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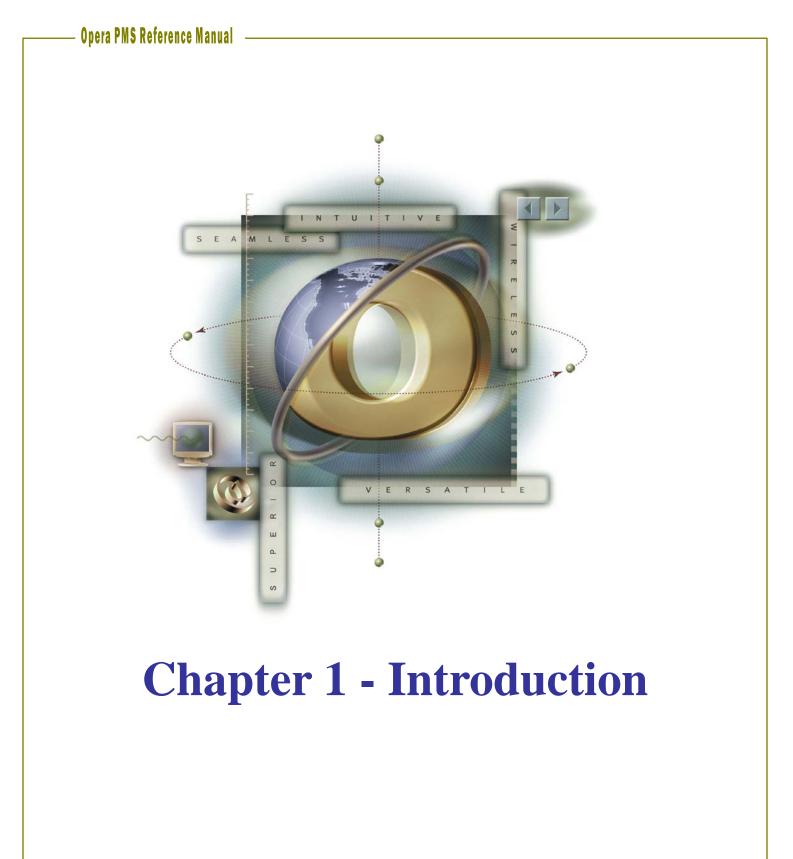
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Welcome to	the OPERA Property Management System
	This Reference Manual serves as a reference tool that answers your questions about the use and operation of the Opera Hotel Edition software system. It is intended to guide you through how to use most 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:
	<ol> <li>Introduction</li> <li>Reservations</li> <li>Front Desk</li> <li>Cashiering</li> <li>Rooms Management-Housekeeping</li> <li>Accounting</li> <li>Miscellaneous</li> <li>End of Day-Night Audit</li> <li>Groups</li> <li>Commissions</li> <li>Packages</li> <li>User Management</li> <li>Rate-Revenue Management</li> <li>Index</li> </ol>



	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 <b>F1</b> key displays OPERA's On-Line Help from any screen in the system.
Hyperlinks	<ul><li>Hyperlinks appear in the electronic version of this Training Guide: Table of Contents Hyperlink</li><li>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.</li></ul>
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.



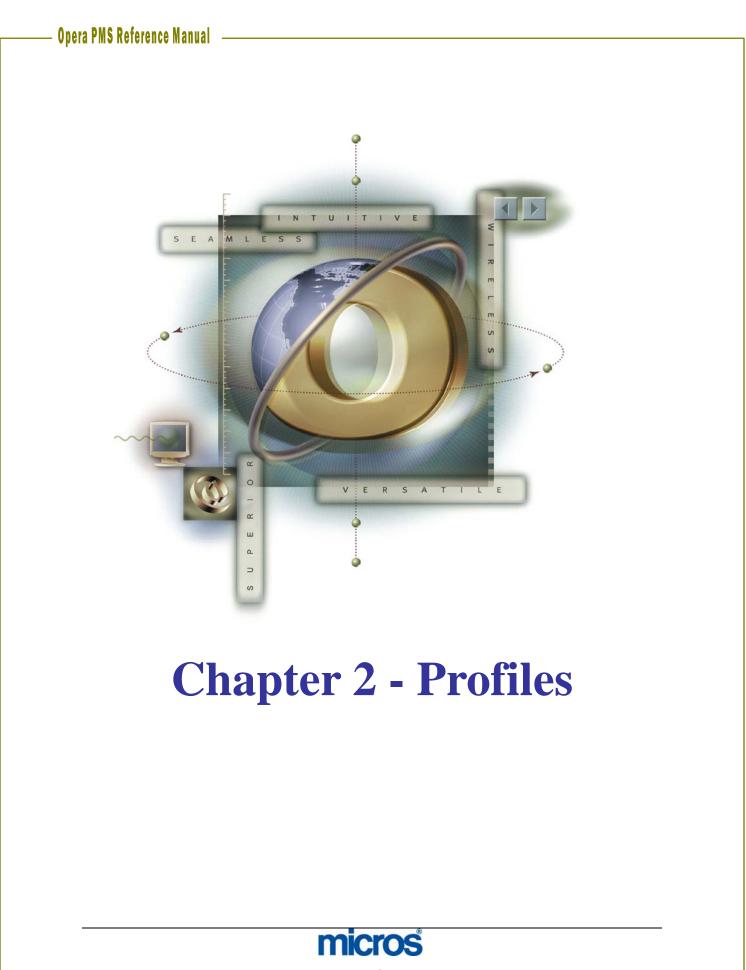
Recognizing	<b>Software</b>	Terms a	nd (	<b>Operations</b>

	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	As you probably know, there are three primary ways to give commands and make the software perform in a certain way:
Mouse - Select a Button	<ol> <li>Pressing a key on the keyboard</li> <li>Placing the cursor in a particular place on the screen and clicking the mouse</li> <li>Placing the mouse cursor on a button that appears on the screen and then clicking the mouse.</li> </ol>
	In this Guide, if we instruct to press a key, the name of that key will be presented bold type.
	Example:
	Press the <b>F1</b> 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 <b>OK</b> to save.
	Click in the <b>Name</b> field, enter the guest last name and select <b>Search</b> .
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:



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:
	<ol> <li>Locate the reservation using the <b>RESERVATION SEARCH</b> screen.</li> <li>Once you locate the reservation, select <b>Edit</b>.</li> </ol>
	3. Make any modifications you wish and choose <b>OK</b> to save changes.





	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 u 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. Profile 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, an demographic data:
	<b>Individual</b> profiles contain each guest's personal information. Every reservation must have an individual profile. All revenue and contributions for each individua reservation track through the individual profile. Making a reservation for a first time guest at your hotel automatically creates a guest's individual profile.
	<b>Company</b> 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.
	<b>Source</b> 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
	<b>Contact</b> profiles track meeting planner production and are commonly used if you 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.
	<b>Group</b> profiles link reservations to groups. They also assist in routing charges an 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.
	<b>Travel Agent</b> 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.



Name       City / Postal Cd.       Client ID.       Search_         First Name       Mem. Type / No.       IATA No.       Clear         View By View All       Keyword       Corp No.          Neg. Rates       IF Show Inactive       Communication
Image: Name       Address       City       Postal Code       Company       A/R No.       VIP       Rate Code         Image: Name       Address       City       Postal Code       Company       A/R No.       VIP       Rate Code         Image: Name       Image: Nam       Image: Name       Image: Name





creating a lew	🙀 Opera 🛛 🗙	
ndividual		
Profile	C Individual	
	C Company	
	C Travel Agent	
	C Source	
	C Group	
	C Contact	
	QK Close	
	<u>Qiv Qibbe</u>	
	2. Choose Individual profile and select OK.	
	🙀 SHELL - Individual Profile	×
	Individual	Search
	More Fields Stats & Info Contact	
	Last Name Jones i Salutation Date of Birth	
	First/ Middle Tim VIP Passport	
	Language / Title E 👱 🛃 Nationality Client ID.	
	Address 456 Lake Drive Ref. Curr. USD S Communications	
	Home Address Bus. Seg BUSINESS ± 410-555-6789	
	Mail Action 👱 👤 🚛	
	City Washington Mailing List	
	Postal Cd. / Ext. 20001 Keyword Contact History .	
	Country / State US <u>±</u> DC <u>±</u> Notes	
	Attributes History Information	
	Search Name First First	Options
	Name Rate Code Last Room	ΩK
	A/R No. Last Rate	Save
	Member No. Last Visit	New
	Created By On At Updated By On At	<u>C</u> lose
	3. Enter guest's Name, Address, and Communication information.	To ad
	multiple addresses or telephone numbers, select the ellipsis button to	



#### Opera PMS Reference Manual \_

company, ravel Agent,	<ol> <li>fields are different.</li> <li>From the <b>PROFILE SEARCH</b> screen, select <b>New</b> to create a new profile</li> </ol>
r Source Profile	<ul> <li>Company</li> <li>Travel Agent</li> <li>Source</li> <li>Group</li> <li>Contact</li> <li>QK Close</li> </ul> 2. Choose Company, Travel Agent or Source profile and select OK.
	SHELL - Company Profile
	Account       Contacts         More Fields       Stats & Info       Sales Info       Owner Stats       Potential         Address Information       Internal Information       Owner ALL       Opera Supervisor         Address       321 Broadway       Internal Information       Internal Information         Address       321 Broadway       Keyword       Internal Information         Business Address       Opera Supervisor       Trentory       Internal Information         City       Washington       Corporate ID       Type       Internet ID         Postal Code/Ext.       20001       Internet ID       Type       Internet ID         Country / State       US       DC       Internet ID       Active       Options



3. Enter <b>Account</b> , <b>Address</b> , and <b>Communications</b> . To add multiple addresses or telephone numbers, choose on the ellipsis button to the right of the field.
4. The <b>Type</b> field designates whether this is Company, Travel Agent, or Source profile.
5. If this is a Travel Agent profile, enter their <b>IATA</b> number in the field indicated.
6. If this is a Company profile, enter their <b>Corp. ID</b> number in the field indicated.
 7. Select <b>OK</b> 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.

				Search
Statistics	This Year	Last Year		
Room Nights	2			
Arrival Rooms	2			
Cancel Rooms	0			
lo Show Rooms	0			
Day Use Rooms	0		Status	
Total Revenue	264.09	Ľ	Restricted	
Room Revenue	160.00			
F&B Revenue	62.09			
Extra Revenue	42.00			
Non Revenue	16.00		Language E	±
Res. Nights	2	-		±
Res. Arrivals				<u></u>
Cancel Res.	0			
No Show Res.	0			
Day Use Res.	0			QK

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	5. Use the <b>Language</b> down arrow to choose the preferred language for this profile.
C	5. 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.)
	<b>NOTE:</b> See the Accounts Receivable chapter of this manual for complete nstructions on creating AR accounts.
7	7. Select <b>OK</b> to return to the main profile screen.



# **Profile Options**

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

Attachment	Changes	Credit Card
Delete	Enrollment	Euture
History	Memberships	Merge
<u>N</u> eg. Rates	Notes	Preferences
Privacy	Relationship	-

## 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.

Description	File Name	Attached to	Modified	User Name 🔺	
Guest Itinerary	Guest Itinerary.doc	Contact	08-10-06	SUPERVISOR	
Revised Contract	Revised Contract.doc	Contact	08-10-06	SUPERVISOR	
Velcome Letter	Welcome Letter.doc	Contact	08-10-06	SUPERVISOR	
					New
			-		⊑dit

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.

Jser	Time	Date	Action Type	Description 📩	
RAIN	09:15	07-21-06	UPDATE PROFILE	ADDRESS CHANGED -ADDRESS1 ->8237 Educ	
RAIN	14:34	07-19-06	NEW PROFILE	CREATED NEW PROFILE Bennett, Melissa, HON	
(	<u>11</u>	inh:	da:		Close

**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**.

1 VS       4444333322221111       07/10         1       1       1         1       1 <td< th=""><th>Seq.</th><th>Card Type</th><th>Credit Card Num</th><th>iber</th><th>Expiration D</th><th>Date 🔄 📥</th></td<>	Seq.	Card Type	Credit Card Num	iber	Expiration D	Date 🔄 📥
<ol> <li>Select New to add credit card information to the profile</li> <li>Select Edit to change existing credit information.</li> </ol>		1 V8	44443333322221	111	07/10	
<ol> <li>Select New to add credit card information to the profile</li> <li>Select Edit to change existing credit information.</li> </ol>	-					
<ol> <li>Select New to add credit card information to the profile</li> <li>Select Edit to change existing credit information.</li> </ol>						
<ol> <li>Select New to add credit card information to the profile</li> <li>Select Edit to change existing credit information.</li> </ol>						
<ol> <li>Select New to add credit card information to the profile</li> <li>Select Edit to change existing credit information.</li> </ol>	-				1	
<ol> <li>Select New to add credit card information to the profile</li> <li>Select Edit to change existing credit information.</li> </ol>	-					
<ol> <li>Select New to add credit card information to the profile</li> <li>Select Edit to change existing credit information.</li> </ol>				50e		*
<ol> <li>Select New to add credit card information to the profile</li> <li>Select Edit to change existing credit information.</li> </ol>	4	(h)		-		
6. Select <b>Edit</b> to change existing credit information.			New	⊑dit	Delete	Close
6. Select <b>Edit</b> to change existing credit information.	5. Sele	ect <b>New</b> to ad	ld credit card info	ormation to t	he profile	
7. Delete removes the highlighted credit card information from the pro-	6. Sel	ect <b>Edit</b> to ch	ange existing cree	lit informati	on.	
	7. <b>D</b> e	lete removes	the highlighted cr	edit card inf	formation fro	om the pro
	1 Clie	k the drop do	own arrow next to	the <b>Card T</b>	<b>'vne</b> field ar	nd select the
1 Click the drop down arrow next to the <b>Card Type</b> field and select the						
1. Click the drop down arrow next to the <b>Card Type</b> field and select the appropriate credit card type (i.e. Visa, American Express, MasterCard)				,	1 /	,
<ol> <li>Click the drop down arrow next to the Card Type field and select the appropriate credit card type (i.e. Visa, American Express, MasterCard)</li> <li>Enter the Credit Card Number.</li> </ol>	2. En	lei lile Cieun	Caru Mulliber.			
<ul> <li>appropriate credit card type (i.e. Visa, American Express, MasterCard)</li> <li>2. Enter the Credit Card Number.</li> <li>3. Enter the Expiration Date on the card.</li> </ul>	3. En	ter the <b>Expira</b>	ation Date on the			
appropriate credit card type (i.e. Visa, American Express, MasterCard 2. Enter the <b>Credit Card Number</b> .	3. En 4. En	ter the <b>Expira</b> ter the <b>Name</b>	ation Date on the on Card as it app		face of the	credit card.



	<b>NOTE:</b> We do not suggest deleting profiles as statistical and revenue information stored about that profile is lost. A better suggestion is to make profile inactive.
uture	<ul> <li>The FUTURE RESERVATION screen displays upcoming reservations for profile and offers the option to add future reservations to any profile.</li> <li>To view future reservations on a profile: <ol> <li>Locate the profile using the PROFILE SEARCH screen.</li> <li>Highlight the profile and select Edit.</li> <li>Select Options.</li> <li>Select Future.</li> </ol></li></ul>
	Arrival       Departure       Room       Room       Type       Rate       Rate       Code       Adults       Child       Name         06-27-06       06-30-06       411       KNGN       100.00       RACK       1       1       OCconner, Pi         10-09-06       10-12-06       KNGN       90.00       AAA1       2       OCconner, Pi         10-09-06       10-12-06       KNGN       90.00       AAA1       1       Occonner, Pi         10-09-06       10-12-06       KNGN       90.00       AAA1       1       Occonner, Pi         11-00-00       10-12-06       10-12-06       10-12-06       Image: Nocconner, Pi       Image: Nocconner, Pi       Image: Nocconner, Pi         11-00-00       10-12-06       Image: Nocconner, Pi       Image: Nocconner, Pi       Image: Nocconner, Pi       Image: Nocconner, Pi         11-00-00       10-12-06       Image: Nocconner, Pi <td< th=""></td<>



History	<ul> <li>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.</li> <li>To view a guest or account's history: <ol> <li>Locate the Profile using the <b>PROFILE SEARCH</b> screen.</li> <li>Highlight the profile and select <b>Edit</b>.</li> <li>Select <b>Options</b>.</li> </ol> </li> <li>Select <b>History</b> Details          [Stay Info. Revenue]</li></ul>
	<ul> <li>Close</li> <li>Select Stay Info. to review reservations history or Revenue for items purchased during the guest's stay.</li> <li>NOTE: The Revenue option is only available if the hotel has defined specific buckets for areas of revenue displayable in this area.</li> </ul>



### **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.

				Currency Code	USD	•			Search
Arrival	Departure	Room	Room Type	Rate	Rate Code	Adults	Child	Name 🔺	
06-26-06	06-29-06	318	KNGN	84.00			2	O Cook, Ma	
	-	-			-	-	-		
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	1		1						1.200000000
									Summary
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	Ĩ.								Resy.
									Turnaway
						-			View Eolic
	-					-			New
-	Ū.							-	Edit
						-		_	Delete

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.



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### 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).

Name Matthews, Mark Title Language English	Original Profile Matthews, Mark English
Title Language English	
Language English	English
	English
	E ligitati
Address 1 1717 Emerson Ave	300 College Parkway
Address 2	
City London	Brighton
State	MI
Country GB	US
Postal Code	48114
Phone No.	410-777-3828
Fax No.	
Notes	
Membership No.	
VIP	
Last Stay	
Rate Code	



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### Negotiated Negotiated Rates are beneficial when accessing the Rate Query for a specific company since only the negotiated rates display for that company. In addition, **Rates** 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. 🙀 SHELL - Negotiated Rates X C Show Inactive Rate Code ± Search Seq. Rate Code Start Sell End Sell Date 1 WHL 08-09-06 04-09-07 \* Edit Detail New Delete Close

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



🧱 Negotiated Rates 🛛 📉
Rate Code       CORP       ⊥         Start Sell Date       06-26-06       m         End Sell Date       m       m         Sequence       1       1
QK Close
<ol> <li>Click the drop down arrow next to the Rate Code field.</li> <li>Highlight the desired Rate Code and select OK.</li> <li>Enter a Start Sell Date and End Sell Date.</li> </ol>
<b>NOTE</b> : If the Rate Code is to remain attached to the profile for infinity, then
leave the end date intentionally blank.
 ±
 <ul> <li>leave the end date intentionally blank.</li> <li>8. Select <b>OK</b> to save the Negotiated Rate and return to the profile.</li> <li><b>NOTE:</b> After attaching the Negotiated Rate, the <b>PROFILE SEARCH</b> screer 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.</li> </ul>
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 screer 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.         Image:
leave the end date intentionally blank. 8. Select <b>OK</b> to save the Negotiated Rate and return to the profile. <b>NOTE:</b> After attaching the Negotiated Rate, the <b>PROFILE SEARCH</b> 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. <b>WENT OF CHAINED ACT OF THE POSTAL COLOUR NOTE:</b> Name Mem. Type / No. <b>WENT OF THE RATE OF </b>
leave the end date intentionally blank. 8. Select <b>OK</b> to save the Negotiated Rate and return to the profile. <b>NOTE:</b> After attaching the Negotiated Rate, the <b>PROFILE SEARCH</b> 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. <b>WENT OF CITY POSTAL CALL OF THE DESTINATION OF THE DESTINATIO</b>
leave the end date intentionally blank. 8. Select <b>OK</b> to save the Negotiated Rate and return to the profile. <b>NOTE:</b> After attaching the Negotiated Rate, the <b>PROFILE SEARCH</b> 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. <b>WENT OF CHAINED ACT OF THE POSTAL COLOUR NOTE:</b> Name Mem. Type / No. <b>WENT OF THE RATE OF </b>



## **Notes**

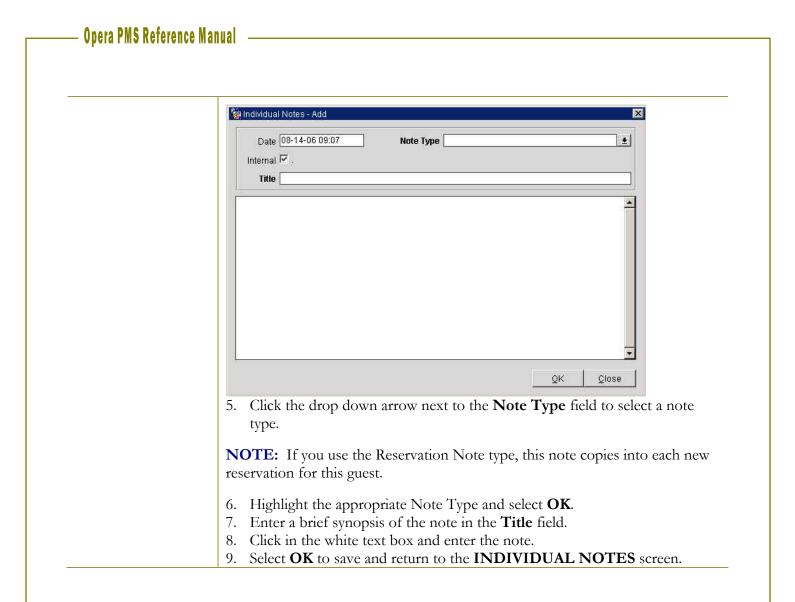
Profile Notes allow you to add general or background information notes about a guest to better accommodate them.

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

	Note Type Gene	ral Notes	🛃 Internal (	Only 🗖 . Sea
Int Note Type	Note Title			-
X General Notes	Guest traveling with pets			
Guast travels with two Ve	rkehira tarriara. Plaaca advica	of local not care and votrinary t	acilitian	
Guest travels with two Yo	rkshire terriers. Please advise	of local pet care and vetrinary 1	acilities.	-
Guest travels with two Yo	rkshire terriers. Please advise	of local pet care and vetrinary 1	acilities.	
Guest travels with two Yo	rkshire terriers. Please advise	of local pet care and vetrinary i	acilities.	1
Guest travels with two Yo	rkshire terriers. Please advise	of local pet care and vetrinary l	acilities.	
Guest travels with two Yo	rkshire terriers. Please advise	of local pet care and vetrinary i	acilities.	
Guest travels with two Yo	rkshire terriers. Please advise	of local pet care and vetrinary 1	acilities.	Ne







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### **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.

	Preference Gro	oup 🛨 Preference 👱 Search
eference Group	Description	Preferences
.00R	Floor	1ST FLOOR
	- iii	4
ST FLOOR->1st FI	oor	-
		New Edit Delete Close



Preference Group	Description
INTERESTS	Profile Interests
KEY OPTIONS	Options for Key Cards
ROOM FEATURES	Room Features
SMOKING	Non-Smoking\Smoking Preference
SPECIALS	Specials

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 nonsmoking 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.

Preference			Searc
Description			All
A 4			None
Preference	Description	<b>^</b>	
CRIB	Baby Crib		
DVD	DVD/CD/VCR		
EARLY ARR	Early Arrival		
FRIDGE	Mini Fridge		
LATE ARR	Late Arrival		
MICRO/FRID	Fridge and Microwave Combo		
MICROWAVE	Microwave Oven		
ROLLAWAY	Rollaway Bed		
		_	ΩK
			Close

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



- Op	era I	MS	Refere	ence l	Manual
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Privacy
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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:

I Ido NUTV	vant to receive	promotional	nformation		
🗖 i do NOT v	vant to particip	ate in <u>M</u> arket	Research		
□ I do NOT v	vant to receive	information fi	om <u>T</u> hird Pa	arties	
Email					

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.

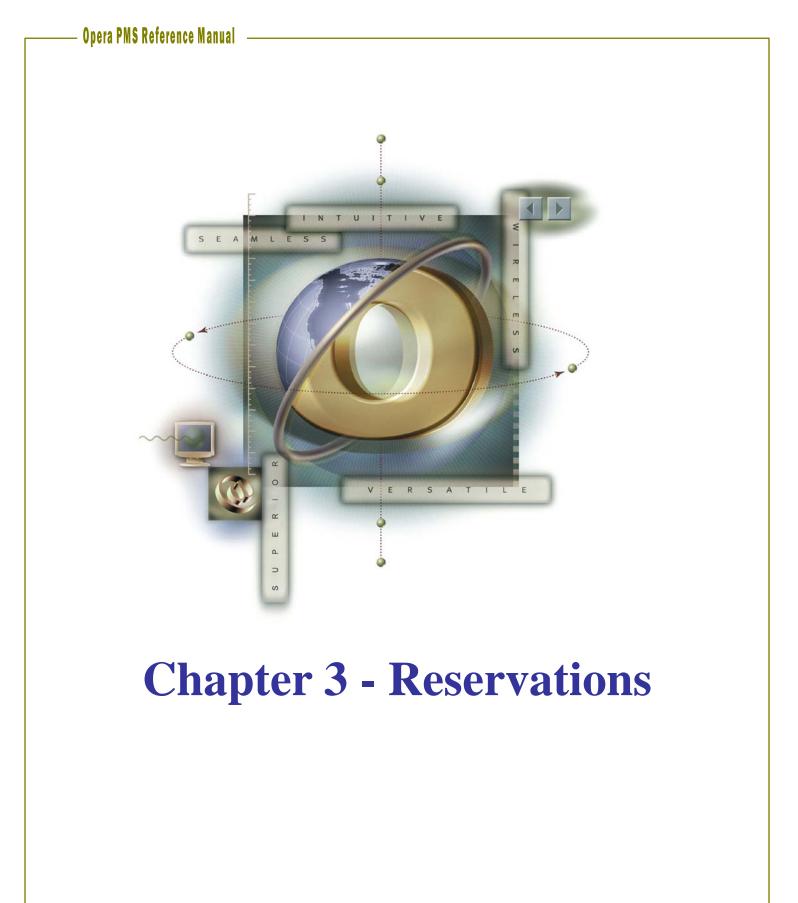


Relationship	Relationships define the associations between and among individuals, companies, travel agents, groups, sources, and other entities in OPERA.
	Knowing that Jim Lawson is an employee of Alpha Sources, Inc.; that Tim Marks is the spouse of VIP Sandra Haley; or that Asset Management Corp. is 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 <b>Options</b> and <b>Relationships</b> .
	2. Select <b>New</b> from the <b>PROFILE RELATIONSHIP</b> screen.
	The following screen appears:
	Profile Types Individual/Contact Company [Travel Agent] Source Qroup Yendor QK Close
	3. Choose the profile type you wish to create a relationship with for the current profile and select <b>OK</b> .
	4. Search for the Individual, Company, Travel Agent, Source, or Group using the <b>PROFILE SEARCH</b> screen. If none exists, create a <b>New</b> profile.
	5. Highlight the profile on the <b>PROFILE SEARCH</b> screen and select <b>OK</b> .



