotal	36	36	36	7	29					743.00	743.00

Pickup Info displays group pickup statistics.

Daily offers a detailed daily breakdown of block information.

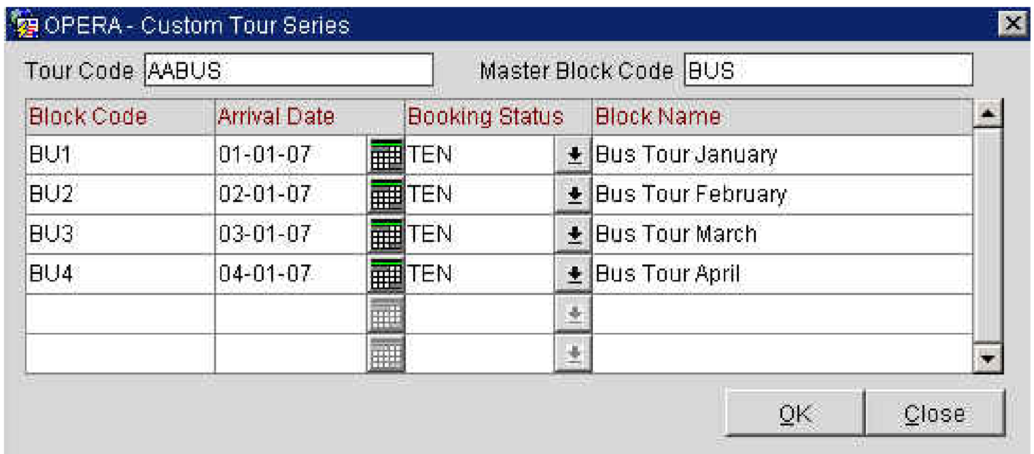
Custom Tour Series

The **Custom Tour Series** feature allows you to copy a block for a series of blocks that span a range of dates. Often, hotels book tour groups that return on a monthly basis for example. Using this feature allows you to create blocks for many dates in the future using the same block header information on the original block.

To create a custom tour series, follow the steps below:

1. From the **Block Options** menu, select **Cust. Tour Series**.

The **CUSTOM TOUR SERIES** screen displays.



2. Enter a **Tour Code** and **Master Block Code**.

NOTE: Custom Tour Series essential creates a master and sub-block scenario. If your hotel has the application setting for unique block codes active, you must enter a unique block code for each tour in the series. If not, you may reenter the same block code for each tour as long as their dates are unique.

3. Enter the first **Block Code** followed by the first **Arrival Date**.
4. Enter the first block's **Booking Status** and **Block Name**.
5. Press the down arrow on your keyboard to move to the next line.
6. Continue entering blocks for each block in the tour series.
7. Once finished, select **OK** to save the blocks.
8. Answer **Yes** to create the tour series.
9. Select **OK** from the **COPY BOOKINGS** screen.

NOTE: Booking Status for each block must start at "TEN" (starting status) and eventually change to a "DEF" status.

Refresh Rates	This feature refreshes all rates on the grid if an alternate selection is made to add a Rate Code to the block header. All rates refresh to the details found on the selected Rate Code. **NOTE**: Any existing reservations made for this group for the original contracted rates do not update. They retain their quoted rate to prevent confusion with the guest.

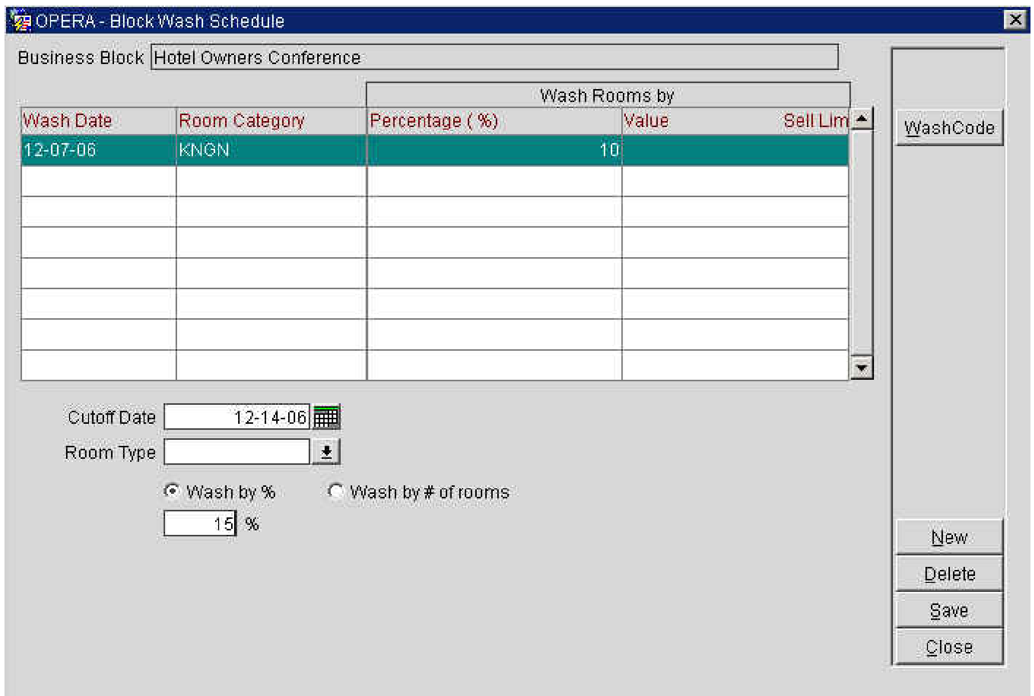
Wash Schedule

Wash Schedule is a feature that allows you to setup a designed schedule for washing rooms prior to the group's defined cutoff date. Rooms that wash from blocks via this automatic schedule return to general inventory and are no longer available to sell through the group.

To setup a schedule for automatically washing rooms, follow the steps below:

1. From the Block Options menu, select Wash Schedule.

The **BLOCK WASH SCHEDULE** screen displays.



2. Select a **Cutoff Date** to being and choose a **Room Type** to wash.
3. Enter either a **Wash by %** or **Wash by # of rooms**.
4. Select **Save** to retain this schedule.
5. Select **New** to enter a schedule for another room type or another date. Continue this process until the entire schedule exists.
6. Select a **WashCode** to identify the type of wash scheduled.
7. Select **Close** to exit.

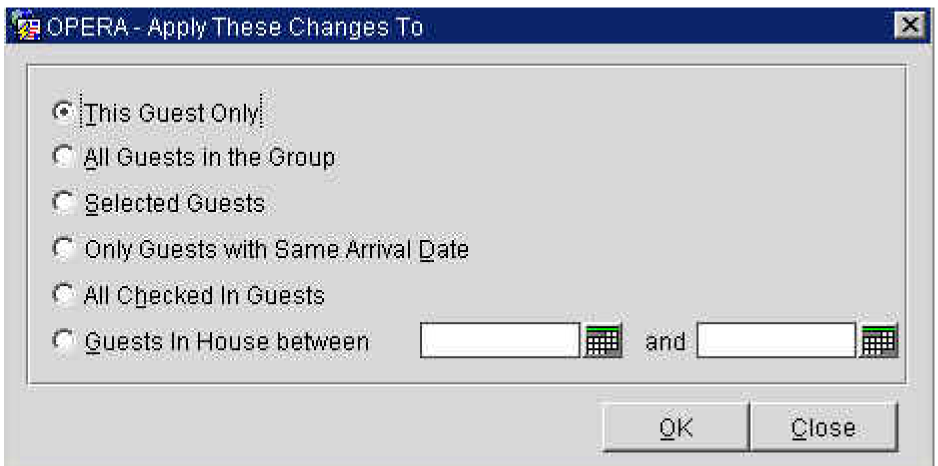
NOTE: You may establish any combination of wash schedules (i.e. different values by room type for each date), but once the group's established Cutoff Date crosses, or once a manual Cutoff is performed, the wash schedule is no longer in effect. In addition, the wash schedule triggers during the Endo of Day procedures, just as a cutoff would.

Additional Group Features

Block Charge Routing

The most common Reservation Option to use in the context of a group is routing instructions. Follow the steps discussed in the “Cashiering” chapter of this manual.

One feature of the Business Block module is that when you make changes to reservations within a group (such as routing), OPERA allows you to copy those changes to all group reservations. This is particularly useful when setting up routing instructions or making overall changes to the accommodations of a group. When in the **RESERVATION LIST** screen, if you edit a group reservation and perform any change, this feature activates when you save and close the reservation. Below is an example of the screen that displays allowing you to copy your changes to all guests in the group.



Make the applicable selection (i.e. All Guests in the Group) and select **OK**. If you have setup charge routing for one reservation in the group, you can use this feature to copy those routing instructions to each reservation in the group.

Cancel a Group

Canceling a booking is performed in the same manner as changing the status of a booking. Canceling a group booking releases all rooms that are blocked back to the main hotel inventory.

NOTE: You cannot cancel a group block if any reservations exist for the group.

Follow the steps below to cancel a Group booking:

1. From the **BLOCK HEADER** screen, click the drop down arrow next to the **Status** field and select the cancelled status (CXL).
2. Select **OK** to save changes.

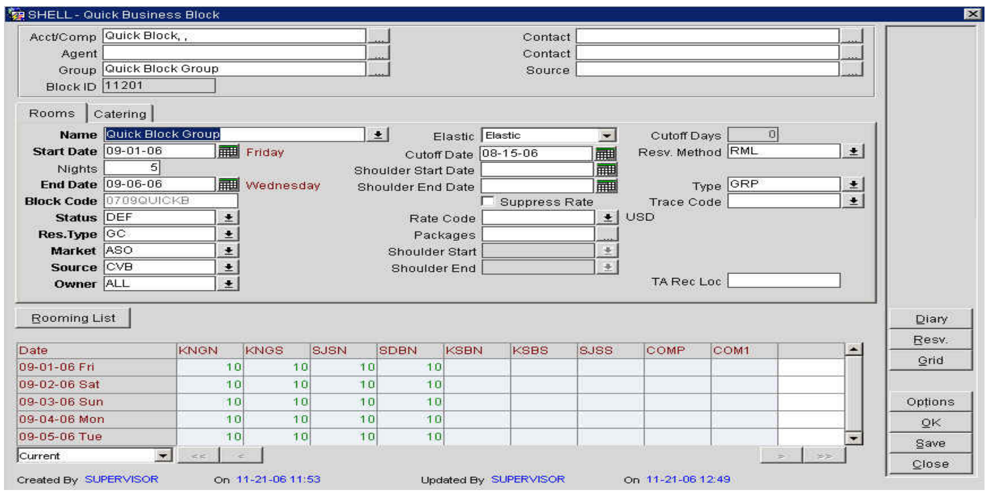
The **CANCEL BLOCK** screen displays.

3. Click the drop down arrow next to the **Reason** field to select a block cancellation reason code.
4. Enter any additional comments in the free text box.
5. Click the drop down arrow next to the **Destination** field if you lost the business to another hotel or location. This may be another city or perhaps a competing hotel.
6. If a Posting Master exists, a prompt displays asking you to enter the reason for canceling the Posting Master.
7. Select **OK** to save.
8. If this group is part of master block, select any addition sub-blocks to cancel or choose **None** to leave the sub-blocks active. Select **Proceed.**

Family Blocks

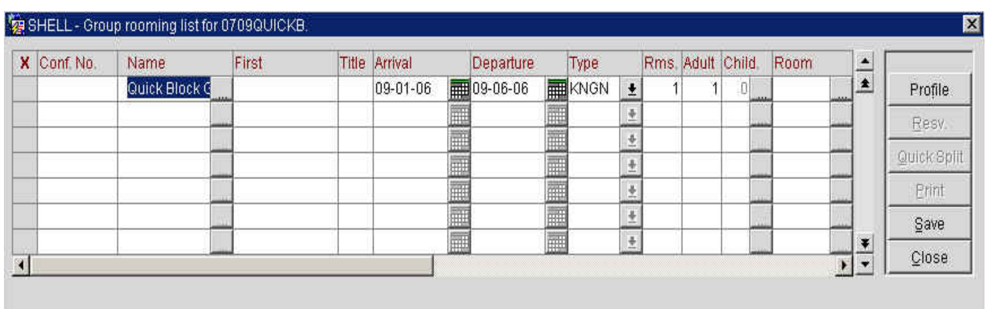
When the **Family Block** application parameter is active, OPERA automatically assumes that the Quick Business Block is Elastic. This means that you may make reservations without being limited to a room allotment. All that is required is to create a block header using the Quick Business Block feature and the status of the group header must be Definite. This is particularly useful for impromptu groups, such as an airline's distressed passenger groups, that do not formally contract an allotment. In addition, with this feature abbreviated rooming list functionality helps to simply the input of reservations.

Once you create a block header using the Quick Business Block feature and turn the group status to Definite, a **Rooming List** button appears near the bottom of the **QUICK BUSINESS BLOCK** screen.



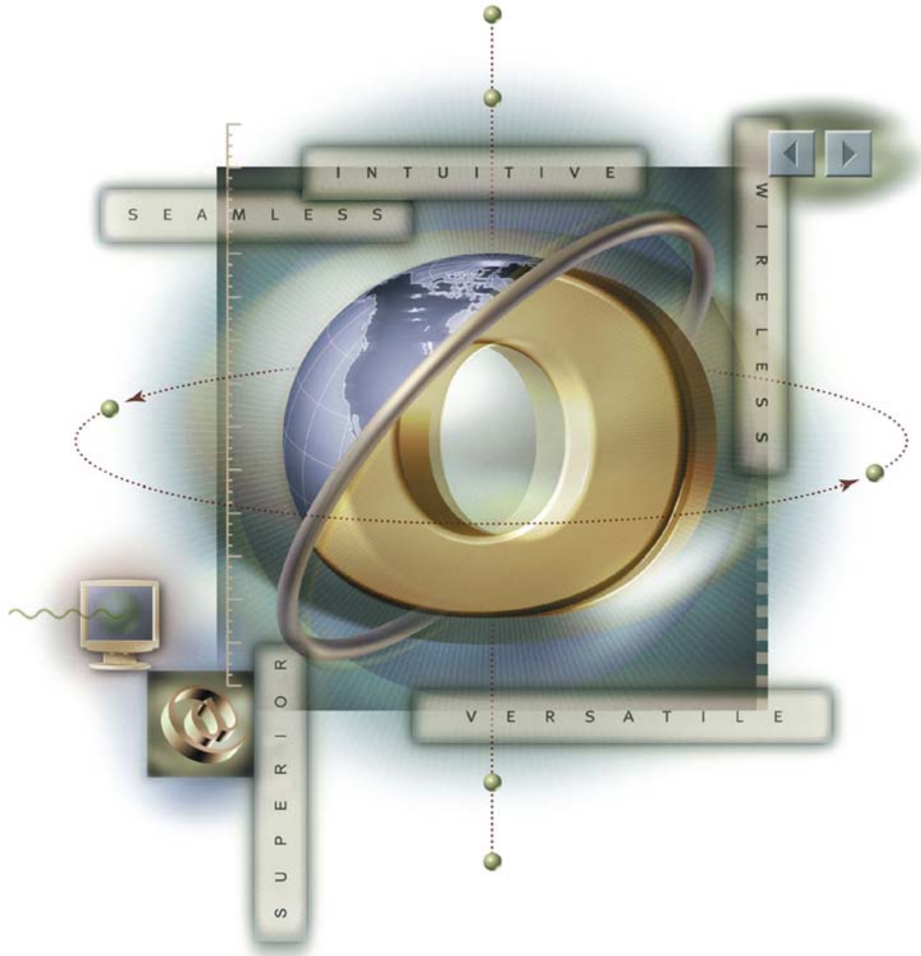
1. Without having to enter an allotment of rooms, simply select **Rooming List**.

The **ROOMING LIST** screen displays in an abbreviated format.



2. Enter the list of reservations as learned earlier in this chapter and select **Save**.

NOTE: Because there are no rooms allotted for this block, each reservation is borrowed from general house availability. A message displays prompting you to borrow rooms from the house.



Chapter 11 – Commission Handling

Commissions Overview

The **Commissions** module is a licensed feature that is optional at individual hotels. Processing and handling commissionable reservations in OPERA may vary from location to location. All reservations made by a travel agency require a profile attached to the reservation with a valid agency IATA number and bank account. In addition, the rates reserved for the guest must be commissionable rates.

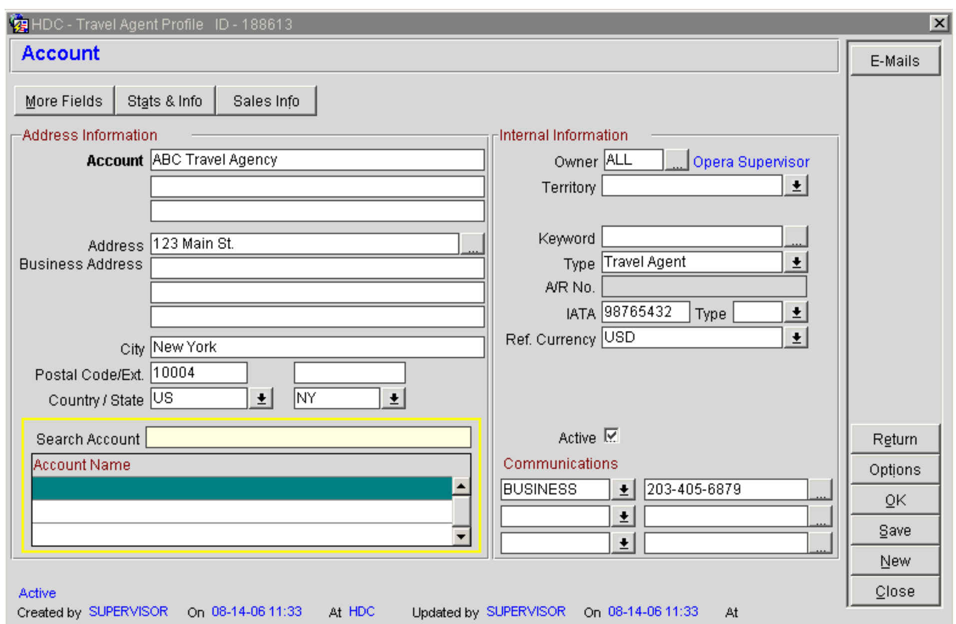
Once a guest with a commissionable reservation has stayed at the hotel, the reservation record falls into the Commissions module for processing after the audit on the guest departure date. Depending on your hotel's setup, the commissions may pay directly from OPERA via a check run, may process to another system via a file export, or may pay centrally. Instruction in this chapter covers most payment scenarios, but may vary for your hotel.

Typically, if your hotel pays commissions centrally, most steps in this chapter are not necessary. Be certain to confirm with your hotel's Systems Expert on the exact steps for commission processing.

Travel Agent Profile Setup

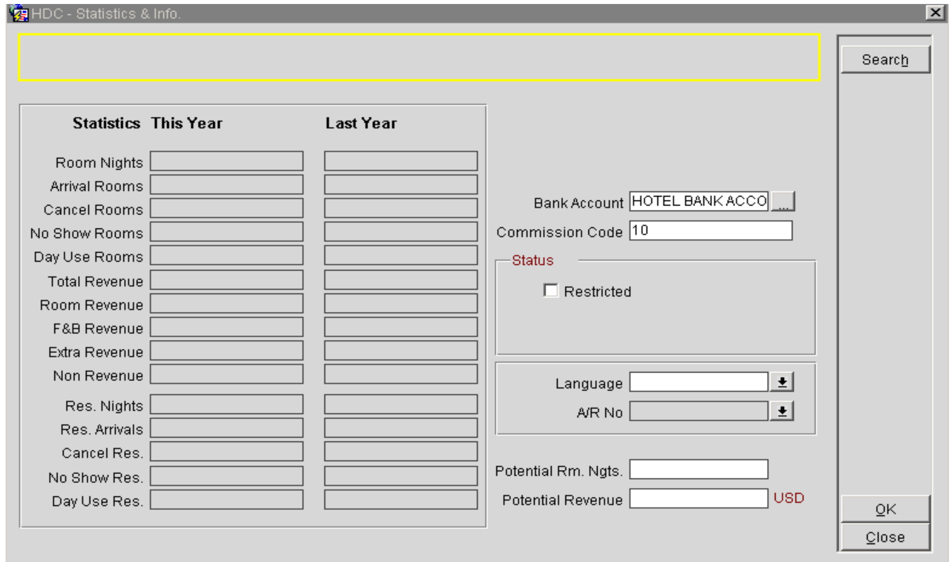
When creating a Travel Agent profile, a few steps are necessary to ensure that commission records create in the Commission handling feature.

1. First, for an agency that you intend to pay commissions via a central system or third-party interface, a valid agency IATA number is required on the profile.



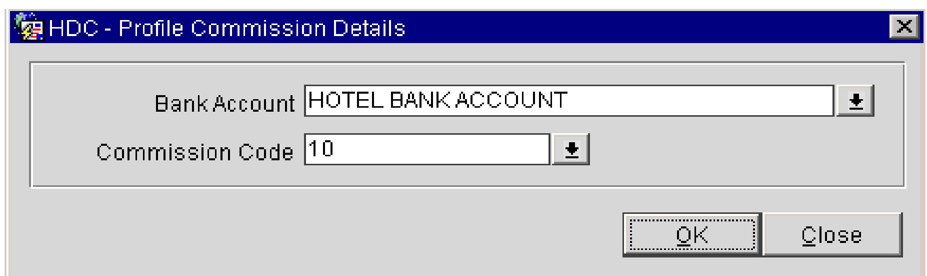
2. Next, select the **Stats & Info** button.

The **STATISTICS & INFO** screen displays.



3. Click the drop down arrow next to the **Bank Account** field.

The **PROFILE COMMISSION DETAILS** screen displays.



4. Click the drop down arrow next to the **Bank Account** field again and select the account from which to pay commissions to this agency.

NOTE: Your hotel may have several accounts from which to pay commissions. Some commissions may pay centrally while others are paid via a local hotel bank account.

5. Click the drop down arrow next to the **Commission Code** field and select the type of commission available for this agency (i.e. 10%, non-commissionable, 5%, etc.)

NOTE: This code is the default commission paid for every reservation made for through this agency on rates that qualify for commissions.

6. Select **OK** and **Save** the profile.

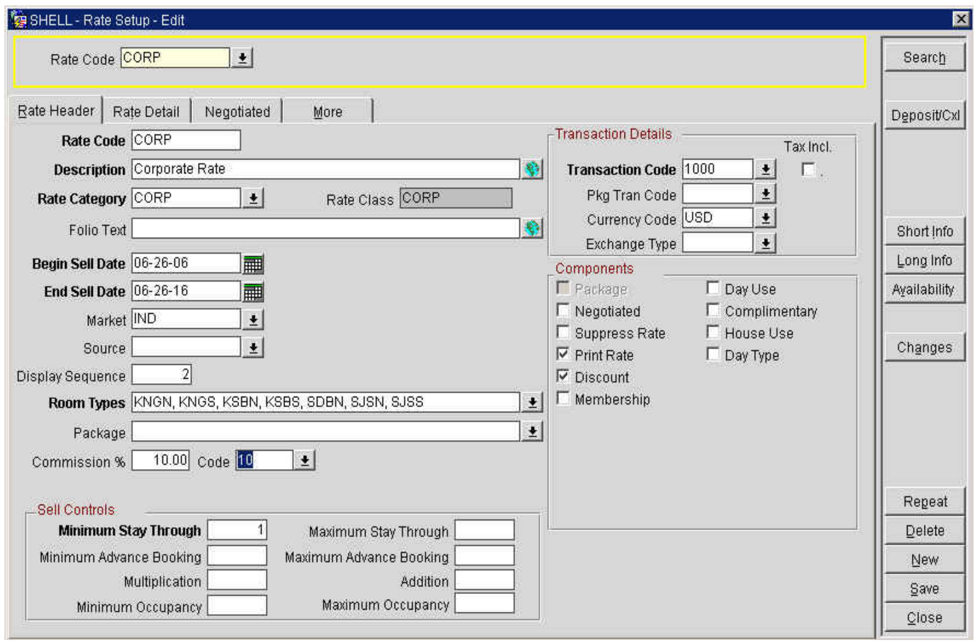
Rate Code Setup

Additionally, for a reservation to qualify for commissions, the rate reserved must be a commissionable rate. To setup rates to allow commissions to pay to travel agents, follow the steps below:

1. From the **System Configuration** menu, select **Rate Management, Rate Classifications**, and **Rate Codes**.

2. Highlight the rate you wish to make commissionable and select **Edit**.

The **RATE SETUP – EDIT** screen displays.



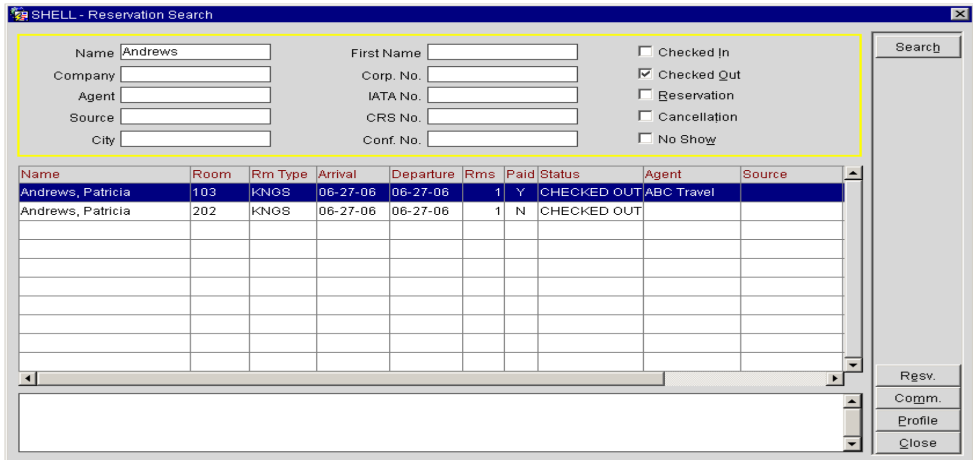
3. Enter a percentage in the **Commission %** field. This is the default commission percentage used by Global Distribution Systems when booking this rate option. This has no value in the calculation of commissions.
4. Click the drop down arrow next to the **Code** field and select a commission code (i.e. 10% commissionable). This value overrides any percentage or amount defined in a travel agent profile attached to a reservation for this rate.
5. Select to **Save** the Rate Header.

Commission Research

If there is a need to research any reservation record that processed through the Commissions module, use the **Commission Research** feature to locate and research that record. Follow the steps below to investigate a commission record:

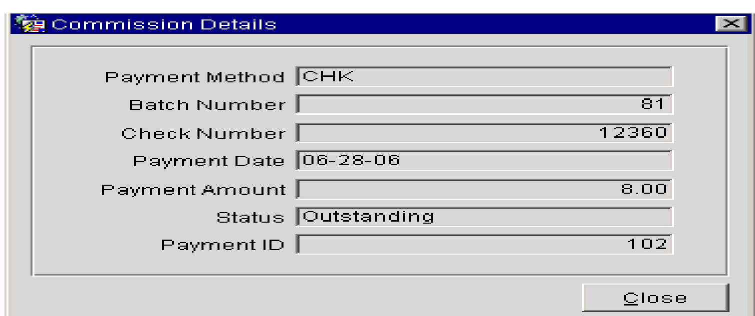
1. From the main menu, select **Commissions** and **Commission Research**.

The **RESERVATION SEARCH** screen displays.