The following window ap	spears.
Relationship Types	×
Find %	
	(L
Relationship From	Relationship To
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Employee	Employer
•	
Eind	QK Cancel
6. Highlight the approp	riate Relationship From/To and select OK.
	e relationships, continue this process for each profile







## Opera PMS Reference Manual

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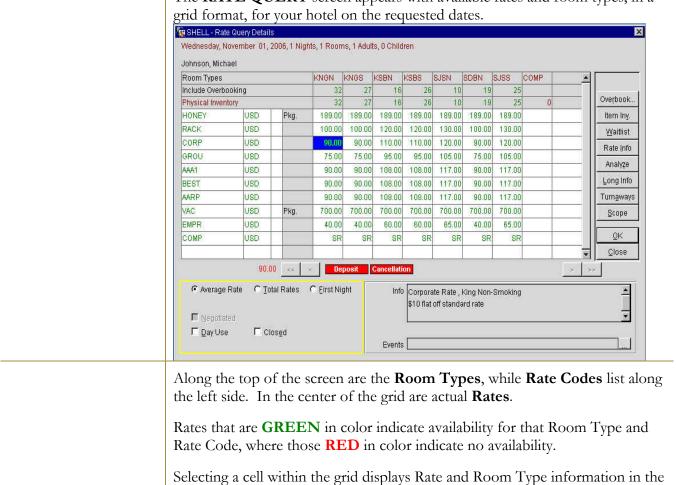


	In this chapter, we learn creating, editing, and canceling reservations in OPERA PMS. In addition, there is instruction on the many options for reservations that we may use to better serve our guests.
New Reservation	Begin a reservation with a rate and availability search. Follow the steps below to perform a Rate Query.
with Rate Query	1. Use the <b>F5</b> function key to open the <b>RATE INFORMATION</b> screen, then select <b>Rate Query</b> or from the main menu, select <b>Reservations</b> then <b>New Reservation</b> . Alternately, you may press the <b>F7</b> function key to being a new reservation.
	The RATE QUERY screen appears.
	<ul><li>To search for general rate availability, pre-qualify the guest by at least enter the following criteria:</li><li>2. Enter an Arrival date and number of Nights.</li><li>3. Then, enter the number of Adults and/or Children.</li></ul>
	<ol> <li>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.</li> </ol>



View By Individual Keyword Corp No.   Name Address City   S Name Address   Othnson, MacKeon Image: Status   Johnson, Michael Image: Status   Johnson, MacKeon Image: Status   Future Image: Status   Room Room Type   Arrival Departure   Departure Group/Company   Travel/Source Image: Status	Name <mark>Johnsor</mark>	i (	ity / Postal Cd.			Client ID.			Search
Neg. Rates       Show Inactive       Communication         \$ Name       Address       City       Postal Code       Company       A/R No.       VIP       Rate Coc         Johnson, MacKeon       Image: Address       City       Postal Code       Company       A/R No.       VIP       Rate Coc         Johnson, MacKeon       Image: Address	First Name	lu lu	lem. Type / No.	<u>±</u>		IATA No.			Clear
\$ Name       Address       City       Postal Code       Company       A/R No.       VIP       Rate Code         Johnson, MacKeon	View By Individu:	al 💌	Keyword			Corp No.			
Johnson, MacKeon Johnson, Michael Johnson, Michael Johnson, Michael Johnson, MacKeon Future Room Room Type Arrival Departure Rooms/Status Group/Company Travel/Source	🗖 Neg. Rates	🔽 Show Inactive 🛛 C	ommunication			]			
Johnson, Michael	\$ Name	Address	City	Postal Code	Company	A/R No.	VIP	Rate Coc 🔺	
Johnson, MacKeon	Johnson, MacKe	on							
Johnson, MacKeon Future Rooms Status Group/Company Travel/Source N	Johnson, Michae	I							
Johnson, MacKeon Future Rooms Status Group/Company Travel/Source N								- II.	
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Future       End         Room       Room Type       Arrival       Departure       Rooms/Status       Group/Company       Travel/Source       E         Image: Status	Johnson, MacKeon								
Room       Room Type       Arrival       Departure       Rooms       Status       Group/Company       Travel/Source       Image: Status         Image: Status       Imag									Enrollmen
	Room Room Typ	e Arrival Depai	ture Room	s Status	Group	Company	Trave	I/Source 🔺	Resv.
									<u>0</u> κ
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			vame o	t the exi	sting p	orofile of	sele	ect inew	to cr
01	new pro	tıle.							
5. Either enter the last <b>Name</b> of the existing profile or select <b>New</b> to new profile.									
01	NOTE: Re	fer to the <b>Pro</b>	ofiles ch	apter of	f this n	nanual fo	or sr	becific in	struct
new profile.				1			- 1-		
new profile. <b>NOTE</b> : Refer to the <b>Profiles</b> chapter of this manual for specific instru		nomes.							
new profile.		1 1 1	1 ~ 1 1	1		7		1 5	
new profile. <b>NOTE:</b> Refer to the <b>Profiles</b> chapter of this manual for specific instru- on creating profiles.			ole field	s and se	lect <b>O</b>	K to retu	ırn t	to the $\mathbf{R}$	AIE
<ul> <li>new profile.</li> <li><b>NOTE</b>: Refer to the <b>Profiles</b> chapter of this manual for specific instruon creating profiles.</li> <li>6. Complete the applicable fields and select <b>OK</b> to return to the <b>RAT</b>.</li> </ul>	QUERY	screen.							
<ul><li>new profile.</li><li><b>NOTE</b>: Refer to the <b>Profiles</b> chapter of this manual for specific instruon creating profiles.</li></ul>	-		leted all	search .	riterio	select (	)K +	o see th	e recul
<ul> <li>new profile.</li> <li><b>NOTE</b>: Refer to the <b>Profiles</b> chapter of this manual for specific instruon creating profiles.</li> <li>6. Complete the applicable fields and select <b>OK</b> to return to the <b>RAT</b>. <b>QUERY</b> screen.</li> </ul>	. Once yo	u nave comp	icicu all	scaren	incita		/ IX (	o see ui	c resul
<ul> <li>new profile.</li> <li><b>NOTE</b>: Refer to the <b>Profiles</b> chapter of this manual for specific instruon creating profiles.</li> <li>6. Complete the applicable fields and select <b>OK</b> to return to the <b>RAT</b>.</li> </ul>									





The **RATE QUERY** screen appears with available rates and room types, in a

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
<b>Item Inv</b> : 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.
<b>Waitlist</b> : 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.)
<b>Long Info</b> : Additional information regarding the Rate Code, configurable by the hotel, with in-depth text explanations of the rate.
<b>Turnaways</b> : Logs the reservation call as a Turnaway for statistical purposes to track denials and regrets.
<b>Scope</b> : 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 <b>OK</b> to move forward with the reservation.



The <b>RESERVATION</b> screen	n appears.	
🙀 SHELL - Reservation		
Name Johnson	Phone 443-555-1234	Agent 📃 👲
First Name Michael		ompany 🔄 👲
Title Mr. ± Country US ±	Member No.	Group
Language E 👤 VIP 👤	Member Lvl.	Source
		Contact
More Fjelds		
Arrival 11-01-06 Wednesday	Res. Type CC 👱 Credit Card (	Guest Balance 0.00
Nights 1	Market IND 🛨 Individual Co	Disc. Amt. %
Departure 11-02-06 Thursday	Source GD 🛨 Guest Direct	Reason
Adults 1 Child 0	Origin 📃 🛓	TA Rec Loc
No. of Rms. 1	Payment VS 👲 🛄 Visa	Specials
Room Type KNGN ± RTC. KNGN ±		Comments
Room ± Extn		
Rate Code CORP <u>+</u> Fixed Rate .	CRS No.	Item Inv. 📃 👲
Rate 90.00 Curr. USD	- Configuration Considering -	
Packages	Approval Amt.	
Block Code ETA	Suite With	
	Confirmation	



The <b>RESERVATION</b> screen is divided into the following sections:
<b>Header</b> : 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.
<b>Details</b> : Accommodation information for the guest's stay, including arrival and departure dates, room and rate information, payment method, credit cards, and packages.
<ol> <li>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.).</li> </ol>
9. Save the reservation by one of the following methods:
<ul> <li>OK to save the reservation and close the screen</li> <li>Save to save the reservation and have it remain on your screen</li> <li>Close to exit the screen without saving the reservation (a prompt asks you to save)</li> </ul>
<b>RESERVATION SCREEN FIELD DESCRIPTIONS:</b>
<b>Arrival Date:</b> 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 <b>RATE QUERY</b> 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.



## **Opera PMS Reference Manual**

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:

Window	Pay Type		Credit Card	Expiry	Auth Rule	Amt/Pct	Name	AR No.	
1	VS		4444333322221111	12/08	2	25.00	Minton, Zachary		
2	AX	ŧ	373344556677889	12/10	5 🛓	100.00	Minton, Zachary		1
3									
4									
5									
6									
7									
8									] к

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.



deo Check Out C/O Time [			Transport Ty	уре	<u>+</u>	Transport Type	(	1000
						fransport type		
			Station Co	ode		Station Code		10
Tax Type 🖸	0	<u>*</u>	Carrier Co	ode		Carrier Code		
Exempt No.			Transport I	No.		Transport No.		
			Arrival D	ate 11-01-06		Departure Date	11-02-06	
			Pick up Ti	me 📃 👘		Drop off Time		~~~~
Exemptino.	>	_	Arrival D	ate 11-01-06		Departure Date	11-02-06	

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.



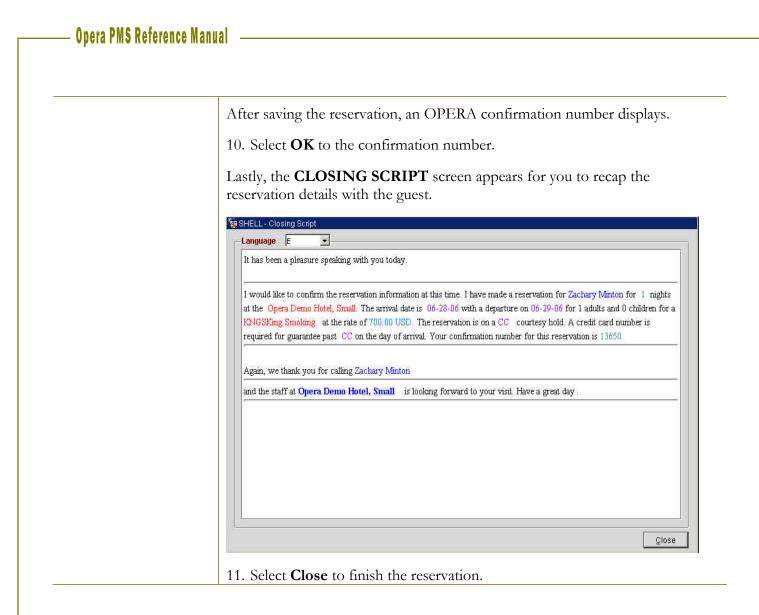
#### **TURNAWAY SCREEN:**

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:

Arrival Date	06-28-06		
Nights	1		
No. of Rooms	1		
Room Type	KNGN	±	
Adults	1		
Rate Code	HONEY	±	
Market Code	PCK	±	
Turnaway Code	SOLD	<u>*</u>	
Name			
Comment			
Country		<u>*</u>	
Postal Code			

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**.







Search and Edit	Use the following steps to locate and edit an existing reservation:							
Reservation	1. From the main menu, select <b>Reservations</b> and <b>Update Reservation</b> . Select <b>Advanced</b> for more options to search for reservations.							
	The <b>RESERVATION SEARCH</b> screen display. Fields surrounded by the yellow box indicate fields to enter search criteria.							
	1 SHELL - Reservations							
	Name         First Name         CRS No/TA Rec Loc         Search           Company         Corp. No.         Conf. No.         Advanced							
	Group         Block         Mem. Type / No.         Clear           Source         Arrival From 06-27-06         Arrival To         Image: Clear           Agent         IATA No.         Party         Image: Clear							
	Contact							
	Room Type ETA On Stay On To By							
	Room No.     Rate     Search Type       Market Code     ±     From     © General     C Cancellation       Res. Type     ±     To     C Day Use     C Checked Out							
	Source Code							
	Country From C Waitlist City Country C Waitlist Cancel No. Custom Ref. Profile							
	Conf. Letter VIP E Partial String Match Options Room Class E Edit							
	Credit Card # Qlose							
	<ol> <li>Search for a guest reservation using any of the search fields (i.e. Name, CRS No/TA Rec Loc).</li> </ol>							



## 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:

Room Types			KNGN	KNGS	KSBN	KSBS	SJSN	SDBN	SJSS	COMP	٠	
Include Overb	ooking		31	26	14	25	25 10	10 18	18 25			12 0 0
Physical Inventory		31	26	14	25	5 10	10 18	18 25	0	Overbook		
HONEY	USD	Pkg.	259.75	259.75	259.75	259,75	259.75	259.75	259.75			Item Iny
RACK	USD		210.00	210.00	250.00	250.00	270.00	210.00	270.00			Waittis
CORP	USD		190.00	190.00	230.00	230.00	275.00	190.00	275.00			Rate Inf
GROU	USD		160.00	160.00	200.00	200.00	220.00	160.00	220.00			100000000
AAA1	USD		90.00	90.00	108.00	108.00	117.00	90.00	117.00			Analyze
BEST	USD		90.00	90.00	108.00	108.00	117.00	90.00	117.00	l l		Long Int
AARP	USD		189.00	189.00	225.00	225.00	243.00	189.00	243.00			Turnawa
VAC	USD	Pkg.	700.00	700.00	700.00	700.00	700.00	700.00	700.00			Scope
EMPR	USD		84.00	84.00	125.00	125.00	135.00	84.00	135.00			
COMP	USD		SR	SR	SR	SR	SR	SR	SR			QK
											-	Close
		<<	< De	posit	Cancellati	on	9 9 		s	<u> </u>	>	1
		tal Rates	C Eirst Ni	ght	Info	Corpora \$10 flat	ite Rate off standa	ard rate				
Г <u>D</u> ay Us		osed			Events	) 						

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



Т

Date		Rate Code	Room Revenue	Packages	Total	Generates	Gran
VVed 11-0		CORP	250.00	0.00	250.00	25.00	2
Thu 11-0		CORP	250.00	0.00	250.00	25.00	2
Eri 11-1	10-06	CORP	300.00	0.00	300.00	30.00	3
Sat 11-1	11-06	CORP	300.00	0.00	300.00	30.00	3
Exchange f	Rate : 1.00			Total	1,100.00	Stay Total	1,21
Corporate \$10 flat of	e Rate ff standard r	ate		▲ ▼	L	Long Info Details	s <u>C</u> los

Opera	×
	Different rates may apply during the stay. Please check
$\sim$	multiple rate screen to verify.
	QK

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



🙀 SHELL - Reserv					×
Name Wi First Name Ro		Phone 410-55 Member Type	1000 Control 1000	Agent	<u>±</u>
Title	± Country US ±	Member No.		Broup	±
Language E	VIP 👤	Member Lvi.	S	ource	±
			Co	intact	<u>±</u>
More Fields		- UKA			
Arrival 11-	08-06 Wednesday			Guest Balance 🗌	0.00
Nights 4	10.00 Bunday		<ul> <li>Individual Co</li> </ul>	Disc. Amt.	
Departure 11- Adults 2	12-06 Bunday Child 0		<u>*</u> •	Reason TA Rec Loc	<u>±</u>
No. of Rms. 1			± I	Specials	±
Room Type SJS	SN 🛨 RTC. SJSN 👲			Comments	±
Room	👱 Extn. 📃 🛓	Exp. Date			
Rate Code CO		CRS No.		Item Inv.	±
Rate	250.00 Curr. USD •	-			
Packages Block Code	E ETA	Approval Amt.			
BIOCK CODE [		Confirmation	I		
Daily Details					
Dany Details					1
				Save	QK
Created By SUPER	/ISOR On 06-27-06 Updated	By SUPERVISOR On 06-27-0	16	Opțions	Close
the <b>Ra</b>	iew the details of th te field or select the	0		1	
<ol> <li>To reverthe Ra</li> <li>Select 2</li> </ol>	te field or select the Daily Details. maay	0		1	
1. To rev the <b>Ra</b> 2. Select 1 Currency US	te field or select the Daily Details. mmary 50 <u>•</u> US Dollar	Daily Details	lamp at the	e bottom c	of the scre
1. To rev the <b>Ra</b> 2. Select 2	te field or select the Daily Details. maay	e Daily Details		1	
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1. To rev the <b>Ra</b> 2. Select 2 SHELL - Rate Sur Currency US Date Wed 11-08-06 Thu 11-08-06 Fri 11-10-06	te field or select the Daily Details.	evenue Packages 250.00 0.00 250.00 0.00 300.00 0.00	Total 250.00 250.00 300.00	Generates 25.00 25.00 30.00	Grand Total ▲ 275.00 275.00 330.00
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1. To rev the <b>Ra</b> 2. Select Currency US Date Wed 11-08-06 Thu 11-09-06 Fri 11-10-06	te field or select the Daily Details.	evenue Packages 250.00 0.00 250.00 0.00 300.00 0.00	Total 250.00 250.00 300.00	Generates 25.00 25.00 30.00	Grand Total ▲ 275.00 275.00 330.00
1. To rev the Ra 2. Select 2 SHELL- Rate Sur Currency US Date Wed 11-08-06 Thu 11-08-06 Fri 11-10-06	te field or select the Daily Details.	evenue Packages 250.00 0.00 250.00 0.00 300.00 0.00	Total 250.00 250.00 300.00	Generates 25.00 25.00 30.00	Grand Total ▲ 275.00 275.00 330.00
1. To rev the Ra 2. Select 2 Date Wed 11-08-06 Thu 11-08-06 Fri 11-10-06	te field or select the Daily Details.	evenue Packages 250.00 0.00 250.00 0.00 300.00 0.00	Total 250.00 250.00 300.00	Generates 25.00 25.00 30.00	Grand Total ▲ 275.00 275.00 330.00
1. To rev the <b>Ra</b> 2. Select 2 <b>SHELL</b> - Rate Sul Currency US Date Wed 11-08-06 Thu 11-09-06 Fri 11-10-06 Sat 11-11-06	te field or select the Daily Details.	evenue Packages 250.00 0.00 250.00 0.00 300.00 0.00	Total 250.00 250.00 300.00	Generates 25.00 25.00 30.00	Grand Total ▲ 275.00 275.00 330.00
1. To rev the Ra 2. Select 2 Date Wee 11-08-06 Thu 11-09-06 Fri 11-10-06 Sat 11-11-06 Sat 11-11-06 Exchange Rate : 10	te field or select the Daily Details.	Packages           250.00         0.00           250.00         0.00           300.00         0.00           300.00         0.00           300.00         0.00	Total 250.00 250.00 300.00 300.00 	Generates 25.00 25.00 30.00 30.00 30.00	Orand Total ▲ 275.00 275.00 330.00 330.00 330.00
1. To rev the Ra 2. Select 2 SHELL - Rate Sur Currency US Date Wed 11-08-06 Fri 11-10-06 Sat 11-11-06 Sat 11-06 Sat 11-	te field or select the Daily Details.	Packages           250.00         0.00           250.00         0.00           300.00         0.00           300.00         0.00           300.00         0.00	Total 250.00 250.00 300.00 300.00 	Generates 25.00 25.00 30.00 30.00 30.00	Orand Total ▲ 275.00 275.00 330.00 330.00 330.00
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1. To rev the Ra 2. Select 1 Date Wed 11-08-06 Thu 11-09-06 Fri 11-10-06 Sat 11-11-06 Sat 11-06 Sat 11	te field or select the Daily Details.	evenue Packages 250.00 0.00 250.00 0.00 300.00 0.00 300.00 0.00 1 1 1 1 1 1 1 1 1 1 1 1 1	Total 250.00 250.00 300.00 300.00 300.00 1,100.00	Generates 25.00 25.00 30.00	Grand Total ▲ 275.00 275.00 330.00 330.00 330.00 330.00 ↓ 1,210.00
1. To rev the Ra 2. Select 2 Date Wed 11-08-06 Thu 11-09-06 Fri 11-10-06 Sat 11-11-06 Sat 11-11-06 Exchange Rate : 1.0 Corporate Rate \$10 flat off standa	te field or select the Daily Details.	evenue Packages 250.00 0.00 250.00 0.00 300.00 0.00 300.00 0.00 1 1 1 1 1 1 1 1 1 1 1 1 1	Total 250.00 250.00 300.00 300.00 300.00 1,100.00	Generates 25.00 25.00 30.00	Grand Total ▲ 275.00 275.00 330.00 330.00 330.00 330.00 ↓ 1,210.00
1. To rev the Ra 2. Select 2 Date Wed 11-08-06 Thu 11-09-06 Fri 11-10-06 Sat 11-11-06 Sat 11-11-06 Exchange Rate : 1.0 Corporate Rate \$10 flat off standa	te field or select the Daily Details. mmary 3D • US Dollar Rate Code Room R CORP COR	evenue Packages 250.00 0.00 250.00 0.00 300.00 0.00 300.00 0.00 Total Total •	Total 250.00 250.00 300.00 300.00 300.00 1,100.00	Generates 25.00 25.00 30.00	Grand Total ▲ 275.00 275.00 330.00 330.00 330.00 330.00 ↓ 1,210.00
1. To rev the Ra 2. Select 2 Date Wed 11-08-06 Thu 11-09-06 Fri 11-10-06 Sat 11-11-06 Sat 11-11-06 Exchange Rate : 1.0 Corporate Rate \$10 flat off standa	te field or select the Daily Details. mmary 3D • US Dollar Rate Code Room R CORP COR	evenue Packages 250.00 0.00 250.00 0.00 300.00 0.00 300.00 0.00 Total Total •	Total 250.00 250.00 300.00 300.00 300.00 1,100.00	Generates 25.00 25.00 30.00	Grand Total ▲ 275.00 275.00 330.00 330.00 330.00 330.00 ↓ 1,210.00
1. To rev the Ra 2. Select 2 Date Wed 11-08-06 Thu 11-09-06 Fri 11-10-06 Sat 11-11-06 Sat 11-11-06 Exchange Rate : 1.0 Corporate Rate \$10 flat off standa	te field or select the Daily Details.	evenue Packages 250.00 0.00 250.00 0.00 300.00 0.00 300.00 0.00 Total Total •	Total 250.00 250.00 300.00 300.00 300.00 1,100.00	Generates 25.00 25.00 30.00	Grand Total ▲ 275.00 275.00 330.00 330.00 330.00 330.00 330.00 0 1,210.00

Fixed Rate Reservation	Sometimes it is necessary to override a published rate. To do this, use the <b>Fixed Rate</b> 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.
	<b>NOTE:</b> To apply a discount to a reservation, use the <b>Disc. Amt.</b> field. You should only use <b>Fixed Rate</b> 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:
	<ol> <li>Locate the reservation and select Edit to open the reservation.</li> <li>Click on the ellipsis button next to the Rate field to view the rate information.</li> <li>Select Daily Details.</li> </ol>
	The <b>DAILY DETAILS</b> screen appears.
	🙀 Edit Daily Details 🛛 🔀
	Reservation Date 06-28-06   Update Through 06-28-06   Aduits   1 Child   Room   114   Exate 108.00   Discount Amount   Discount Reason   Market Code   ASO   Association   Source Code   GD   Guest Direct
	Currency USD
	<u>QK</u> <u>Qlose</u>
	<ol> <li>Highlight the arrival date and select Edit.</li> <li>Enter the last date of the stay in the Update Through field.</li> <li>Modify the Rate amount as necessary.</li> <li>Check the Fixed Rate option.</li> <li>Select OK to save changes.</li> <li>Select OK to close the Daily Details screen.</li> </ol>

# micros

**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.

Name Johnson	Phone 443-	555-1234 /	Agent	٦.±
First Name Michael	Member Type		ipany	ī.
Title Mr. 👱 Country US 🔄			Froup	1.
Language E 👱 VIP 🔄	Member Lvl.		ource	
		Cc	ontact	1
More Fields				
Arrival 12-18-06 🗰 Monday	Res. Type CC	🛨 Credit Card C	Guest Balance	0
Nights 1	Market IND	🛃 Individual Co	Disc. Amt. %	
Departure 12-19-06 🧰 Tuesday	Source GD	🛨 Guest Direct	Reason	
Adults 1 Child 0	Origin	<u>•</u>	TA Rec Loc	
No. of Rms. 1	Payment VS	👲 🔜 Visa	Specials	
Room Type KNGN 🛨 RTC. KNGN	🛨 Credit Card No. 4444	333322221111	Comments	
Room 📃 🛨 Extn.	Exp. Date 12/08	3		
Rate Code CORP 🛨 Fixed Rate 🗹 .	CRS No.		Item Inv.	
Rate 75.00 Curr. USD	🛨 Approval Code 🔄			
Packages 📃 👤	Approval Amt.			
Block Code ETA	Suite With			
	Confirmation 🗖			
Dep/Cxl Rule				
			Save	ŌΚ
Created By SUPERVISOR On 06-27-06 Up	dated By SUPERVISOR On 06-2	7.00	Options C	lose



Opera PMS Reference Manual –

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.