2. Depending on the available information, enter the guests' last **Name** or the travel **Agent** name in the search criteria and select **Search**.
3. Highlight the desired commissionable reservation and select **Resv** to view reservation details.
4. Select **Comm** to view the actual commission percentages or amounts processed for this reservation.

The **COMMISSION DETAILS** screen displays the check number and payment along with the current status of the commission check.

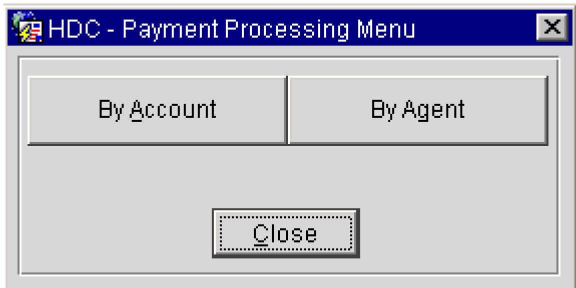


5. Select **Close** to return.
6. Select **Profile** to view the guest or travel agent profile associated with the highlighted commission record.

Payment Processing

Overview

Each new business day, a reservation with commission records from previous guest stays display in the **Payment Processing** area. There are two ways to pay commissions:



- **By Account** processes and displays all commissions for a particular bank account. This feature is particularly useful if your hotel pays agency commissions local (by their own bank account); in addition, use this feature to process a batch check run.
- **By Agent** processes and displays any commissions for a particular travel agency, regardless of the account paying the commissions. This is particularly useful if you receive invoices for your travel agencies and need to pay all commissions for one particular agent.

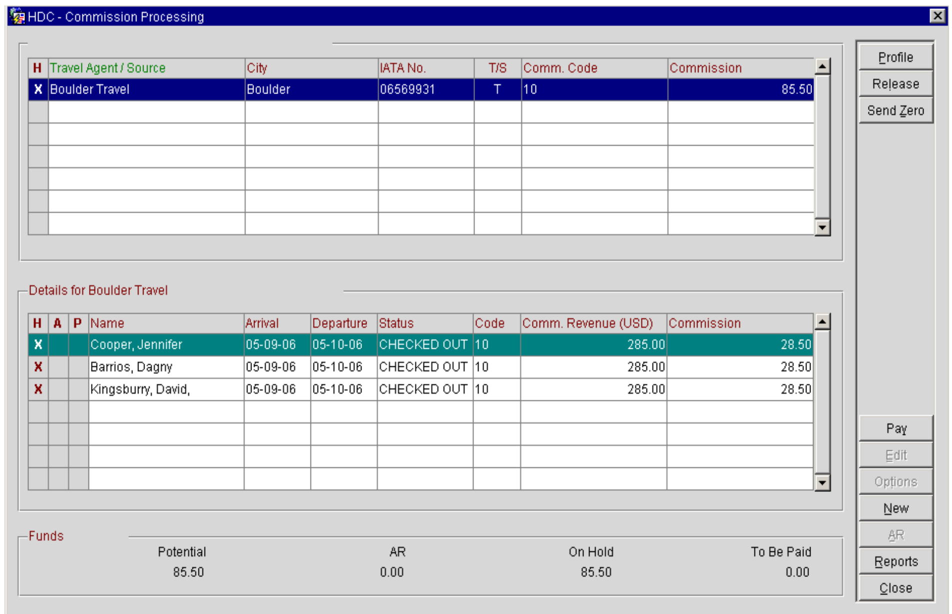
NOTE: Depending on your selection, the system calculates all applicable commissions before displaying the Accounts or Agents to pay.

Holding Commission Records

Situations arise from time to time, where it is necessary to investigate reservation records before paying commissions. In the event that you need to place a hold on either an individual commission record or for an agency as whole, follow the steps below:

1. From the main menu, select **Commissions** and **Payment Processing**.
2. Select **By Account** or **By Agent**.
3. Search for and highlight either the bank account containing the commission record or the travel agent to pay the commission**.**
4. Select **OK** to view commission records.

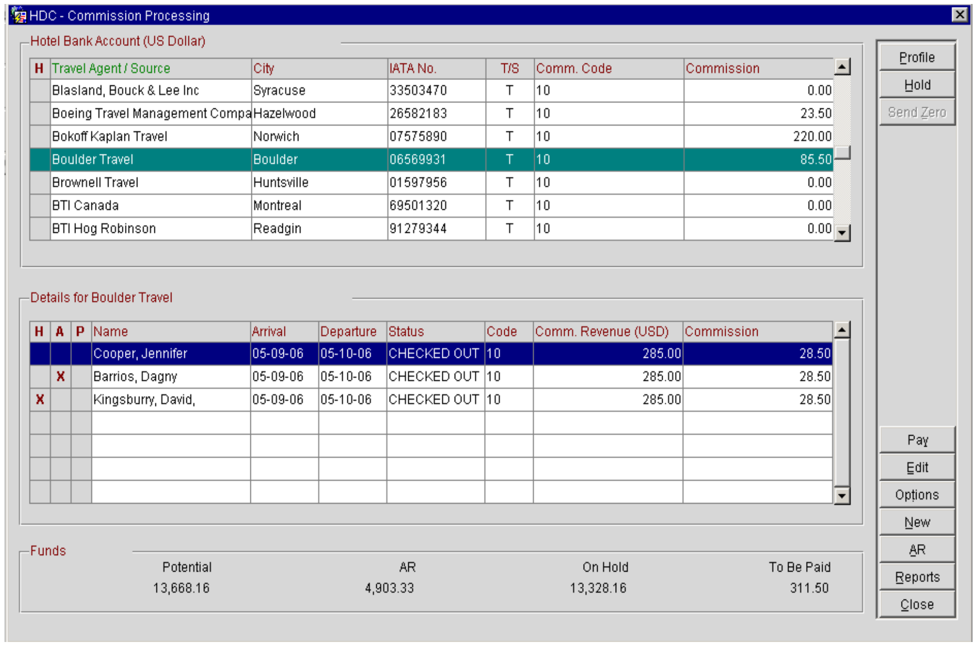
The **COMMISSION PROCESSING SCREEN** displays.



5. If you selected By Agent, the processing screen displays all commission records for that travel agency. Place and "X" next to the agency name in the "H" column to place all outstanding commission records on hold. Alternately, you may highlight the travel agent and select **Hold**.

NOTE: The commission records below now have an "X" in the "H" column indicating the records are on hold.

6. If you selected By Account, search for and highlight the appropriate travel agent in the top of the screen to display all commission records for that agency.



7. In the lower portion of the screen (Details for…), place an "X" next to each record in the "H" column you wish to hold for general investigation reasons. Alternately, you may highlight the record and select **Hold**.
8. In the lower portion of the screen, place an "X" next to each record in the "A" column you wish to stop the commission while waiting on an AR payment for the reservation. Alternately, you may highlight the record and select **AR**.
9. In the lower portion of the screen, place and "X" next to each record in the "P" column you wish to stop the commission for records that deducted commissions on a prepayment. In this case, the payment made by the travel agency already deducted the commission, so you do not need to process another payment.
10. To remove a commission from hold, follow any of the steps above. Then, remove the "X" from the "H", "A", or "P" columns. Alternately, you may highlight the agent or individual record already on hold and select **Release**.

NOTE: When you place a commission on hold for any reason, the **Funds** section at the bottom of the **COMMISSION PROCESSING** screen displays a total of amounts on hold.

NOTE: Commission records that display highlighted in yellow indicate there are multiple commissions that apply to one reservation. In addition, the T/S column identifies whether the commissionable profile is a Travel Agent or Source profile.

Manual Change to Commission

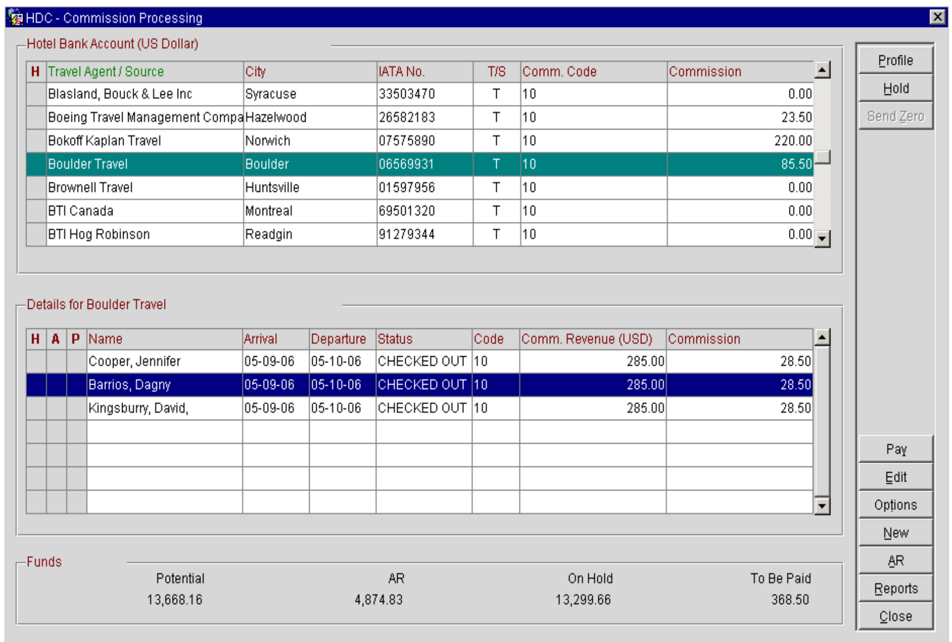
If the commission amount or percentage calculate on a reservation record needs to be altered, followed the steps below to manually change a commission record:

1. From the main menu, select **Commissions** and **Payment Processing**.
2. Select **By Account** and let the system calculate all outstanding commissions.
3. Search for, highlight the desired bank account, and select **OK**.

Outstanding commissions calculate for the chosen account.

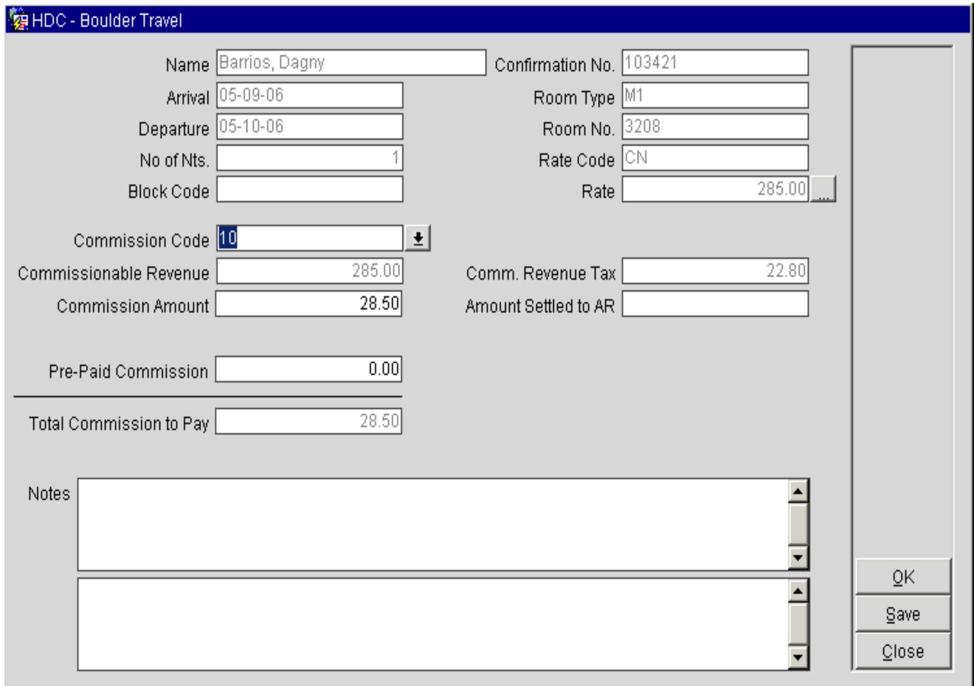
NOTE: You may also find the record by using the **By Agent** feature, but searching by Bank Account displays more commission records at one time.

The **COMMISSION PROCESSING** screen displays.



4. Locate and select the desired travel agent that the commission record belongs to in the top portion of the screen.
5. Highlight the commission record in the **Details** section and select **Edit**.

Full commission details display for this reservation record.



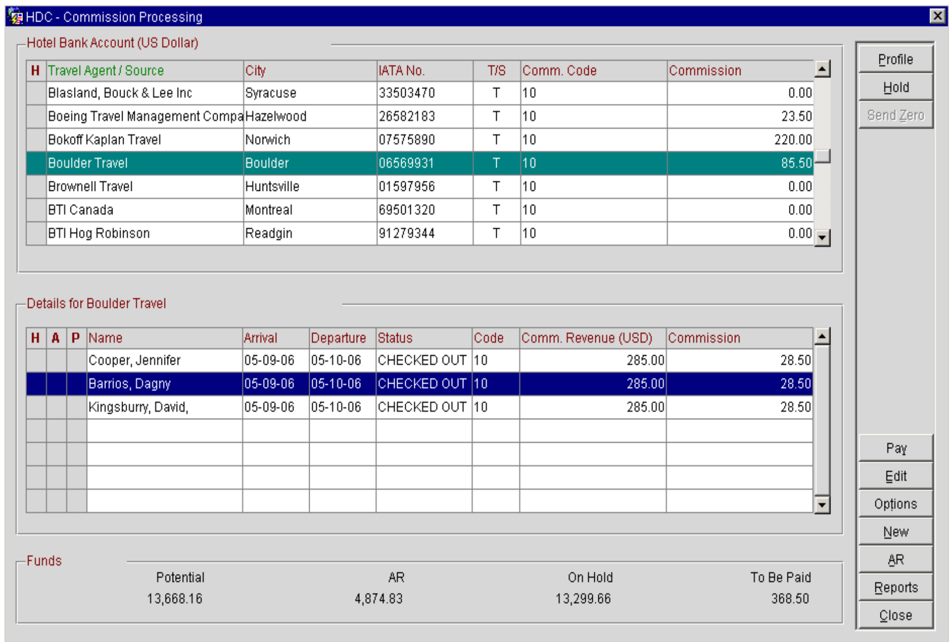
6. Either change the **Commission Amount** manually or select a new **Commission Code**.
7. Enter any comments regarding the change to commission in the **Notes** field.
8. Select **OK** to save changes.

Add a Manual Commission Record

If a reservation mistakenly did not have an appropriate travel agent profile attached, or in the event that you need to manually add a record to process commissions, follow the steps below:

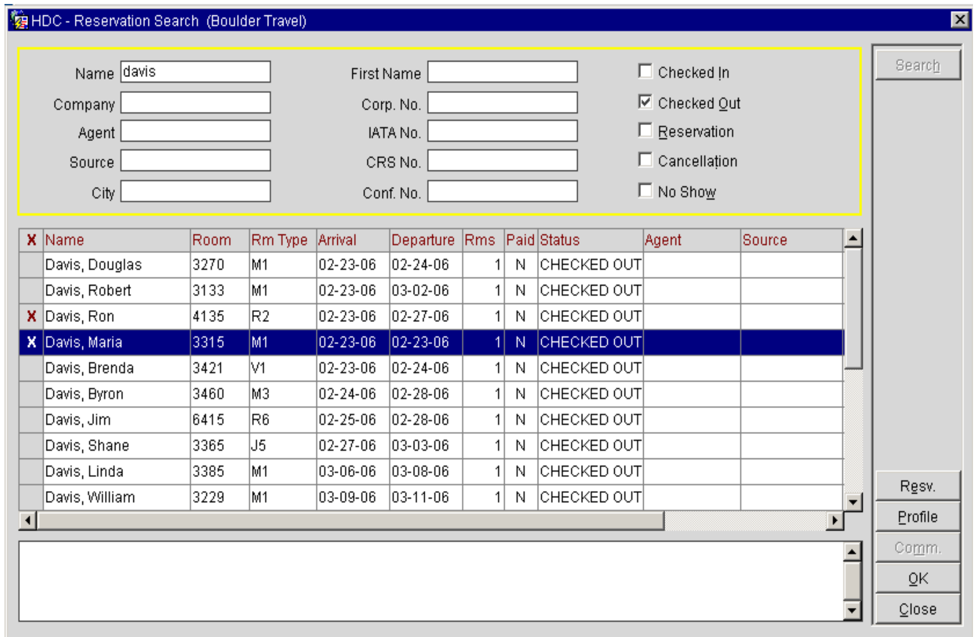
1. From the main menu, select **Commissions** and **Payment Processing**.
2. Select **By Account**.
3. Search for and highlight the bank account to pay this new commission and select **OK**.

Outstanding commissions calculate for the chosen account and the **COMMISSION PROCESSING** screen displays.



4. Select **New** to add a new, manual record.

The **RESERVATION SEARCH** screen displays.



5. Search for, highlight the reservation record to add a commission, place an "X" next to the record, and select **OK**.
6. Answer **Yes** to add the selected reservations to the travel agency to pay commissions.

Commissions for this bank account automatically recalculate and the new commission records display for the account.

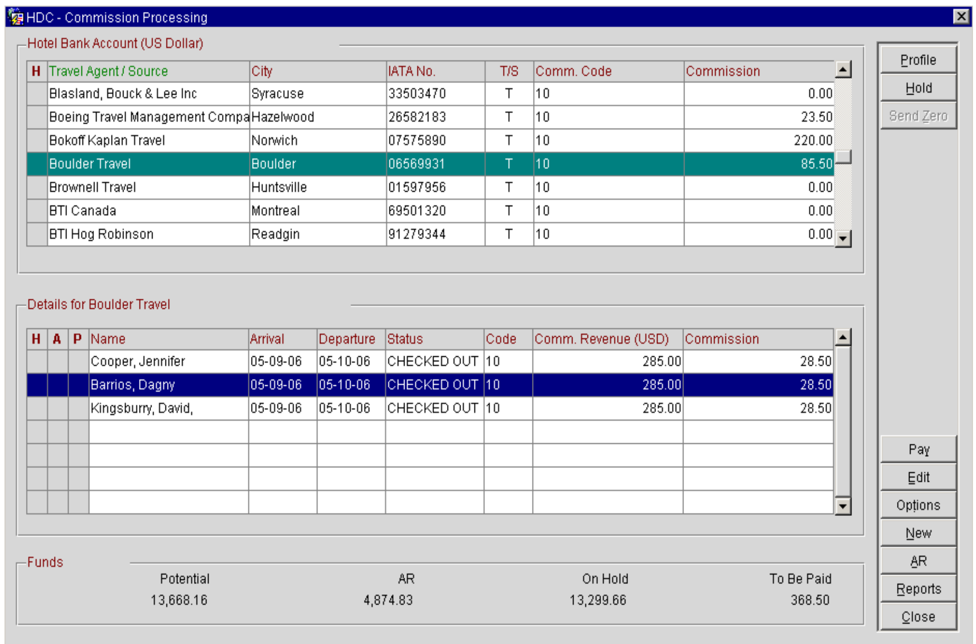
NOTE: When you manually add a commission record, the records automatically place on hold. You must remove the records from the hold status prior to processing commission payments.

Commission Payments via File Export

If your hotel processes commissions within OPERA and generates a file export to deliver to a third party for payment, setup is required on the Bank Account to indicate that commissions will pay via a file export. Once this setup is in place, follow the steps below to generate the export:

1. From the main menu, select **Commissions** and **Payment Processing**.
2. Select **By Account**.
3. Search for and highlight the bank account to pay this new commission and select **OK**.

Outstanding commissions calculate for the chosen account and the **COMMISSION PROCESSING** screen displays.



4. Select **Pay** to process all commission records not on hold for payment.
5. Enter the **Departure Date Range** for commissions to process. If your hotel does not process commission exports daily, this is useful to include several days' worth of commission records.
6. Answer **Yes** to be sure that you want to pay commissions.
7. A message displays indicating that a text file has been created. Answer **Yes** to print the transmittal letter.

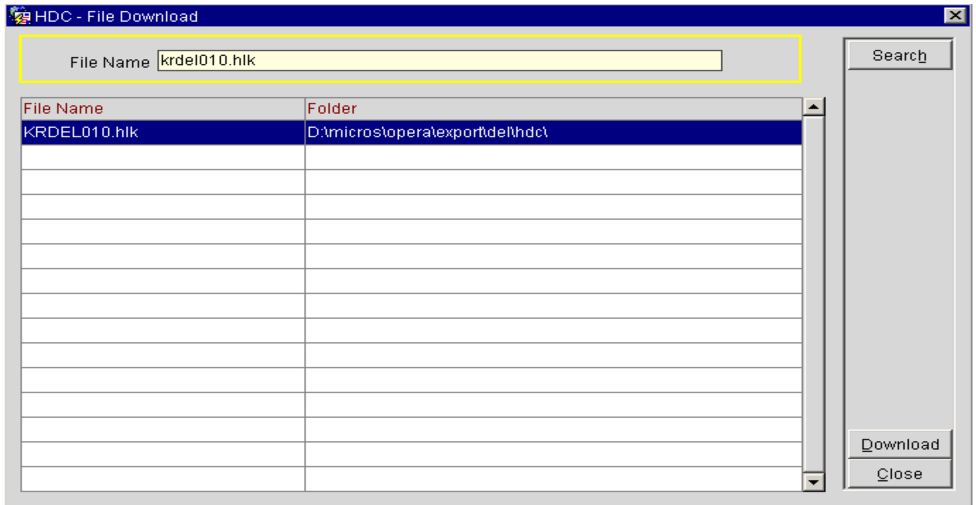
An export file (in the designed file format) generates and stores in a designated file location on the OPERA application server.

DOWNLOAD THE EXPORT FILE FROM THE SERVER TO YOUR LOCAL WORKSTATION AND DELIVER TO A THIRD PARTY

Once the file export generates to the server, follow the steps below to download the file to your location workstation:

8. From the main menu, select **Miscellaneous** and **File Download**.

The **FILE DOWNLOAD** screen displays.



9. Insert the file name of the export in the **File Name** field and select **Search**.

NOTE: File names and their extensions differ depending on the export type and processor**.**

10. Highlight the export file and select **Download.**

11. Select the option to **Save** the file.
12. Choose the directory on your local workstation to save the export and select **Save**.

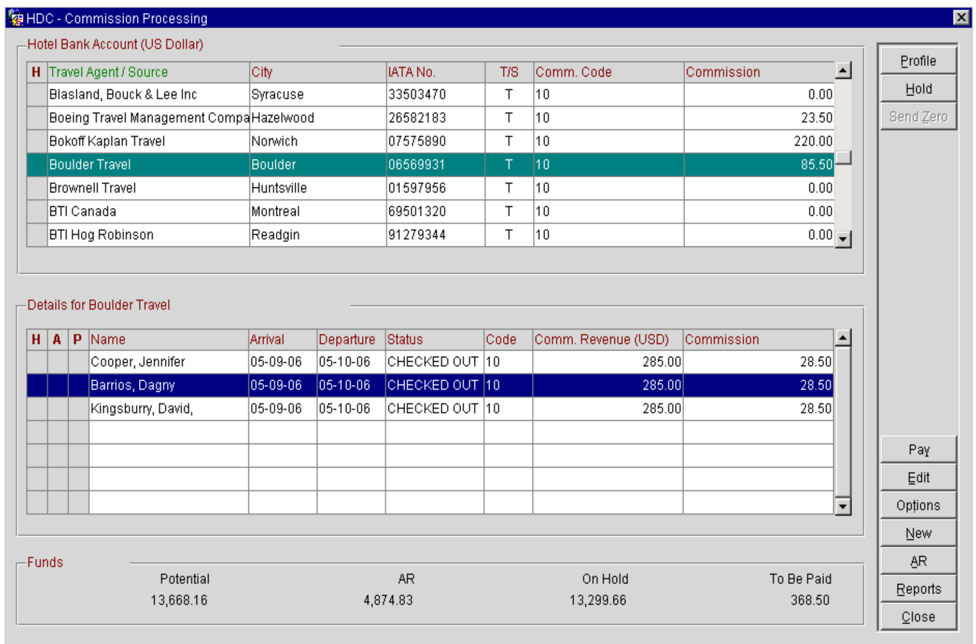
Once the export file exists on your local workstation, you may elect to deliver the file to a third party for payment by email or any other delivery method (i.e. file transfer or FTP).

Commission Payments via Check Run

If your hotel processes commissions within OPERA and prints checks that you mail directly to travel agencies for payment, setup is required on the Bank Account to indicate that commissions will pay by check. Once this setup is in place, follow the steps below to process a check run:

1. From the main menu, select **Commissions** and **Payment Processing**.
2. Select **By Account**.
3. Search for and highlight the bank account to pay this new commission and select **OK**.

Outstanding commissions calculate for the chosen account and the **COMMISSION PROCESSING** screen displays.



4. Select **Pay** to process all commission records not on hold for payment.
5. Enter the **Departure Date Range** for commissions to process. If your hotel does not process commission exports daily, this is useful to include several days' worth of commission records.
6. Answer **Yes** to be sure that you want to pay commissions.
7. Answer **Yes** to print held commissions on the pre-payment report if you wish to see all commissions, yet answer **No** if you only wish to see the actual commissions that generate checks.

NOTE: The pre-payment report prints to give you an opportunity to review all records that are processing for payment by agency before the actual checks print. Below is a sample report.

micros-FIDELIO Opera

Opera Demo Hotel, Small

06-28-06

13:46

Commissions Pre Payment

Room No.	Name	Arr. Date	Dep. Date	Nts.	Hold A/R	Comm. Code	Rate Code	Disc. Amt.	Net Commission	TAX Amount	Prepaid Comm.	Comm. Revenue	Comm Amt.
ABC Travel IATA - 13000 123 Main St. Washington,DC-20002 US													
103	Andrews, Patricia,Mrs.	06-27-06	06-27-06	0		10	MICROS		8.00	0.00	0.00	80.00	8.00 USD
104	Burcombe, Todd,Mr.	06-27-06	06-27-06	0		10	AAA1		10.80	0.00	0.00	108.00	10.80 USD
111	Caplan, Diana,	06-27-06	06-27-06	0		10	MICROS		8.00	0.00	0.00	80.00	8.00 USD
117	Daniels, Trevor,	06-27-06	06-27-06	0		10	MICROS		8.00	0.00	0.00	80.00	8.00 USD
129	Determann, Colin,Mr.	06-27-06	06-27-06	0		10	MICROS		8.00	0.00	0.00	80.00	8.00 USD
403	Earls, Rita,Mrs.	06-27-06	06-27-06	0		10	CORP		9.00	0.00	0.00	90.00	9.00 USD
136	Fay, Christine,	06-27-06	06-27-06	0		10	MICROS		8.00	0.00	0.00	80.00	8.00 USD
200	Fish, Fred,	06-27-06	06-27-06	0		10	MICROS		8.00	0.00	0.00	80.00	8.00 USD
205	Minton, Zachary,	06-27-06	06-27-06	0		10	MICROS		8.00	0.00	0.00	80.00	8.00 USD
201	Minton, Zachary,	06-27-06	06-27-06	0		10	MICROS		8.00	0.00	0.00	80.00	8.00 USD
119	Minton, Zachary,	06-27-06	06-27-06	0		10	DAYR		8.00	0.00	0.00	80.00	8.00 USD
204	Minton, Zachary,	06-27-06	06-27-06	0		10	MICROS		8.00	0.00	0.00	80.00	8.00 USD
203	Minton, Zachary,	06-27-06	06-27-06	0		10	MICROS		8.00	0.00	0.00	80.00	8.00 USD
206	Schulte, Bridget,	06-27-06	06-27-06	0		10	MICROS		8.00	0.00	0.00	80.00	8.00 USD
102	Schulte, Heather,Ms.	06-27-06	06-27-06	0		10	AARP		9.00	0.00	0.00	90.00	9.00 USD
111	Tyler, Robin,Miss	06-27-06	06-27-06	0		10	AARP		9.00	0.00	0.00	90.00	9.00 USD
								Total for this Agent:	133.80	0.00	0.00	1,338.00	133.80

8. After confirming all the payments to process, enter the **First Check No. to be used** and select **OK**.

NOTE: Before printing checks, be certain that the check printer is loaded either with pre-printed checks or with the appropriate paper or forms. After selecting OK in the step above, checks automatically send to the workstations default OPERA printer designated for checks.