More Fields Stats & Info Contact		
Address Information	Internal Information	
Last Name Johnson i	Salutation Dear Mr. < FIRST Date of Birth	
First/ Middle Michael	VIP ± Passport	
	Client ID 11501	
Language / Title E 👲 Mr. 👤		
Address	Ref. Curr. Communications	
Home Address	Bus. Seg. <u>+</u> HOME <u>+</u> 443-555-1234	
	Mail Action 👥 🛨	
City	Mailing List Y	
Postal Cd. / Ext.	Keyword . Active 🗹 Contact 🗖 History 🗖 .	
Country / State US		
	Notes	
Search Name First	Attributes History Information	Opt
Name	Rate Code Last Room	<u> </u>
Johnson, Michael	A/R No. Last Rate	
Jones, Tim	Member No.	<u> </u>
Krzemien, Richard		<u>N</u>
Created By TRAIN On 07-21-06 14:51	At SHELL Updated By SUPERVISOR On 08-10-06 16:55 At SHELL	<u>C</u> I

- 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.



**Opera PMS Reference Manual** Notice when you return to the reservation, the new guest's name is the profile on the reservation. SHELL - Reservation 12401 RESERVED Phone 480-555-1234 Name Harris Agent ± ± First Name ŧ Company Member Type Title 🛨 Country US ŧ Member No. Group + ± ŧ Language VIP. Member Lvl. Source Contact ± More Fields Arrival 12-18-06 m Monday Res. Type CC 👱 Credit Card C 0.00 Guest Balance Market IND 🛓 Individual Co Nights 1 Disc Amt % Departure 12-19-06 Tuesday 🛃 Guest Direct Ŧ GD Source Reason Adults 1 Child 0 TA Rec Loc ÷ Origin Payment ± Visa Specials ŧ No. of Rms. RTC. KNGN 4444333322221111 ŧ Room Type KNGN ± Credit Card No. Comments ŧ ± 12/08 Room Extn. Exp. Date 🛨 Fixed Rate 🔽 ± Rate Code CORE CRS No. Item Inv. 75.00 I Curr. USD Approval Code Rate ŧ Packages Approval Amt ± Block Code ETA Suite With Confirmation ep/Cxl Rule Save ОK Opțions Cinse Created By SUPERVISOR On 06-27-06 Updated By SUPERVISOR On 06-27-06 It is possible to attach multiple profiles and link one of each profile type to a Reservation reservation. Travel Agent profiles usually generate commissions while with Multiple Company profiles have Negotiated Rates and authorize the direct billing of **Profiles** 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.



	Image: Section 12401 RESERVED         Name       Harris         First Name       Scott         Title       €	Phone 480-555-1234 Member Type t C Member No	Agent ABC Travel 🛓 Company MICROS Systems, irl 🛓 Group 👤	
	Language E VIP  Member Lvl. Source  Contact			
	More Fields  Arrival 12-18-06 Monday Nights 1 Departure 12-19-06 Tuesday Adults 1 Child 0 No. of Rms. 1 Room Type KNGN ± RTC. KNGN ± Room ± Extn. ± Rate Code CORP ± Fixed Rate $\overrightarrow{r}$ . Rate 75.00 Curr. USD ± Packages ± Block Code ± ETA	Res. Type CC ± Credit Card C Market IND ± Individual Co Source GD ± Guest Direct Origin ± Payment VS ±Visa Credit Card No. 4444333322221111 Exp. Date 12/08 CRS No Approval Code Approval Amt Suite With	Guest Balance 0.00 Disc. Amt. % Reason * TA Rec Loc Specials * Comments *	
	Dep/Cxl Rule Created By SUPERVISOR On 06-27-06 Updated By	SUPERVISOR On 06-27-06	Save <u>O</u> K Opțions <u>C</u> lose	
Reservation with Negotiated Rate	Your hotel may contract and neg These rates are generally at a con- corporate rates and are only avai- recognized corporate account. In performing a Rate Query for a s display for that company. In ad- reservation process.	firmed discount off the lable to guests staying or Negotiated Rates are ben pecific company as only	normal rack or n business with that eficial when the 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.

Arrival 1	0-16-06			
Nights	1			
Departure [	0-17-06			
Adults	1 Children	0		
No. of Rooms				
				i
	Villiams, Robert 👲	Block	±	
Member Type	<u>±</u>	Member No.		
Company 🕨	1ICROS 👤	CORP No.		
Agent	<u>±</u>	IATA No.		
Source	<u>+</u>	Source No.		
Show Rates				1
Closed	🗖 Day Use	Eseudo 🗆		
				1
Rate Class	<u>±</u>	Room Class	<u>+</u>	
Rate Category	<u>+</u>	Features	<u>+</u>	
Rate Code	<u>+</u>	Packages	<u>+</u>	Last



#### The **PROFILE SEARCH** screen displays.

🧔 s	HELL - Profile Search								
Fir	Name MICROS st Name View By Company	V	City / Postal Cd. Mem. Type / No. Keyword Communication			Client ID.			Searc <u>h</u> Clear
\$	Name	Address	City	Postal Code	Company	A/R No.	VIP	Rate Coc	
\$	MICROS Systems, Inc.	7031 Columbia	a GaColumbia	21046		M21046		MICROS	
H								- I	
F									
									Resv.
F									<u>о</u> к
							1	<b>_</b>	New
1							P	references	Edit
міс	ROS Systems, Inc.							orononoco	Close

**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**.



Rate. 🧱 SHELL - Rate Query Details х Monday, October 16, 2006, 1 Nights, 1 Rooms, 1 Adults, 0 Children Williams, Robert; MICROS Systems, Inc. Room Types KNGN KNGS KSBN KSBS SJSN SDBN SJSS COMP Include Overbooking 32 27 16 25 19 25 Overbook.. Physical Inventory 16 25 10 19 25 C MICROS USD 80.00 80.00 Item Iny. 80.0 Waitlist Rate Info Analyze Long Info Turnaways Scope <u>0</u>K <u>C</u>lose • 80.00 Average Rate C Total Rates C Eirst Night Info MICROS Systems, Inc. Negotiated Rate , King Non-Smoking • ☑ Negotiated 🗖 Day Use Closed Events [

The RATE QUERY DETAILS screen displays with only the Negotiated

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	<ul> <li>Group reservations deduct from an allocation or block of rooms assigned to that particular group, not from general hotel inventory. To make an individu group reservation, follow the steps below:</li> <li>1. From the main menu, select <b>Reservations</b> and <b>New Reservation</b>.</li> <li>2. On the <b>RATE QUERY</b> screen, enter the <b>Arrival Date</b>, number of <b>Nights</b>, and number of <b>Adults</b>.</li> <li>3. If the guest has a profile already on file with the hotel, type the guest's name in the <b>Name</b> field. If not, leave the field blank.</li> <li>4. Click the drop down arrow to the right of the <b>Block</b> field in the upper right corner of the screen.</li> <li>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.</li> </ul>
	NOTE: Available rooms by room type appear in the grid GREEN, but display in RED if not.
	display in <b>RED</b> if not.
	display in <b>RED</b> if not.
	display in RED if not.
	display in RED if not.          Block Code       Block Name         Bloc

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.

Select

<u>C</u>lose



C Add. Person Rate

Ayailable

C 2 Person Rate

C 3 Person Rate

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	6. Highlight the desired room type and choose <b>Select</b> .
	The system automatically populates the <b>Block</b> code and the <b>Room Type</b> for you on the <b>RESERVATION</b> screen.
	7. Complete the reservation and select <b>OK</b> to save the booking.
	<b>NOTE:</b> Notice that no Rate Code exists on this reservation. Since groups contract rates on an individually, group reservations typically do not have Rate Codes.
<b>Cancel</b> a	Follow the steps below to cancel a reservation:
Reservation	<ol> <li>From the main menu, select Reservations and Update Reservation.</li> <li>Use the RESERVATION SEARCH screen to find the reservation to cancel.</li> <li>Highlight the reservation and select Cancel.</li> <li>Click the drop-down arrow next to the Reason field to enter a reason for the cancellation.</li> <li>Highlight the appropriate reason and select OK.</li> <li>Click in the white text box in the CANCELLATION screen to enter additional text regarding the reservation and select OK to finish the cancellation.</li> <li>Provide the guest with their cancellation number.</li> </ol>
	Reason WEA     Weather related     Opera     Cancel No. Code     Cancellation Number for White : 12402     Ok     OK     OK
Reinstate a Reservation	<ul> <li>Follow the steps below to reinstate a reservation:</li> <li>1. From the main menu, select <b>Reservations</b>, then <b>Update Reservation</b>.</li> <li>2. Search for and locate the cancelled reservation you wish to reinstate.</li> <li>3. Highlight the cancelled reservation.</li> <li>4. Select <b>Reinstate</b>.</li> </ul>



🧑 SHELL - Reservations -	· Confirmatio	on No. 11150						x
Name		First Name		CRS No/TA Re				Search
Company		Corp. No.	``		nf. No.			Advanced
						±		Clear
Group		Block		Mern. Type	_	<u> </u>		
Source		Arrival From 06-27-06	Ē	Arriv	val To			
Agent		IATA No.			Party			
Contact								
		Opera	×	l I				
Name	Room		n Reinetate?	eparture Rr	ns Prs	Status	Grou 🔺	
Reidy, Sally	105	Are you sure you want t	o rtematate :	6-28-06	1 1/0	CHECKED IN		
Schulte, Bridget		Yes No	1	6-28-06	1 1/0	cc	MICE	
Welsh, Jim	332		1	6-29-06	1 1/0	WALKIN		
Welsh, Jim	400	KNGN		06-29-06	1 1/0	CHECKED IN		New
White, Nancy	130	SJSN		06-29-06	1 1/0	CHECKED IN	MICE	Check In
Wilson, John	100	KNGN KSBN	06-27-06	06-29-06	1 1/0 1 1/0	CHECKED IN CANCELLED	MICE	Reinstate
White, Nancy * Cook, Natalie		KSBN		07-01-06	1 1/0	CANCELLED		
* Dobie, Martin		KSBN		07-02-06	1 1/0	cc		
McDermott, Tim		KSBN		07-02-06	1 1/0	cc		
Thomas, Alexandra		KSBN		07-03-06	1 1/0	CC	MICE	Profile
•		1 1	<u> </u>				MICE	Opțions
Dep/Cxl Rule Daily De	tails Canc	el Reason						Edit
								Close
5. Answer "	Vee" t	to reinstate the re	eernat	ion				
								OV
6. Make any	applic	cable changes (if	any) to	the re	serva	ation and	l selec	et <b>OK</b> to
save the r	eserva	tion.						
7. Provide th	ne con	firmation number	er to th		t			
7. 110vide u				ic gues	ι.			
						- ·	_	
NOTE: If yo	our ho	otel has a two-wa	y inter	tace wi	th a	Central I	leserv	vation
System, the co	onfirm	nation number ge	enerate	d will b	be a 1	new num	ber.	If vour
		PMS independer						
		i morpender	iuy, ili	c same	Or.		1111111	uon
 number assign	ns.							



## 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:

Reasons 2	<u>±</u>	Hotel Sold Out		
Priority 1	<b>±</b>	High priority, VIP		
elephone No. 202-	555-1111			
Description				
GUEST DEFINITELY	PREFERS AN II	MMEDIATE CALL IF WE HAVE OP	EN AVAILABILITY.	<b>A</b>

- 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:

🧝 SHE	LL - Waitlist										
N: Reas	ame		D Rate Co			om Type (et Code		<u>+</u> (	Conf No		Searc <u>h</u> Advanced
Comp A <u>c</u>	any			Source Group					one 5418U64878 VIP	34	
Room	Room Type	Priority	Name	Arrival	Departure	Rms	Prs.	Rate Amount	Market	<u> </u>	
411	KNGN	Ctsy	O'Conner, Patricia	06-28-06	06-30-06	1	- 1/1	1	00.00 LIN		
										_	
										-11	Profile
											Details
											Resv.
										_	Options
											Accept Res
•										•	Cancel
											Close
											Ciose

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



2. Enter the guests last <b>Name</b> or <b>Conf. No.</b> and select <b>Search</b> .
<b>NOTE:</b> The <b>Advanced</b> button enables the Company, Source, Agent, Group fields for use as additional search options. The <b>Details</b> option displays the original reasons for placing reservations on Waitlist.
<ol> <li>Highlight and desired waitlist reservation and choose Accept Res. to make the reservation active.</li> <li>Complete the reservation as normal and select OK to save.</li> </ol>
<b>NOTE:</b> 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:
<ul> <li>Overbooking restrictions and limits</li> <li>Booking into an already blocked or occupied room (which might create a share)</li> <li>Deposit and Cancellation requirements attached to the rate or reservation</li> <li>Completeness of reservation details (e.g., a valid rate code is selected)</li> <li>Rate Code restrictions</li> </ul>
<b>Cancel</b> 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:

	SHELL - Reservation (	Options		×
	Accompanying	Add <u>O</u> n	Agent/Company	Alerts
	Billing	Caller Info	<u>C</u> ancel	Changes
	Confirmation	Credit Cards	Delete	Deposit/CXL
	Eacility Scheduler	Fixed Charges	History	Housekeeping
	Locator	Messages	Package Option	Party
	Privileges	Qyeue	Rate Info.	Register Card
	Room Moye	Routing	Shares	Iraces
	Track It	Waitlist	Wake-up <u>C</u> all	
			ose	£.
Accompany-ing Guest	<ul><li>multiple persons on not be paying for pa simplest choice.</li><li>To add an accompare</li><li>1. From the <b>Optio</b></li></ul>	a reservation do a rt of the stay, usin nying guest to a re <b>ns</b> menu, select <b>A</b>	not require a confin ng the Accompany eservation, follow t Accompanying.	



3. Select **OK** to choose the profile.



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	SHELL - Accompany		City	В	irthday	<b>_</b>
	Harris, Scott		Phoenix			
						-
		Profile	Attach	Detach	n <u>C</u> lo	ise
Reservation (Copy)	new reservations with reservation information Follow the steps below 1. From the <b>Option</b> The <b>ADD ON</b> screen	on for quick and w to make an <b>Ad</b> Is menu, select <b>A</b> d	easy duplica I <b>d On</b> reserv	tes.	copy all th	ie
	Which of these reser		you want to co			
	Vindow/Room E	Routing Instructions	☑ Package ☑ (tem Inve			
			Ōĸ	Close		



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	<ol> <li>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.</li> <li>Select <b>OK</b> to proceed.</li> </ol>
	The <b>RESERVATION</b> screen displays. The unsaved reservation does $\underline{NOT}$ have a confirmation number yet.
	<b>NOTE</b> : 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 <b>OK</b> to receive a confirmation number.
	<b>NOTE:</b> Once you select <b>OK</b> and <b>Close</b> out of the closing script, you return to the original reservations (in the <b>Options)</b> and can repeat the Add On process as necessary.
Agent/ Company	The <b>Agent/Company</b> 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 <b>Options</b> menu, select <b>Agent/Company.</b>
	The <b>PROFILE LINKAGE</b> screen displays.
	🙀 SHELL - Profile Linkage 🛛 🔀
	Company World Widgets
	Agent Commission
	Group
	Source <u>±</u> Contact
	Profile Detach OK Close



	<ol> <li>To add a Company profile, click on the drop down arrow next to the Company field.</li> <li>To add a Travel Agent profile, click on the drop down arrow next to the Agent field.</li> <li>To add a Source or Group profile, click on the drop down arrow next to the Source or Group fields.</li> <li>Using the PROFILE SEARCH screen, search for and highlight the desired profile(s), and select OK.</li> <li>Once you return to the PROFILE LINKAGE screen, select OK to save and return to the RESERVATION OPTIONS screen.</li> </ol>
Alerts	<ul> <li>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.)</li> <li>Follow the steps below to add an Alert to a reservation:</li> <li>1. From the Options menu, select Alerts.</li> <li>2. Select New.</li> <li>The ALERT INPUT screen displays.</li> </ul>
	Code PRIVATE   Area Check-In   Description Private Guest. Do not address guest by name.   QK Close



	<ul> <li>4. Highlight</li> <li>5. Click on t</li> <li>6. Highlight</li> <li>example, select "Click on t</li> <li>example,</li></ul>	eck In: Alert d sk > Arrivals eck Out: Alert parture in Cashi servation: Alert servations > U v additional info select OK to sav	e pre-defi arrow nex appropria verify an isplays wl displays wl ering > 1 t displays pdate Re prmation n ve.	ned Alert ( at to the <b>A</b> te area to a ID for a g nen you ac when you a <b>Billing</b> when you eservation needed for	Code and rea field. Ilert this r Jualifying cess the re access the access the access the the Alert	eservation. F rate at check- eservation in 1 reservation a e reservation i in the <b>Descr</b>	in, Front <sup>It</sup> n <b>iption</b>
Billing	<ul><li>in-house gues</li><li>active reserva</li><li>option on an</li><li>Billing.</li><li>If your hotel</li></ul>	option allows ea sts screens. Bill ation since no fo in-house guest has the parame val, the <b>Billing</b>	ing is only olio exists directs yo ter set to	y active on until chec ou to their allow Pre-S	guests in k in occur folio as se	-house and no s. Selecting t een in <b>Cashie</b>	ot as an his <b>ring &gt;</b>
Caller Info	by the Centra cross-sold at	<b>HISTORY</b> scre Il Reservation ( the central leve	Office to s				
	DOCUMENT - Call H		Call End	Dhana	Fee	(Cmeil	×
	DOZER ELISA	Call Begin	01:47:07	Phone 239-514-0000	Fax 6437911	Email apatel@micros.com	m
							<b>_</b>
						QI	lose
Cancel		ption cancels th refer to the "Ca					0



### 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:

User	Time	Date	Action Type	Description	
SUPERVISOR	13:32	08-14-06	UPDATE RESERVATION	TRAVEL AGENT NAME -> ABC Travel TRAVEL A	
SUPERVISOR	13:25	08-14-06	CREDIT_CARD_SCREEN_A	CONFIRMATION NO. 12401 DReservation Screen	
SUPERVISOR	13:18	08-14-06	UPDATE RESERVATION	GUEST NAME ID 12211 Johnson, Michael -> 137	
SUPERVISOR	11:49	08-14-06	CREDIT_CARD_SCREEN_A	CONFIRMATION NO. 12401 DReservation Screen	
SUPERVISOR	11:31	08-14-06	CREDIT_CARD_SCREEN_A	CONFIRMATION NO. 12401 DReservation Screer	
SUPERVISOR	11:31	08-14-06	NEW RESERVATION	RESORT = SHELL CONFIRMATION NO = 12401	
					Close
<u> </u>					
Below are	e the de	finitio	no of each colur	nn (also known as the <b>CHAN</b>	000
<ul> <li>Screen</li> <li>U</li> <li>T</li> <li>Sr</li> <li>A</li> <li>D</li> </ul>	n): Jser: th ime/I tation ction 7 Descrip	ne user Date: 1 ID: w Fype: tion:	name that cond time and date th orkstation the c the type of chan a detailed descrip	lucted the action on the reserva e action took place on the reserv hange occurred from ge made on the reservation ption of the change that took p nged (from and to)	ation rvation
screen U T S A D in 2. Doub	n): Jser: th 'ime/I tation I ction I Descrip ncluding	ne user Date: 1 ID: w <b>Fype:</b> tion: g speci a any li	name that cond time and date the orkstation the c the type of chan a detailed descrip fics on what chan the item in the lo	lucted the action on the reserva e action took place on the reserva hange occurred from ge made on the reservation ption of the change that took p	ation rvation blace
screen U T S A D in 2. Doub detail	n): Jser: th Jime/I tation I ction I Descrip ncluding	ne user Date: ID: w <b>Fype:</b> tion: g speci c any li e descr	name that cond time and date th orkstation the c the type of chan a detailed descrip fics on what cha ine item in the lo iption.	lucted the action on the reserva e action took place on the reserv hange occurred from ge made on the reservation ption of the change that took p inged (from and to)	ation rvation blace



option.

Confirmation	The <b>Confirmation</b> 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

**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.

Print	Email	Fax	SMS	Name	Туре	Conf. Name		Address		Email	F	ах	
				Harris	GUEST		±	Phoenix 85044 AZ U	ŧ	4	:		
				MICROS System	COMPANY		±	7031 Columbia Gati	Ŧ		:		
				ABC Travel	AGENT		±	123 Main St. Washir	ŧ	4	:		I
							*		±	4			
							*		Ŧ	4			
							*		Ŧ	4			
							*		<u>+</u>	4	:		
							*		Ŧ		:		
							*		Ŧ	4	:		
							*		Ŧ	4			
•													
				Status			La	ast Attempt		Succes	sfu	il Attempt	
Fax													
Emai													
Print													
SMS													



	<ol> <li>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.</li> <li>Click the drop down arrow next to the field labeled Conf. Name on the line for the recipient guest.</li> <li>Highlight the Confirmation Letter Name you would prefer to deliver and select OK.</li> <li>If no address exists on the profile, click the drop down arrow next to the Address field to add an address.</li> <li>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.</li> <li>Select Send.</li> <li>NOTE: The Status column displays the status of the confirmation letter. A "Pending" status indicates the confirmation letter to your screen, select Preview.</li> <li>To preview the confirmation letter to file on your computer, select File.</li> <li>NOTE: Confirmation letters previewed or saved to file open and save as</li> </ol>
	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 <b>Credit Cards</b> 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 <b>Deposit</b> 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 <b>DEPOSIT CANCELLATION</b> 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.**

Deposit R BHELL - Deposit-		jde ▲	Nev Edi Dele Trans <b>Paym</b>
Depositive Depositive Depositive Depositive Depositive Depositive		pde 🔺	Dele Trans
Depositive Depositive Depositive Depositive Depositive Depositive		pde 🔺	Trans
Depositive Depositive Depositive Depositive Depositive Depositive			<u> </u>
Deposit Rule Deposit Amoun			<u>P</u> ayn
Percentage Deposit Amoun			1
Deposit Amoun			
		<b>_</b>	Eoli
			Rece
Comments			⊻ie
	<u>O</u> K <u>C</u> I	ose	App
		<b>•</b>	
			010
	op down arrow next to the <b>De</b>		QK <u>Close</u>



	To post a received deposit on a reservation:								
	<ol> <li>From the DEPOSIT CANCELLATION screen, select Payment. The CASHIER LOGIN screen displays.</li> <li>Enter your Password and select OK.</li> <li>Complete the RESERVATION DEPOSIT PAYMENT screen (be certain to change the Reservation Type field to "Deposit Received") and select OK.</li> <li>A message displays asking if you would like to update the reservation with the new payment method.</li> </ol>								
	<ol> <li>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.</li> <li>To print a receipt for the deposit, select <b>Print Receipt</b>.</li> <li>Select <b>Close</b> to exit.</li> </ol>								
Facility Scheduler	schedule "l format, the frequency of	ight-touch Facility Sc of the facili . The dates	" service f cheduler p ity tasks (i s marked y	or long-te rovides yo e. houseke vith blue r	rm guests. u with a vi eeping serv	Presented sual refere ice) pertain			
	🙀 DOCUMENT - Fa	cility Scheduler					x		
	Jan Feb	Mar Apr	1 1	vember 2004 In Jul	Aug Sep	Oct Nov	Year Dec		
		Monday	Tuesday		Thursday	Friday	Saturday		
	Sunday			Wednesday	Thursday				
	Sunday	1	2	wednesday 3	4	5	6		
	Sunday 7	1 8	2			5 12			
				3	4		6		
	7	8	9 16 Guest	3 10 17 Guest	4 11 18	12 19 Guest	6 13 20 Guest		



	<ul> <li>Instructions add special directions that appear on the Housekeeping Task Sheet for this room.</li> <li>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.</li> <li>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.</li> </ul>						
Fixed Charges	<ul> <li>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.</li> <li>To add Fixed Charges to reservations or in-house guests, follow the steps</li> </ul>						
	<ol> <li>below:</li> <li>From the <b>Options</b> menu, select <b>Fixed Charges</b>.</li> <li>Select <b>New</b>.</li> </ol>						
	The FIXED CHARGES NEW screen displays.						
	Begin Date 06-27-06  End Date 06-29-06  End Date 06-29-06  End Code  End Code  Quantity 1 Supplement						
	QK Close						



	<ol> <li>Choose the frequency to post the fixed charge (i.e. Once, Daily, Weekly, etc.).</li> <li>If the fixed charge does not apply to all nights of the guest stay, enter a <b>Begin Date</b> and <b>End Date</b> for the charge. If the fixed charge only applies once, enter the <b>Date</b>.</li> <li>Click the drop down arrow next to the <b>Trn. Code</b> field.</li> <li>Search for and highlight the appropriate Transaction Code to post. Select <b>OK</b>.</li> <li>Enter the price for the fixed charge in the <b>Amount</b> field.</li> <li>Enter the quantity of the fixed charge in the <b>Quantity</b> 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).</li> <li>Enter a <b>Supplement</b> to describe the purpose of the fixed charge (i.e. room charge manual – extra bed).</li> <li>Select <b>OK</b> to save and exit.</li> </ol>
History	To view past reservation history on the profile associated with this reservation, select the <b>History</b> option. For full instructions on viewing and manipulating history information, refer to the "History" section of the Profiles chapter in this manual.
Housekeeping	<ul> <li>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.</li> <li>To request turndown service for a guest at a particular time with special instructions, follow these steps below:</li> <li>1. From the <b>Options</b> menu, select Housekeeping.</li> </ul>
	The HOUSEKEEPING screen displays.
	🙀 SHELL - Housekeeping 🛛 🔀
	Room Instructions Please place white chocolate mints on the pillows and turndown after 8 p.m.
	✓ Turndown           OK         Close



	<ol> <li>Check the box next to the <b>Turndown</b> field.</li> <li>Type any additional instructions for Housekeeping in the <b>Room</b> Instructions field.</li> <li>Select <b>OK</b> to save.</li> </ol>
	<b>NOTE:</b> 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	<b>Locators</b> 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:
	<ol> <li>From the <b>Options</b> menu, select <b>Locator</b>.</li> <li>Select <b>New</b> to display the <b>LOCATORS – NEW</b> screen.</li> </ol>
	Begin Date       06-27-06       End Date       06-27-06         From Time       04:30       To Time       05:15         Location       In lounge.       In lounge.       In lounge.         V       V       V       V         OK       V       V       V         In lounge.       V       V       V         V       V       V       V
	<ol> <li>Enter the Begin Date and End Date for the location change.</li> <li>Enter the From Time and To Time for the location change.</li> <li>NOTE: The From Time and To Time must be greater than the operating system's time.</li> <li>Enter any additional information about the guest's location in the Location Text field.</li> <li>Select OK to save the Locator.</li> </ol>

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Messages	The <b>Message</b> option allows the user to enter a text message for an arriving guest.							
	Use the steps below to create a message:							
	1. From the <b>Options</b> menu, select <b>Messages</b> .							
	The <b>MESSAGES</b> screen displays. Any existing messages for the incoming guest list here.							
	2. Select <b>New</b> to create a new message.							
	The NEW MESSAGE screen displays.							
	New Message							
	Message For       Name Welsh, Jim       Language E							
	Message From							
	Name Erskine Company SSU							
	First Tom Phone No. 443-888-7777 Title Professor 🛓							
	Please meet me in the lobby at 4:30.							
	3. Enter the Name, First Name, Title, and Company Name and Phone							
	<ul> <li>No. of the caller.</li> <li>4. Enter the message in the white text box.</li> <li>5. Select <b>OK</b> to send the message.</li> </ul>							
	This message lists on the MESSAGES screen for the guest.							
	6. To print the message for the guests to hand deliver, select <b>Print</b> .							
	<b>NOTE:</b> 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 or							

# micros

the TV screen in the room.