9. Answer **Yes** to print the Check Summary report for a summary display of all checks printed in this process run.

Below is an example of the Payment Details report.

micros-FIDELIO Opera

Opera Demo Hotel, Small

06-28-06

13:51

Payment Details

Batch No.	Check No.	Name	Prepaid	Arr. Date	Dep. Date	Amount (USD)
ABC Travel	**IATA 13000**					
81	12360	Andrews, Patricia		06-27-06	06-27-06	8.00
81	12360	Burcombe, Todd		06-27-06	06-27-06	10.80
81	12360	Caplan, Diana		06-27-06	06-27-06	8.00
81	12360	Daniels, Trevor		06-27-06	06-27-06	8.00
81	12360	Determann, Colin		06-27-06	06-27-06	8.00
81	12360	Earls, Rita		06-27-06	06-27-06	9.00
81	12360	Fay, Christine		06-27-06	06-27-06	8.00
81	12360	Fish, Fred		06-27-06	06-27-06	8.00
81	12360	Minton, Zachary		06-27-06	06-27-06	8.00
81	12360	Minton, Zachary		06-27-06	06-27-06	8.00
81	12360	Minton, Zachary		06-27-06	06-27-06	8.00
81	12360	Minton, Zachary		06-27-06	06-27-06	8.00
81	12360	Minton, Zachary		06-27-06	06-27-06	8.00
81	12360	Schulte, Bridget		06-27-06	06-27-06	8.00
81	12360	Schulte, Heather		06-27-06	06-27-06	9.00
81	12360	Tyler, Robin		06-27-06	06-27-06	9.00
					Total	**133.80**
					Tax Amount	0.00
					Prepaid Amount	0.00
					Total for Agent	**133.80**
Trevor's Travel	**IATA 85674356**					
81	12363	Burkett, Alex		06-27-06	06-27-06	10.80
81	12363	Lemon, Natalie		06-27-06	06-27-06	11.00
81	12363	Payne, Daniel		06-27-06	06-27-06	11.70

Commission Reports and Options

To access all available Commission Handling reports directly from this module, select the **Reports** option from within the **COMMISSION PROCESSING** screen. A list of commission reports displays. Each report has a range of filters to sort the display or data returned. Some example of reports useful when handling commissions are as follows:

- **Transferred Commissions** report displays all commission records within a departure range, with details, and a total commission amount for the dates selected.
- **Commission Payable** report displays all commissions not on hold for the selected agency or source.

From the **COMMISSIONS PROCESSING** screen, the **Options** feature offers several alternatives for handling commissions prior to processing payments. The list below identifies each option within this feature:

- **Reservation** displays the departed reservation of the highlighted commission record.
- **Folio Detail** displays the departed folio of the highlighted commission record including individual transactions.
- **Folio History** activates the history function to search for past guest folios.
- **Detach** removes or detaches the highlighted reservation record from the travel agent or source.

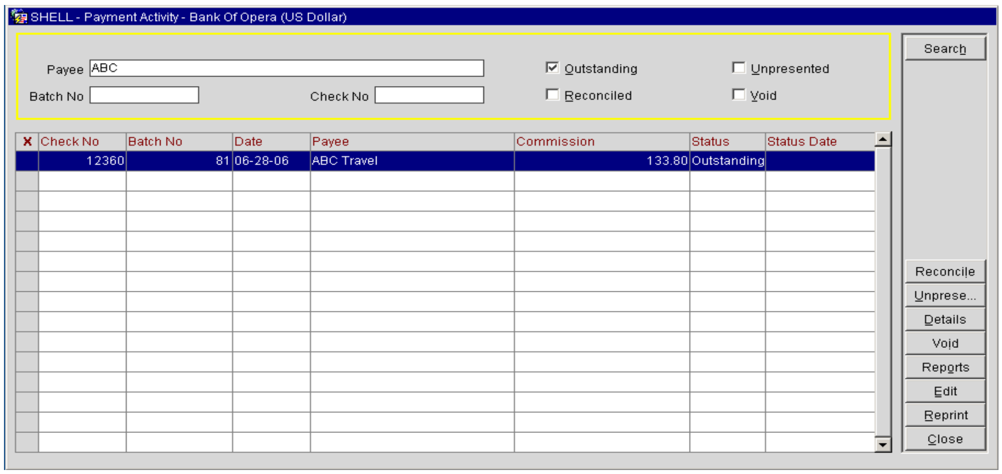
Payment Activity

Register – View Payment Details

After processing commission payments, those transactions and checks list in a **Register**. To view payment details on a commission record, follow the steps below:

1. From the main menu, select **Commissions** and **Payment Activity**.
2. Select **Register** from the **CHECK BOOK MENU** screen.
3. Highlight the Bank Account that the commission check was paid from and select **OK**.

The **PAYMENT ACTIVITY** screen displays.



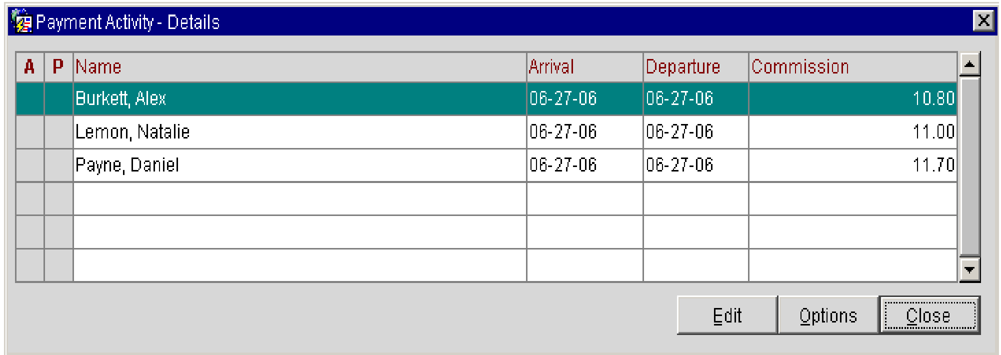
4. Use the **Payee** field to enter the travel agent name or enter the **Check No.** and select **Search**.
5. To view only checks that have not cleared the Bank Account, select **Outstanding** in the search criteria.
6. To include checks that have cleared the Bank Account, select **Reconciled** in the search criteria.
7. To include voided checks or checks not presented to the Bank Account for payment, select either **Unpresented** or **Void** in the search criteria.

NOTE: The life cycle of a commission check is that it is first Outstanding, followed by Reconciled. To "unreconcile" a check, you must return the check to an Outstanding status. If marking a check as "unpresented", the check must still be Outstanding or Voided. To Void a check, the check may be either Outstanding or Unpresented, but all commission details return for another commission processing cycle. If you wish to reconcile an Unpresented check, you must first return it to an Outstanding status before you can Reconcile.

The paid check record displays in the grid below.

8. Highlight the desired check to view and select **Details**.

The **PAYMENT ACTIVITY – DETAILS** screen displays.



Each reservation record included in this check payment for this agency displays, including those records processed that are currently on AR hold or excluded from payment because of a prepaid commission.

9. Highlight a reservation record and select **Edit** to modify the details of the payment for that commission record.

NOTE: This option is only available if the check has not reconciled with the bank that needs a correction. In this scenario, you may void the payment, edit the details and process another check to the agency.

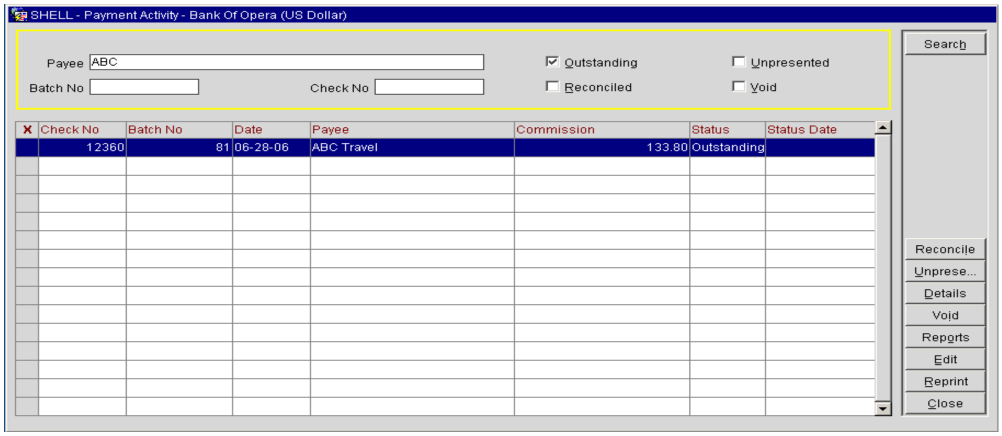
10. Highlight a reservation record and select **Options** to view the reservation, view folio details or folio history.

Register – Reconcile Checks

Once commission checks are mailed from the hotel and received by the agency, those checks clear the Bank Account and must be reconciled within OPERA to show a received payment. You may reconcile one or multiple checks at one time. To reconcile an outstanding check in the Register, follow the steps below:

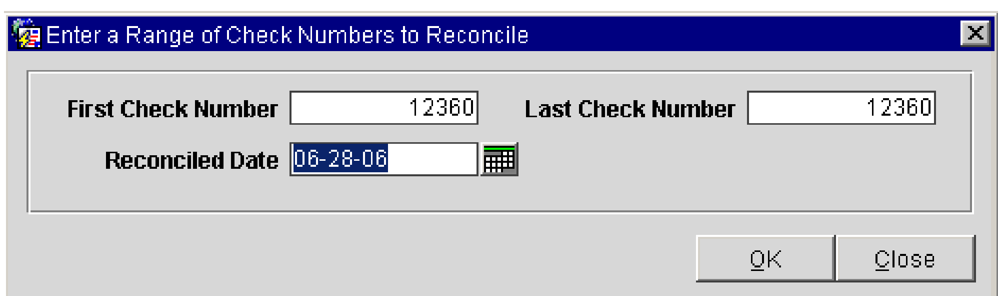
1. From the main menu, select **Commissions** and **Payment Activity**.
2. Select **Register** from the **CHECK BOOK MENU** screen.
3. Highlight the Bank Account that the commission check paid from and select **OK**.

The **PAYMENT ACTIVITY** screen displays.



4. Use the **Payee** field to enter the travel agent name or enter the **Check No.** and select **Search**. To view only checks that have not cleared the Bank Account, select **Outstanding** in the search criteria.
5. Select **Reconcile.**

The **ENTER A RANGE OF CHECK NUMBERS TO RECONCILE** screen displays.



6. Enter the **First Check Number** and the **Last Check Number** that have cleared the Bank Account.
7. Enter the **Reconciled Date** for the date these checks cleared the account and select **OK**.

RETURN A RECONCILED CHECK TO OUTSTANDING STATUS

In the event that a check was mistakenly reconciled, follow the steps below to return it to an Outstanding status:

1. From the **PAYMENT ACTIVITY** screen, select **Reconciled** in the search criteria.
2. Highlight the reconciled check and select **Outstanding**.

NOTE: The check is now in an Outstanding status and may either be Voided or Unpresented.

Register – Void Checks

To void a check and return all commission details to process in another payment processing cycle, follow the steps below:

1. From the **PAYMENT ACTIVITY** screen, search for and highlight the check to void. Checks must either be in an Outstanding or Unpresented status to void.
2. Select **Void**.
3. A message displays warning you that voiding this check returns all details back to commission processing. Answer **Yes** to complete the void.

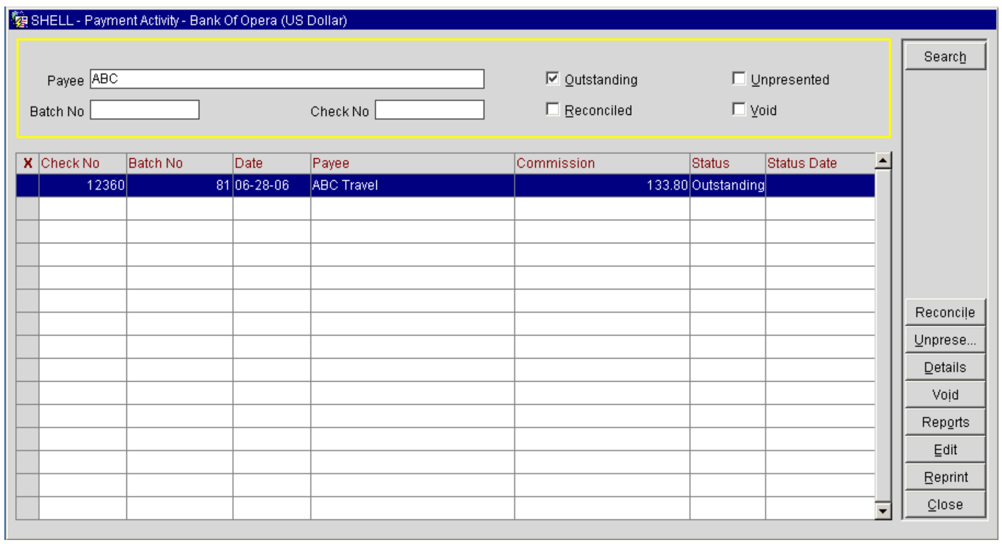
NOTE: There is no systematic way to undo a voided check. Once a check voids, all commission details must process again and a new check creates for the details.

Register – Un-Presented Checks

If you have a check that is either never delivered to the agency or source, or simply never reconciles with the Bank Account, follow the steps below to indicate its status:

1. From the main menu, select **Commissions** and **Payment Activity**.
2. Select **Register** from the **CHECK BOOK MENU** screen.
3. Highlight the Bank Account that the commission check paid from and select **OK**.

The **PAYMENT ACTIVITY** screen displays.



4. Use the **Payee** field to enter the travel agent name or enter the **Check No.** and select **Search**. To view only checks that have not cleared the Bank Account, select **Outstanding** in the search criteria.
5. Select **Unpresented**.
6. Answer **Yes** to mark the check as Unpresented, enter the date for the check and select **OK**.

RETURN AN UNPRESENTED CHECK TO OUTSTANDING STATUS

If an Unpresented check finally reconciles with the Bank Account or delivers to the agency, follow the steps below to remove the Unpresented status.

1. From the **PAYMENT ACTIVITY** screen, select the **Unpresented** option in the search criteria to search for the check.
2. Highlight the desired check and select **Outstanding**.

NOTE: The check is now in an Outstanding status and may either be Reconciled or Voided.

Reprint Checks

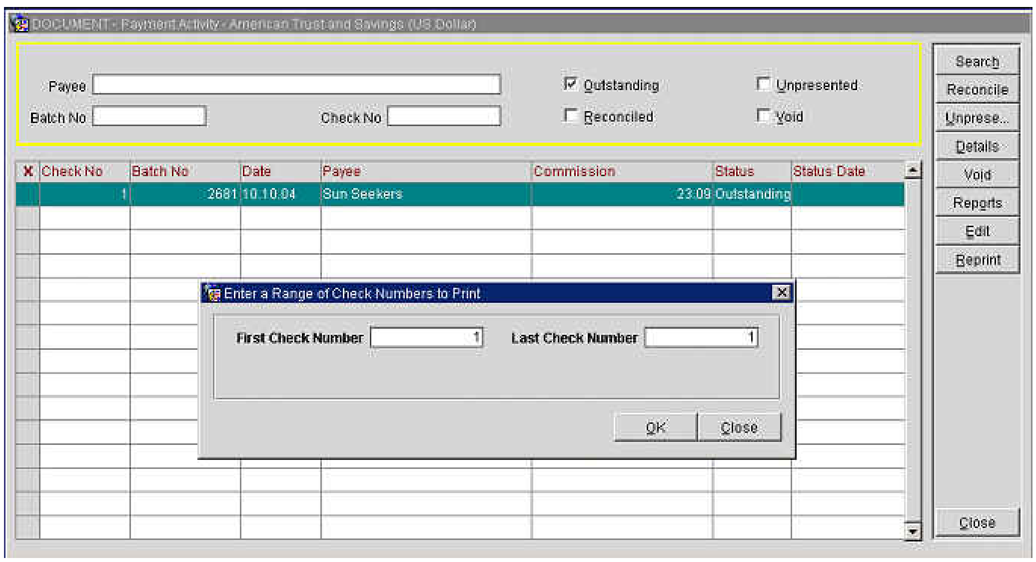
In the event that you need to reprint commission checks (i.e. if the check printer jams or if you incorrectly number the check run), follow the steps below:

1. From the main menu, select **Commissions** and **Payment Activity**.
2. Select **Reprint Checks**.
3. Highlight the Bank Account that the checks were printed from and select **OK**.

The **PAYMENT ACTIVITY** screen displays.

4. Select **Reprint**.

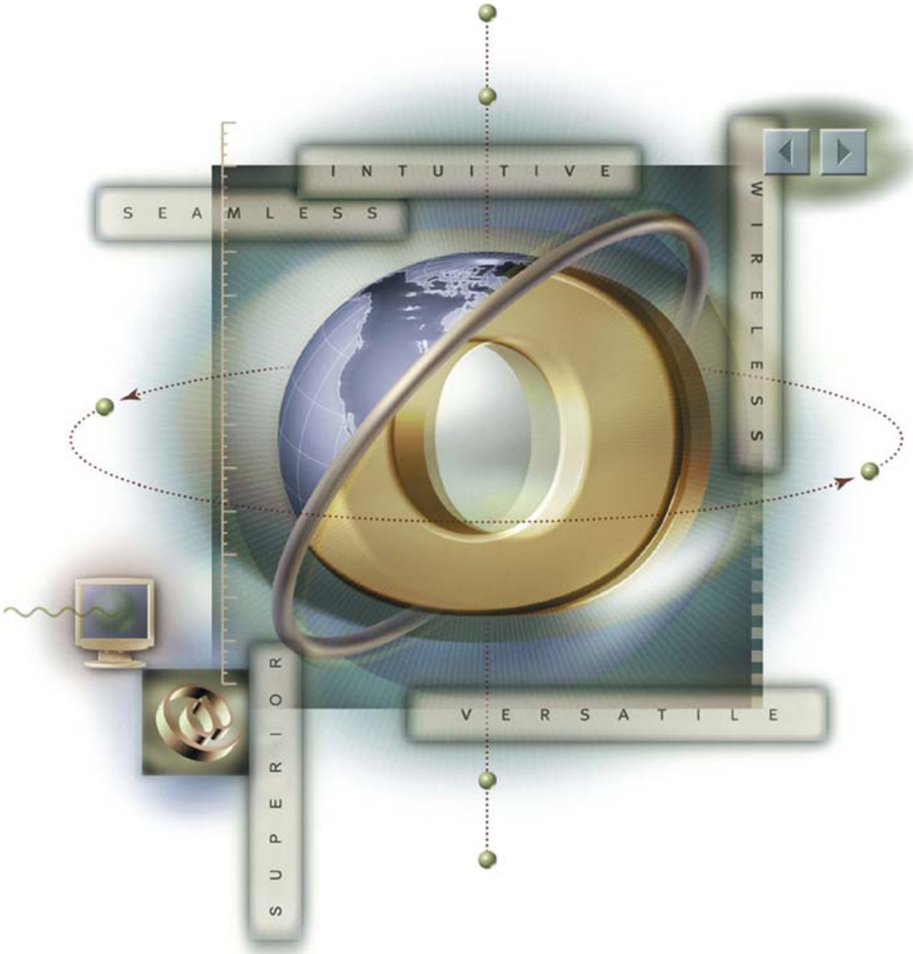
The **ENTER A RANGE OF CHECK NUMBERS TO PRINT** screen displays.



5. Enter the **First Check Number** and the **Last Check Number** to print and select **OK**.

NOTE: Be certain to align the checks in the printer prior to performing this step to avoid misprinted checks.

6. After the check print completes, answer **Yes** to print a Check Summary report.



Chapter 12 – Package Management

Packages

Packages consist of two components, the Element and the Group. Package Elements are the individual items within a package, for example, a movie. The Package Group combines multiple elements, such as dinner and a movie. The dinner is an element and the movie is an element; however, they combine to make a Package Group.

Within the Package Element, there are two different types that you may create - a Simple Package or an Advanced Package. The Simple Package Element does not have interface charges, it consumes as scheduled and a preset price posts during the Night Audit.

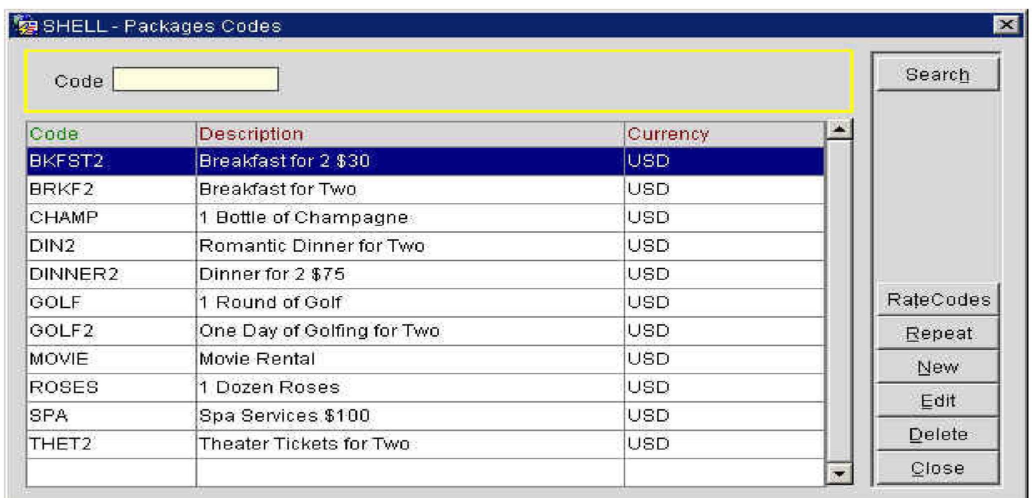
The Advanced Package Element allows interfaces to post a charge, posts to a guest room at the time of consumption and absorbs by the package rather than appear on the guest folio, and an allowance applies for the price.

The Package Group combines multiple elements to sell as a single package.

Simple Package Element

To create a new Simple Package element:

1. From the **System Configuration** menu, select **Rate Management**
2. Highlight **Packages**
3. Select **Codes**


SHELL - Packages Codes

Code

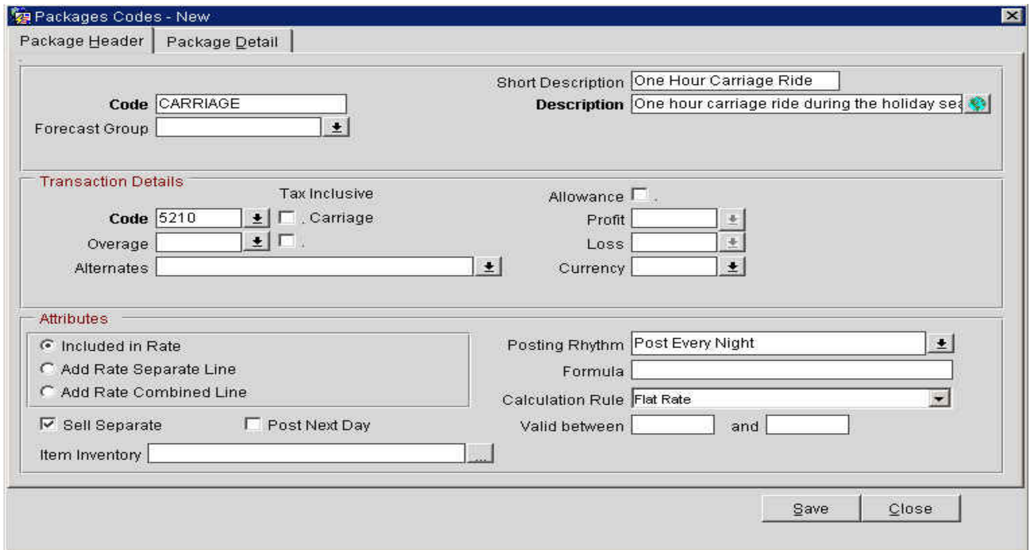
Code	Description	Currency
BKFST2	Breakfast for 2 $30	USD
BRKF2	Breakfast for Two	USD
CHAMP	1 Bottle of Champagne	USD
DIN2	Romantic Dinner for Two	USD
DINNER2	Dinner for 2 $75	USD
GOLF	1 Round of Golf	USD
GOLF2	One Day of Golfing for Two	USD
MOVIE	Movie Rental	USD
ROSES	1 Dozen Roses	USD
SPA	Spa Services $100	USD
THET2	Theater Tickets for Two	USD

Search
RateCodes
Repeat
New
Edit
Delete
Close

The **PACKAGE CODES** screen displays with all existing Package Codes in alphabetical order. These Package Codes consist of both the Package Elements and Package Groups.

4. Select **New** to add a new package code

The **PACKAGE CODES** screen displays the **Package Header** tab.



The **Package Header** contains these fields:

- **Code** to enter the short code for the package element or group
- **Forecast Group** allows making the element part of a package group.
- **Short Description i**nformation displays on package reports.
- **Description** information displays within the Rate Info that agents review with the guest.

Transaction Details

- **Code** is the transaction code for the allowance on the package ledger.
- **Overage** is the transaction code that any overage to the allowance posts. If the amount consumed exceeds the allowed package allowance, the excess amount posts on the guest folio using this transaction code.
- **Alternates** includes any transaction codes allowed on this package. For example, although we expect a guest to have breakfast in the café, they may order room service instead and still have that amount allowed on their package. You may also need to include taxes, gratuities, and beverages for the package to post correctly.
- **Tax Inclusive** deducts the tax amount from the amount of the package element.
- **Allowance** is for Advanced Packages. It allows the package charge to post through an interface or manually in OPERA. After selecting Allowance select the appropriate “Profit” and “Loss” transaction codes for this package. These codes appear on the package ledger for accounting reports.

- **Package Profit** is for any amounts that are less than the "price". For example, the hotel gains package profit from guests who do not consume breakfast allowance amount.
- **Package Loss** is for any amount that is more than the "price" yet less than "allowance".
- **Currency** allows you to set the currency for the package element if you are using multi-currency at your property.

Attributes

- **Included in Rate** sets this package price to deduct from the rate amount configured in the Rate Details screen on the Rate Code. The package price allocates to this package element and the remaining amount in the rate details allocates to Room Revenue.
- **Add to Rate Separate Line** does not include the package in the quote rate but rather adds it to the guest folio as a separate line item.
- **Add to Rate Combine Line** does not include the package in the quoted rate, yet combines the posting into one line item on the folio.
- **Sell Separate** allows this package element to attach to any reservations that have booked a regular (non-package) rate.
- **Post Next Day** allows the system to hold the allowance amount until the item posts on the following day. Typically, this only happens with breakfast because the allowance is set-aside during the night audit but the guest does not have their breakfast until the next morning.
- **Item Inventory** allows you to attach an item that applies to the package element.
- **Posting Rhythm** determines if the package element is available each day or only on certain days. Opera provides the ability to set posting rhythm's 10 different ways, to suit every package's needs.