Package Option	apply to reservations booked for a hotel-in useful in determining the contents of a pac package elements exist on a reservation wi features (i.e. Restaurant Charges or Gift SI real-time charges consumed that post thro overages on the package. For more inforr "Packages" chapter of this manual.					nge. This reserved. s or advan ces), this o s and any	feature is In addition, inced package display shows y shortages or	
Party	identify th allows yo	hemselves as a u to add guests l reservations v arty	everal useful feat group without a s to a party, split vithin the party, Party Nam	a forma : multi-: as well	l group o room res	contract. ervations	This feature into	
	Conf. No.	Name	Room Type	Adults	Children	Rooms		
	11402	Welsh, Jim	KNGN	Addito		2 3	Split All	
							Resv.	
							Add to Party	
							Chg. Party	
							Detach	
							Detacti	
							QK	
			Tata		2	2 3	<u> </u>	
			Tota	ai [				
	To split a the steps		eservation into s	eparate	reservat	ions for a	a party follow	
	1. From	the <b>Options</b>	menus, select <b>P</b> a	arty.				
	2. Select	t <b>Split</b> to divid	e the highlighted	l reserv				
			to this party. (				action until all	
		0	l reservation spl			,		
		-	ivide the highlig					
	additional reservation for every room attached to the original reservation. For example, if the highlighted reservation is for 3 rooms, this divides the							
	reserv	vation into 3 se	eparate reservation	ons.				



To attach or add a reservation to an existing party, follow the steps below:
<ol> <li>From the <b>Options</b> menu, select <b>Party</b>.</li> <li>Select <b>Add to Party</b>.</li> <li>Search for and highlight the existing reservation you would like to add to this party and select <b>OK</b>.</li> </ol>
The reservation now belongs to the party.
To detach a reservation from an existing party, follow the steps bellows:
<ol> <li>From the <b>Options</b> menu, select <b>Party</b>.</li> <li>Highlight the reservation you wish to remove from the party, and select <b>Detach</b>.</li> <li>Answer "Yes" to detach the reservation from the party and select <b>OK</b> to save.</li> </ol>
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:
<ol> <li>From the <b>Options</b> menu, select <b>Party</b>.</li> <li>Highlight the reservation you wish to change parties, and select <b>Chg</b>. <b>Party</b>.</li> <li>Search for and select the primary reservation that you wish to change the association to and select <b>OK</b>.</li> <li>Answer "Yes" to move the existing reservation to another party.</li> </ol>
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.

🔽 No Post 📃
I Authorize Direct Bill
🔽 Pre Stay Charging
🔽 Bost Stay Charging
Schedule Check Out at 10:00

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	<ul> <li>The <b>Pro-Forma Folio</b> 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.</li> <li>The <b>FOLIO OPTIONS</b> screen allows you to specify customizing options when you are printing or previewing a folio or folios.</li> </ul>							
	From Date							
	Folio Text 1							
	Folio Text 2							
	Print Phone Details							
	Summary by Check No. (Date) (14)							
	Folio Style Preview Print Eile Close							
	Folio Style allows you to select the style in which you wish to print and display the selected folio.							
	<b>Preview</b> 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.							
	<b>NOTE:</b> For more information on printing Pro-Form Folios, refer to the							



Queue	The <b>Queue</b> 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.					
	<ol> <li>To place a reservation on queue, follow the steps below:</li> <li>1. From the <b>Options</b> menu, select <b>Queue</b>.</li> <li>2. Select <b>OK</b> to save the reservation into the queue.</li> </ol>					
	<b>NOTE:</b> A message displays indicating the reservation is in queue and at what priority (i.e. 3 <sup>rd</sup> on the list).					
	For more information on Queue reservations, refer to the "Front Desk" chapter of this manual.					
<b>Rate Info</b>	The <b>Rate Info</b> 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 <b>Grand Total</b> field on the <b>RATE SUMMARY</b> 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 <b>Details</b> option in <b>RATE SUMMARY</b> screen.					
Register Card	The <b>Register Card</b> 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.					



<ol> <li>From</li> <li>Click</li> <li>The AVA</li> <li>SHELL</li> </ol>	ne step n the <b>O</b> the dr	s below ptions op dov LE R	w to room s menu, se wn arrow r OOMS SH	move a reservation lect <b>Room Mov</b> next to the <b>Move</b> EARCH screen of	e. e to Room field.	
<ol> <li>From</li> <li>Click</li> <li>The AVA</li> <li>SHELL</li> </ol>	n the <b>O</b> the dr	ptions op dov LE R	s menu, se wn arrow r OOMS SH	lect Room Mov next to the Move EARCH screen o	e. e to Room field.	
2. Click The <b>AV</b> A	the dr	op dov LE R	wn arrow r OOMS SI	ext to the <b>Move</b>	e to Room field.	
🧐 SHELI					displays	
	L - Roor	n Move				
Мо						
	ve to Ro	oom 🗌		•		
	Extens	_				
			<u>0</u> K	Close		
Room Class Features						
	Room Type	HK Status	FO Status	Floor Features	Remarks	
310	SDBN	Inspected	VAC	HIGH FBA,CN,CV,HF		
317	SDBN	Inspected	VAC	HIGH FAE, CV, HF		
319 322	SDBN SDBN	Inspected Inspected	VAC VAC	3RD FLBA,CN,HF,PV 3RD FLCV,HF,NE,SF		
336 408	SDBN SDBN	Inspected Inspected	VAC VAC	3RD FLCN,CV,HF 4TH FLAE,BA,HF,NS		
	1					
						<u>о</u> к
	Date [ Days ] Room Class ] Room Type [ Description ] Room 132 310 311 317 319 322 336	Room       Room Type         132       SDBN         310       SDBN         311       SDBN         312       SDBN         313       SDBN         314       SDBN         315       SDBN         316       SDBN	BHELL - Available Rooms Search         Date       06-27-06         Days       2         Smoki       Flo         Days       2         Smoki       Flo         Room Class       Image: Peature         Room Type       SDBN         Description       Standard Double Beds Non         Room       Room Type         HK Status       132         SDBN       Inspected         310       SDBN         SDBN       Inspected         311       SDBN         SDBN       Inspected         317       SDBN         SDBN       Inspected         319       SDBN         322       SDBN         SDBN       Inspected         336       SDBN	QK         Date       06-27-06         Date       06-27-06         Date       2         Smoking       0         Days       2         Smoking       0         Room Class       ▲         Features       0         Room Type       SDBN         ▲       Features         Room Type       HK Status         FO       Status         132       SDBN         131       SDBN         131       SDBN         131       SDBN         131       SDBN         132       SDBN         133       SDBN         131       SDBN         Inspected       VAC         131       SDBN         132       SDBN         1336       SDBN	QK       Close         QK       Close         Date       06-27-06         Date       06-27-06         Days       2         Smoking       Image: Close         Pays       2         Smoking       Image: Close         Room Class       Image: Peatures         Room Type       SDBN         Image: Class       Image: Peatures         Image: Class       Image: Peatures     <	QK       Close         Image: Construct of the second

	🧖 SHELL - Room Status 🔀						
	Change room status for room 126 from Inspected to						
	Inspected Pickup Clean Dirty						
	A prompt appears to update the Housekeeping status on the first room.						
	5. Select the appropriate room status.						
	<ul> <li>Inspected/Clean: used if the guest has not arrived and the room has not been entered</li> <li>Pickup: used if the guest only briefly accessed the room or you are unsure of the correct status of the room.</li> </ul>						
	• <b>Dirty:</b> used if the guest occupied the room for any period of time and requires attention by the Housekeeping department						
Routing	The <b>Routing</b> 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.

Entire Stay	Begin Date 🖡	12-18-06	
C Other Dates	End Date 🖡	12-19-06	
Name 🛚	IICROS SYSTEMS,	INC.	Ŧ
Address 7	031 Columbia Gate	eway Drive	<u>+</u>
Transactions F	RMTX		Ŧ
Window No 🛛	-		
Limit		Used	
Percent			



- 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.

Available				
X Trn. Code	Routing Code	Description	<b>–</b>	
1000		*Accommodation		
1005		Accommodation Charge	- 11	
1006		Day Use	_	
1007		No Show Fee		
1008		Early Departure Fee		All
1009		Accomodation - Adj		
1010		Day Use - Adj		None
1011		No Show - Adj		Add
Selected				
X Trn. Code	Routing Code	Description	<b>_</b>	
				All
				None
			<b>.</b>	Remove
				1 1
			<u>0</u> κ	Close

- 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)



Code Description		Transact	ions 🔽 Routing
Available			
X Trn. Code	Routing Code	Description	
	BKFT	Breakfast	
	CIDEP	Deposit Transfer	
	СОММ	Communication Chrages	
	FB	Food and Beverage	
	GIFT	Gift Shop	All
	GOLF	Golf Charges	
	RMTX	Room, Tax and Deposits	None
	SERV	Misc Guest Services	Add
Selected			
X Trn. Code	Routing Code	Description	<u> </u>
			All Ngne Remove
		_	<u>Q</u> K <u>Close</u>
the attack 13. Select <b>O</b> 14. Click the	ned transact K to exit. drop down to route cha K to save.	ion to the bottom o arrow next to the V rges.	<b>g Code</b> and select <b>Add</b> to move f the screen. <b>Window</b> field to indicate the folio
ROOM RO	UTING:		
To setup cha	rge Routing	g from one room to	another, follow the steps below:
1. From the	e Options n ew.	nenu, select <b>Routin</b>	g.



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The <b>ROUTING INSTRUCTIONS – NEW</b> screen displays.
Room C Window
Entire Stay     Begin Date 12-18-06     Other Dates     End Date 12-19-06
Route to Room         HARRIS, SCOTT           Status         CC           Transactions         1000,1005,1006,1007,1008,1009,1010,1011,1 ±
Limit Used Percent
<u>Q</u> K <u>C</u> lose
<ol> <li>Select the Room radio button at the top of the screen.</li> <li>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.</li> <li>Click the drop down arrow next to the Route to Room field.</li> <li>Search for the room to route charges to using the Name or Room fields i the search criteria.</li> <li>Highlight the desired room and select OK.</li> <li>Click the drop down arrow next to the Transactions field.</li> <li>Select either individual transactions or pre-defined routing codes to route as learned in the first part of this section.</li> <li>Select OK to exit.</li> </ol>
<ul> <li>11. Select <b>OK</b> to save.</li> <li>12. Select <b>Close</b> to exit Routing.</li> <li><b>NOTE:</b> 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</li> </ul>
 refresh to the new instructions. You must manually mark each charge on the folio and transfer them, as necessary, to the appropriate folios.



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Shares	<ul> <li>Two or more guests commonly share the same room and have separate folios.</li> <li>When creating a share, there are two possible scenarios:</li> <li>Combining two existing reservations into one</li> <li>Creating shares for one reservation with multiple profile names</li> </ul>
	The <b>Shares</b> feature allows you to accommodate both situations. <b>RESERVATION SHARE:</b>
	Follow the steps below to recreate a reservation share: 1. From the <b>Options</b> menu, select <b>Shares</b> .
	The <b>SHARE</b> screen displays.
	Room       Room       Occupied From       Occupied To         SDBN       08-07-06       08-10-06         Image: SDBN       08-07-06       08-10-06         Image: SDBN       08-07-06       08-07-06         Image: SDBN       Image: SDBN       Image: SDBN         Nightly Rate       Effective From       Effective To         Image: SDBN       100.00 08-07-06       08-09-06
	Share Reservation Details
	Name       Arrival       Departure       Status       Adults       Children       Rate       Primary       Primary         Williams, Robert       08-07-06       08-10-06       Cc       1       0       RACK       100.00       Entire         Image: Status       Image: Status
	2. Select Combine.



🙀 Combine Share Reservations 🛛 💌
From C Profile C Reservation
Name Johnson 👤
First Name Michael
Adults 1
Children 0
Payment <mark>VS <u>↓</u> Visa</mark> Credit Card No. <u>4444333322221111</u> Exp. Date <u>12/08</u>
<u>Q</u> K <u>C</u> lose



q	PROFILE SHARE:
	follow the steps below to create a share by adding another name:
1	1 , 0
2	
	🙀 Combine Share Reservations 🛛 🔀
	From C Profile C Reservation
	Name Smith
	First Name Jacob
	Adults 1
	Children 0
	Payment AX 👤 American Express
	Credit Card No. 373344556677889
	Exp. Date 1207
	<u>QK</u> lose
3	1
4	1
5	. Use the <b>PROFILE SEARCH</b> screen to search for and highlight the profile name to share, and then select <b>OK</b> .
6	. Update the number of <b>Adults</b> and <b>Children</b> .
	. If the second guest is to use a different form of payment than the first,
	update the <b>Payment, Credit Card No.</b> and <b>Exp. Date</b> fields.
8	. Select <b>OK</b> to save.



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Room Details —		Roor	m Roon SDBt		Occupied 08-07-06	From	Occupied To 08-10-06	<b>^</b>	
Nightly Rate Detail	ls	Night	tly Rate		Effective F	From	Effective To 08-09-06	×	Check In
Share Reservation	Details							<b>_</b>	
Name Williams, Robert Smith, Jacob	Arrival 08-07-06 08-07-06	Departure 08-10-06 08-10-06	Status Cc Cc	Adults 1 1	Children 0 0	Rate Code RACK RACK	Rate F 100.00 100.00	Primary 🔺	Primary Entire Split Eull
									Co <u>m</u> bine Break Shr. Resv. OK
	g how to quests: e – Higl	o share t hlight th	the rate. ne reserv	The vation	re are n to ca	three	options e entire	for as rate ar	signing rat
determining to sharing g • Entire	how to uests: e – Higl on. Th - Divide Assign hese op	hlight the s assign s the ra s the fu	the rate. ne reserv ns a zero nte evenl ll rate to	The vation o rate ly bet o both	to cz to ev ween n rese	three ery the ery oth the re rvation	options e entire her shar servatio hs.	for as rate ar e on th ns.	tinue by ssigning rat
determining to sharing g • Entire opti • Split - • Full – NOTE: TI Rate Codes. 9. Select C	how to uests: e – Higl on. Th – Divide Assign hese op	hlight the s assign s the ra s the fu tions are	the rate. ne reserv ns a zero nte evenl ll rate to e not ava	The vation o rate ly bet o both ailabl	to ca to ev ween n rese	three arry the ery oth the re rvation shared	options e entire her shar servatio hs. l reserva	for as rate ar e on th ns.	tinue by ssigning rat
determining to sharing g • Entire opti • Split - • Full – NOTE: TT Rate Codes. 9. Select C BREAK SH From the R individual re	how to uests: e – High on. Th – Divide - Assign hese op <b>OK</b> to sa <b>HARE</b> : ESERV eservatio	o share the hlight the is assigned by the rates of the second	the rate. The reservent the reservent the event and event and event the event and event the event and event and and and and and and and and	The vation o rate ly bet o both ailabl <u>d retu</u>	to ca to ev ween n rese le for <u>urn to</u> screer ne sam	three ery oth the re rvation shared the re	options e entire her shar servatio hs. l reserva eservatio	for as rate ar e on th ns. utions y	tinue by ssigning rat
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<b>Traces</b>	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 <b>Options</b> menu, select <b>Traces</b> and <b>New</b> .							
	The <b>TRACES – NEW</b> screen displays.							
	🙀 SHELL - Traces - New							
	<ul> <li>Name Room No. Arrival Departure Status Status Search Williams, Robert 08-07-06 03-10-06 CC</li> <li>From Date 08-07-06 To Date 08-07-06 Time 14:30</li> <li>From Date 08-07-06 To Date 08-07-06 Time 14:30</li> <li>Dept Code HSK I Requests extra pillows</li> <li>Save QK</li> <li>Click the From Date and To Date for the trace to appear on reports.</li> <li>Click the drop down arrow next to the Dept Code field to choose the department(s) to send the trace.</li> <li>Select one of the pre-defined Trace Texts, if applicable, by clicking on t ellipsis box on the right side of the screen.</li> </ul>							
	<ol> <li>Type any additional trace information in the white Trace Text box, if necessary.</li> <li>Select OK to save.</li> </ol>							
	To resolve a Trace sent by another department, follow the steps below:							
	1. From the <b>Options</b> menu, select <b>Traces</b> .							
	The <b>TRACES</b> screen displays							
	<ol> <li>To resolve a particular trace, highlight the applicable trace and select <b>Resolve</b>.</li> <li>To resolve all traces on a reservation, select the <b>All</b> option to mark all</li> </ol>							
	traces and then select <b>Resolve</b> .							

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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"<br/>chapter of this manual.WaitlistThe Waitlist option allows you to place a reservation into a waitlist status in<br/>the event that no rooms are available at the hotel.<br/>For more information on waitlist reservations, refer to the "Waitlist a<br/>Reservation" section of this chapter.Wake Up CallsThe Wake Up Calls option allows you to place and manage manual wake up<br/>requests from guests in house.<br/>For more information on wake up calls for in-house guests, refer to the "Wake<br/>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.

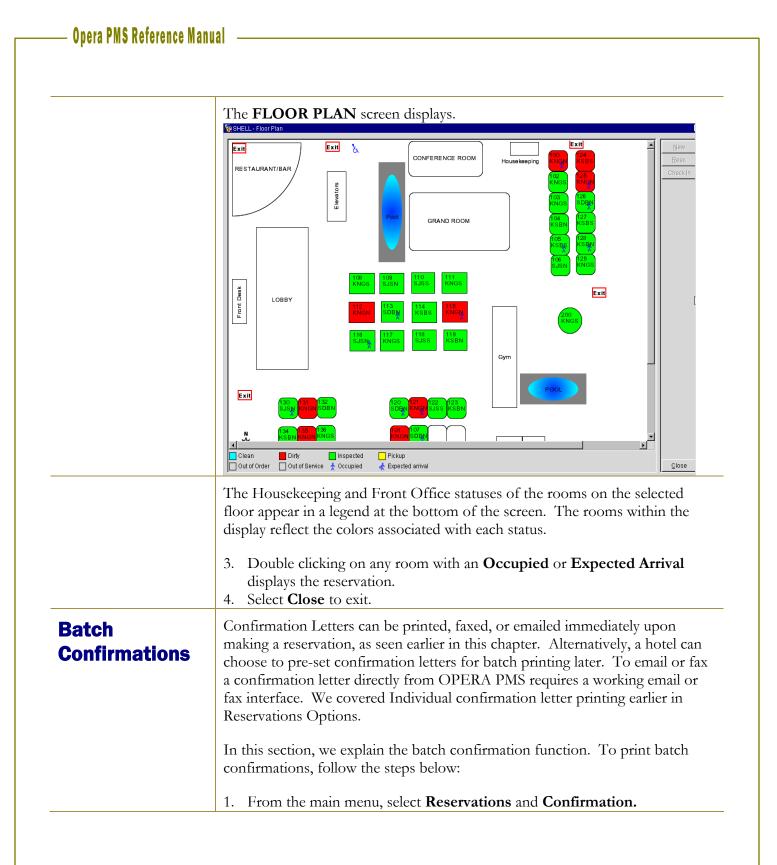
#### The **ROOM PLAN** screen displays.

Dai	te 06-27-06		Room Typ Room Clas			t Roo t Fl	ms oor		atures loking	<u>*</u>	□ Vertica □ Horizo □ Comp	al Zoom ntal Zoom onent Room:	s	Searc <u>h</u> Advance
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Room	Room Statu		06-27-06	06-28-06	06-29-06	06-30-06	07-01-06	07-02-06	07-03-06	07-04-06	07-05-06	07-06-06		
407		KSBS											*	
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425		KSBS												
426	Clean	KNGN												
427	Clean	KNGN												
429	Pickup	SDBN												
430	Clean	KSBS												
431	Pickup	KNGN												
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9006	Clean	PM											Ŧ	Calenda



	A number of features in the Room Plan make making reservation management
	easier.
	• <b>New/Edit</b> : Create a new reservation by highlighting an empty cell within the Room Plan and selecting <b>New</b> . Alternately, highlight an existing guest reservation and choose <b>Edit</b> to update the reservation.
	• <b>Room Block</b> : accesses the <b>ROOM BLOCKING</b> screen for auto- assignment of room allotments. Refer to the "Front Desk" chapter of this manual for more information on Room Blocking.
	• <b>Options</b> : allows access to Reservation Options discussed earlier in this chapter.
	• <b>OOO/OOS</b> : places the room in either Out of Order or Out of Service status
	• <b>Check in</b> : accesses the <b>QUICK CHECK IN</b> screen for speedy check in of reservations. The arrival date must be the current date.
	• <b>Calendar:</b> 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 <b>Floor Plan</b> 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:
	<ol> <li>From the main menu, select <b>Reservations</b> and <b>Floor Plan</b>.</li> <li>Highlight the desired floor and select <b>View</b>.</li> </ol>







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Π				McDermott, Tim	10401		Guest				Print No
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				White, Nancy	11150		Guest				
+				Thomas, Alexandra	11151		IC				Fax No
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Π				Thomas, Alexandra	11153		Guest				E- <u>m</u> ail N
Π				Cristiansen, Arlanah	11156		Guest				
Π				Smith, Jacob	11157		Guest				
Π				O'Conner, Patricia	11400		Guest				
				Matthews, Mark	11401		Guest				
П				Welsh, Jim	11402		Guest				Attach

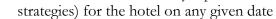


	The default view of this screen displays all reservations not yet checked in.
	<ol> <li>To see only those reservations with confirmation letters pending, it is important to check the box in the center of the screen labeled <b>Pending Only</b>. This displays all confirmation letters marked for batch sending.</li> <li>Use any of the below options to batch confirmations:</li> </ol>
	<ul> <li>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.</li> <li>Print None: To unselect all confirmation letters for print, select this option. All selected printed confirmation letters unmark for printing.</li> <li>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.</li> <li>Fax None: To unselect all confirmation letters for fax, select this option. All selected fax confirmation letters are unmarked.</li> <li>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.</li> <li>Email None: To unselect all confirmation letters for email, select this option. All selected email confirmation letters are unmarked.</li> <li>Email None: To unselect all confirmation letters for email, select this option. All selected email confirmation letters for email, select this option. All selected email confirmation letters for email, select this option. All selected email confirmation letters for email, select this option. All selected email confirmation letters for email, select this option. All selected email confirmation letters are unmarked.</li> <li>Email None: To unselect all confirmation letters for email, select this option. All selected email confirmation selects are unmarked.</li> <li>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.</li> </ul>
	4. Once all confirmation letters to send are marked, select <b>Send</b> 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.

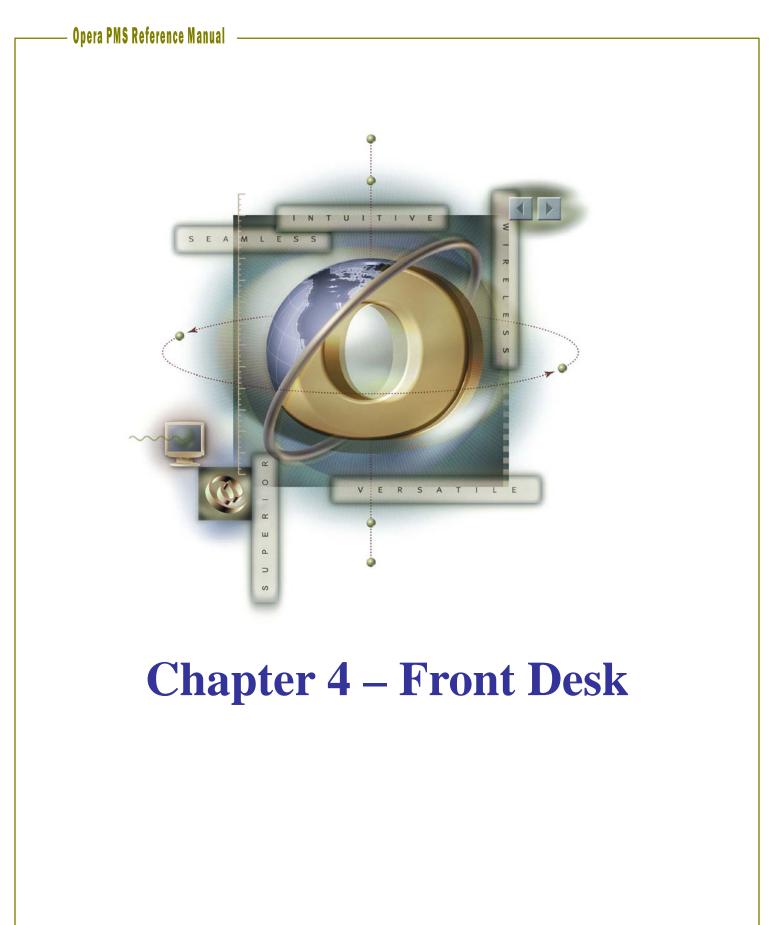


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• Total rooms available for each night of the month display in		•		









Searching for Arrivals	The <b>Arrivals</b> 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.								
	<ul> <li>To search for arriving guests, follow the steps below:</li> <li>1. From the main menu, select Front Desk.</li> <li>2. Select Arrivals.</li> </ul>								
	The <b>ARRIVALS</b> screen displays.								
	Name     First Name     CRS No/TA Rec Loc     Search       Company     Corp. No.     Conf. No.     Advanced       Group     Block     Mem. Type / No.     E       Source     Arrival From 06-27-06     Arrival To 06-27-06     Walk In       Agent     IATA No.     Party     Intervention								
	Name Room Extension Room Type Arrival Departure Rms Prs Status Grou.▲								
	Image: Control of the second secon								
	Reg. Carg Profile Options Edit Qlose								
	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 as search results in the grid.								





Name Matthews	First Name	CRS No/TA Rec Loc	Search
Company	Corp. No.	Conf. No.	Advanced
Group	Block	Mem. Type / No. 👱	Clear
Source	Arrival From 06-27-06	Arrival To 06-27-06	<u>₩</u> alk In
Agent	IATA No.	Party	
Contact			
Advanced Search			
Room Type	ETA From	On Created	
Stay On		By	
Room No.	Rate	Search Type	
Market Code	From	General C Checked In	
Res. Type	<b>±</b> To		New
Source Code	Deposit	C Day Use C Complimentary	Check in
Rate Code	Date		Cancel
Country	± From	C Waitļist C All Reservations	
City	То	Mass Cancellation	Reg. Car <u>d</u>
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	Room Class	Partial Condition Match	Edit
CityCancel No	To	Mass Cancellation	Erc
Conf. Letter			
Credit Card #	Room Class		Edit

**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.

Name Matthews		First Nami	e		CRS No/TA	Rec L	oc 🔄			Searc
Company		) Corp. No			(	Conf. N	lo. 🗌			Advanc
Group		] Bloc	<		Mem. T	'ype / N	ło. 🗌	±		Clear
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Agent		] IATA No				Pa	rty 🗌			
Contact		]								
Name	Room	Extension	Room Type	Arrival	Departure	Rms	Prs	Status	Grou 🔺	
Matthews, Mark			KNGN	11-22-06	11-27-06	1	2/0	DP		
										New
										Check
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										Reg. Ca
										Profile
									Dn Smoking	Option Edit



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	Follow the steps below to check in a guest:
a Guest	<ol> <li>From the main menu, select Front Desk and Arrivals.</li> <li>Search for and highlight the arriving guest.</li> <li>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.</li> </ol>
	SHELL - Arrivals - Confirmation No. 11413         Name       O'Conner         First Name       CRS No/TA Rec Loc         Company       Corp. No.         Group       Block         Mem. Type / No.       Image: Clear         Source       Arrival From         Agent       IATA No.         Party       Party
	Name         Room         Extension         Room Type         Arrival         Departure         Rms         Prs         Status         Grou ▲           O'Conner, Patricia         411         KNGN         06-27-06         06-30-06         1 1/1         CC         ▲           Arrival         0         06-27-06         06-30-06         1 1/1         CC         ▲           Arrival         0         0         0         0         0         0         ▲           Arrival         0         0         0         0         0         0         ▲           Arrival         0         0         06-30-06         1 1/1         CC         ▲
	Dep/Cxl Rule     Carlet
	The <b>PAYMENT METHOD</b> screen appears
	i SHELL - Payment Method
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	i SHELL - Payment Method
	SHELL - Payment Method     Image: Shear and the state and th
	SHELL - Payment Method       Name O'Conner, Patricia       Room #11       ±       Extension       ±       Method Of Payment AX       ±       American Express       Credit Card No.       373344556677889       Expiration Date 12/07



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.

O'Conner Checked in successfully	Opera	x
	⚠	O'Conner Checked in successfully.
		<u>o</u> k

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**.

SHELL - Arrivals											
Name		First Nam	1e		CRS No/TA	Rec Loo	:				Sea
Company		Corp. N	o.		(	Conf. No					Adva
Group		) Blo	ck 📃		Mem. T	Fype / No		Ŧ			CI
Source		Arrival Fro	m 06-27-06	<b></b>		Arrival To	06-2	7-06	Ē	■	<u>W</u> a
Agent		] IATA N	0.			Party	y 📃				
Contact		]									
Name	Room	Extension	Room Type	Arrival	Departure	Rms F	Prs	Status	G	rou	
										- 11	
										-11	
										- 1	Che
										-11	Ca
						++				-11	<u> </u>
											Reg
											Er
•										▶	Opț
										-	E
											<u>C</u> I
Colort W	Wall- L-										
Select <b>V</b>	Valk In.										
e RATE	QUER	Y scree	n display	s.							



3. Complete the Rate Query screen and select <b>OK</b> .
The <b>RESERVATION</b> screen displays.
SHELL - Reservation     X
Name Cooper Phone 123-456-7890 Agent ±
First Name Jonathon Member Type 👤 Company
Title Mr. ± Country US ± Member No. Group ±
Language E 👤 VIP 👤 Member Lvi. Source 💻
Contact
More Fields
Arrival 06-28-06 Wednesday Res. Type CC 🛓 Credit Card C Guest Balance 0.00
Nights 1 Market ASO 🛓 Association Disc. Amt. 🧠 %
Departure 06-29-06 📰 Thursday Source WI 🛨 Walk- In Reason 📃 🛨
Adults         1         Child         0         Origin         ±         TA Rec Loc
No. of Rms. 1 Payment AX 👱 American Specials 👱
Room Type SDBN ± RTC. SDBN ± Credit Card No. 373344556677889 Comments ±
Room         417         ±         Extn.         ±         Exp. Date         12/06           Rate Code         AAA1         ±         Fixed Rate         .         CRS No.         Item Inv.         ±
Rate Code       AAA1       ±       Fixed Rate       .       CRS No.
Packages ± Approval Amt
Block Code ± ETA 13:58 Suite With
Confirmation
429,432,132,310,336
Created By SUPERVISOR On 06-28-06 Updated By SUPERVISOR On 06-28-06 Options Close
4. Complete all fields as outlined in the Reservations chapter of this manual.
T, COMPLET AN INCLUS AS OUTHING IN THE RESERVATIONS CHADICE OF THIS MAINTAL.



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.

🙀 SHELL - Reservation						x
Name Cooper First Name Jonathon Title Mr. 💌 Language E 👤	g SHELL - Payment Method	Phone 123-4 Member Type Member No Member Lvi	56-7890	Agent [ Company [ Group [ Source [ Contact ]	<u>ــــــــــــــــــــــــــــــــــــ</u>	
Arrival         06-28-06           Nights         1           Departure         06-29-06           Adults         1           Child         1           No. of Rms.         1           Room Type         SDBN           Room         417           Rate Code         AAA1           Packages            Block Code	Room 417 Method Of Payment AX Credit Card No. 3733 Expiration Date 12/06	44556677889	n Express	<u>C</u> lose	Iance	
429,432,132,310,336 Created By SUPERVISOR	On 06-28-06 Updated B	y SUPERVISOR On 06-28	-06		<u>S</u> ave Opțions	<u>Q</u> K <u>Q</u> lose

- 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.

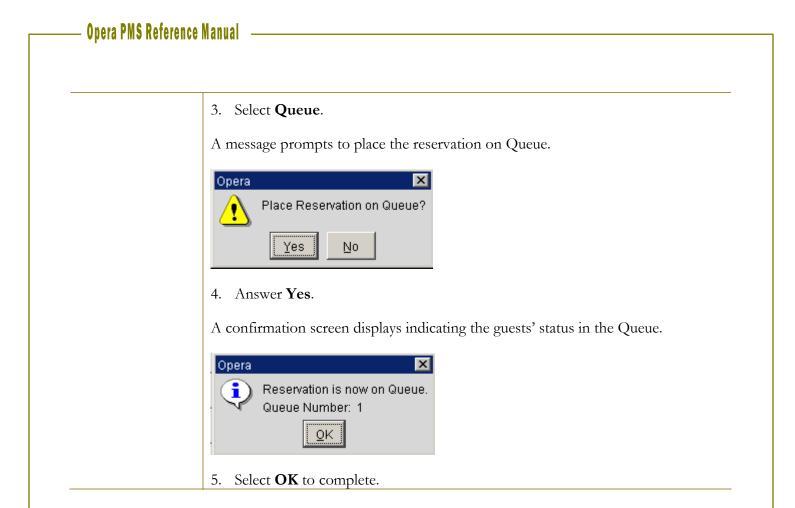
A reservation does not necessarily have to have a room number assigned to be in the queue. You may place a room reservation on queue without pre-assigning a room number. As soon as a room is available for the particular reserved room type, you may assign a clean/inspected room and complete the check-in.

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.**

HELL - Arrivals - Con	in and on a vo.	10101								
Name		First Nam	e		CRS No/TA	Rec Lo	ic 🗌			Searc
ompany		Corp. No	p.		Cor	f/Cxl N	D. 🗌			Advanc
Group		Bloc	k		Mem. T	ype / N	o. 🗌	<u>+</u>		Clea
Source		Arrival Fron	n 06-28-06	<b>m</b>	,	Arrival T	o 08	-28-06		
Agent		IATA No	). <b></b>			Par	ty 🗌			
Contact										
Name	Room	Extension	Room Type	Arrival	Departure	Rms	Prs	Status	Grou	
Deposit, Test	335		KNGN	06-28-06	06-28-06	1	1/0	DP		
Schulte, Bridget	114		KSBS	06-28-06	07-03-06	1	1/0	cc		
										Walk
										Check
										Cance
										Reg. C
										Profil
										Opțior
Dep/Cxl Rule										Edit







# 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.

R	Name oom Type		4	First Na	ime iom		Room Class	±	Searc <u>h</u>
	Q-Time	Room		Room Class	FO Status	Room Status	Name	VIP 🔺	
	00:05		KNGN	STD			Welsh, Jim		
									Check In
									Priority
									Resv
									Details
									Statistics

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.

	8 SHELL - In House Guests
	Room No.
	Name       Room       Extension       Room Type       Arrival       Departure       Rms       Prs       Status       Orou       Image: Construction of the status       Image: Construction of the status
	<ol> <li>Select Search.</li> <li>Search results display in the grid at the bottom of the IH HOUSE GUESTS screen.</li> </ol>
diting In- louse Guest lecords	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.
	<ol> <li>To modify an in-house guest reservation, follow the steps below:</li> <li>From the main menu, select Front Desk and Arrivals.</li> <li>Enter search criteria (i.e. Name, Room No., etc.) and select Search.</li> <li>Highlight the record and either double-click it or select Edit.</li> </ol>



Opera PMS Reference Manual The **RESERVATION** screen display for that guest. 🙀 SHELL - Arrivals - Confirmation No. 13151 х CRS No/TA Rec Loc Name First Name Search Advanced Company Corp. No. Conf/Cxl No. Clear ± Group Block Mem. Type / No. [ Arrival From 06-28-06 Arrival To 06-28-06 ■ 副 Source Agent IATA No. Party Contact Departure Rms Prs Status Grou Name Room Extension Room Type Arrival Deposit, Test 335 KNGN 06-28-06 06-28-06 1 1/0 DP Schulte, Bridget 114 KSBS 06-28-06 07-03-06 1 1/0 <u>W</u>alk In Check in Cancel Reg. Card Profile • Opțions ⊾ 4 ⊑dit Dep/Cxl Rule <u>C</u>lose 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.

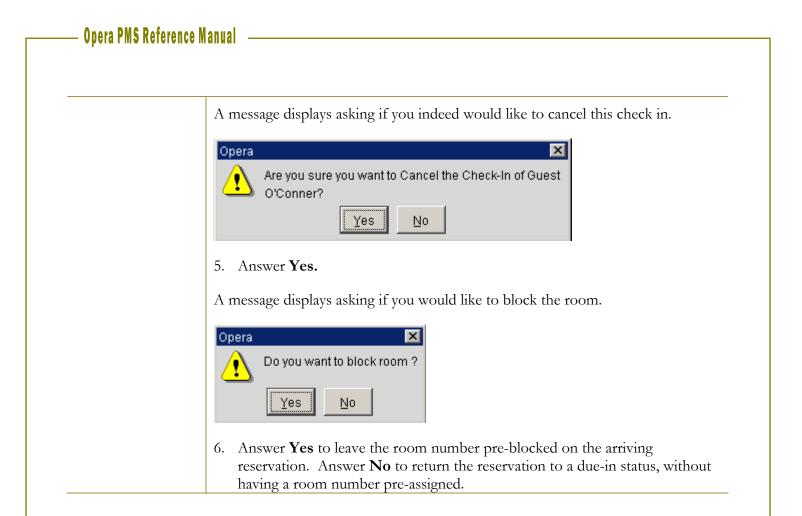
To cancel a checked in reservation, follow the steps below:

- 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.

Room No.										Searc
Name		First	Name		c	RS No.				Advand
Company		Cor	p. No.		Co	onf. No.				Clea
Group			Block		Mem. Ty	be / No.		±		
Source		Arrival	From		🗉 Ar	rival To				
Agent			ΓΑ No.		1	Party				
Contact		=			_	,				
Name	Room	Extension	Room Type	Arrival	Departure	Rms	Prs	Status	Grou 🔺	
Welsh, Jim	400		KNGN	06-27-06	06-29-06		1/0	CHECKED IN		
Welsh, Jim	332		KNGN	06-27-06	06-29-06	1	1/0	CHECKED IN		
Wilson, John	100		KNGN	06-27-06	06-29-06	1	1/0	CHECKED IN	MICE	
Clarke, Robert	107		SDBN	06-27-06	06-28-06	1	1/0	DUE OUT	MICE	Nev
White, Nancy	130		SJSN	06-27-06	06-29-06	1	1/0	CHECKED IN	MICE	<u> </u>
Peterson, William	113		SDBN	06-27-06	06-29-06	1	1/0	CHECKED IN	MICF	Cancel
Reidy, Sally	105		KSBS	06-27-06	06-28-06	1	1/0	DUE OUT		Cano
Matthews, Mark	116		SJSN	06-27-06	06-28-06	1	1/0	DUE OUT		
Krzemien, Richard	128		KSBN	06-27-06	06-29-06	1	1/0	CHECKED IN		
O'Conner, Patricia	411		KNGN	06-28-06	06-30-06	1	1/1	CHECKED IN		Profil
Determann, Colin	402		KNGN	06-28-06	07-01-06	1	1/0	CHECKED IN	<b>_</b>	Option
					]				►	<u> </u>
p/Cxl Rule										Edit
										Clos

4. Select Cancel C/I.







## **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**.

🙀 SHELL - Accounts	6			x
Name Fo	owler			
First Name 🔽	eronica			
Date From	06-27-06			
Date To	06-27-06	m		
Room Type	PM	<u>+</u>		
Room	9004	<u>+</u>		
Rate Code	AAA1	<u>+</u>		
Market Code	ASO	<u>+</u>		
Source Code	CVB	ŧ		
		<u>0</u> K	<u>C</u> lose	

The **ACCOUNTS** screen displays.

- 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.



	<ul> <li>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).</li> <li>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.).</li> <li>7. Enter the Rate Code defined by your hotel for PM accounts (i.e. HOUSE).</li> <li>8. Enter the Market Code defined by your hotel for PM accounts (i.e. H=House Use).</li> <li>9. Enter the appropriate Source Doe defined by your hotel for PM accounts (i.e. HU=House Use).</li> <li>10. Select OK to complete the account.</li> </ul>
	If the <b>Date From</b> 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 <b>Room Assignment</b> 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.

Date Name	06-27-	06		Group Features			Ŀ	) Bio Specia		<u>+</u>	Search Advance
Room Type		<u>+</u>		Res. Type Room Class			• •	Smoki V	ng 'IP	<u>+</u> 	
Company Source Features						Group [ Agent [ Room [		Specials	;		
IK Status	Room	Room Type SJSN	Name Cristianse	en, Arlanah	ETA 00:00		Departure 07-09-06	Adult 1	Child	Group/Company	
		KNGN KSBS KNGS	Deposit, T O'Conner, Schulte, B	Patricia	00:00 10:16 00:00	1	06-28-06 06-30-06 06-28-06	1	0 1 0		
			· · · · · · · · · · · · · · · · · · ·								A <u>s</u> sign UnAssig
										▼	Aut <u>o</u> Profile <u>R</u> esv.
											Chec <u>k</u> Ir <u>C</u> lose

**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.

	06-27-	06	·				Blo		<u>+</u>	Sea	rc
Name			Feature		1	-	Specia		<u>+</u>	Advar	nce
Room Type	ŧ	<u>+</u>			1		Smokii	- ==	<u>+</u>		
			Room Clas	s		1	v		<b>_</b>		
Company					Group					1	
Source					Agent						
Features				Preferred	Room		Specials				
< Status	Room	Room Type	Name	ETA		Departure	Adult		Group/Company		
		SJSN	Cristiansen, Arlanah	00:00		07-09-06	1	0			
		KNGN	Deposit, Test	00:00		06-28-06	1	0			
		KSBS	O'Conner, Patricia	10:16	1	06-30-06	1	1			
		KNGS	Schulte, Bridget	00:00	1	06-28-06	1	0	MICROS System		
										Ass	iou
					_						
										<u>U</u> nAs	_
											to.
										Au	<u>uo</u>
										Au <u>P</u> ro	-
[									 ▼		file

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.



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	imatic Room Assignm	ent	
Type	Assign	C <u>U</u> nassign	
Guests			
Arrival D	ate 06-28-06	All Dates	
Room Ty	pe 🔄	ETA From T	
Rooms -			
Featu		👱 🗖 Dirţy Rooms 🗖 Cļean Rooms	
Smok	-	🔽 Inspected Rooms	
Start from Ro		Include Due Out F	
Room Cla		Use Associated P	
Status —			
			Sta
			<u>C</u> lo
<ul> <li>Floor, e</li> <li>Smokin</li> <li>6. To vary check b</li> <li>Inspect</li> <li>7. To use the check the section of the system section sectio</li></ul>	tc.) make the ap ag, Floor, etc.). the Housekeep oxes to the right ed Rooms. the preferences ompleted enterion m automatically ne screen shows	types or specific fea oplicable selections of ing statuses in the as t of the screen for <b>D</b> indicated on the gue <b>ted Preferences</b> fea ng information, sele y assigns a room to e s the room number a nent, the display cou	on this screen (i.e ssignment proces <b>Dirty Rooms, Cl</b> e ests' profiles and ature. act <b>Start.</b> each reservation, assigned to each.
criteria and	attempt the auto	l to assign during th omatic assignment a nited availability on	gain. Typically,



## 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.

SHELL - RI	oom Assign	ment - Co	nfirmatio	on No. 11900							
Dat Nam Room Typ				Group Features Res. Type Room Class				Blo Specia Smoki V	als 📃	<u>±</u> <u>±</u> <u>±</u>	Searc <u>h</u> Advance
Rate Cod Compar Agei	ny	ł		ETA From ETA To Party			=	arket Coo Igth of St gned Re	ay 📃	<u>+</u>	
HK Status	Room Type	e Room	Name		ETA	Rms	Departure	Adult	Child	Group/Company	
	KNGN		Abrah	amsen, Kyra	13:50	1	06-29-06	1	0		
	SDBN		Сооре	er, Jonathon	13:58	1	06-29-06	1	0		
	KNGN		Depos	sit, Test	00:00	1	06-28-06	1	0		
	KNGN		Deterr	nann, Colin	00:00	1	07-01-06	1	0		
Dirty	KNGN	411	O'Con	ner, Patricia	00:00	1	06-30-06	1	1		
nspected	KSBS	114	Schult	e, Bridget	00:00	1	07-03-06	1	0		Assign
											UnAssig
											Auto
											Profile
										-	
•										Þ	<u>R</u> esv.
Dep/Cxl Rule	0										CheckIr
верлемтки	<mark>۲</mark>										Close

- 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.

🙀 SHELL - Messa	ages					x
Name Room Block Party		oup		Message Status □ Received ☑ Not Received □ Prințed	Status IF In House IF Due Qut IF Checked Out IF Due In IF Reservations IF No Shows IF Cancellations IF Waitlist	Search All None
X Date Tim	me Name	Received Date	Printed Date	Entered By	Received By	
Arrival	Departure		Room		Status	Receive Print New Edit Delete Qlose

#### 2. Select New.

The **SELECT GUESTS** screen displays.

Name Matthews Room Block		_	oany gent oup		]	<ul> <li>✓ In House</li> <li>✓ Checked Out</li> <li>✓ Reservations</li> </ul>	☐ Due In ☐ Dug Out		Searc Advanc All
Party		Soi	urce		]				None
Name Matthews, Mark	Room 116	Arrival 06-27-06	Departure 06-28-06	Status WALKIN	Company	Group		1	
								-	
									ок

- 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**.



Matthews, Mark       116       06-27-06       06-28-06			06-27-	06	0	6-28-0					
Name     Matthews, Mark     Language       Message From											
Name     Matthews, Mark     Language       Message From	_										
Name Matthews, Mark Language Message From Company AACC First Henry Phone No. 410-777-45											Ţ
Message From         Name       Sloss         Company       AACC         First       Henry         Phone No.       410-777-45         Title       Professor											
Name Sloss Company AACC First Henry Phone No. 410-777-45 Title Professor				Lar	guag				<u>+</u>	]	
First Henry Phone No. 410-777-45	_			Co	mpan		:			1	
								5			
Let's meet for drinks in the lounge at 8.											
										4	
										•	I.
5. Enter the caller's information and message as lear	n:	matic	on ar	ıd m	essa	ge as	lear	ned i	n th	e "F	Res
chapter of this manual.						0			-	-	
6. Select <b>OK</b> to deliver the message.	e	ie me	essag	e.							

EDIT AN EXISTING MESSAGE:
To edit an existing message from within the <b>SELECT GUESTS</b> screen in the Front Desk > Messages feature, follow the steps below:
1. Search for and highlight the guest with a message to edit. Select <b>OK</b> .
The main <b>MESSAGES</b> screen displays.
2. Highlight the message to alter and select <b>Edit</b> .
The EDIT MESSAGE screen appears.
<ol> <li>Make any necessary changes to the caller information or message text.</li> <li>Select <b>OK</b> to save changes.</li> </ol>
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:

- 🙀 SHELL M Message Status -Status Search Name Company Received 🗹 In House 🗹 Due Qut Room Agent 🗹 Checked Out 🔽 Dye In 🗹 Not Received 🔽 Reservations 🗖 No Shows Block Group 🗆 Cancellațions 🗖 Waitļist Party Printed Source Time Name Received Date Printed Date Entered By X Date Received By • Arrival Departure [ Room Status [ . New Close
- 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.

SHELL - Traces							[
Date 06-27-06	Name 🗌			□ Re <u>s</u> olv ☑ Unreso			Search
X Name	Date	Time	Department	Resolved On	Resolved By	1	All
							None
						-	
Arrival Departure		Room		Status 🗌			Resolve
							New
						-	Resy.
							Edit
							Delete
						<b>च</b>	Close

- 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.



	RESOLVI		<b>TRACES:</b>					
	To resolve steps below	an existing trace o v:	n a reservatio	on or m	ultiple re	eservation	s, follow the	
	<ol> <li>Highlig</li> <li>To reso</li> </ol>	any traces for you: ght the trace that has olve multiple traces elect <b>Resolve</b> . To a r <b>e</b> .	as a complete s at one time,	ed action place a	n, and se in "X" n	elect <b>Reso</b> ext to eac	o <b>lve</b> . h trace and	
Wake Up Calls	The <b>Wake-Up Calls</b> 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, is possible to use this feature to log manual wake up requests for reporting.							
	1		0		1 1			
	10 create f	new wake-up call at	nd manage th	e can ic	og, ionov	w the step	s below:	
		he main menu, sel	ect Front De	<b>sk</b> and	select W	/ake-up (	Calls.	
	1. From t	he main menu, sele <b>E-UP CALLS</b> scre		<b>sk</b> and	select W	/ake-up (	Calls.	
	1. From t	E-UP CALLS scre		sk and	select W	/ake-up (	Calls.	
	1. From t The <b>WAKI</b>	E-UP CALLS scre		I	select W	7ake-up ( 09:58	Calls.	
	1. From t The WAKI	E-UP CALLS screened by the scr	een displays.	nding J Answer Time S	Completed		×	
	1. From t The WAKI Room Name	E-UP CALLS screened by Calls	een displays.	nding Answer Time S 07:30 F	Completed	09:58	×	
	1. From t The WAKI Room Name	E-UP CALLS screened by a calls	een displays.	nding Answer Time S 07:30 F	Completed	09:58	× Search	
	1. From t The WAKI Room Name	E-UP CALLS screened by a calls	een displays.	nding Answer Time S 07:30 F	Completed	09:58	×	
	1. From t The WAKI Room Name	E-UP CALLS screened by a calls	een displays.	nding Answer Time S 07:30 F	Completed	09:58	Search Profile	
	1. From t The WAKI Room Name	E-UP CALLS screened by a calls	een displays.	nding Answer Time S 07:30 F	Completed	09:58	Search Profile	
	1. From t The WAKI Room Name	E-UP CALLS screened by a calls	een displays.	nding Answer Time S 07:30 F	Completed	09:58	Search Profile	
	1. From t The WAKI Room Name	E-UP CALLS screen	een displays.	nding 9 Answer 5 07:30 F 10:00 F 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Completed	09:58	× Search Profile Besv.	
	1. From t The WAKI Room Name X Room Ext. 400 400 	E-UP CALLS screen	een displays.	nding 9 Answer 5 07:30 F 10:00 F 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Completed	VIP Block Code	× Search Profile Resv.	