    - **Post Every Night** – Post this package charge every night.
    - **Post on Arrival Night** – Post this on arrival night only.
    - **Post on Every X Nights Starting Night Y** - Post this package charge every X nights, beginning the Y night of stay. Example: Start on night 3, Post every 2 nights. Reservation Arrival Monday Depart Saturday. Monday, no charge, Tuesday, no charge, Wednesday, package charge, Thursday, no charge, Friday, package charge.

- **Post on Certain Nights of the Week** – Check mark the days of the week to determine the days to post this package charge.
- **Post on Last Night** – Post this package charge on the last night of the stay only.
- **Post Every Night Except Arrival Night** – Post this package charge on all nights of the stay except the arrival night.
- **Post Every Night Except Last** – Post this package charge on all nights of the stay except the last night.
- **Do not Post on First and Last Night** – Post this package charge on all nights except the first and last nights of stay.
- **Floating Allowance per Stay** – Floats the allowance to be consumed at anytime during the guest stay.
- **Custom Posting Schedule** – This user-defined schedule lets you enter a posting rhythm over a 14-day period by assigning the day (number) within a guest stay for posting this package price. For example, if you check mark boxes 3, 5, and 7, Opera will post on the third, fifth and seventh day of the stay and will repeat this posting schedule after the 14th day through the remainder of the stay.

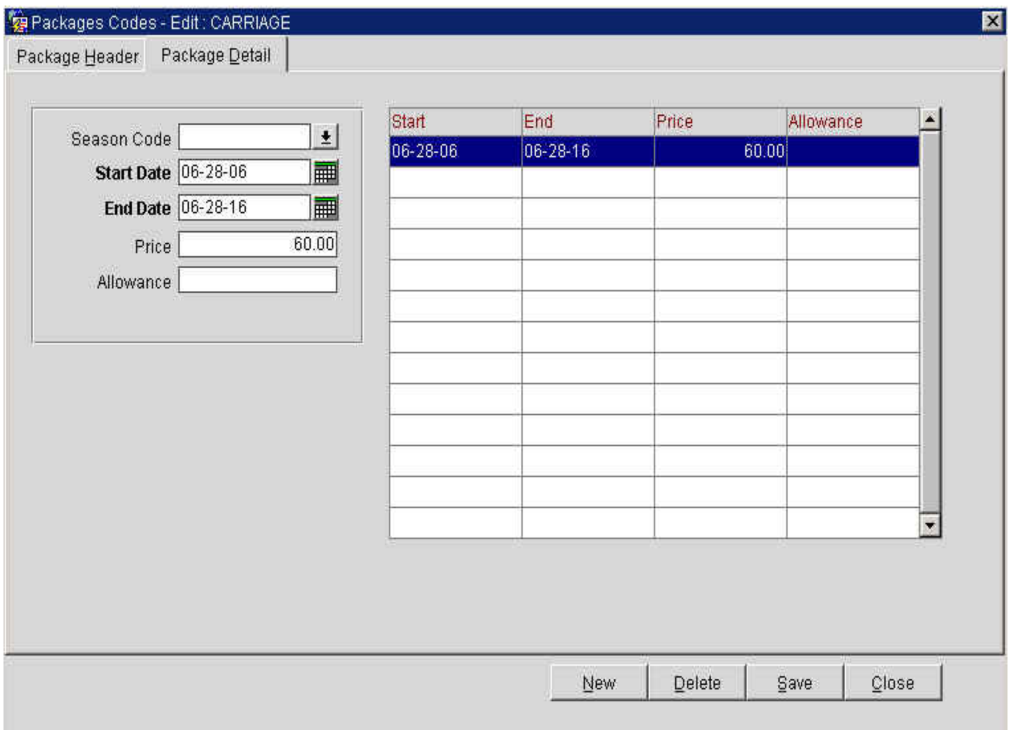
- **Formula** is available for advanced posting calculations.
- **Calculation Rule** determines how the amount calculates. For example:
  - **Per Adult/Child** - if the item is priced differently for adults than children.
  - **Per Person** - if the item is priced the same for adults and children.
  - **Flat Amount** – if the item price does not multiply by the number of people in the room. Flat Amount will also calculate PER SHARED RESERVATION in the room assuming all shared reservations have the same package rate.
- **Valid Between** controls the start and end times during which the allowance defined in the package element are valid. If you leave the fields blank, the allowance is valid all day. For example, if breakfast is served between 07:00 and 10:30, you should allow breakfast postings to the allowance only during this period. If a breakfast posting is made later, the amount posts to the guest's folio. Remember that the time of posting is the time the waiter charges to the room from the Point of Sale system, not necessarily the time when the guest started breakfast.

5. Enter a unique package **Code** for the package element
6. Enter the **Short Description**
7. Enter the **Description**
8. In the Transaction Details section, enter or select a transaction **Code**. This transaction code appears for allowance credit on the package ledger.

NOTE: **Overage** is not required on a Simple Package, as there will be no possibility of overage postings because there is no allowance. No **Alternates** are required in a Simple Package, as the package amount applies during the audit, and we accept no other charges or transactions. Do not check **Allowance** because this package element should break out automatically on the package ledger of the accounting reports. This package will never show any profit or loss because it will always appear consumed at the exact amount set up in the package details.

9. Select **Add Rate** to make this package add to the amount set up in the rate code.
10. You may check **Sell Separate** to allow the ability to attach this package element to reservations that have booked a regular (non-package) rate. Note: This will allow a reservations agent to make any rate a Package Rate for that booking only. Do not select **Post Next Day**, as this will never be an option for a Simple Package because there is no allowance.
11. Select a **Posting Rhythm** based on the frequency of the posting for this item. In this example, we select **Post on Arrival Night** because the guests are entitled to use this package anytime during their stay.
12. Select a **Calculation Rule** based on how the amount calculates. In this example, we select Per Room as the carriage ride charge applies to the room as a whole.
13. Select **Save** to save the Package Header information.
14. Select **Package Detail** to continue with pricing information.

The **PACKAGES** screen displays the **Package Detail**.



The **Package Detail** tab contains these fields:

1. **Season Code** allows you to assign a Rate Season Code to this Package.
2. **Start/End Date** controls when the pricing is available for the package. You can set multiple date ranges and pricing amounts for the package. The date ranges cannot overlap. By default, the package code is valid for a ten-year period starting on the date it is configured. Dates default to the dates defined for the season if you assign a Season Code.
3. **Price** is the actual price of the package element. This amount posts to the transaction code defined. (Price cannot be negative when the package has an allowance.)

NOTE: The amounts you enter in the Price and Allowance fields are in the currency defined in the package header.

4. **Allowance** is the amount that the guest can consume against the package. This amount is the actual price for the element or the allowed consumption price for the guest. The allowance cannot be less than the price.

15. Enter the **Start Date** that the price is available.
16. Enter the **End Date** that the price is no longer available.
17. Enter the **Price** for this simple package element.

NOTE: Since this is a simple package, do not enter an allowance.

18. Select **Save** to save the package details.

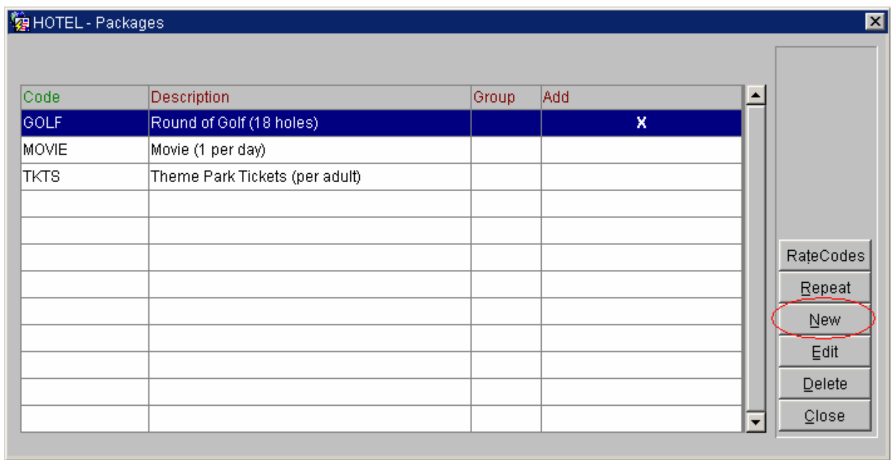
Advanced Package Element

An advanced package is one that sets aside an allowance (credit) to offset by the posted (debit) charge. This item typically posts separately through an interface system, but it may also post manually in OPERA. In either case, the package consumes the amount posted and does not post the charge to the guest folio. Advanced packages may be set up to post the same day, the next day, or anytime before the guest checks out.

Use the following steps to create this package:

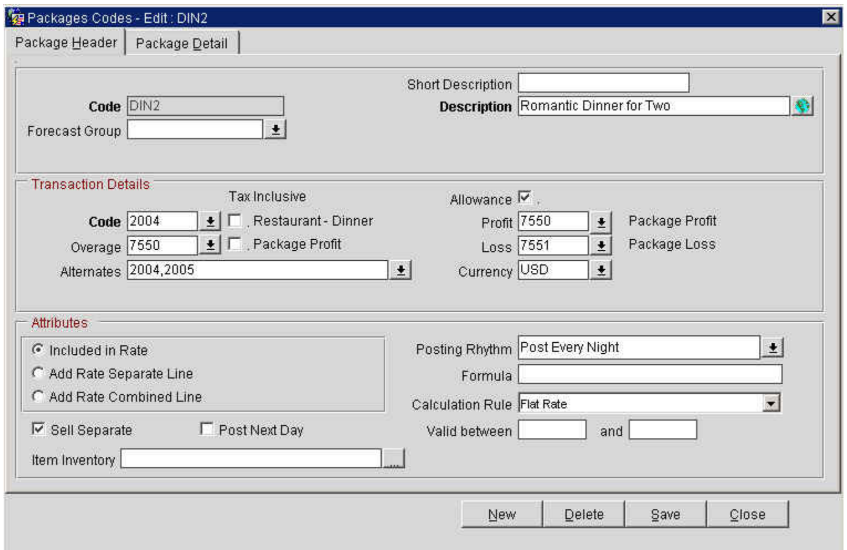
1. Select **Setup**
2. Select **Configuration**
3. Select **Rate Management**
4. Select **Packages**
5. Select **Codes**

The **PACKAGES** screen displays.



6. Select **New** to begin creating a package element.

The **PACKAGE CODES** screen displays the **Package Header** tab.



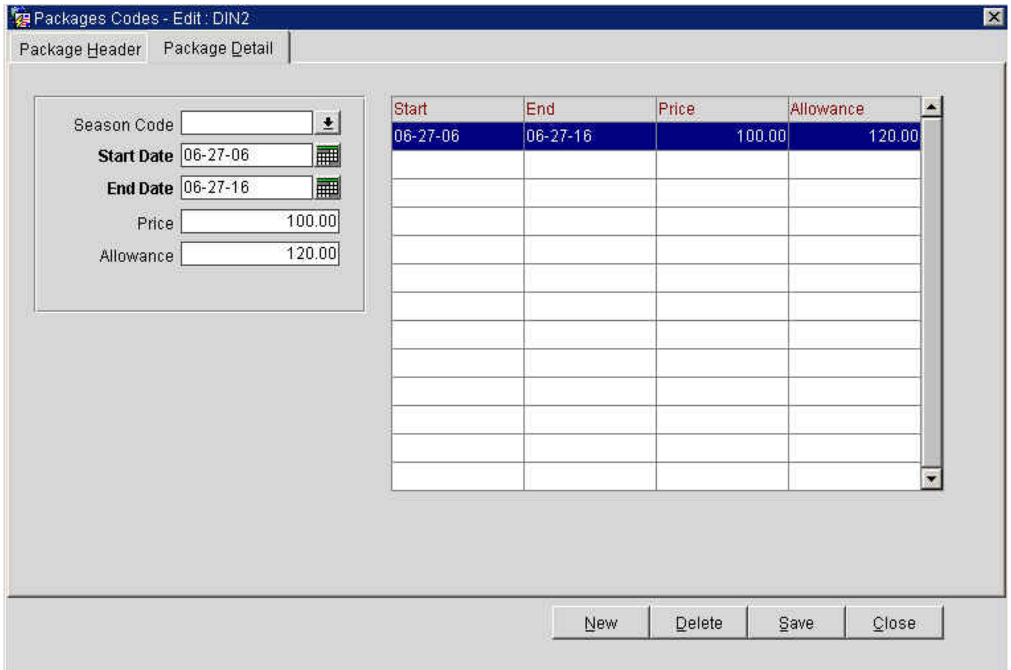
7. Create a unique package **Code** for the item
8. Enter a **Short Description** to display on Package Reports.
9. Enter a **Description** to display on the Rate Info used by reservations agents to describe packages.
10. Enter the **Code** in **Transaction Details** that should post. This is the transaction code for the allowance credit on the package ledger.
11. Enter the **Overage** transaction code when applicable.
12. Enter **Alternates** that the guest may use instead of the previously defined **Code**.
13. Select **Allowance** to allow an overage.
14. Select the appropriate **Profit** and **Loss** transaction codes for this package.
15. Select **Included in Rate** to make this package price deduct from the rate amount configured in the Rate Details screen on the Rate Code.

NOTE: You may also select **Add Rate Separate Line** or **Add Rate Combined Line**.

16. Select **Post Next Day** to allow the system to hold the allowance amount until the item posts on the following day.
17. Select a **Posting Rhythm** based on the frequency of the posting for this item. In this example, we select **Post Every Night** because the guests are entitled to a breakfast for every day of their stay.
18. Select a **Calculation Rule** based on how the amount calculates. In this example, we select Per Adult as the breakfast charge applies to each adult in the room.
19. Select **Save** to save the Package Header information.

20. Select **Package Detail** to continue with pricing information.

The **PACKAGES** screen displays the **Package Detail**.



19. Enter the **Start Date** that the price is available.
20. Enter the **End Date** that the price is no longer available.
21. Enter the **Price** for this advanced package element.
22. Enter the **Allowance** that the guest may consume.

NOTE: You must select **Allowance** on the **Package Header** in order to assign an **Allowance** on the **Package Detail**.

23. Select **Save** to save the package details.

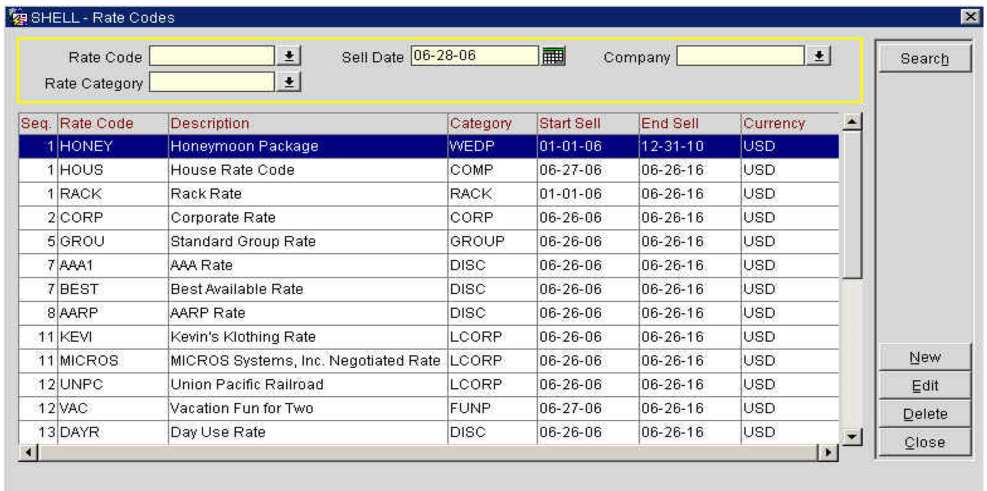
Attaching Package to a Rate

In OPERA, you have the ability to attach package elements and groups to specific Rate Codes. This results in your hotel having Package Rates to sell.

To attach a package element or a group to a Rate Code, follow these steps:

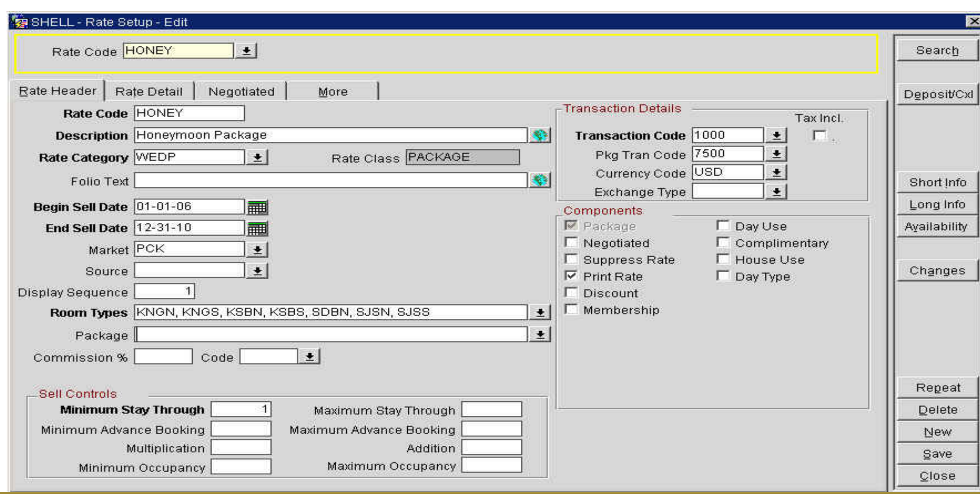
1. From the Configuration menu, select **Rate Management**
2. Select **Rate Classifications**
3. Select **Rate Codes**

The **RATE CODES** screen displays.



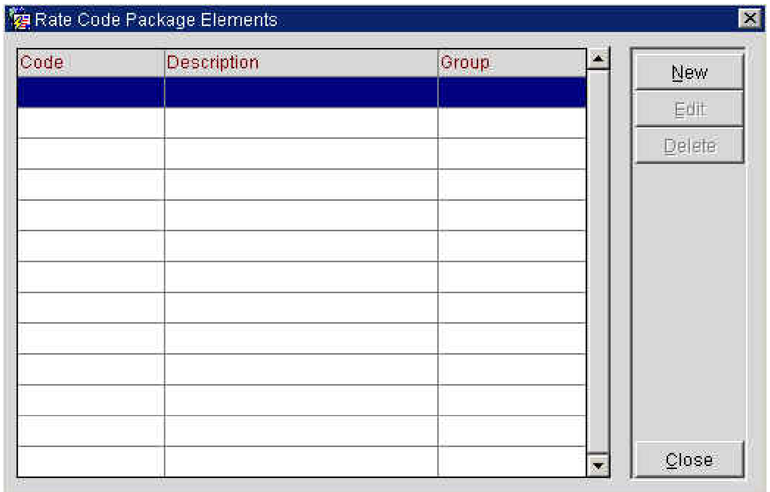
4. Highlight the **Rate** to attach the Package
5. Select **Edit**

The **RATE SETUP - EDIT** screen displays.



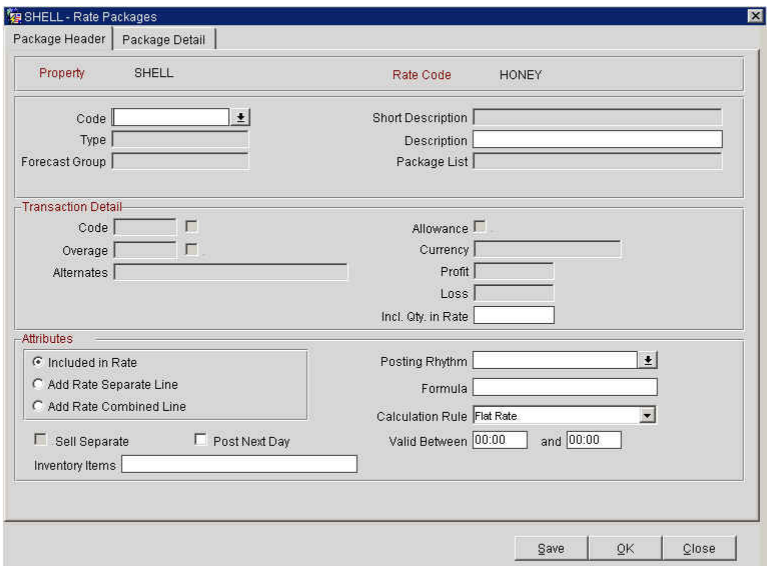
6. Click the drop down arrow next to the **Package** field

The **RATE CODE PACKAGE ELEMENTS** screen displays. Packages attached to this **Rate Code** display here.



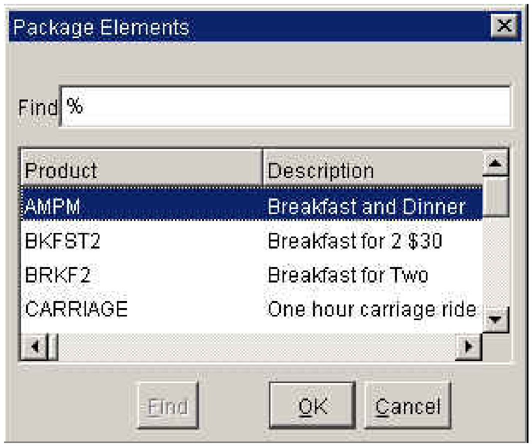
7. To add a package element, select **New**

The **RATE PACKAGES** screen displays.



8. Click the drop down arrow next to the **Code** field

The **PACKAGE ELEMENTS** screen displays the Package Elements for your hotel.



9. Locate the **Package Element** by scrolling through the list or using **Find**.
10. Highlight the **Package Element** to attach to the **Rate Code**
11. Select **OK**

NOTE: Review the details for the package element or group. You may make changes to the package element prior to attaching it to the Rate Code.

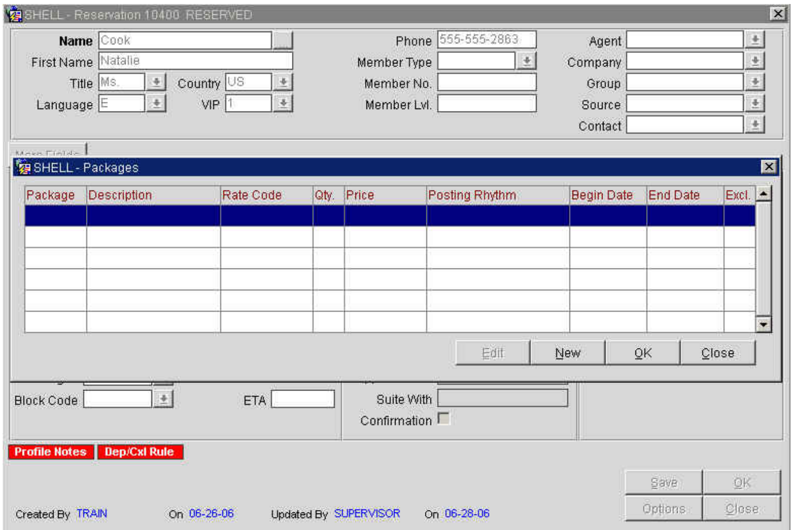
12. Select **OK** on the **RATE PACKAGES** screen
13. Select **Close** on the **RATE CODE PACKAGE ELEMENTS** screen
14. Select **Save** on the **Rate Header**

Attaching Sell Separate Packages

To attach a Sell Separate Package to a reservation, follow these steps:

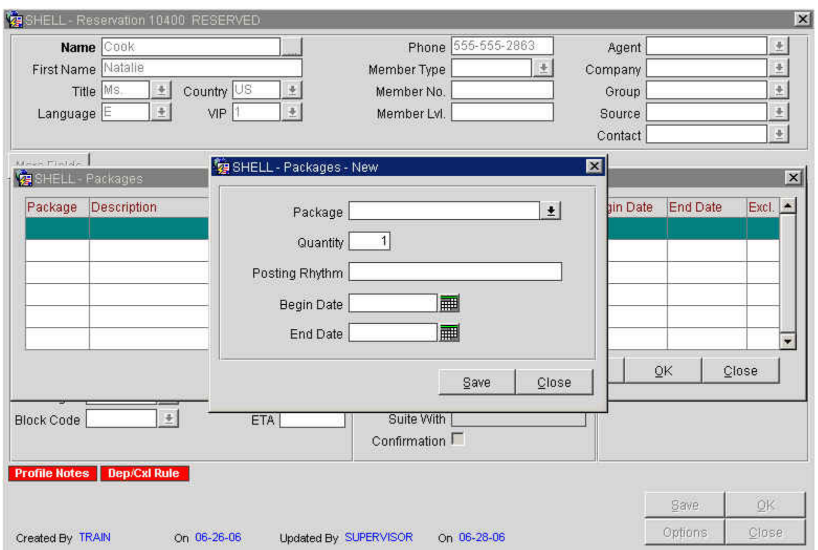
1. Click the drop down arrow next to **Packages** on the **RESERVATION** screen.

The **PACKAGES** screen displays.



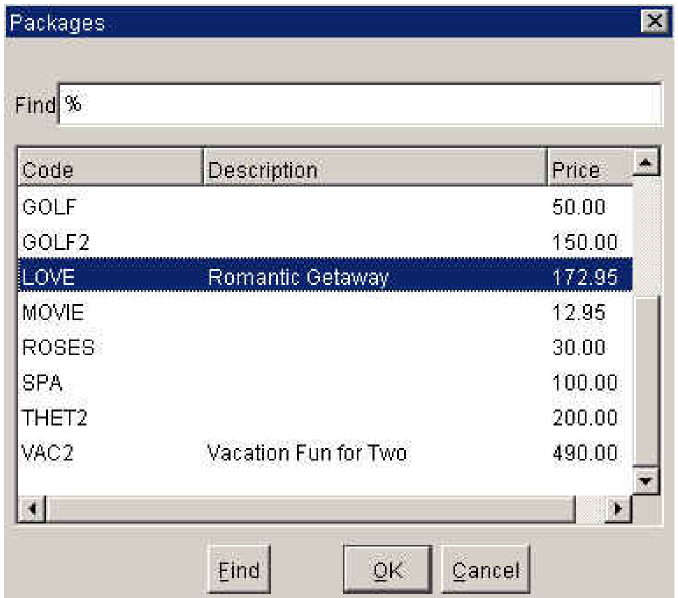
2. Select **New**

The **PACKAGES – EDIT** screen displays.



3. Click the drop down arrow next to **Package** to select from the list of existing packages.

The **PACKAGES** screen displays the package elements available to sell separate.