The WAKE-UP CALLS - NEW screen appears.
SHELL - Wake-up Calls - New
Room 128
Time
Date From 06-28-06 📰 No Days 🗾 To
Block
Notes
<u>Q</u> K <u>C</u> lose
<b>_</b>
3. Enter the <b>Room</b> number or click the down arrow to display the <b>IN HOUS</b>
GUEST SEARCH screen.
4. Enter in the Time of the wake-up call, and the Date From, No Days, To
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 <b>Block</b> field and select the appropriate group.
<ol> <li>Enter any Notes regarding the call request.</li> <li>Select OK to save.</li> </ol>



🧑 SHELL - Wake-up Call: Status Search Date 06-28-06 Room Pending Completed 10:07 Block 🛨 📃 🗆 No Answer Name X Room Ext. Name Status VIP Block Code Date 400 07:30 -Pending 400 Welsh, Jirr 06-28-06 10:00 0606NEWSCH 06-28-06 10:15 126 Daniels, Trevor Profile <u>R</u>esv. -Arrival 06-27-06 Departure 06-29-06 Reporț Member Type Level New Edit Close

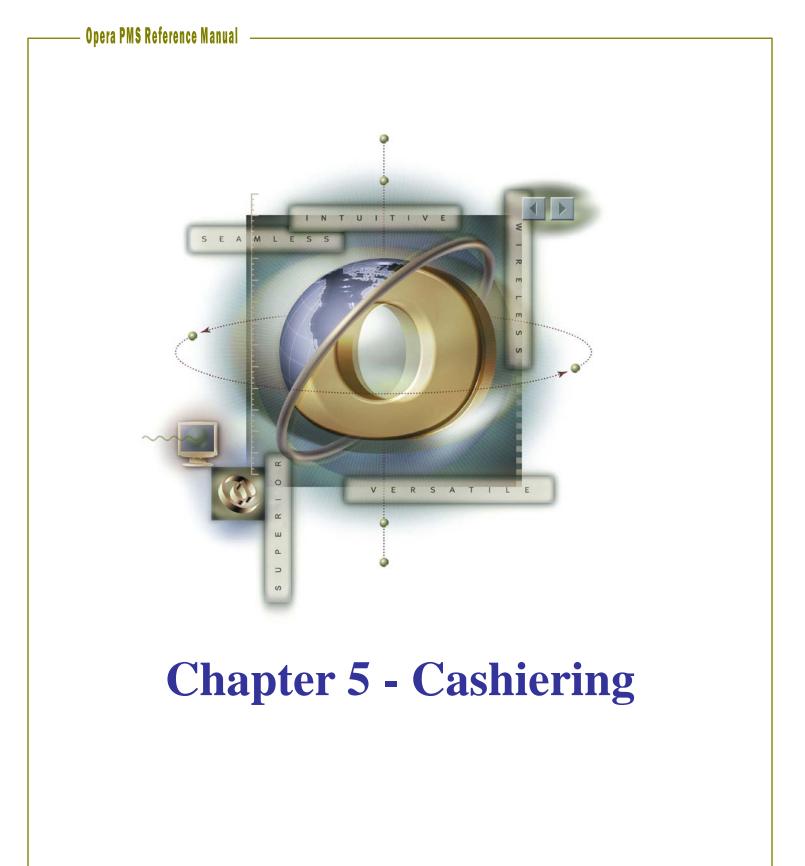
The new wake-up call displays in the grid.

**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**.







## Opera PMS Reference Manual

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#### **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

Cashier Login
Cashier ID 70 Password ********
Login Exit

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.



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.
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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.

-		Wesley		VS 106	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		Wesley				0.0	0
X	Date	Code		Amount		X Date	Code	Descrip	ption	Amount	<b>±</b>	
	06-27	5010	Parking	10.00	<b>-</b>							-  -
	06-26	2004	Restaurant - Dinner 911	11023-202								
	06-26	5010	Parking	10.00								
	06-26	+	Room and Tax Charges	44.56								
		i -					1	0				
					· -		-					
	-				-		-	-		-		
	-				4 - SE	-	-					
-	-				2	-	-					
	-				3	-						
=	-	-	-			-	-			1		
_	-					-		-				
						_		_				
		1										
					•							
4				Þ	¥ .	E					• •	<u>    </u>



	<ul> <li>6. Select New Window near the bottom of the list. Another folio window appears to the right of Folio 1.</li> <li>7. Repeat this process up to a maximum of eight (8) folio windows.</li> <li>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</li> </ul>						
	the mouse to drop the charge.						
Posting a Charge	<ul> <li>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.</li> <li>To manually post a charge to a guest folio, follow the steps below: <ol> <li>From the main menu, select Cashiering and Billing.</li> <li>Enter your Password in the CASHIER LOGIN screen and select Login.</li> </ol> </li> <li>The IN HOUSE GUEST SEARCH screen displays. <ol> <li>Search for and highlight the desired guest room.</li> <li>Choose Select to open the folio.</li> <li>Select Post at the bottom of the BILLING screen.</li> </ol> </li> </ul>						
	RESLU - Transaction Posting						
	Code         Description         Amount         Oty         Win         Arr.Code         Check No.         Supplement         Reference         ▲           54200         Club Dues         25.00         1         1						



	6. Click the drop down arrow next to the <b>Code</b> field.
	<b>NOTE:</b> 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 <b>Description</b> field.
	<ol> <li>Enter dollar Amount of the posting.</li> <li>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)</li> <li>Select the folio Win (Window) to post the transaction. The default window for all postings is the first folio window.</li> <li>Select from a list of Arr. Code (Arrangement Codes) if the charge description should group by charge type (i.e. Restaurant Charges).</li> </ol>
	<b>NOTE:</b> 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.
	<ol> <li>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&amp;B outlets and the PMS and the F&amp;B charge is a manual one, you may leave this blank as well.</li> <li>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.</li> <li>Select Post to post the charge.</li> <li>Continue this process to post charges until complete. Once all charges post,</li> </ol>
	select Close.
	The posted charges now display on the folio.
Transfer	Follow the steps below to transfer a charge from one room to another:
Charges	1. From the main menu, select <b>Cashiering</b> and <b>Billing</b> .
to/from Another Room	2. Search for, highlight the desired guest room, and choose <b>Select</b> .



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	lance [ itatus [0	HECKE		npany Group			ide 10REGA ate 225.00	EUR Prs Rm. Type Df
(1)	Barker	, Bob Mr	¥				CA	575.00
×	Date	Code	Description	Amount	Supplement		Reference	<u>*</u>
	12-01	54200	Club Dues	2	5.00			<u> </u>
	11-01	10110	Premium / Regular Rate	22	5.00		[NA Room]	
	10-01	10110	Premium / Regular Rate	22	5.00		[NA Room]	
	10-01	25125	Outlet 05 Manual Food	<u>T</u> ransfer to	) Window	<b>F</b>		
				New Wind Delete Wir				
				Screen Vie	3W	×	-	
-	-			⊻iew sum	marized transactior	ns.		
				Delete Tra Split Trans Adjust Tra	saction nsaction			
				Transfer T	ransaction 📐			
K				Add Guest Remove G Next Gues Previous G	uest View t			
Ba	ırker, B	0		PO6 checl	crietails			

- 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.

Transfer EROM another Transfer FROM List of F	Marked Postings     Partial Posting     Check Number		
To Room 41	5		
To Room 41 Archer			
7		415	



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

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

Search for, highlight the desired guest room, and choose Select. 3. Highlight the charge(s) to transfer and right click the mouse. To transfer

From the main menu, select **Cashiering** and **Billing**.

multiple transactions, place an "X" next to each charge.

- 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

1.

2.



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	🧑 RESLU -	Billing (Barker, Bob Mr Room 1	33]			×
	Balance	475.00 Arrival 10-01 CHECKED IN Depart 13-01		F	Rate Code 10REGA EUI	
	(1) Barker		-06 Group		Rate 225.00 F	2m. Type DNK
	X Date	Code Description	Amount	Supplement	Reference	4/5.00 1
	the second se	54200 Club Dues	Transfer to Window	·		
	11-01	10110 Premium / Regular Ra 10110 Premium / Regular Ra		2	[NA Room] [NA Room]	
	10.01	Torro Hernantz regalar ra	Delete Window	3/15	partitioning	
			Screen View	• 5		
			View summarized transactions.	6		
			Delete Transaction	8		
			Split Transaction			
			Adjust Transaction	1		
			Add Guest View			
			Remove Guest View			
	-		- <u>N</u> ext Guest - <u>Previous Guest</u>			
			POS check details			
	4		1.00 0/00/000000	1	1.	▼ ▶ ▼
	Barker, B	0				
	-					
	Select All		Post Edit Eoli	o Opțions	Payment Settlement	Close
	4 0 1	· The set of the W	7. 1. 1. 1. 1.	(1 W/ 1	1	- 15
	4. Sele	ect I ransfer to W	<b>indow</b> and choos	e the Windo	ow number.	
	The fol	io window display	vs with the charges	transferred		
	The for	io window display	in the charges		•	
	NOTE	You may also t	ransfer charges fro	om one folic	window to and	other by
			ne charge across w			~ y
	00	0 11 0	0			
Posting	-	11.	or payment to an in	0		
<b>Payments</b>			the payment meth			
			xist) or defaults to	the one on	the reservation	as well as
	the tota	ll amount due on	the folio.			
	Follow	the steps below to	o make a Payment	:		
		1				
			guest folio in the <b>I</b>	BILLING s	screen.	
	2. Sele	ect Payment.				



	🧱 RESLU - Payment [Wind. 1 - Barker, Bob - Room 133]
	Payment Code     90000     ±     Cash       Currency     EUR     ±     Euro Currency
	Amount 475.00 EUR
	Reference
	Post Close
	<ol> <li>If the payment type differs from that of the reservation, click the drop down arrow next to the Payment Code field.</li> <li>Highlight the desired payment type and select OK.</li> <li>Enter the payment amount in the Amount field. This field defaults to the folio balance.</li> <li>If the guest pays by credit card, type the card number and expiration date in the Credit Card No./Exp. Date fields</li> <li>Enter a Reference note for the payment and select Post.</li> </ol>
	<b>NOTE:</b> The payment now displays on the guest folio, and the folio balance reduces by the payment amount.
Preview, Print, and File a Folio	<b>Folio</b> 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.
Г II <del>G</del> а ГVIIV	To preview a folio to the screen, follow the steps below:
	1. Access and display a guest folio in the <b>BILLING</b> screen.



The FOLIO OPTIONS screen displays.
🧟 RESLU - Folio Options 🛛 🔀
From Date 10-01-06
To Date 13-01-06
Folio Text 1
Folio Text 2



- 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.

C Detailed Folio (Date) (1)	C Arrangement Summary (Date) (13)
Transaction Code Summary per Day (Code) (2)	Summary by Check No. (Date) (14)
C Transaction Code Summary per Stay (Code) (3)	C Group Folio Subtotal (Date) (15)
Arrangement Summary per Day (Date) (4)	C Group Folio Subtotal per Guest (Date) (16)
C Arrangement Summary per Stay (Date) (5)	C Group Folio Subtotal per Trn. Code (Date) (17
🗅 One Line per Day (Date) (6)	C Group Folio Subtotal per Room (Date) (18)
C Daily Summary for Groups (Date) (7)	C Group Summary Folio (Room) (19)
Person Summary for Groups (Date) (8)	C Group Summary Folio (Alpha) (20)
Detailed Folio (Room) (9)	
Resort Hotel Folio (Date) (11)	

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 inhouse 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.

🙀 OPERA1 - Split Amount 🛛 🔀
Amount     C Percentage
Amount to split 50.00
QK Qlose
 <ol> <li>Select the radio button to split the charge by an Amount or Percentage.</li> <li>Enter the Amount to split or Percentage to split (either an amount or percentage).</li> <li>Select OK to save.</li> </ol>
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.
<b>NOTE:</b> 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.

Amount	-10.00
C Percentage	10.00
Reason Code	
СОМ 👲	Guest Complain
COM 👲	Guest Complain
Reason Text	Guest Complain of poor bed condition.
Reason Text	
Reason Text	

- 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.

Code	Description	Amount	Qty.	VVi.	n	Arr.Code	Check No.	Supplement	Reference	1
61690 🔄	Rebate - Garage	-20.00	1	1	۲	*		Mistaken posting		
										_
										-
					-					-
									1	

- 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.



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.

Price 20.0 Quantity	0] USD 1]	
Amount 20.0 Cashier 70 Super Folio No. (1)		
Posting Date 11-02-06 13:12 Revenue Date 06-28-06		
Article Credit Card No Supplement		Exp. Date
Check No.	Covers	

#### The EDIT TRANSACTION DETAILS screen displays.



#### 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**.

ode		Description	Amount	Qty.	Win.	Arr.Code	Check No.	Supplement	Reference	1
0104	±	Paid Out - Cash Deposit Refund	30.00	1	1 💌	±		1 Material		
			ould you like to print :	a rece	Eipt?					
	_		Yes No							
							_			
						5	1			1

- 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:

Agent/Company	Credit Cards	Fixed Charges	Eolio History
Package Options	Phone <u>D</u> etails	Post Rate Code	Posting History
Privileges	Profile	Reservation	Routing
Deposit/CXL	Room Move	Changes	

# **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.

enu		
Authorization History		
	_	

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 <b>Fixed Charges</b> .
	<ol> <li>Follow the steps below to set up a Fixed Charge:</li> <li>Access and display a guest folio in the BILLING screen.</li> <li>Select Options.</li> <li>Select Fixed Charges.</li> <li>Complete the FIXED CHARGES screen and select OK.</li> </ol>
	<b>NOTE:</b> 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:
	<ol> <li>Access and display a guest folio in the <b>BILLING</b> screen.</li> <li>Select <b>Options</b>.</li> <li>Select <b>Package Options</b>.</li> </ol>
	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.
	<b>NOTE:</b> If an overage amount exists, it displays on the guest folio, and the reference field notes the overage.
	<b>NOTE</b> : For more details on Package Options, refer to the "Package Options" section of the Reservations Chapter in this manual.



	<b>Phone Details</b> 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.							
<b>NOTE</b> : 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:								
<ol> <li>Access and display the guest folio in the <b>BILLING</b> screen.</li> <li>Select <b>Options</b>.</li> <li>Select <b>Phone Details</b>.</li> </ol>								
The <b>PHONE DETAILS</b> screen displays.								
🙀 RESLU - Phone Details								
Date	Time	Duration	Number Dialed	Amount 📥				
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Print Phone Details								
	54			<u>C</u> lose				
	phone ca this wind Follow th 1. Acces 2. Select 3. Select The <b>PHC</b>	<ul> <li>phone calls post to this window.</li> <li>Follow the steps beind the steps and the steps and</li></ul>	<ul> <li>phone calls post to the guest folio the this window.</li> <li>Follow the steps below to see Phone 1. Access and display the guest fol 2. Select Options.</li> <li>3. Select Phone Details.</li> <li>The PHONE DETAILS screen details.</li> </ul>	phone calls post to the guest folio through the interface progeneties window. Follow the steps below to see Phone Details for a guest: <ol> <li>Access and display the guest folio in the BILLING screed</li> <li>Select Options.</li> <li>Select Phone Details.</li> </ol> The PHONE DETAILS screen displays. <b>RESLU - Phone Details</b> Date Time Duration Number Dialed Date Line Line Line Line Line Line Line Lin				

**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			Revenue Date	Posting Date	User	Name	Reason	Descript
Night Audit Posti	ngs		11-01-06	12-01-06 07:23	SUPERPAULA	Barker		
Night Audit Posti	ngs		10-01-06	11-01-06 08:14	SUPERPAULA	Barker		
Window Transfei	r to window 1		12-01-06	09-02-06 10:29	SUPERVISOR	Barker		
Window Transfei	rto window 2		12-01-06	09-02-06 10:29	SUPERVISOR	Barker		
Room transfer 1	00.00 from Conf. #3	35686 to Conf. #:	310-01-06	09-02-06 10:28	SUPERVISOR	Barker		
Original Description	Amount	Reference		Changes	Amount	Refen	ence	
Description Outlet 05 Manual	AND AND ADDRESS OF ADDRESS	Reference 0.00		<ul> <li>Description</li> </ul>	Amount	Refen	ence	
-								
4								

- 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	<ul> <li>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.</li> <li>To post a manual room and tax charge, follow the steps below:</li> <li>1. Access and display a guest folio in the <b>BILLING</b> screen.</li> <li>2. Select <b>Options</b>.</li> <li>3. Select <b>Post Rate Code</b>.</li> </ul>							
	Rescue Transaction Posting       X         Rate Code       Description       Pax Amount       Oty, Win. Arr.Code       Check No. Supplement       Reference          ▲ 10REGA           10REGA            REGULAR RATE           1 225.00 1 1							
	Total Postings 0.00 Amount 225.00 Post Close							
	<ol> <li>Click the drop down arrow next to the Rate Code field if the rate to post is different that the reserved rate.</li> <li>Search for and highlight the appropriate Rate Code, and select OK.</li> <li>Select the Win. (Window) to apply the charge to and select Post.</li> <li>Select Close to return to the folio and notice the manual room and tax posti on the folio.</li> </ol>							
	<b>NOTE</b> : 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:
	<ol> <li>Access and display a guest folio in the <b>BILLING</b> screen.</li> <li>Select <b>Options</b>.</li> <li>Select <b>Routing</b>.</li> </ol>
	<b>NOTE:</b> For more information on folio and window routing, refer to the "Reservations" chapter in this manual.
Additional Options	<ul> <li>Additional options not covered in detail in this chapter are:</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>Reservations – refer to the "Reservations" chapter of this manual for details on viewing reservations. This feature is useful in Billing in the details on viewing reservations. This feature is useful in Billing in the details on viewing reservations. This feature is useful in Billing in the details on viewing reservations. This feature is useful in Billing in the details on viewing reservations. This feature is useful in Billing in the details on viewing reservations. This feature is useful in Billing in the details on viewing reservations. This feature is useful in Billing in the details on viewing reservations. This feature is useful in Billing in the details on viewing reservations.</li> </ul>
	<ul> <li>event you need to quickly make an accommodation change (i.e. extend the number of nights).</li> <li>Deposit/CXL – refer to the "Reservations" chapter of this manual for details on posting deposits, handling deposit requests, and handling cancellation requirements.</li> <li>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.</li> <li>Changes – refer to the "Reservations" chapter of this manual for details on the changes/user activity log.</li> </ul>



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:						
	<ol> <li>Access and display the folio for the Due-Out guest in the <b>BILLING</b> screen.</li> <li>Select <b>Check Out</b>.</li> </ol>						
	The CHECK OUT OPTIONS screen displays.						
	RESLU - Check Out Options         C [Check Out]         C Check Out With Open Eolio         QK						
	3. Select to <b>Check Out</b> the guest and close the folio.						
	<b>NOTE</b> : Only select to <b>Check Out With Open Folio</b> 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 <b>OK</b> .						
	The <b>PAYMENT</b> 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**.

Fay	ment Code 9000	🛨 Cash		
	Currency USD	🛨 US Dollar		
	Amount	124.09] <b>USD</b>		
	Reference		]	
			Post	<u>C</u> lose
7. Verify t	<b>Post</b> to post the C	Dirrect or enter the am Cash payment and se a payment receipt and	ttle the folio.	
<ol> <li>8. Select I</li> <li>9. Answer</li> </ol>	nly a copy of the	folio.		
<ol> <li>Select I</li> <li>Answer print or</li> <li>Once the fit continue way</li> </ol>	nly a copy of the start window check	ks out of the system, low until all windows	0 11	0

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.

	Juli		
C Check (	Out With Open	Eolio	

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.



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Payment Coo	//	isa	
Currend	y USD 🛓 👢	IS Dollar	
Amou	nt 124.09	USD	
Credit Card N	0. 444433332222111	1 Ex	p. Date 05/09
			<u>P</u> ost <u>C</u> lose
may either swip Payment Code Select Post to p	e a new card or clicl field to enter a new post the card paymen	s the drop do v <b>Credit Care</b> nt and settle t	
may either swip Payment Code Select Post to p Answer Yes to only a copy of t OTE: If the gue thorization if the lance. In this cas lance authorizes.	e a new card or clicl e field to enter a new post the card paymen print a payment rece he folio. st uses the same cre current authorization e, only the difference If the guest gives a	the drop do <b>Credit Card</b> and settle t eipt and a cop dit card, the son amount do re in the autho new card num	wwn arrow next to the d No. and Exp. Date. he folio. by of the folio, or No to system only obtains address not cover the total for orized amount and folion mber for settlement of
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may either swip Payment Code Select Post to p Answer Yes to only a copy of t OTE: If the gue thorization if the lance. In this cas lance authorizes. lio, authorization nee the first wind ntinue with the n altiple folio winde	e a new card or clicle e field to enter a new post the card payment print a payment reco he folio. st uses the same cre current authorization e, only the difference If the guest gives a occurs for the entire ow checks out of th ext window until all pows exist).	the drop do <b>Credit Care</b> and settle t eipt and a cop dit card, the son amount do re in the author new card nume folio balance e system, a m windows che ation status c	we arrow next to the <b>d No.</b> and <b>Exp. Date</b> . he folio. by of the folio, or <b>No</b> to system only obtains address not cover the total for orized amount and foli mber for settlement of the. message appears asking eck out with a zero balan hanges to "Checked O



#### 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.

	ance [ tatus [	UE OUT	320.00 Arrival 11-01- Depart 12-01-				nternatio a Group			Rate Code Rate	200.00	EUR Prs Rm. Type	
1)	Archer	, John		CA	100.00	(2)	Marriot	t Interna	ational			220.0	0
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	10-01	25125	Outlet 05 Manual Food	100	00 📥		11-01			Charge		200.00	
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The CHECK OUT OPTIONS screen displays.
RESLU - Check Out Options
Check Out
C Check Out With Open Eolio
<u>QK</u> <u>Close</u>
5. Select to <b>Check Out</b> the guest and close the folio.
<b>NOTE</b> : Only select to <b>Check Out With Open Folio</b> for guests not settling the account with a form of payment. This option only displays if your hotel has elected to allow Open Folios.
The <b>PAYMENT</b> 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.
<b>NOTE</b> : 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.
appropriate form of payment.  SHELL - Payment [Wind. 1 - Simpson, Brian - Room 437]
🙀 SHELL - Payment [Wind. 1 - Simpson, Brian - Room 437]
Payment Code 9003       • Direct Bill
Payment Code       9003       •       Direct Bill         Currency       USD       •       US Dollar
Payment Code 9003   Image: SHELL - Payment Code 9003   Imag
SHELL - Payment [Wind. 1 - Simpson, Brian - Room 437]         Payment Code 9003 • Direct Bill         Currency USD • US Dollar         Amount 124.09         Supplement         Reference
Payment Code 9003   Payment Code 9003   USD US Dollar     Amount 124.09   USD
SHELL - Payment [Wind. 1 - Simpson, Brian - Room 437]         Payment Code 9003 • Direct Bill         Currency USD • US Dollar         Amount 124.09         Supplement         Reference

	<ul> <li>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.</li> <li>7. Verify the Amount is correct.</li> <li>8. Select Post to post the direct bill payment and settle the folio.</li> <li>9. Answer "Yes" to print a payment receipt and a copy of the folio, or "No" to print only a copy of the folio.</li> <li>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.</li> <li>Once you settle all windows, the reservation status changes to "Checked Out."</li> </ul>
	This status appears in the upper left corner of the <b>BILLING</b> screen. <b>NOTE:</b> 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 <b>BILLING</b> screen, the <b>Check Out</b> feature is not active or available and the <b>Settlement</b> function is in its place.
	Follow the steps below to settle a guest folio:
	1. Access and display the guest folio in the <b>BILLING</b> screen.
	Since the guest's departure date is not today, the <b>Check Out</b> option is not available.
	<ol> <li>Select Settlement.</li> <li>Select set and a faile faile state of the faile set of the fail</li></ol>
	3. Select one of the following three options to settle the bill:
	<ul> <li>Interim Bill</li> <li>Early Departure</li> </ul>
	C Advance Bill
	QK Close
	micros
	©2006 MICROS <sup>®</sup> Systems Inc. All Rights Reserved. Proprietary and Confidential. <b>173</b>

<ul> <li>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.</li> <li>Early Departure allows the guest to check out with the current balance.</li> </ul>
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.
 <b>NOTE:</b> 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.
 <b>NOTE:</b> 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 inhouse 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.

V 1	Date	Code	Description	Amount	Supplement	1	Reference		
			Cash	-325.00			Reference		
		CALCULATION OF COMPANY	Premium / Regular Rate	225.00			[NA Room]		
-			Cash Paid Out		PORQUE SI		portioning		
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#### 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 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 **Check Out** 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. 🙀 SHELL - In House C Search Room Party Advanced Name Block Clear Group Company Arrival Departure Balance X Room Name Status Company Group Block Code 🔄 X 437 Simpson, Brian 06-26-06 06-28-06 300.09 DUE OUT Kevin's Klothing 186.00 DUE OUT 307 Simpson, Brian 06-26-06 06-28-06 Kevin's Klothing X 120 \*Williams, Christine 06-26-06 06-28-06 173.46 DUE OUT 120 \*Sampson, Riley 06-26-06 06-28-06 163.46 DUE OUT X 108 Bennett, Melissa 06-27-06 06-28-06 88.00 DUE OUT Fish Food Fine 06-27-06 06-28-06 179.77 DUE OUT 116 Matthews, Mark X 105 Reidy, Sally 06-27-06 06-28-06 154.00 DUE OUT 97.90 DUE OUT 107 Clarke, Robert 06-27-06 06-28-06 MICROS Systen MICROS Trainin 0606MICRO C/O All Billing C/O Zero + 4 selecter Check Out ⊆lose 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.

	om		Party Block							Search Adyance
	oup		BIOCK							Clear
Room	Name	Time	Arrival	Departure	Balance	Company	Group	Block Code		
9002	MICROS Training D	er 11:00	06-27-06	06-29-06	0.00	MICROS System	MICROS Training	0606MICROS		
125	Johnson, Michael	11:00	06-27-06	06-29-06	97.90	MICROS System	MICROS Training	0606MICROS		
100	Wilson, John	11:00	06-27-06	06-29-06	97.90	MICROS System	MICROS Training	0606MICROS		
130	White, Nancy	11:00	06-27-06	06-29-06	97.90	MICROS System	MICROS Training	0606MICROS		
113	Peterson, William	11:00	06-27-06	06-29-06	97.90	MICROS System	MICROS Training	0606MICROS		
									•	
•			_	_			1	•		₿illing



 This screen lists all guests with a scheduled check out time in the <b>Time</b> column.
<ol> <li>Remembering that this feature only works for zero balance folios, work through each departure to settle their folio.</li> <li>Highlight the first departure with a folio balance and select <b>Billing</b>.</li> <li>Follow instructions learned earlier in this chapter to make a payment and settle each folio.</li> <li>To process a check out on a room originally scheduled for a future time,</li> </ol>
 highlight the room and select <b>Check Out</b> (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:

	<b>*</b>	Batch Folios	Batch Postings	Cashier <u>R</u> eports	Cashier <u>S</u> tatus				
		- Check Exchange	Currency Calc.	Currency Exchange	– Exchange Rate				
		Eolio History	<u>G</u> eneral Cashier	Journal	Petty Cash				
		Receipt <u>H</u> istory	Deposit/Cxl		<u>.</u>				
Fast Posting	dif	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							
		ve to be the same to	0		JI III JI				
				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.

Room/Nan	ne Code	Descrip	tion	Amount	Qty.	Win.	Arr.Code	Check No.	Supplement	Referen
124	50500	Fascim	ile Sales	10.0	1	1	03		1. 1994	
126	61200	Garage	-Monthly Parking	20.0	1	2				
126		🛓 Garage	-Monthly Parking	0.01	) 1	2 -	. ±			
								<u> </u>		
-										



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	<ol> <li>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.</li> <li>Continue all other fields as learned in the "Post a Charge" section of this chapter.</li> <li>Select Post.</li> </ol>
	<ul> <li>7. Repeat this process for each transaction you need to post.</li> <li><b>NOTE:</b> As you continue posting charges, the <b>Total Postings</b> and <b>Amount</b> 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.</li> <li>8. Select <b>Close</b> when finished.</li> </ul>
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.

Tm. Code	61100 👲 Garage - Daily Parkin
Article	
Amount	18.00
Rooms	502,504,506,508
Group	<b></b>
Agent	<u>+</u>
Post Text	Daily Parking Charge
Supplement	
Multiply By Nu	Imber Of <u>A</u> dults
Include Gues	t Due Out Today
Include EM R	oom
Verride No F	Post Flag



- 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.

	🦉 Posting I	Detail		×
	Room	Name	Balance	ОК -
	108	Bennett Melissa	99.2	20 🗙
	116	Matthews Mark	190.9	97 🗙
	437	Simpson Brian	311.2	29 🗙
	307	Simpson Brian	197.2	20 🗙
	120	Williams Christine	184.6	6 🗙
	÷.			
		hat the batch posting affected <b>DK</b> to complete.	d have an ''X'' in th	ne <b>OK</b> column.
Cashier Reports	transactions Cashier for you no long	eports printed at the end of t s and close their shift. The re easy balancing. Once the Ca ger have details for the Cashie steps below to print Cashier	eports can print pri Ishier closes, Cashi er.	or to closing you er Reports reset
	1. From the	he main menu, select <b>Cashie</b>	ring.	
		Cashier Shift Functions	0	
	3. Select <b>C</b>	Cashier Shift Reports.		
		our <b>Password</b> in the <b>CASH</b>		

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

🔯 OPERA1 - Cashier Report Menu 🛛 💌
Cash Report
C Check Report
C Eoreign Currency Report
C Credit Card Report
C AR Settlements Report
Miscellaneous Payments Report
QK Qlose
<ul> <li>Cash Report displays all Cash transactions (including Paid Outs) expected to be in the shift drop.</li> <li>Check Report displays all Check transactions expected to be in the shift drop.</li> <li>Foreign Currency Report displays any foreign Currency Exchanges</li> </ul>
<ul> <li>the Cashier performed expected to be in the shift drop.</li> <li>Credit Cards lists all Credit Card transactions posted on today's</li> </ul>
<ul> <li><b>AR Settlement Report</b> displays any folio balances settled to AR Accounts using the Direct Bill payment type.</li> </ul>
<ul> <li>Miscellaneous Payment Report displays any other transactions not defined above.</li> </ul>
5. Choose the desired report and select <b>OK</b> .
A report for the payment type displays to the screen with each transaction posted by that Cashier.
6. Select <b>Details</b> to view transaction level details.
 7. Select <b>Print</b> 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	্ৰ	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.

Room No	133		Ł
Name	Barker		±
Amount		10	0.00
Text	Cheque #1234		
Supplement	Marriott Rewards	s Memb	er

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.

Amount	iii ii	1.00		
Date	06-28-06			
From Currency	,	±		
Exchange Code	E.	*		
To Currency	USD	🛓 US Dollar	r.	
Buy Comm. Calculated Amoun	14	0.00		lose
			<b>Date</b> to exchange. e guest gives) and the <b>T</b>	o Curr
		eceive - the hotel's	8 8 7	
6. Press <b>Tab</b> to v	view the ex	change calculatio	on in the lower portion	of the s
•		U	that business date and	
• Buy C		commissions colle	ected by the hotel for e	xchange
Service	0			



#### 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.

Room No	130	<u>±</u>			
Name	Minton	<u>*</u>			
Currency Code	USD	🛓 US Dollar			
Exchange Code	CURR	🛓 Currency Exchang	je		
Amount	100	00 USD			
Exchange Rate Det	ails				
100.00 USD / 1.203 Buy Rate = 1.20309 Buy Comm. = 0.009	3				
Local Amount	83.	2 EUR			
Supplement	-0	Ōĸ	Close		
<ol> <li>Select the gue</li> <li>Select the Cur</li> </ol>			lick on the	drop down arrow ne	xt
to the field to	display all co	irrencies the hote	el accepts.	1	
		uld always be "Cu			
				r entering this field, th	ıe
		ower portion of t d Local Amount)		in local currency	
9. Type addition		,		ent field	
10. Select to print	additional <b>(</b>	copies of Receip		e for the shift drop a	nd
give one to th	e guest as a 1	eceipt.			

11. Select **OK** to complete the exchange.

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#### 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.

Curren	ہ دv ۲		Chec <u>k</u> Settlem	ent		Eostii Comi	ng mission		Membership			Search
Currency	Description	Code	Exch	Chk.	Settl.	Post.	Comm	Memb	Net Buy Rate	Date		All
AUD	Australian Dollar	CURR	х	X		X			0.623869237008	26-10-05		Ngne
CAD	Canadian Dollar	CURR	х	х		х			0.703472339468	26-10-05		Nõne
EUR	Euro Currency	ALL	x	х	х	x	x	х	1.00	26-10-05		
GBP	United Kingdom Pound	CURR	x	x		X		i i	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		
					-		-					Future
		-										
-					-						1	
		1										
6					-						-	Close

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.



	• <b>Commission:</b> 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.
	• <b>Membership:</b> 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 <b>Begin Date</b> and <b>Buy Rate</b> .
	Select <b>OK</b> .
7.	To view exchange rates created for future dates, highlight the currency desired
8	
0.	
7.	



Folio History It is o

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.

Date Roon	12-01-06	Folio No. Name			First Name			Searc
o 되	nec <u>k</u> Out	Г Passer By	□ af	R Dishow				
Folio N	lo. Date	Name	Wnd.	Folio Amount	Payee Name	Invoice	4	
412	12-01-06	Hejl, Jim	1	1000000000	Hejl, Jim			
413	12-01-06	Purebread, Penelope	1	1,554.00	Purebread, Penelope			
414	12-01-06	Madrazo, pedro	1	325.00	Madrazo, pedro		-11	
				-				
							- 11	
				1			<u>·</u>	Folio

- 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**.

	● All Cxl I ● Cxl <u>R</u> ul	Resv. e Attached		Arrival Date Ilation Date Name	06-28-06		Reservation Type Payment Type Users		<u>±</u>	Search
	© Depos € Cancel		Confi	Company mation No.			Agent [			
	Conf No.	Name		Arrival	Departure	Cxl Amount	Paid	Amnt Owed	Pay Type 🔺	
	1156	Cristiansen, Ar	rlanah	06-28-06	07-09-06	199.4	0 0.00	) 199.4	IO VS	
						-				
-						-				
										Resv
										Cancella

- 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**.



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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.

Туре	All	
Cancel Rule	1NT	<u>+</u>
Description	One Night Room Charg	IE III
% Cancel	100.00	
Cancel Date	12-01-06	
% Due		
Room Nights	[1]	
Cancel Amount	225.00	
	<u>o</u> k	Close

- from the list of values next to Cancel Rule.5. Enter the Cancel Date that denotes the date for any cancellations made after
- Enter the Cancer Date that denotes the date for any cancerlations made after that date resulting in a penalty to the guest.
   Enter the % Date Bacer Nichte on Cancel Amount due if a penalty cancerlation of the second and t
- 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.

From 12-01 To 12-01		Receip	It Type Name			
Receipt No.		First	Name			
X Receipt No.	Receipt Description	Date	Name	Alt. Name	Amount	
1 1	Check Exchange	12-01-06	Barker, Bob	1	100.00	11
2	Currency Exchange Check	12-01-06	Minton, Zachary	Î	83.12	
510	Payment	12-01-06	Hejl, Jim		360.00	
511	Payment	12-01-06	Purebread, Penelope		1,054.00	
512	Payment	12-01-06	Madrazo, pedro		325.00	
			-			

- 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

Folia N	ło	Name				<u>_</u>
			- 22			8
)ate	Code D	escription)	Price	Qty	Amount	
auc-		resemption.	1.0.85	(ary	Finidan	
ate		esenplien.			Milliodin	
ate		escription				
✓						



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Name	Smith	
Market Code	LD	🛓 Leisure Discount
Source Code	GD	🛓 Guest Direct
Room Class		• Other (PM)

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:
	<ol> <li>From the main menu, select Cashiering and Cashier Functions.</li> <li>Select General Cashier.</li> <li>Enter your Password and select Login.</li> </ol>
	The GENERAL CASHIER screen displays.
	🙀 RESLU - General Cashier 🛛 🔀
	General Cashier
	Amount 100.00
	Supplement
	Trn. Code 99100 👲 Cash Drop
	Currency EUR <u>•</u> Euro Currency
	QK Close
	<ol> <li>Select <b>To General Cashier</b> and enter the <b>Amount</b> given.</li> <li>Select "Cash Drop" from list of <b>Trn. Codes</b> and the <b>Currency</b>.</li> </ol>
	<b>NOTE:</b> Transaction Codes vary from hotel to hotel, depending on configuration.
	6. Select <b>OK</b> 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:
	<ol> <li>From the main menu, select Cashiering and Cashier Functions.</li> <li>Select General Cashier.</li> <li>Enter your Password and select Login.</li> <li>Select From General Cashier and enter the Amount collected.</li> </ol>
	<ul> <li>11. Select the appropriate <b>Trn. Code</b> for the tender being collected (i.e. Cash) and the <b>Currency</b>.</li> <li>12. Select <b>OK</b> to finish.</li> </ul>

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#### **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**.

and the second second second second	etty Cash	l
Code	Description	<u> </u>
CON	Concierge	
HSK	Housekeeping	
© Paid	C Received	T
	· Decemen	
Posti A	ng Text Housekeeping mount	
Posti A Transaction	ng Text Housekeeping mount 10.00 n Code 80000 ± Cash Paid Out	
Posti A Transaction	ng Text Housekeeping mount	

- 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:

RESLU - P	etty Cash		×
Code	Descript	on	<u> </u>
CON	Concierg	le	
HSK	Houseke	eping	
			•
⊂ <u>P</u> aid	ΘB	eceived	
ı	ng Text House	5.00]	
	n Code 90000 urrency EUR	👱 Cash	ency
Supp	lement		
Balance	Ĩ	ок	Close

- 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**.

-1	SLU - Petty Cash E Petty Cash Balanc		
	Today 🧾	-5.00	
	Monthly	-5.00	
	Yearly 📃	-5.00	



#### 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.

Description	Number	Amount	Currency	<b></b>	
Rollaway	5	50.00	USD		
Occupancy Tax	1	3,00	USD		
Parking	(1	10.00	USD		
Cash	2	207.90	USD		
State Tax	1	5.00	USD		
Accommodation Char	1	100.00	USD		
Visa	1	5,000.00	USD		
Sales Tax Adj.	5	3.00	USD		
Local Tax	1	2.00	USD		
Check Exchange paid	1	100.00	USD		
Check	(1	100.00	USD		
Sales Tax	5	3.00	USD		Details
					1
		[			QΚ
				-	Close



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.

			and a second second second second	Revenue Date	PROFESSION AND A STREET AND A ST	Credit	-
5020	Rollaway			06-28-06	10.00	[	
5020	Rollaway			06-28-06	10.00		
5020	Rollaway			06-28-06	10.00		
5020	Rollaway			06-28-06	10.00		
5020	Rollaway			06-28-06	10.00		
		-					
	4	1	10				Ŀ
	î				Total	50.00	
	5020 5020 5020	5020 Rollaway 5020 Rollaway 5020 Rollaway	5020 Rollaway 5020 Rollaway 5020 Rollaway	5020 Rollaway 5020 Rollaway 5020 Rollaway 5020 Rollaway	5020         Rollaway         06-28-06           5020         Rollaway         06-28-06           5020         Rollaway         06-28-06           5020         Rollaway         06-28-06	5020         Rollaway         06-28-06         10.00           5020         Rollaway         Incomparison         Incomparison           5020         Incomparison         Incomparison         Incomparison           5020         Incomparison         Incomparison         Incomparison           5020         Incomparison         Incomparison         Incomparison           5020         Incomparison         Incomparison         Incomparison	S020         Rollaway         06-28-06         10.00           5020         Rollaway         06-28-06         10.00           6020         Rollaway         Rollaway         06-28-06         10.00           6020         Rollaway         Rollaway         Rollaway         Rollaway         Rollaway           6020         Rollaway         Rollaway         Rollaway         Rollaway         Rollaway         Rollaway         Rollaway

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.



		Shift Dro	op			
Opening B	alance Cash				0.00	
Opening B	alance Check				0.00	
Cash		207.90	<b>.</b>			
Paid Out		100.00				
Total Ca	sh Drop	107.90	+ Actual	Cash 🔤	07.90	
Checks		100.00	Actual Cl	hecks 🚺 1	00.00	
Expecte	d Shift Drop	207.90				
Shift Drop	in Balance					
		Foreign Curr	ency		10	
Currency	Opening	From Today	Shift Drop	Difference		
-						
	1.200000000	Foreign Che		2012/07/07/07		
Currency	Opening	From Today	Shift Drop	Difference	<b>_</b>	₿ас
-					_   [-	Qk

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.

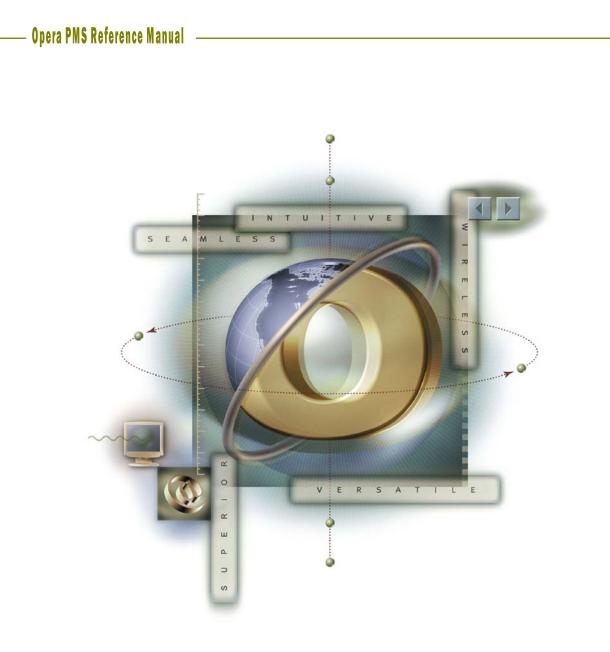
9. After verifying all funds, to complete the shift closure, select **OK**.



		swer ''Yes" tha Reports auton	-				er fo:	r your
	11. Sele	ect OK to com	plete.					
eprint ashier eports	busines 1. Fro 2. Sele The <b>CA</b>	ime to time, it i s date. To repr om the main me ect <b>Reprint Re</b> <b>ASHIER CLO</b> Cashier Closures	rint reports f enu, select <b>C</b> a <b>ports</b> .	rom any ca ashiering a	ushier closu and <b>Cashi</b> e	re, follow	the	steps below
			1. C					
		Cashier ID 70 sure Date 06-28-06	L Closu	re No.				
		sure Date 06-28-06	Closu	re No.	Closed	Closed By		
	Clos	sure Date 06-28-06	Closu	1	ALCONT OF A			
	Clos Cashier ID	sure Date 06-28-06	Closure N	lo. Opened				
	Clos Cashier ID	sure Date 06-28-06	Closure N	lo. Opened				
	Clos Cashier ID	sure Date 06-28-06	Closure N	lo. Opened				
	Clos Cashier ID	sure Date 06-28-06	Closure N	lo. Opened				Print

- 4. Enter the **Closure Date** to reprint reports and select **Search**.
- 5. Select **Print**.





# Chapter 6 Rooms Management -Housekeeping



### Opera PMS Reference Manual

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Rooms Mana Overview	OPERA's Rooms Man	0	hables 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	<ul> <li>housekeeping and room</li> <li>determine which room</li> <li>and granting them point</li> <li>Housekeeping and the</li> <li>Various functions enable</li> <li>multiple rooms, make and</li> <li>reports, assess workload</li> <li>Housekeeping Status.</li> <li>Follow the steps below</li> <li>1. From the main me</li> <li>2. Select Housekeep</li> </ul>	<b>gement</b> , which ena m status details. Ho is require service, as nts upon completion Front Office can end ole you to change st an entry for repairs ads, and crosscheck w to access the <b>HO</b> nu, select <b>Rooms M</b> <b>ing</b> <b>NG</b> options screen	ables you to control daily pusekeeping Departments can asigning them to specific attend n. Discrepancies between asily be tracked and resolved. atus codes for individual room and room assignment, generat Front Office Status against	dants ns or te tasl			
	Housekeeping Mgmt.	Queue Rooms	Room Conditions				
	<u>R</u> m. Discrepancies	Attendant Points	Task Assignment				
	Turndown Mgmt.         Eacility Forecast         Quest Service Status						
		Close					
	3. Select <b>Housekeep</b>	ing Mgmt.					



The main <b>HOUSEKEEPING</b> screen displays.
---

	Status		- FO St							Search
0 <b>N</b>		Pickup	I Vac	ant						Adyance
D 🛛		Inspected	000	upied						Select &
0 🏹	ut of Order	_ I Out of Servio	e -							Clear Al
rom Ro	om	±								
Iec.s		lesso estas	In a sector	Reservation Status	lette en	Income process		le canoc		
Roon	KNGN	Room Status	FO Status	A set of the set of the set of the set of the	LOW	a state of the second second	No. K. Acceller	Features LF QR NS	-	
100	KNGN		VAC	Stay Over Not Reserved	LOW		0101/0101	V.,		
2000.00	0/05/14(000)	Inspected	1000	LOAD CARACTER		N 77 N 77 N	0.1.01.0.0.0000		-	
102	KNGS	Inspected	VAC	Not Reserved	LOW		0101/0101		-	
103	KNGS	Dirty	VAC	Not Reserved	LOW		0101/0101	-	-	
104	KSBN	Dirty	VAC	Not Reserved	LOW	0.0000	0.0000000000000000000000000000000000000	AE CV SF OV PV LF		
105	KSBS	Dirty	000	Due Out	LOW	12122		LF SM PV NE		
106	SJSN	Inspected	VAC	Not Reserved	LOW	FSTE	0102/0102	NS QR PV		
107	SDBN	Inspected	occ	Due Out	LOW	FSTD	0102/0103	CN OV NS LF		
108	KNGS	Inspected	000	Due Out	LOW	FSTD	0102/0102	LF SM NE MB		Resv.
109	SJSN	Dirty	VAC	Not Reserved	LOW	FSTE	0101/0101	JS OV NS LF		Details
110	SJSS	Inspected	VAC	Not Reserved	LOW	FSTE	0101/0101	JS SM OF		Report
111	KNGS	Dirty	VAC	Not Reserved	LOW	RSTD	0101/0101	LF SM NE		-
112	KNGN	Dirty	VAC	Not Reserved	LOW	FSTD	0102/0102	AE QR NS		Statistic
113	SDBN	Dirty	000	Stay Over	LOW	RSTD	0102/0102	NE PV NS		Change
- 11 N.000102-	KSBS	Inspected	VAC	Arrival	LOW			LF SM SF PV	1.	Close

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	In OPERA the Housekeeping Room Statuses are:
Status of a Room	<ul> <li>Clean: the room was serviced and is available for a guest to occupy</li> <li>Dirty: the room is not serviced and is not available for a guest to occupy</li> <li>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)</li> </ul>
	<ul> <li>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</li> </ul>
	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 <b>HOUSEKEEPING MANAGEMENT</b> screen. They are:
	<ul> <li>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.</li> <li>Out of Service: functions the same as OOO, but rooms do <i>not</i> deduct from inventory counts. Typically, hotels use the Out of Service status for same day maintenance jobs or Sales show rooms.</li> </ul>
	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



The second option is to use **Change**:

1. Select Change from the main HOUSEKEEPING screen

The QUICK CHANGE ROOM STATUS screen displays.

🕶 Room List	100		*
C Erom Room	<u>+</u>	То	±
C Section	AM Section S	ection	<u>±</u>
Change Status t	Clean		

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**



T 1	'o view Housekeeping Statistics:						
1							
2							
Т	The <b>ROOM STATISTICS</b> screen displays.						
-							
	🙀 Room Statistics 🛛 🔀						
	Totals						
	Total Rooms	155					
	Total Clean	2					
	Total Dirty	3					
	Total Inspected	150					
	Total Out Of Order	0					
	Total Out Of Service	0					
	Details						
	Not Reserved - Clean	2					
	Not Reserved - Dirty	3					
	Not Reserved - Inspected Not Reserved - Out Of Service	148					
	Reserved - Clean	0					
	Reserved - Dirty	0					
	Reserved - Inspected	1					
	Reserved - Out Of Service	0					
	Include Pseudo Meeting Rooms Refresh Rep	ort Close					
	Include Pseudo Meeting Rooms <u>R</u> efresh Report <u>C</u> lose						



Printing Housekeeping Management	The housekeeping management screen is printable using the <b>Report</b> option. The <b>Report</b> option applies any search filters from the <b>HOUSEKEEPING</b> screen.					
Management Screen	To Preview, Print or File the <b>Report</b> from the <b>HOUSEKEEPING</b> screen:					
	1. Select Report					
	The <b>REPORT PARAMETERS</b> screen displays.					
	SHELL - Report Parameters					
	Housekeeping Details					
	Preview Print Eile Close					

2. Select Preview, Print or File

The HOUSEKEEPING DETAIL REPORT displays or prints, depending on your selection.

06-28-06

19:16



Housekeeping Detail Report

Opera Demo Hotel, Small

Room No.	Туре	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	000	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.

	Current	00:01	Actual		Total Rooms	in Queue	2
#	Q-Time Ro		FO Status Room Stat		VIP 🔺	Room Type T	otal
	1 00:01 101 2 00:01	KNGN KEXN	VAC Inspected	Johnson, Danie Smith, Joe		KNGN KEXN	
F							
E							
┝							Statisti
							Detail: Resv
E							Repor
					-		
	•	Search a	llows vou t	o enter sear	ch criteri	a to lo <b>c</b> at	e reservatio
	•		-				e reservatio om.
	•	on queue	e by either <b>l</b>	Room Typ	e or a spe	cific Roc	om.
	•	on queue Statistic compiled	e by either <b>l</b> <b>s</b> calculates l informatio	Room Type current sta	e or a spe tistics so	cific <b>Roc</b> you can v	om.
	•	on queue Statistic compiled a list form	e by either <b>I</b> <b>s</b> calculates l information.	Room Type current sta on from roc	e or a spe tistics so y om status	cific <b>Roc</b> you can v and reser	om. view the rvation statu
	•	on queue Statistic compiled a list form Details of	e by either <b>I</b> <b>s</b> calculates l information. displays the	Room Type current sta on from roc room conf	e or a spe tistics so y om status	cific <b>Roc</b> you can v and reser	om. view the rvation statu
	•	on queue Statistic compiled a list form Details of highlight	e by either <b>l</b> <b>s</b> calculates l information. displays the red room of	Room Type current sta on from roo room confi n queue.	e or a spe tistics so om status iguration	cific <b>Roc</b> you can v and reser informat	om. view the cvation statu cion for the
	•	on queue Statistic compiled a list form Details of highlight Resv acc	e by either <b>l</b> s calculates l information. displays the red room of cesses the re	Room Type current sta on from roo room confi n queue. eservation f	e or a spe tistics so om status iguration or the roc	cific <b>Roo</b> you can v and reser informat	om. view the evation statu tion for the neue.
	• • •	on queue Statistic compiled a list form Details of highlight Resv acc Report g	e by either <b>l</b> s calculates l information m. displays the red room of cesses the re generates a	Room Type current sta on from roc room confi n queue. eservation f report of th	e or a spe tistics so om status iguration or the roc e current	cific <b>Roo</b> you can v and reser informat om on qu queue ro	om. view the evation statu ion for the neue. poms.
	1	on queue Statistic compiled a list form Details of highlight Resv acc Report g	e by either <b>l</b> s calculates l information m. displays the red room of cesses the re generates a	Room Type current sta on from roc room confi n queue. eservation f report of th	e or a spe tistics so om status iguration or the roc e current	cific <b>Roo</b> you can v and reser informat om on qu queue ro	om. view the evation statu tion for the neue.
	• • • • • • • • • • • • • • • • • • •	on queue Statistic compiled a list form Details of highlight Resv acc Report g	e by either <b>l</b> s calculates l information m. displays the red room of cesses the re generates a	Room Type current sta on from roc room confi n queue. eservation f report of th	e or a spe tistics so om status iguration or the roc e current	cific <b>Roo</b> you can v and reser informat om on qu queue ro	om. view the evation statu ion for the neue. poms.
	ps belov	on queue Statistic compiled a list form Details of highlight Resv acc Report g the status v:	e by either <b>I</b> s calculates l information m. displays the ed room of cesses the ro generates a of a guest'	Room Type current sta on from room room confin queue. eservation for report of the s room that	e or a spe tistics so om status iguration or the roc e current	cific <b>Roo</b> you can v and reser informat om on qu queue ro	om. view the evation statu ion for the neue. poms.
	ps below Access	on queue Statistic compiled a list form Details of highlight Resv acc Report g the status v:	e by either <b>I</b> s calculates l information n. displays the ed room of cesses the ro generates a of a guest' ue Rooms	Room Type current sta on from room room confin queue. eservation for report of the s room that screen	e or a spe tistics so om status iguration or the roo e current is waiting	cific <b>Roo</b> you can w and reser informat om on qu <u>queue ro</u> g on Que	om. view the rvation statu ion for the ieue. ooms. eue, follow t
	ps belov Access Highlig	on queue Statistic compiled a list forr Details of highlight Resv acc Report g the status v: the Queue ght the gueu	e by either <b>I</b> s calculates l information m. displays the ed room of cesses the ro generates a of a guest' ue <b>Rooms</b>	Room Type current sta on from room room confin queue. eservation for report of the s room that screen	e or a spe tistics so y om status iguration or the room the current is waiting room tha	cific <b>Roo</b> you can w and reser informat om on qu <u>queue ro</u> g on Que	om. view the evation statu ion for the neue. poms.