4. Highlight the **Package** to attach to the reservation
5. Select **OK**

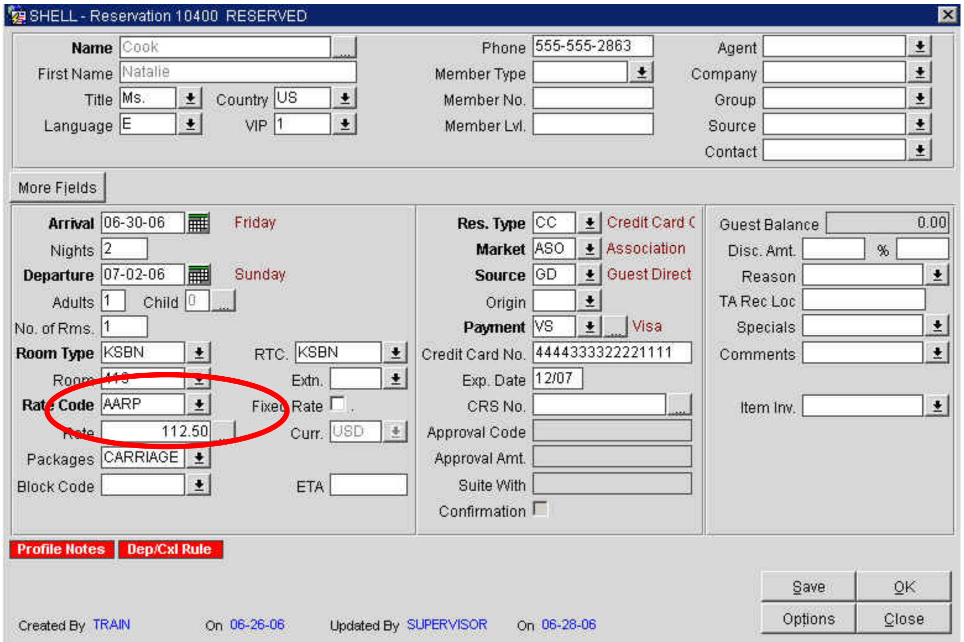
NOTE: The description that displays on this screen is the **Short Description** of the package element configuration.

6. Verify and/or update the **Quantity**
7. Enter the **Begin Date** and **End Date**
8. Select **Save**
9. Select **OK** to continue

Continue adding any other packages this guest requires.

10. Once you attach all the packages, select **OK** to save the reservation.

The **RESERVATION** screen now displays the package/s added.



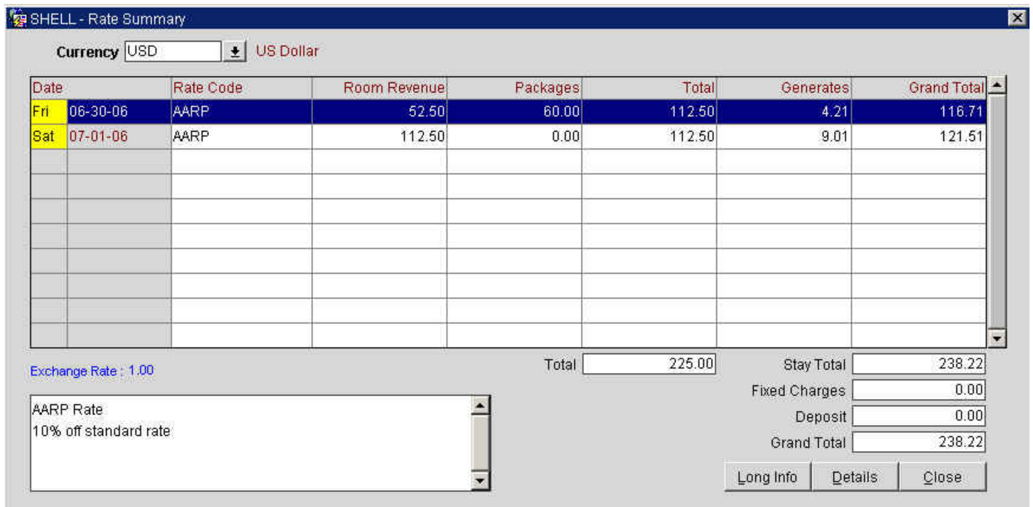
For a package that is "Add to Rate", the amount of the package increases the folio total for Room Charge. For a package that is "Included in Rate", the amount of the package will reduce the amount of room revenue on a package.

11. Select **Options** to access additional package information through **R**ate Info.

The **RESERVATION OPTIONS** screen displays.

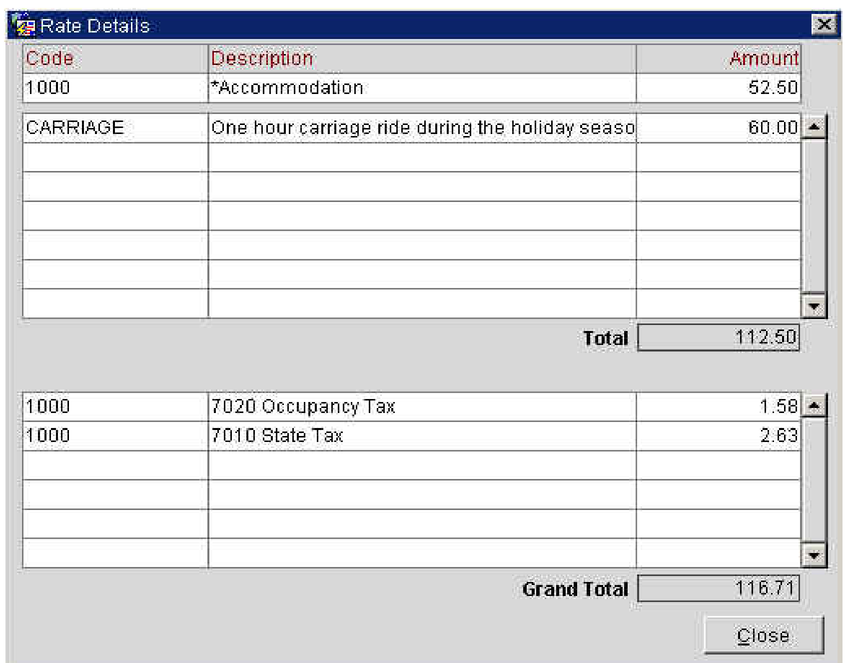
12. Select **Rate Info**

The **RATE SUMMARY** screen displays.



13. Highlight the date that includes package charges.
14. Select **Details** to see the specific packages for that day.

The **RATE DETAILS** screen displays.



The top half of the screen shows a listing of packages for this date and the amount of each.

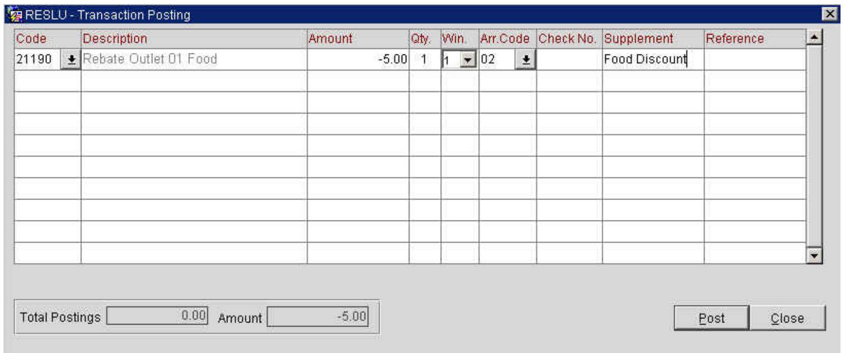
15. Click **Close** to exit.

Adjusting Folios with Package Rates

The steps below describe how to adjust a guest folio with a package rate.

1. To adjust a package rate, select **Post** from the **BILLING** screen.

The **TRANSACTION POSTING** screen displays.



2. Choose the drop down arrow for **Code** to select from the list of transaction codes.
3. Highlight the transaction code to adjust
4. Select **OK**

NOTE: A package rate is a combination of different transaction codes bundled together. The transaction code appropriate for adjustments depends on a number of variables. Check with your manager for specific decisions regarding which code to use.

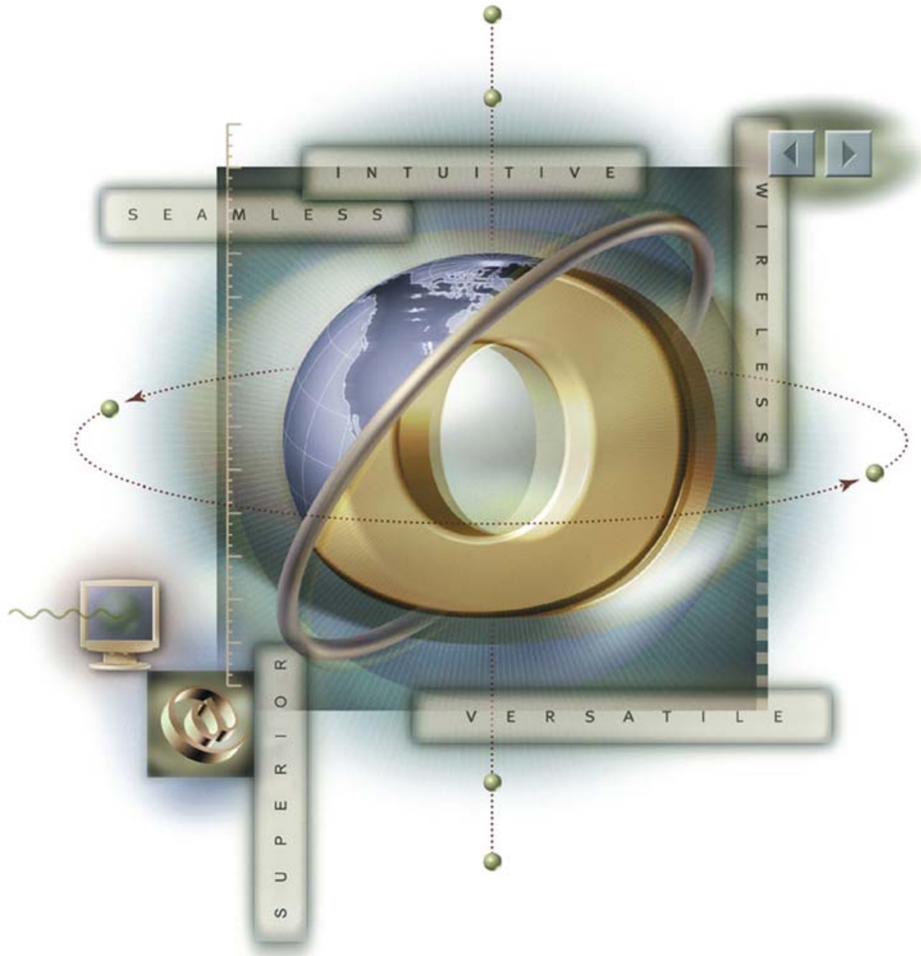
5. Enter the **Amount** to adjust
6. Detail the reason for the adjustment in the **Supplement** field
7. Select **Post**

NOTE: Remember to post adjustments as a negative value so that the guest folio reduces by this amount.

8. If there are not more charges to post, choose **Close** to exit screen.

The adjustment now appears on the guest folio.

9. Select **Close** to exit screen and prevent any further postings.



Chapter 13 – Revenue Management

Rate Codes

Rate Code Overview

Rate Codes also know as "Rates", when properly configured, offer various selling options for your hotel to maximize your revenue. Every reservation requires a Rate Code with the exception of reservations made through a Business Block.

Configuration of a Rate Code consists of four main sections ('tabs'):

Rate Header is the default screen for a Rate Code with mandatory fields that appear in bold. The header describes the rate itself and defines how the rate may sell. Sub-sections of the Rate Header screen include Sell Controls, Transaction Details, and Components.

Rate Detail is the tab to define the actual rate amounts for each room type. Several fields in this screen are also mandatory. Details may vary based on rate seasons or weekend definitions.

Negotiated is the tab to relate or connect Rate Codes with profiles. Rate Codes have the ability to attach to any type of profile in OPERA; however, Company Profile is more common. By making a rate Negotiated, users are able to generate a specific search for a company's rate in the Rate Query.

More is the tab to establish default Routing options or define Base Rates. We discuss both of these options later in this chapter.

Rate Header - New

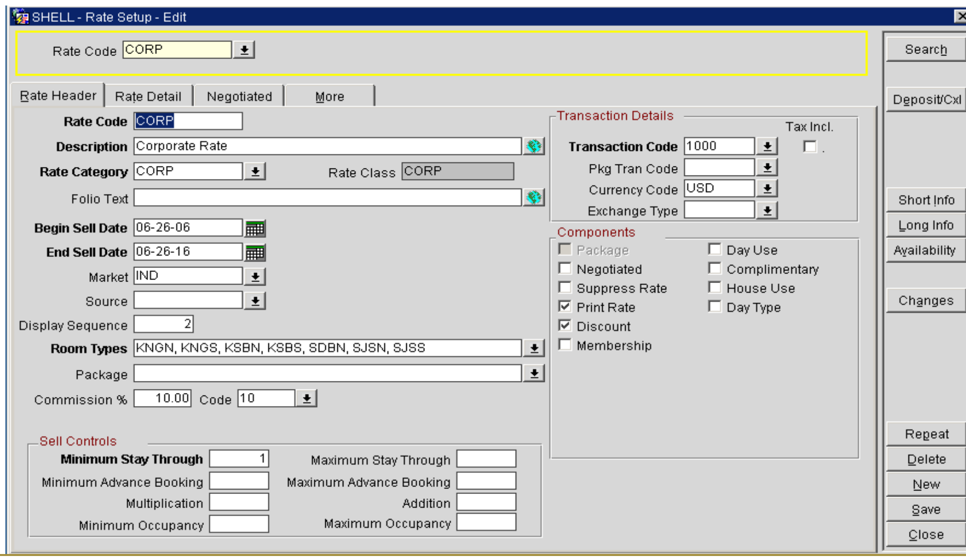
To begin creating a new rate option for your hotel, follow the steps below to create and define the Rate Header:

1. From the main menu, select **Setup** and **Configuration**
2. Select **Rate Management** and **Rate Classification**
3. Select **Rate Code**

The **RATE CODES** screen displays.

4. Select **New** to create a new rate.

The **RATE SETUP** screen displays.



RATE HEADER SECTION:

5. Enter a **Rate Code** to use for selling this rate. Rate Codes should be short codes for the rate (i.e. AAA). This code displays in the Rate Query.
6. Enter a brief **Description** for the rate (i.e. American Automobile Association Rate). This description also displays in the Rate Query.
7. Click the drop down arrow next to the **Rate Category** field to select the appropriate category for this rate.

NOTE: The **Rate Class** automatically populates with your selection.

8. If you wish for the room charge on the guest folio to display something other than the transaction code description, enter a specific **Folio Text**.
9. Enter a **Begin Sell Date** for the first date the rate is available to sell reservations.
10. Enter an **End Sell Date** for the last date the rate is available to sell reservations.

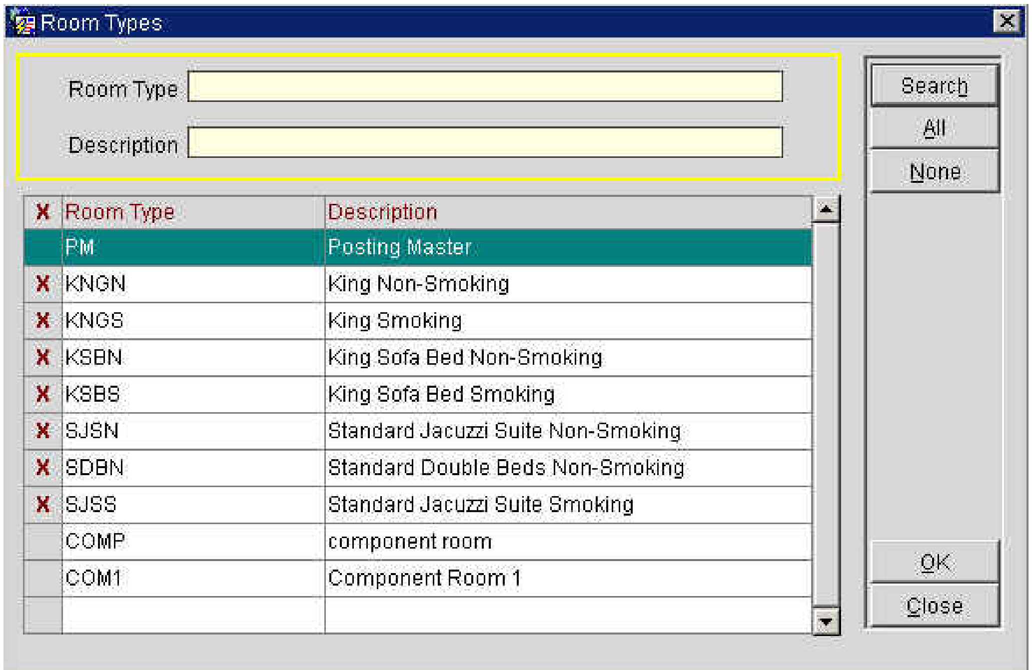
NOTE: The sell dates should be broad and far into the future if this is a rate option always available at your hotel (i.e. 01/01/01 to 12/31/25).

11. Click the drop down arrow next to the **Market** field to select the appropriate market code for this rate. Defining the market here prevents users from having to decide the market for this rate at reservation time.
12. Click the drop down arrow next to the **Source** field to select the appropriate source for reservations booked at this rate. Defining the source here also auto-populates in the reservation screen if reserving this rate. Only define this on the rate if you expect all reservations to come from the same source.
13. Enter a **Display Sequence** for sequential order the Rate Code displays on the Rate Query to sell.

NOTE: **Day Types** sell sequence overrides the display sequence set here. We discuss selling strategies in a later section of this chapter.

14. Click the drop down arrow next to the **Room Types** field to select the room types available to sell for this rate.

The **ROOM TYPES** screen displays.



15. Place an "X" next to each room type available for this rate and select **OK**. Alternately, you may select **All** if all room types apply to this rate.
16. Click the drop down arrow next to the **Packages** field to select a package element to attach to this rate. By selecting a package element here, all rate details for this rate incorporate the package element. For more information on packages, refer to the "Packages" chapter of this manual.
17. Enter a **Commission %** to pay travel agent commissions on reservations booked for this rate, and click the drop down arrow next to the **Code** field to select a pre-defined commission code.

NOTE: Failure to enter a commission percentage amount indicates this rate is 'non-commissionable'. The **Commission %** and **Code** fields on the rate override the commissionable amount found on a Travel Agent profile.

TRANSACTION DETAILS SECTION:

18. Click the drop down arrow next to the **Transaction Code** field to select the default transaction (i.e. 1000) used to post room and tax for this rate. This code may differ depending on your hotel's configuration.
19. If you quote this rate including tax and audit posts charges to the guest folio without a separate line item for tax, select the **Tax Incl.** check box.

NOTE: Making a rate tax inclusive reduces the amount of room revenue on the reservation.

20. If this rate option is an inclusive package, click the drop down arrow next to the **Pkg Tran Code** field to select the package transaction code (i.e. 7500). This code appears as one line item on the guest folio for this rate, instead of individual transactions for room, tax, and package elements.
21. If this rate is quotable in multiple currencies, click the drop down arrow next to the **Currency Code** field to select the currencies that apply.

NOTE: You may establish multiple currencies for each rate

22. If this rate sells in multiple currencies, click the drop down arrow next to the **Exchange Type** to select the type of exchange applied to this rate. Currencies may have different exchange rates established for different periods.

COMPONENTS SECTION:

23. Select the **Package** check box if this rate sells as a package. The default flag automatically checks when you attach a package element to the rate.
24. Select the **Negotiated** check box to indicate the rate is negotiated.

NOTE: A negotiated rate will not appear on the **RATE QUERY DETAILS** screen unless it was directly entered into the query via a profile attachment or the rate code field.

25. Select the **Suppress Rate** check box to prevent the rate amount from displaying to reservation agents. The Rate Code displays as "SR" (Suppress Rate) in the Rate Query if the user does not have permission to view rate details.
26. Select the **Print Rate** option to print the rate amount on forms such as registration cards, folios and confirmation letters.

NOTE: The **Print Rate** field on the More tab of the reservation must also be selected to print rate information on customized forms. If this rate defaults to print yet the user does not want it to print, removing the flag on the reservation overrides the default on the rate.

27. Select the **Discount** check box to permit discounts on reservations for this rate. If you do not select this option, discounts for this rate are not available on the reservation.
28. Select the **Membership** check box to make this rate eligible for Frequent Flyer or Loyalty Membership points during the stay.
29. Select the **Day Use** check box to make this rate available for a day use only room.
30. Select the **Complimentary** check box to indicate the rate is complimentary for marketing purposes. Selecting this option identifies reservations booked for this rate separately on reports.
31. Select the **House Use** check box to indicate the rate is for internal management use. Reserving Posting Masters (PM) is a prime example for this option. Selecting this option also identifies reservations book for this rate separately on reports.
32. Select the **Day Types** check box to indicate this rate for use in establishing sell strategies. If this rate is setup in a Day Type configuration, the order that it displays on the **RATE QUERY DETAILS** screen may differ from its display sequence. For more information on Day Types, refer to the Day Types section of this chapter.
33. If your hotel has the Best Available Rates feature active, select the **BAR** option to define this rate as a best rate to sell in the Rate Query.

SELL CONTROLS SECTION:

34. Enter the minimum number of nights in the **Minimum Stay Through** field that a reservation must stay through to book this rate.

NOTE: Leaving the field (or any field in this section) blank indicates no restrictions are established.

35. Enter the maximum number of nights in the **Maximum Stay Through** field that a reservation can stay through to book this rate.
36. Enter the minimum number of days in the **Minimum Advance Booking** field that a reservation must book ahead of arrival to offer this rate.
37. Enter the maximum number of days in the **Maximum Advance Booking** field that a reservation can book in advance of arrival to offer this rate.
38. Enter a number to multiply the rate amounts defined in the Rate Details in the **Multiplication** field.
39. Enter a dollar amount to add to the rate amounts defined in the Rate Details in the **Addition** field.

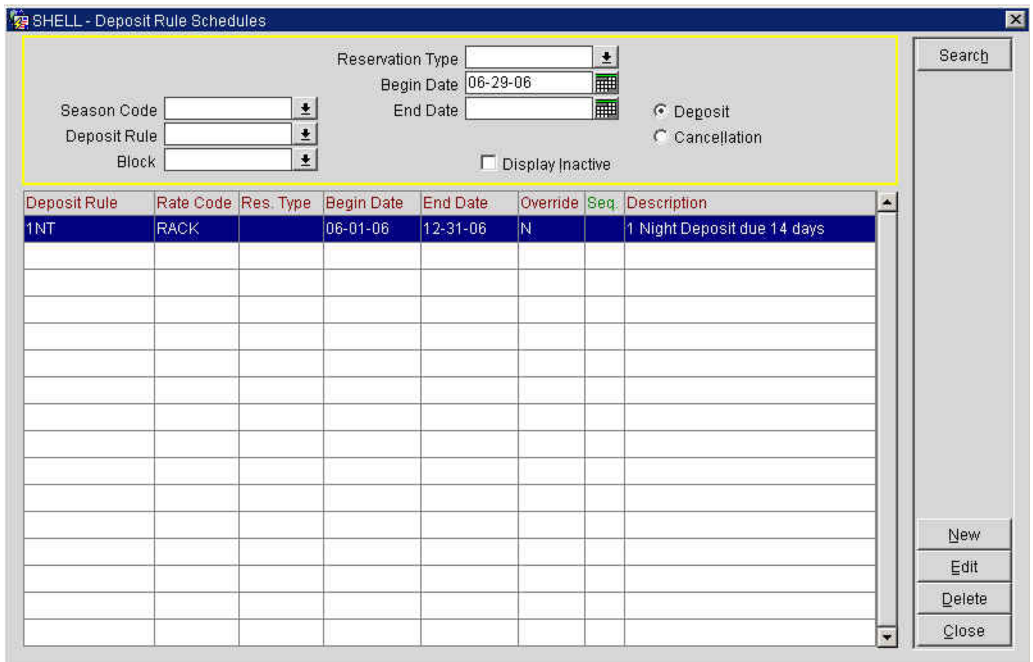
NOTE: When both **Addition** and **Multiplication** fields exist for a rate, the system first calculates the **Addition** value and then uses the **Multiplication** value to obtain the end result.

40. Enter the minimum number of persons required on the reservation in the **Minimum Occupancy** field to offer this rate.
41. Enter the maximum number of persons allowed on the reservation in the **Maximum Occupancy** field to offer this rate.
42. Select **Save** to save the Rate Header.

Rate Header – Options

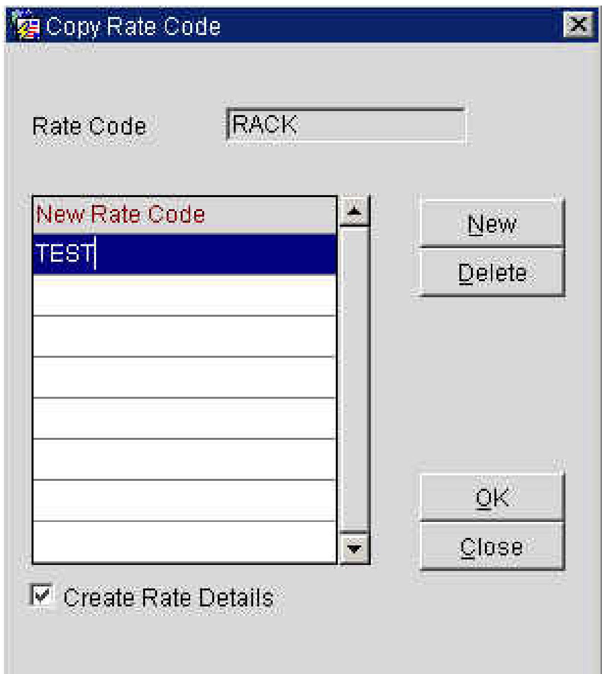
After saving a Rate Header, there are several option buttons to add additional information to a rate. Listed below are the various options available:

- The **Deposit/Cxl** option opens the **DEPOSIT RULE/CANCELLATION SCHEDULES** screen. From here, you may directly apply a rule schedule for either deposit or cancellation requirements (i.e. 14-day advance deposit required for one night's room and tax, with a one-night cancellation penalty) for this rate.



- Select the **Short Info** option to enter a brief description for the rate to display in the lower-right corner of the **RATE QUERY DETAILS** screen. Enter program specific information in this screen for reservationists, such as "Identification Required" or specific package details.

- Select the **Long Info** option for a free text box to enter long, descriptive information regarding this rate. This information appears if the user selects to see Long Info from the **RATE QUERY DETAILS** screen.
- Select the **Availability** option to access the **RATE AVAILABILITY** screen. Refer to the "Rate Availability" section of this chapter for more details.
- Select the **Changes** option to review changes that have occurred to this rate, such as the creation date or when an advance booking requirements was added to the rate.
- Select the **Repeat** option to copy this Rate Code and create a new rate without having to retype similar information. When choosing this option, the **COPY RATE CODE** screen displays.



Simply enter a **New Rate Code** in the grid and select **OK**.

NOTE: The **Create Rate Details** check box defaults as checked to copy existing rate amounts to the new rate. If you wish to create different rates, uncheck this option.

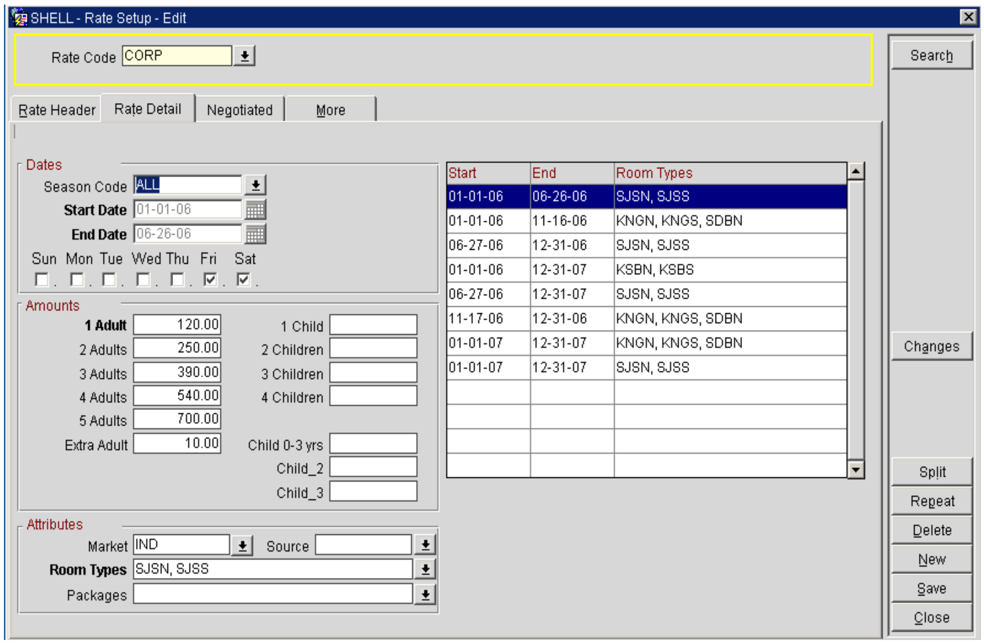
- **Delete** allows you to delete an existing rate option. You are unable to delete rates that already have existing Rate Details or dependent reservations.

Rate Details - New

The **Rate Detail** is where you specify dates and room types for the rate. In most hotels, the Senior Hotel Management, General Manager, Sales & Marketing Director work with Regional Offices to define the hotels overall annual business/marketing plan. Once rates are established, entering them in the Rate Details has direct impact on potential room revenue.

To establish Rate Details, follow the steps below:

1. From the Rate Header, select the **Rate Details** tab at top of screen.



2. Click the drop down arrow next to the **Season Code** to select a predefined date range or seasons. If no seasons exist, you may enter the dates directly.
3. Enter a **Start Date** for this Rate Detail to begin.
4. Enter an **End Date** for this Rate Detail to end.

NOTE: If you select a Season Code, the Start Date and End Date automatically populate.

5. If this rate detail only applies to certain days of the week, (i.e. Fri. and Sat. only) place a check in the boxes to the corresponding days.

AMOUNTS SECTION:

6. Enter the rate amount for **1 Adult, 2 Adults, 3 Adults, 4 Adults,** and **5 Adults**. If the rates quoted do not differ by number of adults, enter the same rate in each field.

NOTE: Entering a specific rate for each number of adults here ensures that the exact rate by number of adults display in the **RATE QUERY DETAILS** screen. This also allows a manual definition of when the extra person charge begins.

7. If this rate has an extra person charge to begin with the hotel's default extra person designator, enter a rate amount in the **Extra Adult** field rather that the 2 Adults, 3 Adults, etc. fields.

NOTE: Use caution with this feature as the rate does not calculate the number of adults until after the Rate Query and the user has the reservation in front of them.

8. Enter the rate amount for **1 Child, 2 Children, 3 Children,** and **4 Children** only if your hotel charges for children.

NOTE: If there is a charge for children, the system assumes this charge is in addition to the number of adults in the room and adds the charge to the adult charge. As a result, do not input the full rate amount, but only the additional charges for children.

9. If your hotel charges different rates for children based on their age, enter a value in all three **Child #-#** fields (where # is the hotel defined age ranges).

ATTRIBUTES SECTION:

10. Click the drop down arrow next to the **Market Code** field to define the market for this particular Rate Detail. This field auto populates from the Rate Header; however, you may apply a different code for specific period.

NOTE: A **Market Code** defined on a Rate Detail overrides the **Market Code** in the Rate Header.

11. Click the drop down arrow next to the **Source Code** field to input the intended source of reservations for this particular Rate Detail. This field auto populates if defined in the Rate Header; however, you may apply a different code for a specific period.

NOTE: A **Source Code** defined on a Rate Detail overrides a **Source Code** in the Rate Header. In addition, unless all reservations booked for this rate channel from the same source of business (i.e. Internet), reservationists typically enter this field on the reservation at the time of booking.

12. Click the drop down arrow next to the **Room Types** field and select the room types available for this rate. The only room types that display are the room types defined on the Rate Header.
13. If this rate detail includes a package element, click the drop down arrow next to the **Packages** field to select the element.

NOTE: If you attach a package element to a Rate Detail, that element only applies to that rate for the defined period. If you attach a package element to a Rate Header, that element applies to all Rate Details for the Rate Code.

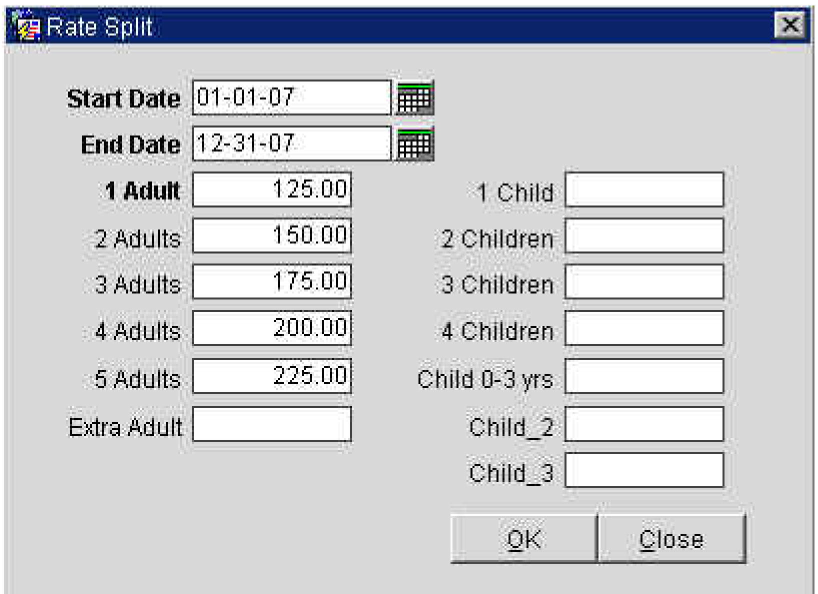
14. After entering all details, select **Save**.
15. Select **New** to repeat this process and enter additional rate details for different room types or date ranges.

Rate Details - Options

Some additional features from the Rate Details tab are as follows:

- Use the **Repeat** feature to copy rates from one detail to another. This function copies all rates and room types, but allow you to define alternate dates.
- Use the **Split** feature to split an existing Rate Detail. To split a rate for a specific date range and apply a different rate amount, select this option.

The **RATE SPLIT** screen displays.



- Enter a **Start Date** and **End Date**, define rates for the new Rate Detail, and select **OK** to save.

NOTE: When splitting a Rate Detail, the room types remain the same, but the dates and rates can differ.

- Select **Changes** to view a history of changes for the highlighted Rate Detail.

Negotiated Rates - New

The **Negotiated** tab of the Rate Code allows you to view and enter profiles that offer this rate as a negotiated rate. Typically, Company profiles have negotiated rates attached. It is possible to create a link or relationship between an account and a rate through the Profile Options, but you may also manage that from this tab. The benefit of attaching an account to a rate is that whenever booking reservations for this account, only the negotiated rate displays. To view or attach profiles to this rate as Negotiated, follow the steps below:

1. From the Rate Header, select the **Negotiated** tab.

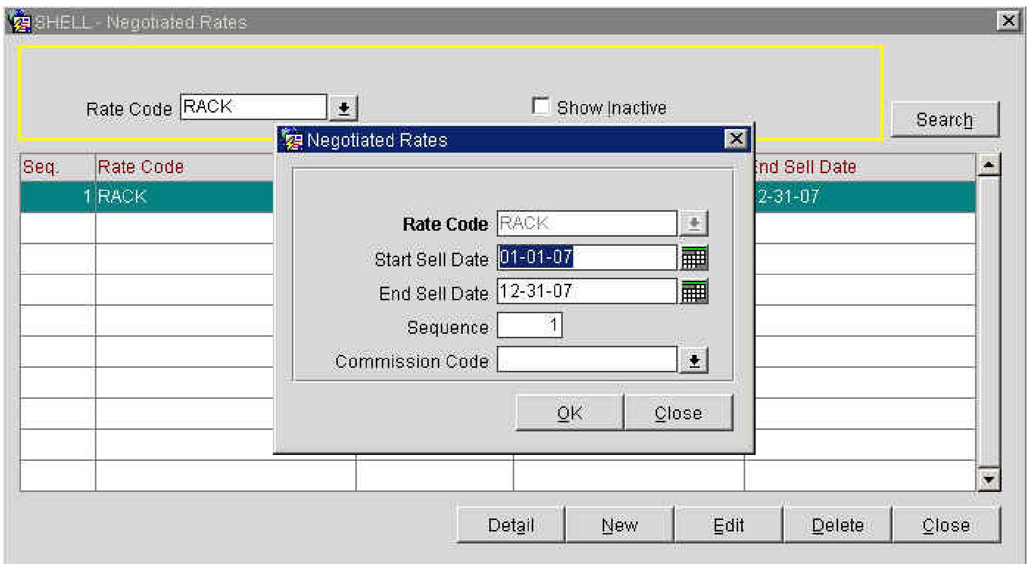
NOTE: If this rate already has profiles for this rate negotiated, those profiles displays in the grid. If no profiles are negotiated for this rate, the grid displays blank.

2. Select **New** to attach a new profile. The **PROFILE SEARCH** screen displays.
3. Locate the profile to negotiate for this rate, highlight the record and select **OK**.

The **NEGOTIATED RATES** screen displays.

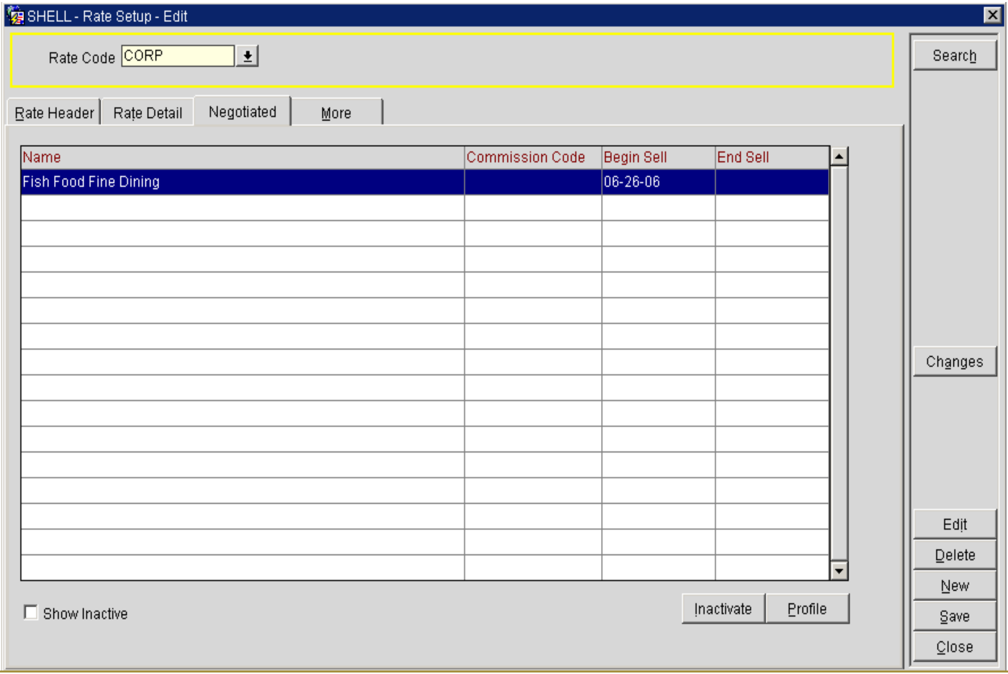
4. Select **New** to establish the details of the negotiated rate.

A second **NEGOTIATED RATES** screen displays.



5. Click the drop down arrow next to the **Rate Code** field to select the rate to negotiate. From within this Rate Code, select the rate you are currently working with.
6. Define the **Start Sell Date** and **End Sell Date** and select **OK** to save.
7. Select **Close** to return to the **Negotiate** tab.

The profile negotiated for this rate now displays.



Negotiated Rates – Options

The various options available from the **Negotiated** tab are as follows:

- **Inactive** deletes the highlighted profile and inactivates the account as a negotiated rate.

NOTE: The **Show Inactive** check box, when checked, displays any profiles or accounts marked as inactive for this negotiated rate.

- **Profile** displays the profile of the highlighted negotiated rate.
- **Edit** displays the **NEGOTIATED RATES** screen to alter the sell dates.
- **Changes** displays a history of changes for the highlighted account with a negotiated rate.

More Tab

The **More** tab offers additional options for managing rates. Listed below are the options available on this tab:

- To define default **Routing** for any reservations for this rate (such as Internet Wholesalers that traditionally route all room and tax charges to a second folio window), click the drop down arrow next to the **Instructions** field and select either the Transaction Codes or pre-defined Routing Instructions that apply. If these Routing Instructions only apply to a certain type of profile, click the drop down arrow next to the **Profile Types** field and define the profile type for these instructions.
- The **Base Rates** feature establishes one Rate Code as the "base" rate, and each additional rate offered at the hotel may be set at a percentage or flat dollar amount off that rate. Rate Details for rates using this feature automatically create based on the original Rate Details for the "base" rate. To establish a rate to use the Base Rate as its identifying Rate Details, follow the steps below:

    1. Click the drop down arrow next to the **Base Rate** field and select the Rate Code defined as the hotel's base (i.e. Rack Rate).
    2. Click the drop down arrow next to the **Amount** field and select to either base the rate as a "Percentage" or "Flat" dollar amount off.
    3. Enter either the dollar amount or percentage in the field to the left.
    4. Click the drop down arrow next to the **Rounding** field to determine how to round the final rate calculations should they not be an even amount (i.e. 10% off the base is $175.9877)

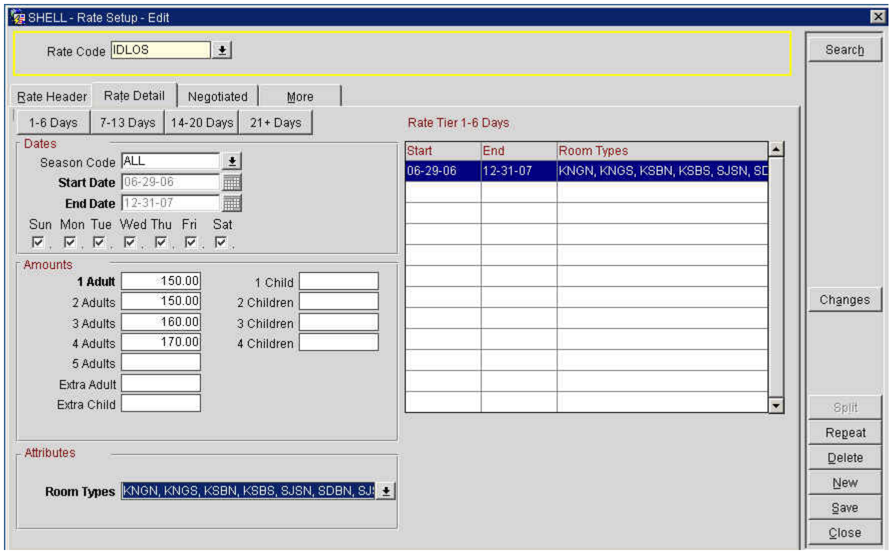
NOTE: The UP/DOWN options round to the nearest dollar with no figures after the decimal point. The UP – Keep Decimal and DOWN – Keep Decimal round to the nearest dollar and cent. NONE performs no rounding.

Rate Tiers

Hotels with guests that traditionally have extended or lengthy stays often use rate tiers as a means to offer lower room rates for lengthy stays. OPERA offers functionality to handle these rate tiers based on length of stay. In order to use tiered rates when selling reservations, the Rate Tiers functionality must be active with length of stay periods defined (i.e. 0-6 days, 7-13 days, 14-20 days, +21 days).

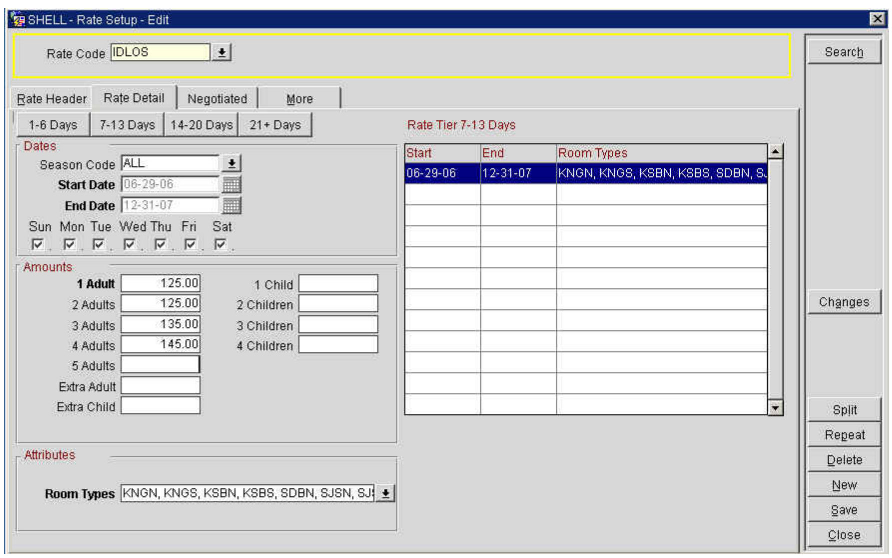
Once you define the length of stay periods, each Rate Code that sells based on length of stay requires Rate Details for each tier. Follow the steps below to define rates for each tier on a Rate Code:

1. When creating a new Rate Code, from the Rate Header tab, select the new rate as **Tiered** in the Components section and **Save** the header.
2. Select the **Rate Details** tab.



At the top of the screen are buttons for each of the defined stay periods (i.e. 1-6 Days, 7-13 Days, 14-20 Days, 21+ Days).

3. Enter rate details for the first stay period for all room types and select **Save**.
4. Select the second stay period (7-13 Days button) and enter rate details for that tier; select **Save**.



NOTE: When you move to the 2nd or 3rd tier, the system asks if you want to copy rate details from the 1st or previous tier. Answer **Yes**, but be certain to change the rates accordingly.

5. Repeat this process for all tiers before closing.

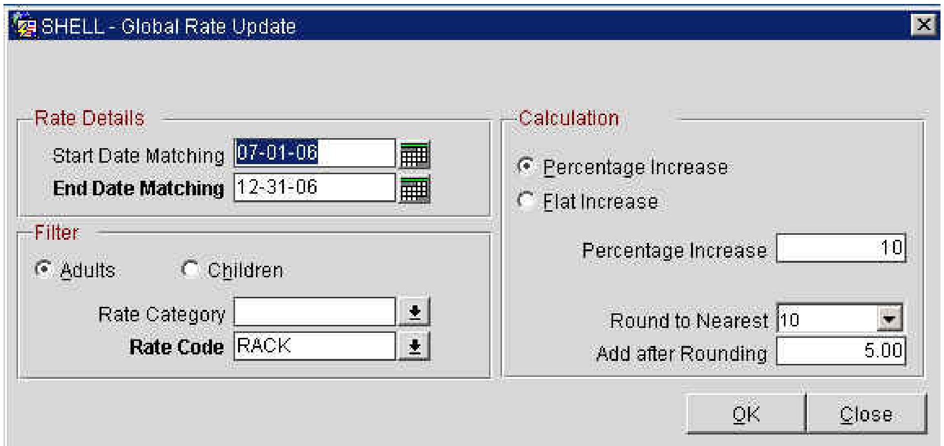
Global Rate Update

The **Global Rate Update** feature offers the ability to update and modify rate details for one or multiple rates without having to access the Rate Details of each individual rate. This is particularly useful for updating a range of rates if the hotel has had an increase in the fair market value of all rooms.

To perform a global update of rates, follow the steps below:

1. From the main menu, select **Setup** and **Configuration**.
2. Select **Rate Management**.
3. Select **Global Rate Update**.

The **GLOBAL RATE UPDATE** screen displays.



4. Enter a **Start Date Matching** and **End Date Matching** in the **Rate Details** portion of this screen.

NOTE: Dates entered here apply this global rate update to any rate details that exist in this range of dates.

5. In the **Filter** section, choose whether this update affects **Adults** or **Children** rates.
6. To filter this update to a specific rate or range of rates, click the drop down arrow next to the **Rate Category** or **Rate Code** field.
7. In the **Calculation** section, select this update to either be a **Percentage Increase** or **Flat Increase** or enter a value below for the increase (i.e. 10 for 10%)
8. Click the drop down arrow next to the **Round to Nearest** field to round any odd percentages.
9. If desired, enter an additional amount to add to all rates after the percent or flat increase updates in the **Add after Rounding** field (i.e. after 10% increase, add an additional $5).
10. Select **OK** to save and answer **Yes** to apply the global rate update.

Revenue Management

OPERA offers various tools to manage and yield the hotel's rates and availability. The intention of these tools is to maximize hotel revenue and assist with revenue management from the PMS. If your hotel has a Revenue Management interface active, these features are disabled to allow that system to act as the yield management source.

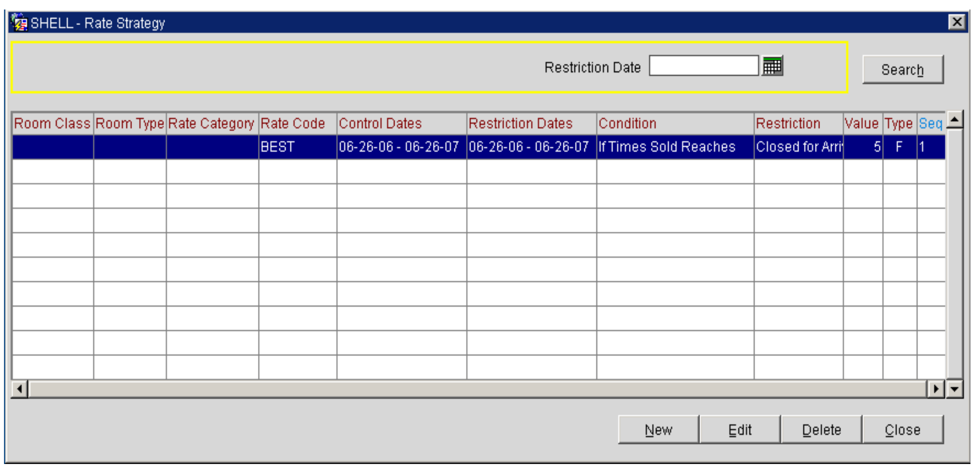
The features available for managing revenue and rates are Rate Strategy, Rate Availability, and Rate Restrictions, Day Types and Overbooking.

Rate Strategy

The **Rate Strategy** program is a yield management tool to assist with monitoring and managing availability of rates. Use the Rate Strategy feature as a tool to create restrictions or to set sell limits on Rate Categories or Rate Codes. Follow the steps below to establish a new Rate Strategy:

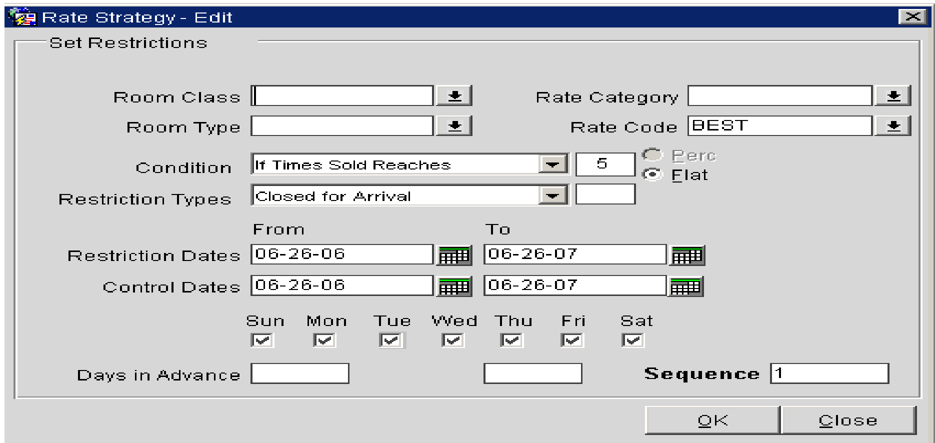
1. From the main menu, select **Setup** and **Configuration**.
2. Select **Rate Management**
3. Select **Strategy**

The **RATE STRATEGY** screen appears with a list of all existing strategies.



4. Select **New**.

The **RATE STRATEGY – EDIT** screen displays.



5. Choose to set a strategy for a **Room Class, Room Type, Rate Category,** or **Rate Code** by clicking the drop down arrow next to either field.

NOTE: The option of controlling the availability by Rate Category rather than by Rate Code greatly simplifies the task of establishing strategies for each individual Rate Code. All rates that belong to the one category adopt the strategy at once.

6. Click the drop down arrow next to the **Condition** field to establish the strategy condition; the condition may be based on occupancy or reservation activity (i.e. times sold, or if occupancy reaches).
7. Enter a value (either Percentage or Flat) for the condition.
8. Click the drop down arrow next to the **Restriction Types** field to choose the restriction for the strategy (i.e. Closed for Arrival).
9. Enter the **Restriction Dates From/To** for the dates affected by the condition. The selection here defines conditions for reservations booked on these dates.
10. Enter the **Control Dates From/To** for the calendar days controlled by this condition. The selection here defines the actual booking dates affected by this condition.
11. If this condition only applies to certain days of the week, check or uncheck the appropriate dates.
12. Enter the number of **Days in Advance** the condition applies. This rolling date range moves along with the calendar.
13. Select the **Sequence** for this condition.

NOTE: The Sequence defines the order that the condition applies. If multiple conditions exist for a reservation date, this sequence determines the priority of which condition applies first.

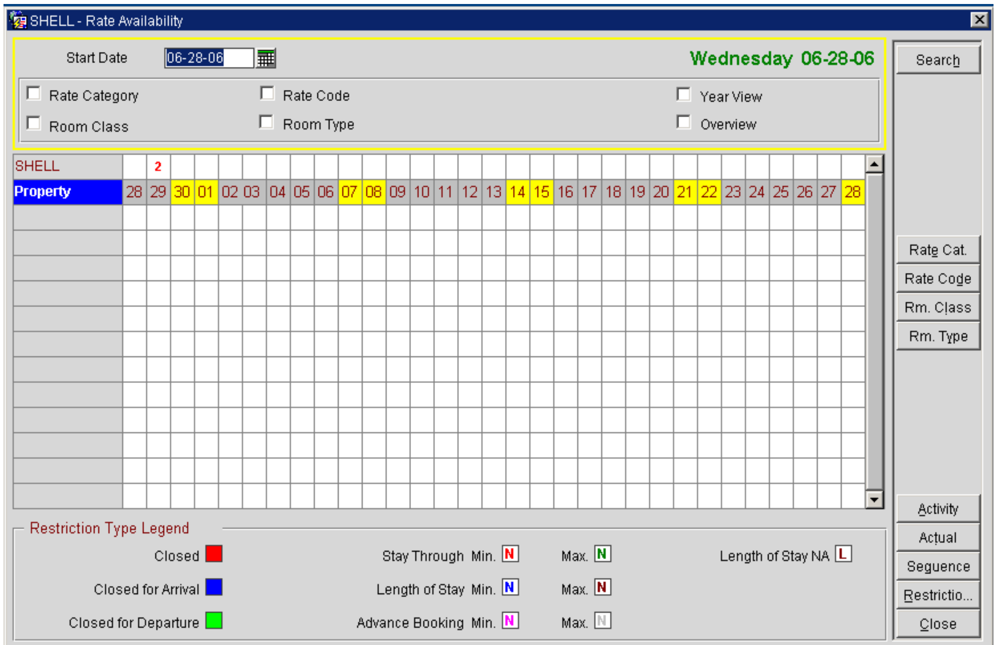
14. Select **OK** to save.

Rate Availability - View

The **Rate Availability** tool allows your hotel to set reservation hurdles and manage the closing or opening of rates and house level restrictions. This feature is similar to the Rate Strategy feature, but offers several more options for managing rates with a visual display of rate activity. To access the Rate Availability feature, follow the steps below:

1. From the main menu, select **Setup** and **Configuration**
2. Select **Rate Management**
3. Select **Availability**

The **RATE AVAILABILITY** screen displays.



Various search features from this screen alternate the display. You may choose to view availability of rates by date for **Rate Category, Rate Code, Room Class,** or **Room Type**. Modifying the search criteria modifies the display grid. The **Year View** and **Overview** options offer a quick display of house level restrictions over extended date ranges. Alternately, you may select to modify the view by choosing the **Rate Cat., Rate Code, Rm. Class,** or **Room Type** button on the right-hand side of the screen.

NOTE: These buttons are not available if the corresponding check box is flagged in the search criteria window.

Lastly, the **Restriction Type Legend** at the bottom of the screen displays a color-coded legend for details within the grid (i.e. a red 2 in the grid indicates a 2-night minimum stay through requirement at the house level).

Rate Restrictions

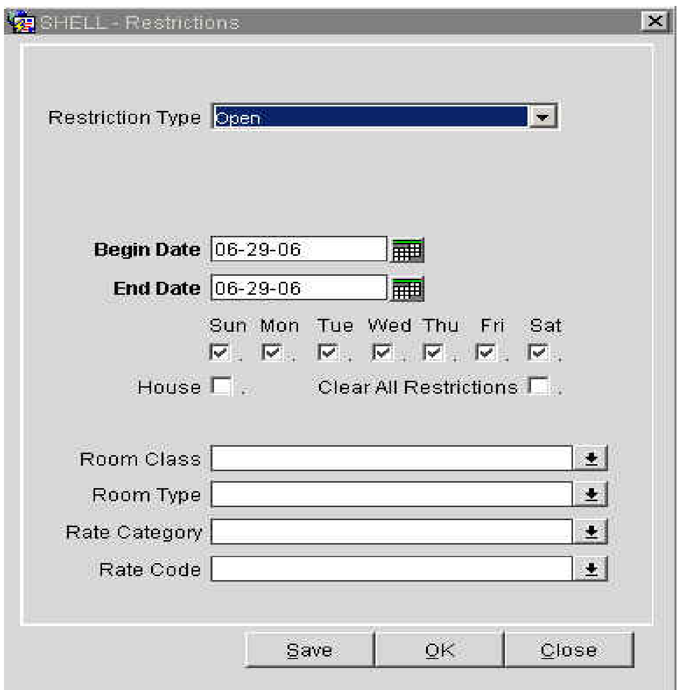
Restrictions allow the hotel to manage availability from the Rate Availability feature. If properly managed and configured, this program works similar to a simple yield management system. Monitoring of availability and enforcing Restrictions result in increased room revenues. Restrictions also allow you to set house level restrictions from one screen. To use the Restrictions feature to set a house level restriction, follow the steps below:

1. From the main menu, select **Setup** and **Configuration**
2. Select **Rate Management** and **Availability**

The **RATE AVAILABILITY** screen displays.

3. Select **Restriction (Restriction…)**.

The **RESTRICTIONS** screen displays.



4. Click the drop down arrow next to **Restriction Type** to choose from a list of pre-defined restrictions (i.e. Open, Closed).
5. Enter the restriction **Begin Date** and **End Date**.
6. If this restriction only applies to certain days of the week, check the days affected by the rule.
7. Select the **House** option to apply the restriction through out the hotel for all rates and room types.
8. Select the **Clear All Restrictions** option to remove any restrictions in effect for the dates selected.
9. Click the drop down arrow next to the **Room Class, Room Type, Rate Category**, or **Rate Code** fields to set this restriction for a specific code or category. If the restriction applies to all, leave these fields blank.

NOTE: The Room Class, Room Type, Rate Category and Rate Code are not accessible when the House option is selected.

10. Select **Save** to save this restriction and enter a new one or select **OK** to save this restriction and close the screen.
11. From the **RATE AVAILABILITY** screen, input search criteria to view and confirm the newly placed restriction.

Restrictions – Activity vs. Actual

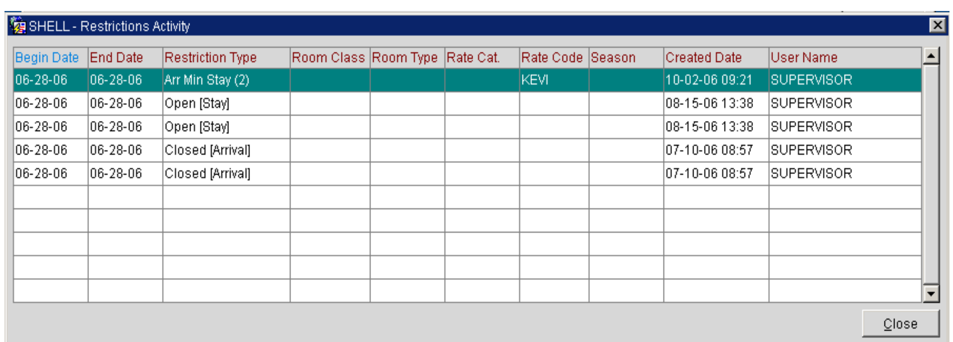
To view the availability and restrictions **Activity** currently configured along with a history of restrictions set for the chosen date, perform the following:

1. From the main menu, select **Setup** and **Configuration**
2. Select **Rate Management** and **Availability**

The **RATE AVAILABILITY** screen displays.

3. Select **Activity**

The **RESTRICTIONS ACTIVITY** screen displays with a view of all currently configured restrictions as well as a history of restrictions for the chosen date.


SHELL - Restrictions Activity

Begin Date	End Date	Restriction Type	Room Class	Room Type	Rate Cat.	Rate Code	Season	Created Date	User Name
06-28-06	06-28-06	Arr Min Stay (2)				KEVI		10-02-06 09:21	SUPERVISOR
06-28-06	06-28-06	Open [Stay]						08-15-06 13:38	SUPERVISOR
06-28-06	06-28-06	Open [Stay]						08-15-06 13:38	SUPERVISOR
06-28-06	06-28-06	Closed [Arrival]						07-10-06 08:57	SUPERVISOR
06-28-06	06-28-06	Closed [Arrival]						07-10-06 08:57	SUPERVISOR

Close

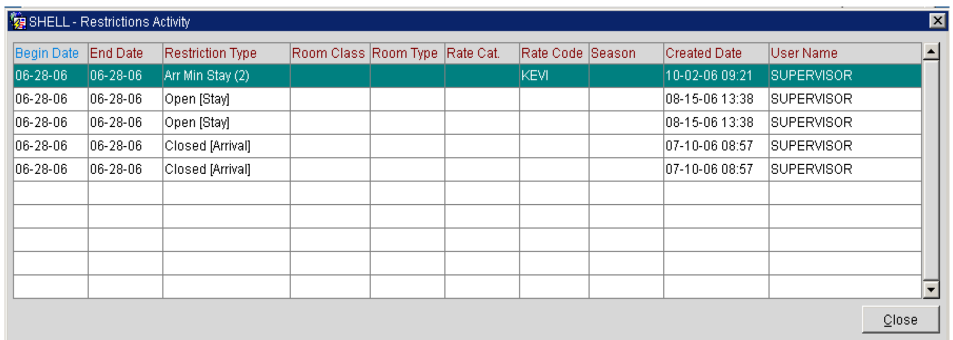
To view the availability and restrictions that are **Actual** and currently configured for the chosen date, perform the following:

4. From the main menu, select **Setup** and **Configuration**
5. Select **Rate Management** and **Availability**

The **RATE AVAILABILITY** screen displays.

6. Select **Actual**

The **RESTRICTIONS ACTUAL** screen displays with a view of all active restrictions.



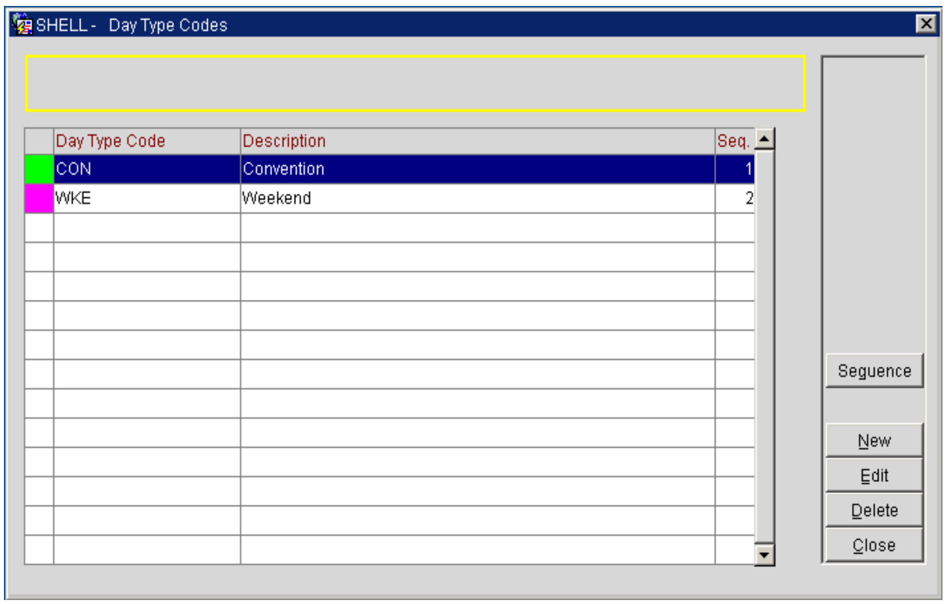
Begin Date	End Date	Restriction Type	Room Class	Room Type	Rate Cat.	Rate Code	Season	Created Date	User Name
06-28-06	06-28-06	Arr Min Stay (2)				KEVI		10-02-06 09:21	SUPERVISOR
06-28-06	06-28-06	Open [Stay]						08-15-06 13:38	SUPERVISOR
06-28-06	06-28-06	Open [Stay]						08-15-06 13:38	SUPERVISOR
06-28-06	06-28-06	Closed [Arrival]						07-10-06 08:57	SUPERVISOR
06-28-06	06-28-06	Closed [Arrival]						07-10-06 08:57	SUPERVISOR

Day Type Codes

Day Type Codes allow rate amounts to increase or decrease on specific days depending on forecasted occupancy. Rate amounts temporarily increase for that day type by a percentage or additional rate amount. In addition, this feature allows you to sequence rates differently than the default sequence for an alternate selling strategy. For example, on the weekends, your hotel may prefer that discounted rates display in the Rate Query before corporate rates. To setup Day Type Codes for particular seasons or upcoming events, follow the steps below:

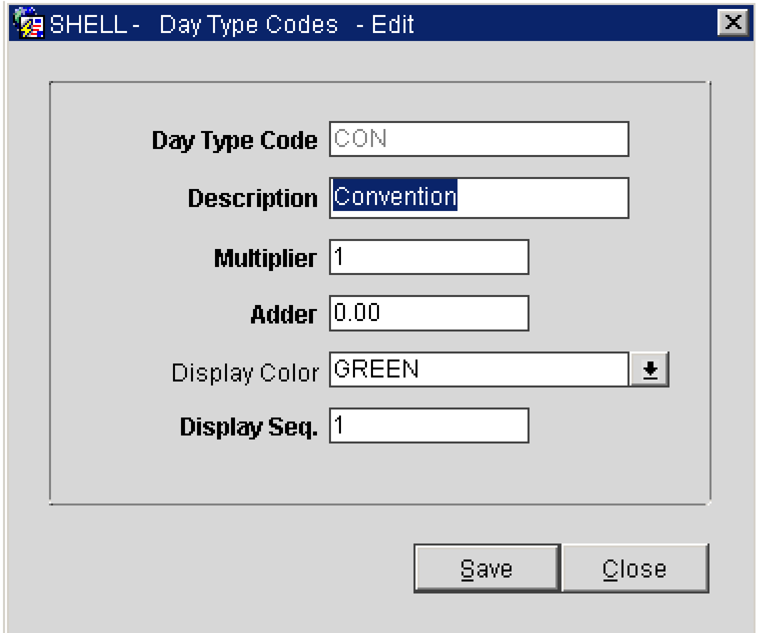
1. From the main menu, select **Setup** and **Configuration**
2. Select **Rate Management** and **Property Calendar**
3. Select **Day Type Codes**

The **DAY TYPE CODES** screen displays.



4. Select **New** to create a new day type.

The **DAY CODES - NEW** screen displays.



5. In the **Day Type Code** field, enter an abbreviated code used to identify this day type.

NOTE: Stay consistent with the length of the code (it is recommended to use 3 or 4 alpha characters)

6. Enter a brief **Description** of this day type, such as weekend or citywide convention.
7. Enter the **Multiplier** factor that multiplies the Rate Detail amounts when the Day Type option is selected on the Rate Header.

NOTE: If using Day Types only to alternate the selling strategy, and not to modify rates, enter a value of "1."

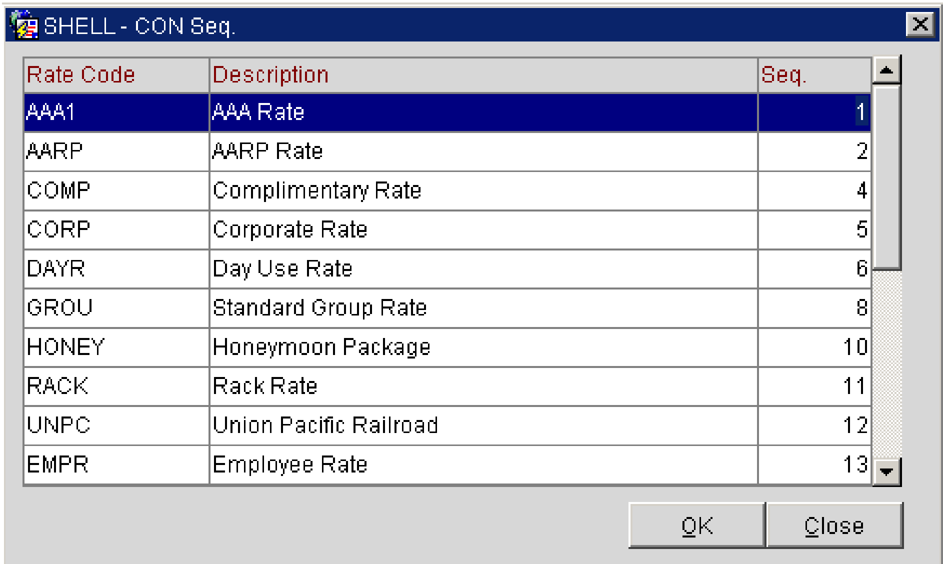
8. Enter additional amount in the **Adder** field to add to the Rate Detail amounts when the Day Type option is selected on the Rate Header.

NOTE: If using Day Types only to alternate the selling strategy, and not to modify rates, enter a value of "0.00."

9. Click the drop down arrow next to the **Display Color** field to select a color indicator on the Property Calendar.
10. Enter a **Display Sequence** and select **Save**.

To establish a new sequence for rates to appear in the Rate Query for a particular Day Type Code, follow the steps below:

1. From the **DAY TYPE CODES** screen, highlight the day type and select **Sequence**.
2. The **SEQUENCE** screen displays.



Rate Code	Description	Seq.
AAA1	AAA Rate	1
AARP	AARP Rate	2
COMP	Complimentary Rate	4
CORP	Corporate Rate	5
DAYR	Day Use Rate	6
GROU	Standard Group Rate	8
HONEY	Honeymoon Package	10
RACK	Rack Rate	11
UNPC	Union Pacific Railroad	12
EMPR	Employee Rate	13

3. To reorder the display of rates, click in the **Seq.** column and type in each sequence for each rate (i.e. enter "1" for the rate to display first in the Rate Query, followed by "2" for the second rate, etc.)
4. Select **OK** to save.

Event Codes

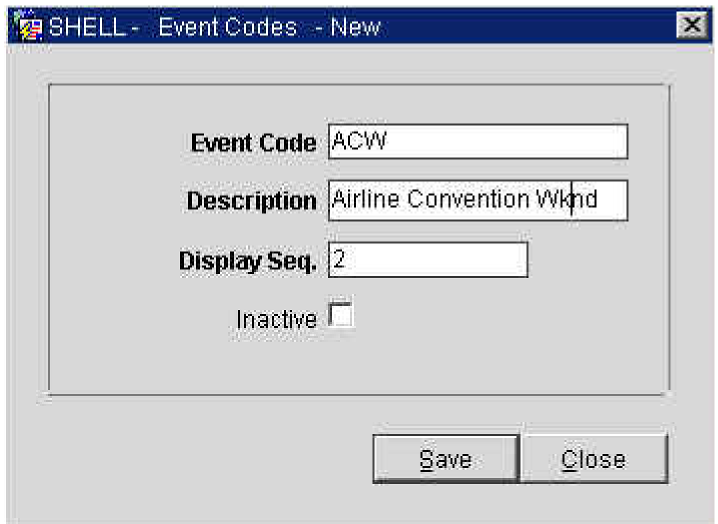
To create codes for an upcoming event that displays on the Property Calendar, follow the steps below:

1. From the main menu, select **Setup** and **Configuration**.
2. Select **Rate Management** and **Property Calendar**.
3. Select **Event Codes**.

The **EVENT CODES** screen displays.

4. Select **New** to create a new code.

The **EVENT CODES – NEW** screen displays.



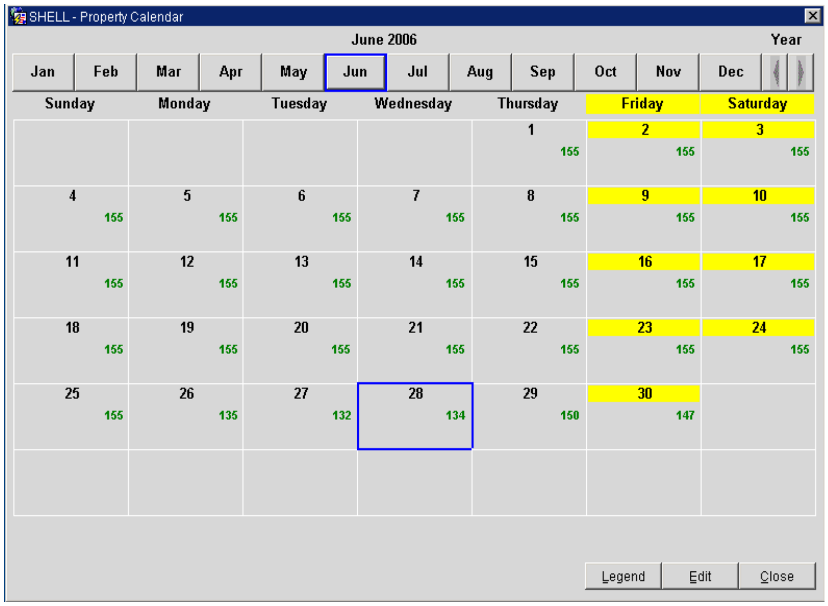
5. Enter an **Event Code** and a brief **Description** of the event (i.e. ACW = Airline Convention Weekend).
6. Enter a **Display Seq.** and select **Save**.

Property Calendar

To attach and activate Events or Day Types to the existing Property Calendar, follow the steps below:

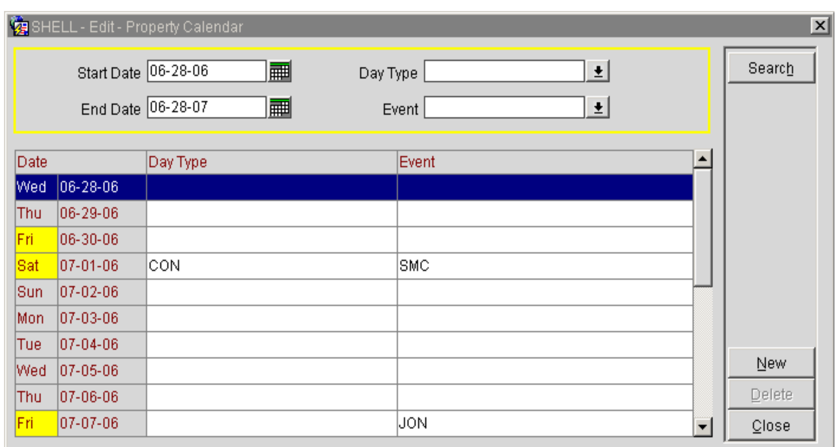
1. From the main menu, select **Setup** and **Configuration**.
2. Select **Rate Management** and **Property Calendar**.
3. Select **Property Calendar**.

The **PROPERTY CALENDAR** screen displays.



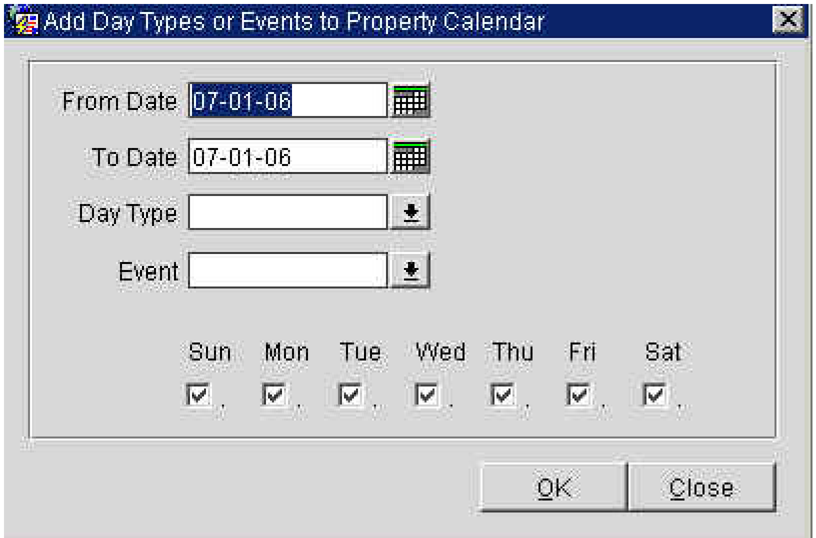
4. Using the calendar button, search for and highlight the date you wish to being setting an event or day type, and select **Edit**.

The **EDIT PROPERTY/CALENDAR** screen displays and lists any existing Day Types or Events.



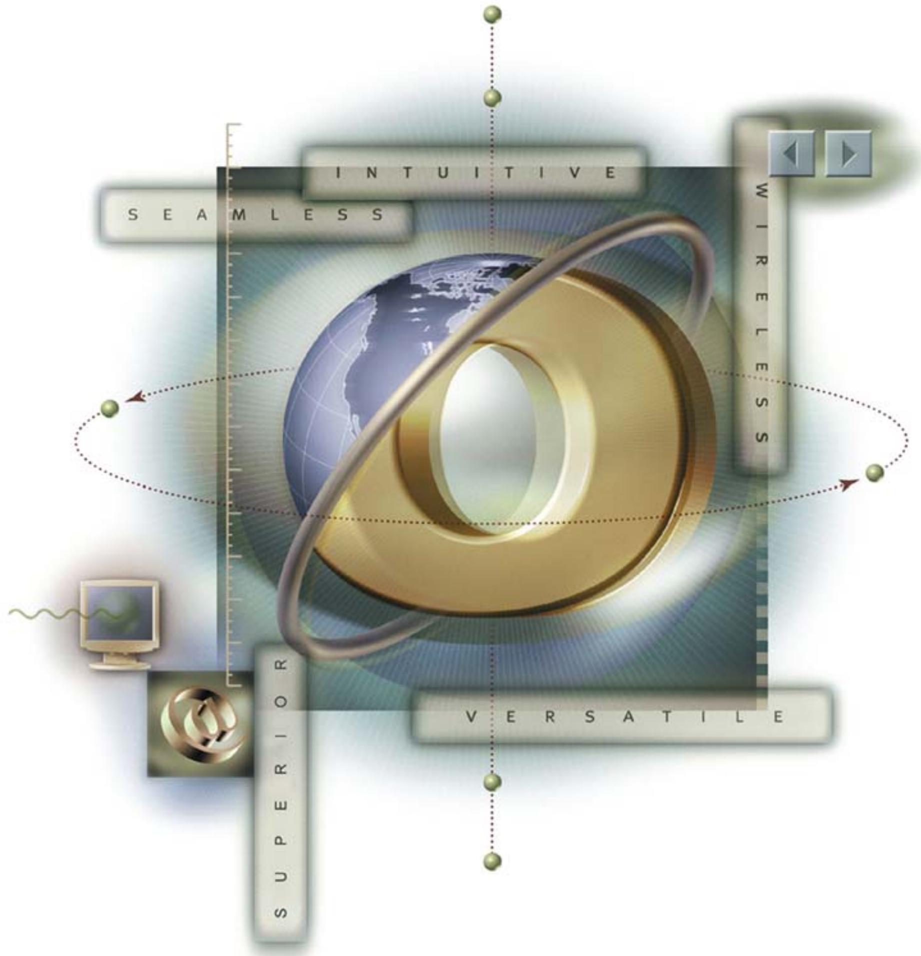
5. Select **New**.

The **ADD DAY TYPES OR EVENTS TO PROPERTY CALENDAR** screen displays.



6. Enter the **From Date** and **To Date**.
7. Click the drop down arrow next to either the **Day Type** or **Event** field to select the code to add.
8. If this Day Type or Event only applies to certain days of the week, check or uncheck the days and select **OK** to save.

NOTE: The new Event or Day Type now displays on the Property Calendar. The entry may be color-coded in the Legend, depending on the configuration of the Day Type or Event Code.



Chapter 14 – User Configuration

User Configuration

Overview

The process of creating a new user within OPERA is a 3-step process:

1. Create a Cashier for the user
2. Create the User Name
3. Assign the user Permissions

This chapter focuses on these steps while explaining the options and permissions for securely managing system functionality throughout the hotel staff.

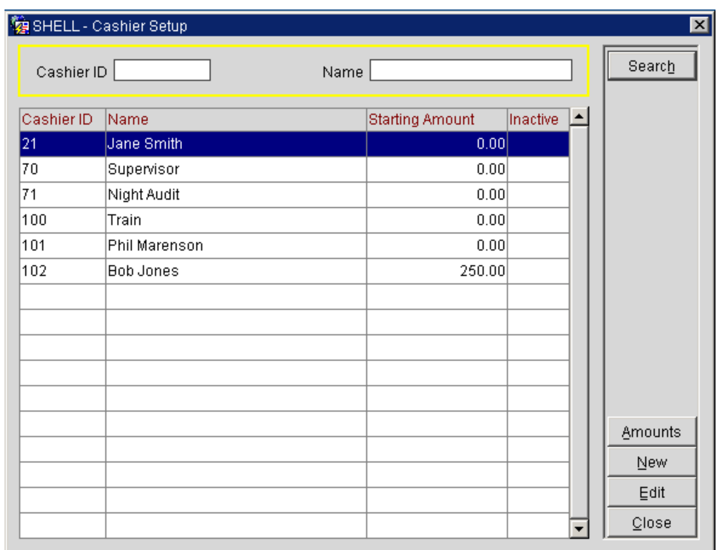
Add New Cashier

The first step in creating a new user is creating a Cashier. This is not a requirement for all employees of the hotel or OPERA users. If a particular user does not need access to posting areas of the system or the need to check in guests, then a Cashier is not necessary. Some good examples of users that do no need Cashiers are Housekeeping supervisors, PBX operators, and Bellman. These positions typically do not need access to post charges to guests bills therefore would not need a Cashier ID.

To add Cashiers for each user requiring posting ability, follow the steps below:

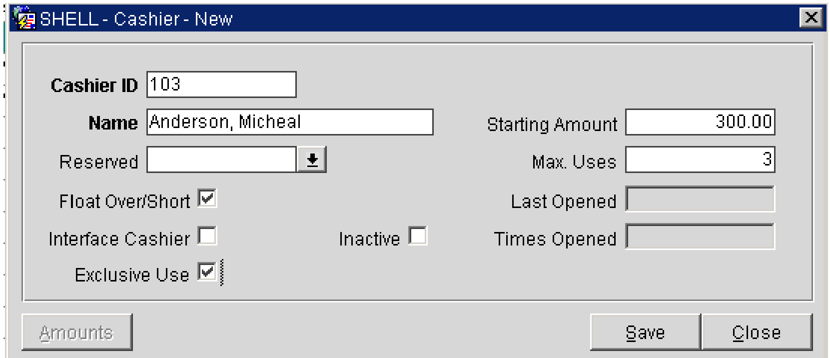
1. From the main menu, select **Setup** and **Configuration.**
2. Select the **Cashiering** menu and **Cashiers.**

The **CASHIER SETUP** screen appears.



3. To create a new cashier, select **New**.

The **CASHIER - NEW** screen appears.



4. The First field is the **Cashier ID**. This is a numerical item that the user identifies that cashier. The highest number allowed is 9999, and typically, numbers under 100 are reserved for system cashiers and interfaces. This number auto generates but can be assigned.
5. Enter the **Name** of the Cashier.
6. The **Reserved** field determines the property that uses this Cashier. Select the down arrow beside the field to associate a specific property to this Cashier. This is only necessary in multi-property environments where the Cashier might post for multiple locations.
7. **Maximum Uses** field determines how many times in a business day the cashier may open or close their bank. The standard for most hotels is three (3).
8. The **Float Over/Short** field allows the Cashier to drop over or below the total expected drop. Check this boxes if your hotel allows an overage or shortage to float until the next day.
9. **Interface Cashier** is checked for any system required Cashiers used by interfaces (i.e., movies, call accounting, point of sale).
10. **Exclusive Use** checkbox determines if the cashier is devoted to only one user. This prevents the Cashier from being available when selecting a Cashier from the pool of available ID's if the hotel is using the floating cashier option.
11. **Inactive** is checked when an employee no longer works at the hotel. This prevents anyone from logging in to the Cashier while maintaining the history of what postings the Cashier made.
12. Select **Save** to complete the Cashier.

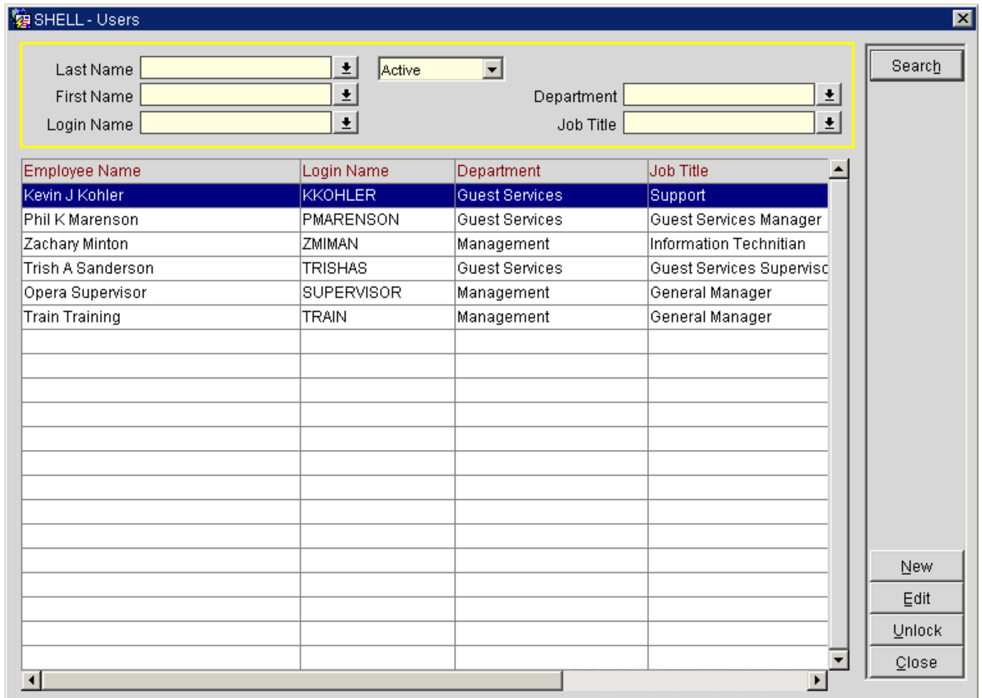
Create a User Name

The second step in creating a login is adding the User. Everyone at the property that requires access to OPERA must have a User name. This also includes personnel responsible for profiles and the need to track profile performance.

To create a new User, follow the steps below:

1. From the main screen, select **Setup** and **User Configuration.**
2. Select **Users.**

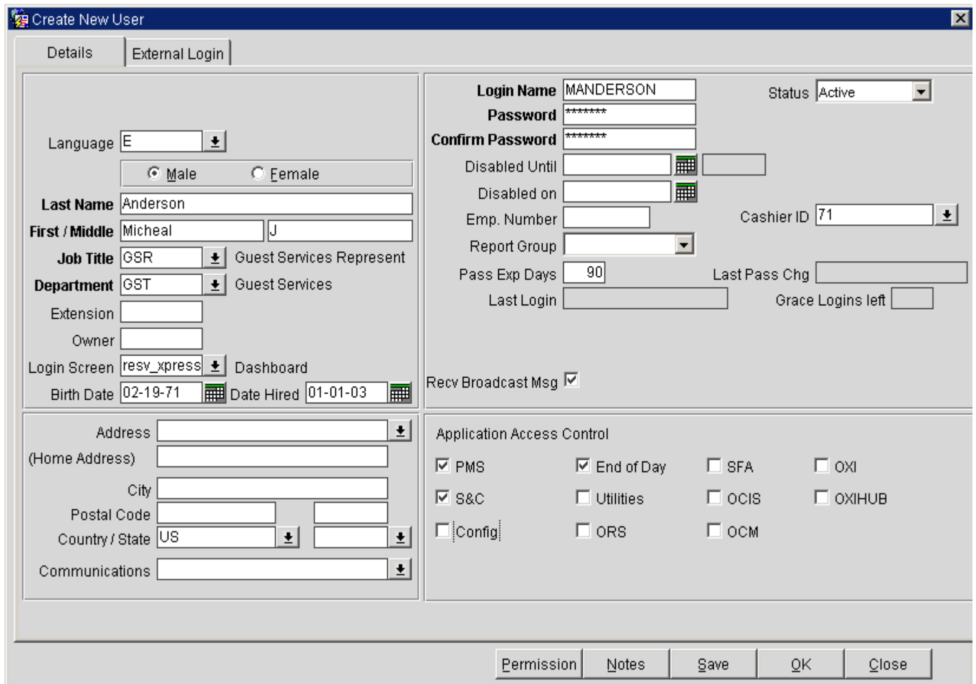
The **USERS** screen displays.



All users in the system display in the main grid of this screen. The search area is useful for finding a particular user when the list of users is quite long. In addition, you may click the drop down arrow on the field in the center of search criteria to sort the display by **Active**, **Inactive**, and **Terminated** users.

3. To create a new User, select **New**.

The **NEW USER** screen displays.



The screen displays with four quadrants of information. Mandatory fields have bold field descriptions.

4. Select a language by choosing the down arrow beside the **Language** field.
5. Select the appropriate radio dial for whether the user is **Male** or **Female**.
6. Enter the user's name in the **Last Name**, **First Name,** and **Middle** fields.
7. Select the user's job title by selecting the down arrow beside the **Job Title** field.
8. Choose the users department from the list of departments by selecting the down arrow beside **Department.**
9. Enter the user's phone extension in the **Extension** field.
10. Enter a user's initials to track performance and statistics of profiles linked to the user via the **Owner** field.
11. The **Login Screen** determines the screen the user sees upon successfully logging into the application (i.e. Dashboard). If you leave the field blank, the user logs into the main OPERA screen.
12. Enter any **Address** and **Communications** information.

13. The **Login Name** field is hotel defined and is the user's login name. We recommend having a standard for all names. Suggestions include the first, middle and last initials or the first initial and last name.
14. Enter a generic **Password** for the user. The user is encouraged to change the password upon first successful login. Passwords may be alpha, numeric, or a combination of alpha and numeric. They must be seven characters in length and must contain at least one numeric character.
15. Re-enter the chosen password in the **Confirm Password** field.
16. **Cashier ID** is the field to enter the Cashier associated to this person. If the user do not make postings and does not have a Cashier, leave the field blank.

NOTE: If your hotel uses the floating Cashier functionality and the users share the same Cashier with other users, leave the field blank. When attempting to access the posting area of the system, a prompt displays to choose the Cashier.

17. To define a specific report group this users defaults to when accessing the Reports module, click the drop down arrow next to the **Report Group** field.
18. **Password Expiration Days** field determines how often the user's password expires.

NOTE: If the field automatically populates a number and the field is gray, then the password expiration is set and mandated in another area of configuration.

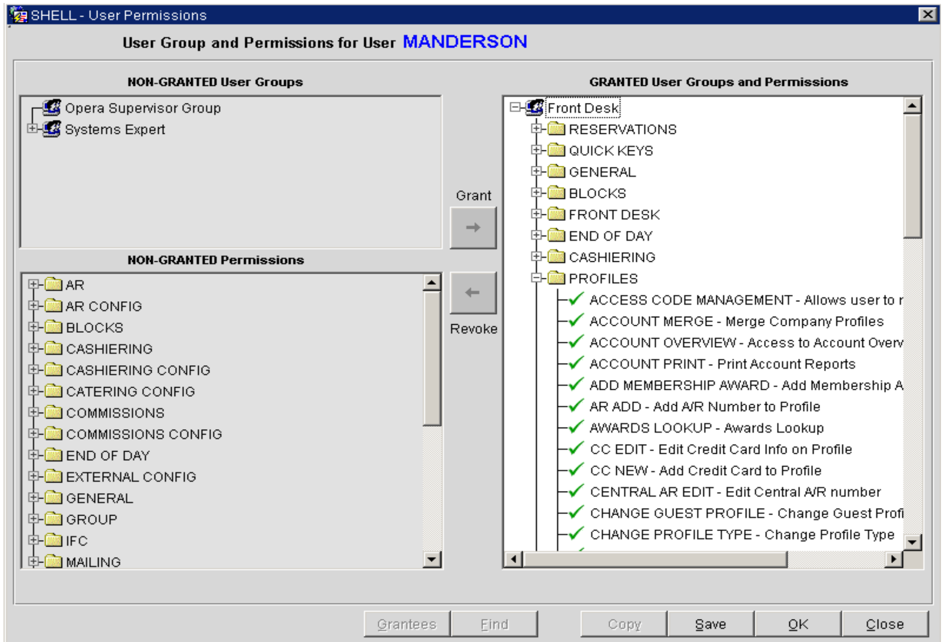
19. Place a check in each box of the Access Control area to define the applications this user may access for the Opera Hotel Edition. Most basic users require access to PMS only, where a System's Expert requires access to PMS, Configuration, End of Day, Utilities and the like.
20. Select **Save** to complete changes and remain on the screen.

Assign Individual Permissions

Once a user exists, to assign permissions to that user, follow the steps below

1. From the **User ID - EDIT** screen, select **Permission**.

The **USER PERMISSIONS** screen displays.



The right side of the screen displays the security permissions the user has access to (GRANTED). The left side of the screen displays the security permissions the user does not have access to (NON-GRANTED). The top portion on the left displays available NON-GRANTED User Groups with lists of predefined permissions by job role (i.e. Housekeeping, Guest Service Representative).

The screen example above displays a "Front Desk" user group granted to the individual, and displays the folders (areas of the system) and individual permissions granted when the User Group granted. Permission folders group individual permissions by module of the system, to include configuration areas.

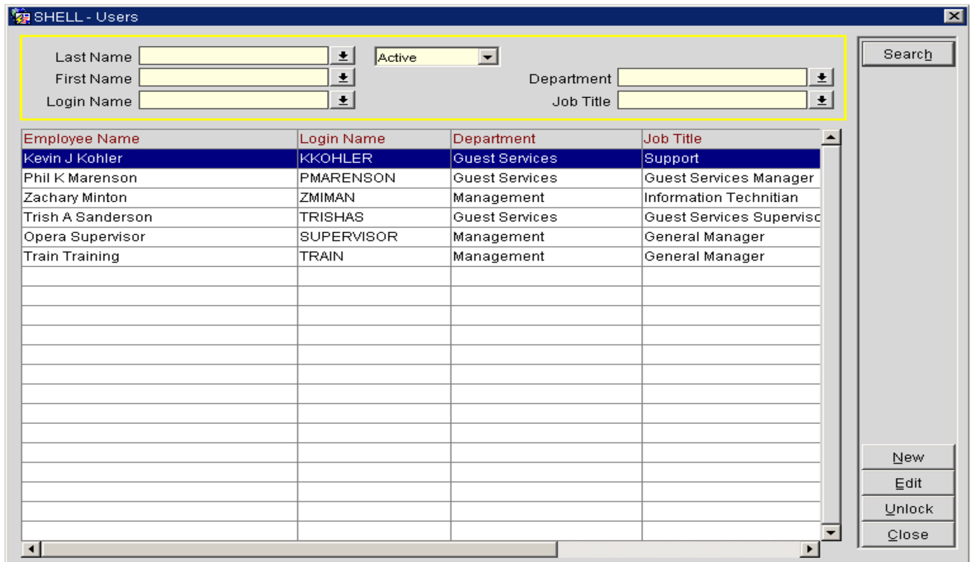
2. To grant access to a User Group, Folder, or Individual Permission, highlight the intended item and select **Grant** located in the very center of the screen. The permission moves to the GRANTED side of the screen.
3. To remove access of a User Group, Folder, or Individual Permission, highlight the intended item and select **Revoke** located in the very center of the screen. The permission moves to the NON-GRANTED side of the screen.
4. Select **OK** to save changes and **OK** to save the user.

Unlocking a User

With the latest of security measures, if a user unsuccessfully attempts to log into the system more than 3 times, OPERA automatically locks the user from logging back into the system. This situation requires management access to unlock a user.

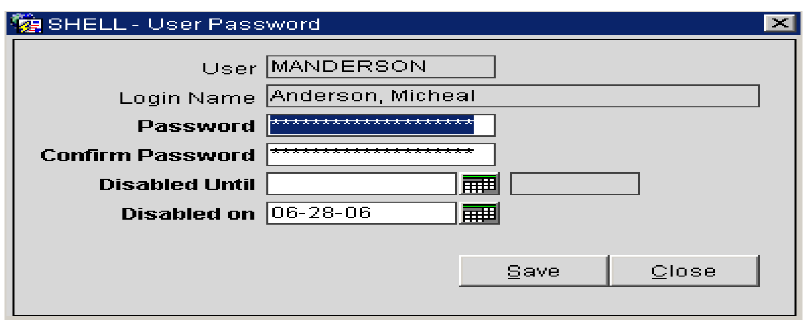
To unlock a user, follow the steps below:

From the main menu, select **Setup, User Configuration** and **Users.** The **USERS** search screen appears.



1. Locate the user and highlight the **Employee Name**.
2. Select **Unlock**.

The **USER PASSWORD** screen appears.



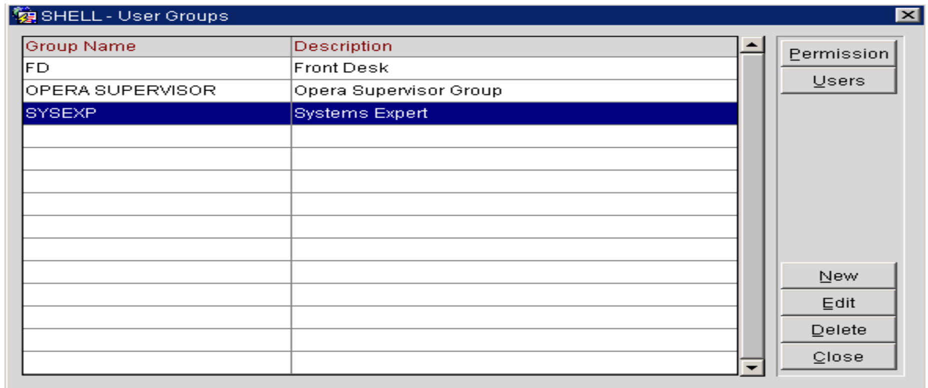
3. Enter the word "password" in the **Password** field as well as in the **Confirm Password** field.
4. Remove any information in the **Disabled On** field and select **Save**.
5. Have the user to login to OPERA again and reset their own password as learned in the "Miscellaneous" chapter of this manual.

Create a New User Group

User groups are useful to cluster sets of permissions together so we can quickly assign permission rights to individuals. To setup or create new user groups for your hotels job roles, follow the steps below:

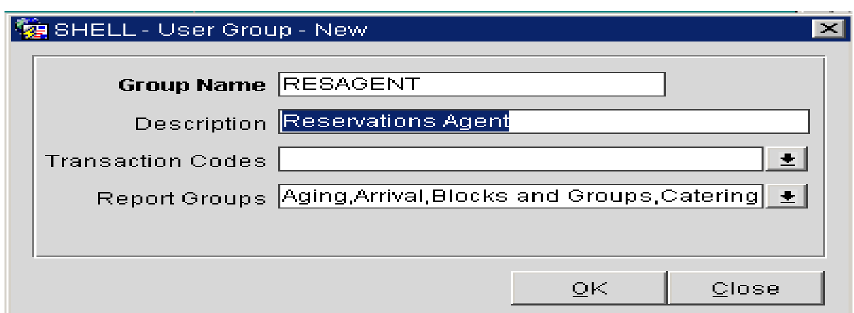
1. From the main menu, select **Setup** and **User Configuration.**
2. Select **User Groups**.

The **USER GROUPS** screen displays.



3. Select **New.**

The **USER GROUP – NEW** screen displays.



4. Enter a user **Group Name** (usually a short code for the group or department).
5. Enter a **Description** for the user group.

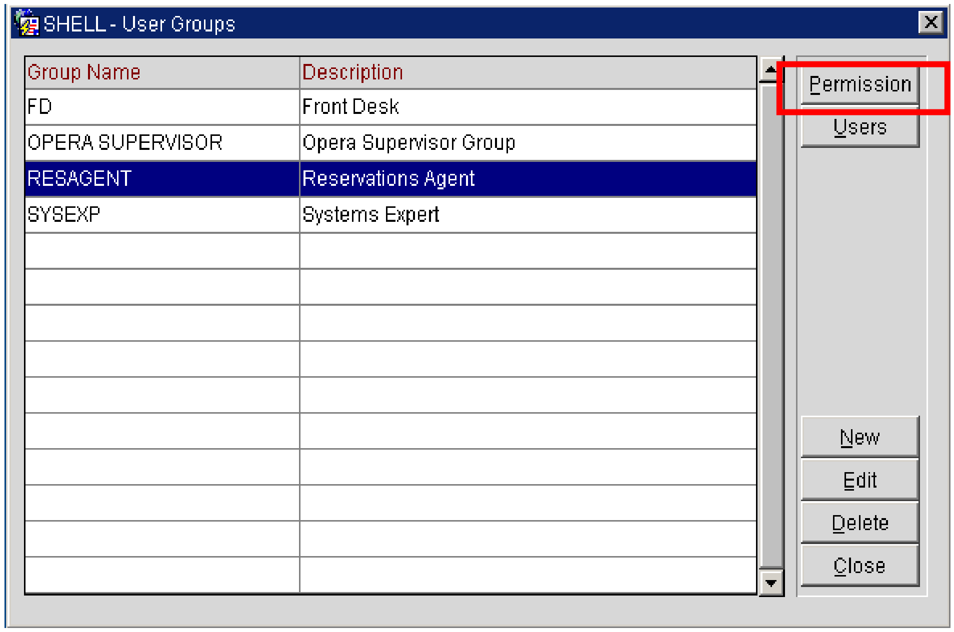
The **Transaction Codes** and **Report Groups** functionality are available at some properties to limit the transaction codes and report groups members of this user group have access to.

6. Enter **Transaction Codes** that the members of this user group have access to in Cashiering.
7. Enter **Report Groups** the members of this user group may access.
8. Select **OK**.

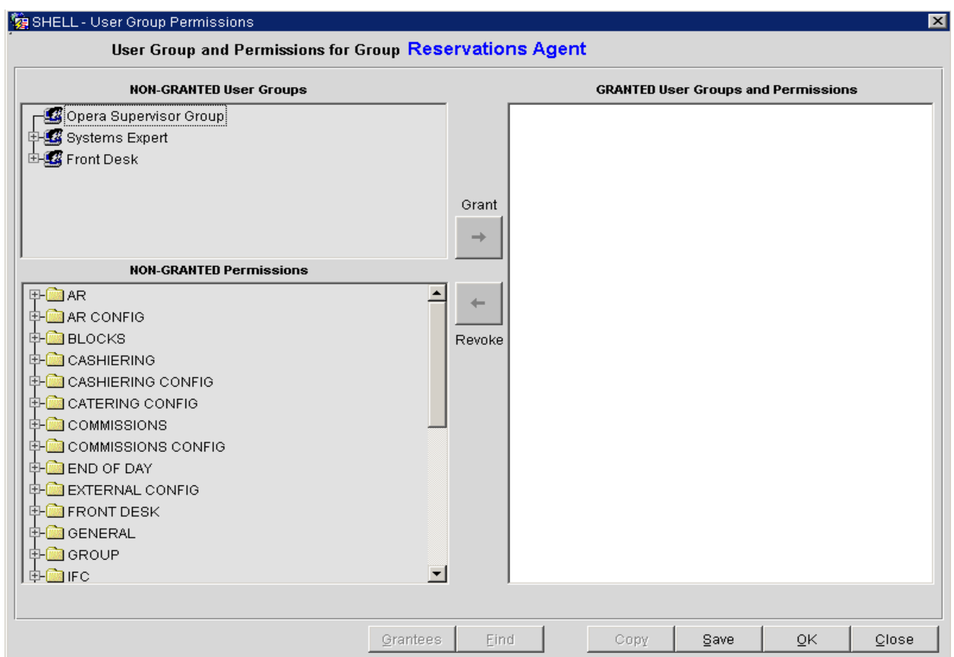
Add Permissions to a User Group

To add pre-defined permissions to the user group or job role, follow the steps below:

1. From the **USER GROUPS** screen, highlight the **Group Name** and select **Permissions**.



The **USER GROUP PERMISSIONS** screen appears.



2. Add permissions to the User Group as needed by selecting the individual NON-GRANTED Permissions on the left.
3. Highlight the permission and select **Grant** to move the permission to the GRANTED USER GROUPS AND PERMISSIONS window.

NOTE: For easy of use and to quickly assign permissions, it is possible to grant all of the permissions of another user group to this user group, and then add additional individual permissions. For example, a Front Desk Supervisor would have all the capabilities of a Front Desk Agent with additional responsibilities. You could grant the Front Desk Supervisor user group the Front Desk Agent user group permission, and then grant additional supervisory permissions.

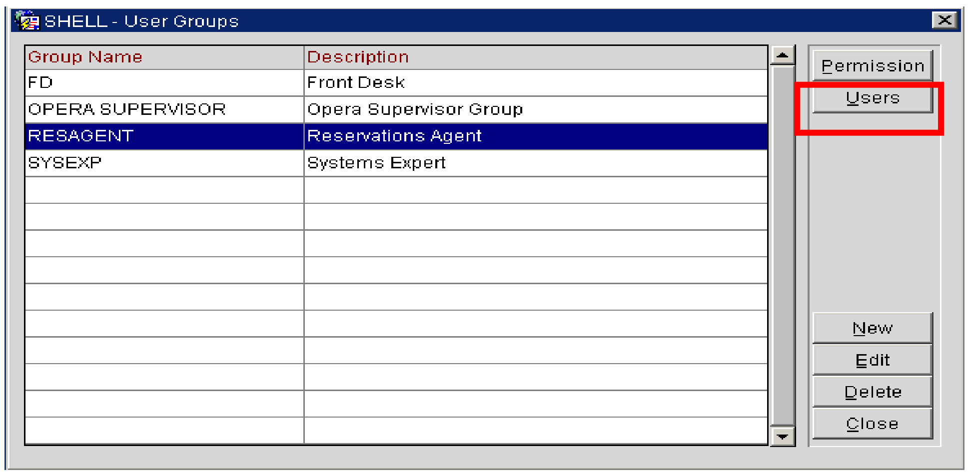
4. Select **OK** to save changes.

Add Users to a User Group

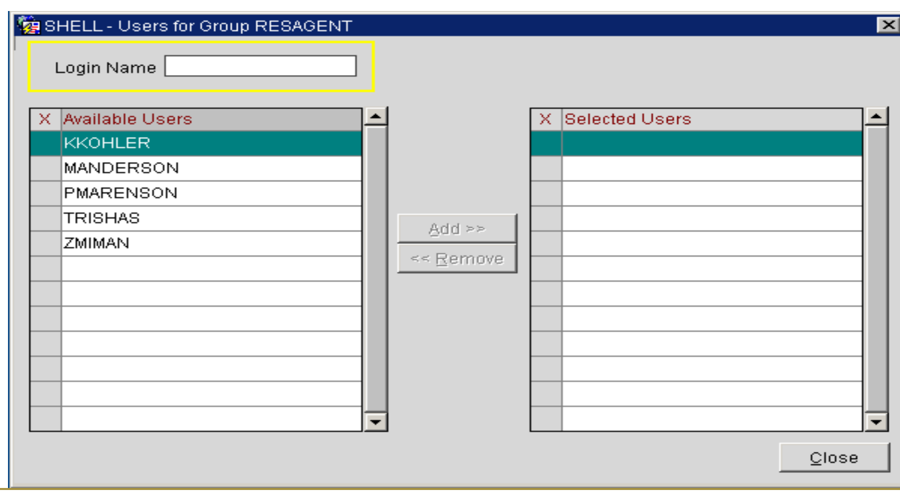
You may assign individual users to an existing user group by the method explained earlier in this chapter. Alternately, you may assign them directly within the user group if you do not intend to assign individual permissions to the user outside of the group.

To assign users directly to a pre-defined user permission group, follow the steps below:

1. From the **USER GROUP** screen**,** highlight the **Group Name** and select **Users.**



The **USERS FOR GROUP…** screen appears.



2. Place an **"X"** next to each user in the **Available Users** column to assign to this permission group.
3. Select **Add** to move them to the **Selected Users** column.
4. Select **Close**.