## micros

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Room Conditions	The <b>ROOM CONDITIONS</b> 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.

🧑 S	HELL - F	Room Con	ditions					×
	✓ Not Reserved ✓ Reserved		V	⊻acant Occupied Due Out	Room Condition Room Class	<u>±</u> <u>±</u>	Search	
X	Room	Rm. Type	Rm. Status	FO Statu	IS Features		Room Condition 🔺	
	100	KNGN	Inspected	VAC	LF NS QR			
	101	KNGN	Clean	VAC				
	102	KNGS	Inspected	VAC				
	103	KNGS	Dirty	VAC				
	104	KSBN	Pickup	VAC	AE CV LF OV PV SF			
	105	KSBS	Inspected	occ	LF NE PV SM			
	106	SJSN	Dirty	VAC	NS PV QR			
	107	SDBN	Inspected	VAC	CN LF NS OV			
	108	KNGS	Pickup	VAC	LF MB NE SM			
	109	SJSN	Dirty	VAC	JS LF NS OV			Resy.
	111	KNGS	Inspected	VAC	LF NE SM			New
	112	KNGN	Dirty	VAC	AE NS QR			
	113	SDBN	Inspected	VAC	NE NS PV			Edit
	114	KSBS	Pickup	VAC	LF PV SF SM		<b>_</b>	Delete
								Close

- 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.

	Room Conditio	n [		<u>*</u>	
		277	1 - 8		
		<u> </u>	<u>C</u> lo	ose	



Room Conditio	ns	×
n. 745		
Find %		
Condition	Description	Туре
SHOW	Show Room	Not Ava
DEEP	Deep Clean	Not Ava
FUNCTION	Function Room	Not Ava
NTWL	Needs Towels	Not Ava
TND	Turndown Service Performed	Display
FTHR	Feather Pillow	Display



To remove a Room Condition:

1. Select Room Conditions from the HOUSEKEEPING options screen

The **ROOM CONDITIONS** screen displays.

🧑 S	HELL - F	Room Con	ditions						2
	ᅜ Not Reserved F Reserved		☑ ⊻acant ☑ Occupied ☑ Due Out		Room Condition Room Class	<u>+</u> + +		Search	
X	Room	Rm. Type	Rm. Status	FO Status	Features		Room Condition	1	
	100	KNGN	Inspected	VAC	LF NS QR				
	101	KNGN	Clean	VAC					
	102	KNGS	Inspected	VAC					
	103	KNGS	Dirty	VAC					
	104	KSBN	Pickup	VAC	AE CV LF OV PV SF				
	105	KSBS	Inspected	000	LF NE PV SM				
	106	SJSN	Dirty	VAC	NS PV QR		_	]	
	107	SDBN	Inspected	VAC	CN LF NS OV				
	108	KNGS	Pickup	VAC	LF MB NE SM				
	109	SJSN	Dirty	VAC	JS LF NS OV				Resy.
	111	KNGS	Inspected	VAC	LF NE SM				New
	112	KNGN	Dirty	VAC	AE NS QR				Edit
	113	SDBN	Inspected	VAC	NE NS PV				
	114	KSBS	Pickup	VAC	LF PV SF SM				Delete
									Close

- 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.**



loom Discrepancies	At times, the information regarding a room differs between the Front Office and Housekeeping. The <b>Rooms Discrepancies</b> screen allows the hotel to view and resolve such problems with ease.
	There are three discrepant room situations:
	<ul> <li>Skip: Front Desk Status = Occupied; Housekeeping Status = Vacan</li> <li>Sleep: Front Desk Status = Vacant; Housekeeping Status = Occupie</li> <li>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.</li> </ul>
	Follow these steps below to view and resolve discrepant rooms:
	1. Select <b>Rm. Discrepancies</b> from the <b>HOUSEKEEPING</b> options scree
	The <b>ROOM DISCREPANCIES</b> screen displays.
	SHELL - Room Discrepancies
	Show     Floor     Search       V Slgeps     Room     ±       V Skips     Room     ±       V Person Discrepancy     Room Class     ±
	Room         Room Status         HK Status         FO Persons         HK Persons         Discrepancy           121         KNGN         Inspected         OCC         2         1 ≠ Person
	Defails
	<u>Save</u>

 Desk reinstate the guest or update the HK status to VAC (vacant).
 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.

	rt Date 06-28-06 d Date 06-28-06		Attendant	Search
ate	Attendant ID	Name	Points	
				New
				 Edit
				 Delete
				 ⊆lose

2. Select New

The **ATTENDANT POINTS – NEW** screen displays.

Date	06-28-06		
Attendant ID	-	±	
Name	[		
Points			



	<ol> <li>Enter the Date the attendant earned the points.</li> <li>Enter an Attendant ID or use the drop down arrow to c attendants. This also populates the Name.</li> <li>Enter Points you are awarding the attendant.</li> <li>Select OK</li> </ol>	lisplay the list of
	To view previously awarded attendant points; use the search right of the screen. Use the down arrows to choose the appr dates for the accrual period, and display the list of attendants display or modify the points for a particular room attendant, attendant's code. Leave the field blank to display a list with a attendants who have assigned points for the selected day or	ropriate start, end s. If you want to enter the all the room
Task Assignment	The Task Assignment feature allows you to generate daily tas sheets for one or more Housekeeping employees. Use this f generate task sheets for an individual attendant, a group of at available attendants on a daily basis. Housekeeping Executiv sheets manually, by selecting attendants and individual room automatically. To create a task assignment sheet manually, follow the steps 1. Select <b>Task Assignment</b> from the <b>HOUSEKEEPING</b> The <b>TASK ASSIGNMENT</b> screen displays.	function to ttendants, or all ves can generate s, or below:
	Task Date       06-27-06       Image: Complete of the completeoo the complete of the complete of the complete	ed Search Expanded Report New Auto



### The **TASK SHEET DETAILS** screen displays.

Fask Sheet 厂		Task Code	e 📃			<u>±</u>	
Attendant Det A Attendant li	ttendant ID		<u>±</u>			<u>+</u>	
Room Details							
Room	Credits	AM Sect.	PM Sect	Floor	Room Instructions	<u>*</u>	
				<u> </u>			
			-	-			
							New Room
							Delete
			-				Save
						-	Close

- 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.



a Automatic Generation of T	asks		2
Task Date 06-27-06			Advanced
Room Status		FO Status	
🗖 Clean	🗖 Pickup	🔽 Vacant	
🗹 Dirty	Inspected	Cccupied	
Out of Order	Out of Service		
Room Class	±		
Task Code	<u>+</u>		
Total Attendants			
Max. Credits			<u></u> K
Reservation Status	<u>+</u>		Close

The AUTOMATIC GENERATION OF TASKS screen displays.

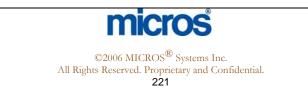
**NOTE**: You may also access this screen to prepare a task sheet for turndown service by selecting the **Report** button from the Turndown Management screen; however, the **Room Class** and **Task Code** options will be unavailable.

- 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.

Facility Tasks		
Facility Task		Searc <u>h</u> All None
K Facility Task	Description	 
тотсь	Total Cleaning	
LTOUCH	Light Touch	
COMAREA	Common Areas	
		ŌK
		<u>C</u> lose

5. Select the task code and choose **OK.** 



<ol> <li>Enter in the number of attendants into the <b>Total Attendants</b> field.</li> <li>To select specific attendants, select the ellipsis button to display the Attendants screen.</li> </ol>
After you have made your choice from the Attendants screen, the number selected automatically populates this field. When leaving the <b>Max Credits</b> 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 <b>Max Credit</b> 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 <b>Total Attendants</b> field, Opera creates task sheets, each having the assigned maximum number of credits. When the <b>Total Attendants</b> 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.

Į RI	eservation Status Description	1	Searc <u>h</u> <u>A</u> ll
			None
×	Description	<b>_</b>	
х	Arrival		
х	Arrived		
х	Day Use		
х	Departed		
х	Due Out		
х	Not Reserved		
х	Stayover		
			l
			<u> </u>
		÷	Close

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.

Select **OK** to the Task Assignment screen.
 Select the **Report** option to print the Task Assignment sheets.



SHELL - Task Sheet Re	port
Filter	
Task Date From	06-28-06 🔳 То
Task Code	TOTCL,LTOUCH, ±
Task Sheet From	<u>±</u> To <u>±</u>
Attendant	
Report Style	Туре 8
Due Outs Only	🗖 . Show Guest Name 🗹 Use Priority 🗹 .
Include Summary	
Include HouseUse	🗹 . Show Specials 🗹
Report Layout	
Double-Space Report	□.
Page Eject after Section	
Copies To Print	1
Printer	
Preview	Print File Close
1101101	

- **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.

a	sk Sheet No.		Search All
	2		None
674	Task Sheet No.	Code/Date TOTCL/06-28-06	
	12	TOTCL/06-28-06	
-	13	TOTCL/06-28-06	
277	14	TOTCL/06-28-06	
x	15	TOTCL/06-28-06	
x	16	TOTCL/06-28-06	
x	17	TOTCL/06-28-06	
x	18	TOTCL/06-28-06	
x	19	TOTCL/06-28-06	01/
			<u>0k</u>
			Close

2. Place an "X" next to each task sheet to complete or select All.

3. Select **OK**.

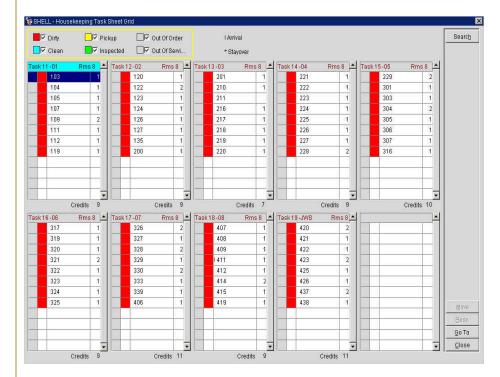
**NOTE:** You may now alternate the view on the **TASK ASSIGNMENT** screen between **Pending** and **Completed** task sheets.



# 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.

-Turndov ⊡ Req	vn Status – uested		servation S	tatus			Searc Adyanc
🗆 Not	Required		Arrived				
🗆 Con	npleted		🔽 Stav Ov	er			
Room	Rm. Type	e Room Statu	IS Room Cl	ass Name	Reservation Status	Turndown Status 🔺	
105	KSBS	Inspected	JRS	Reidy, Sally	CHECKED IN	Requested 🗾	
115	KNGN	Inspected	STD	Smith, Wesley	CHECKED IN	Requested	
120	SDBN	Inspected	STD	* Williams, Christine	CHECKED IN	Requested	
120	SDBN	Inspected	STD	* Sampson, Riley	CHECKED IN	Requested	
121	KNGN	Inspected	STD	Pilot, Bill	CHECKED IN	Requested	
126	SDBN	Inspected	STD	Daniels, Trevor	CHECKED IN	Requested	
302	SDBN	Clean	STD	Johnson, MacKeon	CHECKED IN	Requested	
307	KNGN	Clean	STD	Simpson, Brian	CHECKED IN	Requested	
308	KNGN	Clean	STD	Smith, Kylen	CHECKED IN	Requested	
313	KNGN	Dirty	STD	Michaels, Owen	CHECKED IN	Requested	
318	KNGN	Dirty	STD	Cook, MacKenzie	CHECKED IN	Requested	
331	KNGN	Dirty	STD	Cristiansen, Arlanah	CHECKED IN	Requested	Resv
424	KNGN	Dirty	STD	Shelton, Peyton	CHECKED IN	Requested	
428	SDBN	Dirty	STD	White, Mattea	CHECKED IN	Requested	Repo
437	SJSN	Dirty	STE	Simpson, Brian	CHECKED IN	Requested -	Close

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.	•
5.	To display a reservation for review or editing, double click on the grid
	entry or highlight your choice and select <b>Resv</b> .
Ľ	he 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.	
3.	
	you wish to search.
5.	To generate the turndown tasksheet, select <b>Report</b>
	· · ·
Г	he <b>TURNDOWN TASKSHEET</b> filter screen displays.
	he <b>TURNDOWN TASKSHEET</b> filter screen displays.
	-
	he <b>TURNDOWN TASKSHEET</b> filter screen displays.
	he <b>TURNDOWN TASKSHEET</b> filter screen displays.
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	he TURNDOWN TASKSHEET filter screen displays.
7.	he TURNDOWN TASKSHEET filter screen displays.
7.8.	he TURNDOWN TASKSHEET filter screen displays.
7. 8. 9.	he TURNDOWN TASKSHEET filter screen displays.

11. Choose to **Preview**, **Print** or **File** the task sheet.



### The **TURNDOWN TASKSHEET** prints, files or displays on screen.

era							Turndown Taskshee	t							20:33
		06-28	-06/1												
Attendant Id and Name		ne 01 / 01													
iils															
Room Status	FO Status	Credits	Section AM	Section PM	Reservation Status	Turndown Status	Name	Arrival	Arr. Time	Departure	VIP	Adl	Chl	Specials	Instructions
IP	000	3	0101	0101	CHECKED IN	Requested	Wilson, John	06-27-06	13:47	06-29-06		ŧ.	0		
DI	OCC	1	0102	0102	CHECKED IN	Requested	Peterson, William	06-27-06	13:45	06-29-06		1:	0		
IP	VAC	1	0102	0102	DUE IN		Schulte, Bridget	06-28-06		07-03-06		1	0		
IP	occ	1	0101	0101	CHECKED IN		Smith, Wesley	06-26-06	14:50	07-03-06		1	0		
DI	OCC	1	0101	0101	CHECKED IN		Pilot, Bill	06-26-06	15:14	06-29-06	2	2	0		
DI	occ	1	0102	0102	CHECKED IN	Requested	Johnson, Michael	06-27-06	13:44	06-29-06		1	0		
IP	000	2	0102	0102	CHECKED IN	Requested	White, Nancy	06-27-06	13:47	06-29-06		1	0		
Dí	000	1	0301	0301	CHECKED IN	Requested	Johnson, MacKeon	06-26-06	18:40	06-29-06		2	0		
IP	000	1	0301	0301	CHECKED IN	Requested	Smith, Kylen	08-26-06	16:40	06-29-06		4	0		
Attenda	nt	01 -	01												
ns			Ę	6											
ts			14												
Iren			C	6											
	Room Status IP DI IP DI DI DI IP DI IP S S	Is           Room         FD           Status         Status           Status         Status           IP         OCC           DI         OCC           IP         OCC           New OCC         OCC           IP         OCC           S         S           s         S	Room         FO         Credits           Status         Status         Status           IP         OCC         1           DI         OCC         1           IP         VAC         1           IP         OCC         1           DI         OCC         1           DI         OCC         1           DI         OCC         1           IP         OCC         1           IP         OCC         1           IP         OCC         1           IP         OCC         1           S         s         5	Is         Credits         Section AM           IP         OCC         1         0101           DI         OCC         1         0102           IP         VAC         1         0102           IP         VAC         1         0102           IP         OCC         1         0101           DL         OCC         1         0101           DL         OCC         1         0101           DL         OCC         1         0102           IP         OCC         1         0301           IP         OCC         1         01<-01	Bis         Section         Section         Section           Roam         FO         Credits         Section         Section           IP         OCC         1         0101         0101           DI         OCC         1         0102         0102           IP         VAC         1         0102         0102           IP         OCC         1         0101         0101           DI         OCC         1         0102         0102           IP         OCC         1         0101         0101           DI         OCC         1         0102         0102           IP         OCC         2         0102         0102           DI         OCC         1         0301         0301           IP         OCC         1         1         1           IP         OCC         1	Is         Recent         FO         Credits         Section         Section         Reservation           IP         OCC         1         0101         0101         CHECKED IN           DI         OCC         1         0102         0102         CHECKED IN           IP         VAC         1         0102         0102         CHECKED IN           IP         VAC         1         0102         0102         DUE IN           IP         OCC         1         0101         0101         CHECKED IN           DI         OCC         1         0101         0101         CHECKED IN           DI         OCC         1         0101         0101         CHECKED IN           DI         OCC         1         0102         0102         CHECKED IN           DI         OCC         1         0301         0301         CHECKED IN           DI         OCC         1         0301         0301         CHECKED IN           IP         OCC         1         0301         0301         CHECKED IN           IP         OCC         1         0301         0301         CHECKED IN	Is         Room         FD         Credits         Section         Reservation         Turndown           IP         OCC         1         0101         0101         CHECKED IN         Requested           DI         OCC         1         0101         0101         CHECKED IN         Requested           DI         OCC         1         0102         0102         DIE IN         Requested           DI         OCC         1         0101         0101         CHECKED IN         Requested           DI         OCC         1         0101         0101         CHECKED IN         Requested           DI         OCC         1         0101         0101         CHECKED IN         Requested           DI         OCC         1         0102         0102         CHECKED IN         Requested           DI         OCC         1         0301         0301         CHECKED IN         Requested           IP         OCC         1         0301         0301         CHECKED IN         Requested           IP         OCC         1         0301         0301         CHECKED IN         Requested           IP         OCC         1         0	Is         Room         FO         Credits         Section         Add         Reservation         Turndown         Name           IP         OCC         1         0101         0101         CHECKED IN         Requested         Wilson, John           DI         OCC         1         0101         0101         CHECKED IN         Requested         Peterson, William           IP         VAC         1         0102         0102         DUE IN         Requested         Peterson, William           IP         VAC         1         0101         CHECKED IN         Requested         Peterson, William           IP         OCC         1         0101         0101         CHECKED IN         Requested         Piterson, William           IP         OCC         1         0101         0101         CHECKED IN         Requested         Piterson, Michael           IP         OCC         1         0301         0301         CHECKED IN         Requested         Johnson, Michael           IP         OCC         1         0301         0301         CHECKED IN         Requested         Johnson, Michael           IP         OCC         1         0301         0301         CHECKED IN	Is         Annual         Status         Status         Status         Status         Status         Name         Annual           IP         OCC         1         0101         1010         OHECKED IN         Requested         Wilson, John         08-27-08           DI         OCC         1         0101         0101         OHECKED IN         Requested         Peterson, William         09-27-08           DI         OCC         1         0102         0102         OHECKED IN         Requested         Peterson, William         09-27-08           IP         VAC         1         0102         D102         DUE IN         Requested         Peterson, William         09-27-08           DI         OCC         1         0101         OHECKED IN         Requested         Peterson, William         09-27-08           DI         OCC         1         0101         0101         CHECKED IN         Requested         Peterson, William         09-27-08           DI         OCC         1         0101         0101         CHECKED IN         Requested         Johnson, Michael         08-27-08           DI         OCC         1         0301         0301         CHECKED IN         Requested	Is         Racen         FD         Credits         Section         Reservation         Tumdown         Name         Annual         Arr.           IP         OCC         1         0101         0101         CHECKED IN         Requested         Wilson, John         09-27-08         13:47           DI         OCC         1         0102         0102         CHECKED IN         Requested         Peterson, William         09-27-08         13:45           IP         VAC         1         0102         0102         CHECKED IN         Requested         Schule, Bridget         09-27-08         13:45           IP         VAC         1         0102         0102         DUE IN         Requested         Schule, Bridget         09-27-08         13:45           IP         OCC         1         0101         0101         CHECKED IN         Requested         Schule, Bridget         09-28-08         16:14           DI         OCC         1         0101         0101         CHECKED IN         Requested         Johnson, Michael         09-27-08         13:44           DI         OCC         1         0301         0301         CHECKED IN         Requested         Johnson, Mackaen         09-27-08	Iss         Arrival         Arr.         Departure           Room         FO         Credits         Section         Reservation         Status         Status         Name         Arr.         Departure         Time         Departure           IP         OCC         1         0101         0101         CHECKED IN         Requested         Wilson, John         06-27-06         13:47         06-29-08           DI         OCC         1         0102         0102         CHECKED IN         Requested         Peterson, William         06-27-06         13:47         06-29-08           IP         VAC         1         0102         0102         CHECKED IN         Requested         Schute, Bridget         06-27-06         13:47         06-29-08           IP         VAC         1         0102         DIE         N         Requested         Schute, Bridget         06-29-06         07-30-06           DI         OCC         1         0101         OHECKED IN         Requested         Johnson, Michael         06-27-06         18:44         06-29-06           DI         OCC         1         0102         OHECKED IN         Requested         Johnson, Michael         06-27-06         13:44         06-29-	Is         Annual         Arr.         Desture         VIP           Room         FO         Credits         Section         Reservation         Status         Status         Name         Amival         Arr.         Departure         VIP           IP         OCC         1         0101         0101         CHECKED IN         Requested         Wilson, John         06-27-06         13:47         06-29-06         01:47         06-29-06         01:47         06-29-06         01:47         06-29-06         01:47         06-29-06         01:47         06-29-06         01:47         06-29-06         07:33-06         07:33-06         07:33-06         07:33-06         07:33-06         07:33-06         07:33-06         07:33-06         07:33-06         07:33-06         07:33-06         07:33-06         07:33-06         02:002         CHECKED IN         Requested         Pilots, Bill         05:29-06         16:50         07:33-06         2         01:002         CHECKED IN         Requested         Joinson, Michael         06:27-06         13:47         06:29-06         2           DI         OCC         1         0102         0102         CHECKED IN         Requested         Joinson, Michael         06:27-06         13:47         06:29-06	Is         Arrival         Arr.         Departure         VIP         Adl           Rborn         FO         Credits         Section         Add         PM         Status         Status         Name         Arrival         Arr.         Departure         VIP         Adl           IP         OCC         1         0101         0101         CHECKED IN         Requested         Wilson, John         06-27-06         13:47         06-29-06         1           DI         OCC         1         0102         0102         CHECKED IN         Requested         Peterson, William         06-27-06         13:47         06-29-06         1           IP         VAC         1         0102         0102         DUE IN         Requested         Schute, Bridget         06-28-06         16:00         07-33-06         1           DI         OCC         1         0101         OHECKED IN         Requested         Johnson, Michael         06-29-06         14:50         07-33-06         1           DI         OCC         1         0101         OHECKED IN         Requested         Johnson, Michael         06-27-06         18:44         06-29-06         2         2         1           DI	Is         Arrival         Arr.         Departure         VIP         Add         Chi           Riom         F0         Credits         Section         Add         PM         Status         Status         Name         Arrival         Arr.         Departure         VIP         Add         Chi           IP         OCC         1         0101         0101         CHECKED IN         Requested         Wilson, John         06-27-06         13:47         06-29-06         1         0           DI         OCC         1         0102         0102         CHECKED IN         Requested         Peterson, William         06-27-06         13:47         06-29-06         1         0           IP         VAC         1         0102         0102         DUE IN         Requested         Schute, Bridget         06-28-06         14:50         07-33-06         1         0           DI         OCC         1         0101         OHECKED IN         Requested         Johnson, Michael         06-27-06         14:40         06-29-06         2         2         0           DI         OCC         1         0101         OHECKED IN         Requested         Johnson, Michael         06-27-06         14	Is         Arrival         Arr



# 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.

Start Date 07-08	-06	1					Search
Facility Tasks TOTCL	LTOUCH,CC	MAREA 👱	1				
		Saturday	Sunday	Monday	Tuesday	Wednesday	
		07-08-06	07-09-06	07-10-06	07-11-06	07-12-06	
Fotal Rooms Reserved		1	0	0	0	0	
Occupancy %		00.65	00.00	00.00	00.00	00.00	
Arrival Rooms	>>	0	0	0	0	0	
Stayovers	>>	1	0	0	0	0	
Departure Rooms	>>	0	1	0	0	0	
Adults In-House		1	0	0	0	0	
Children In-House		0	0	0	0	0	
Total Cleaning	>>	0	1	0	0	0 🔺	
+ TOTAL	>>	0	1	0	0	0	
					-		

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.

<b>1</b>	🧟 SHELL - Report Parameters 🛛 🛛 🗙									
		Facility F	orecast							
	Preview	Print	Eile	Close						
⁻ħe	e report print	s out search	ned facility	v tasks and any asso						

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.

Clea I Dirty I Out i	·	Pickup Inspected Out of Serv		Status Room		<u>+</u>		Sean
Room	Rm. Type	Room Status	FO Status	Service Status	Floor	Room Class	Reservation Status	
105	KSBS	Inspected	000	•	LOW	JRS	Arrived	
115	KNGN	Inspected	000		LOW	STD	Stayover	
120	SDBN	Inspected	000		LOW	STD	Stayover	
121	KNGN	Inspected	000		LOW	STD	Stayover	
126	SDBN	Inspected	occ		LOW	STD	Stayover	
302	SDBN	Clean	occ		HIGH	STD	Stayover	
307	KNGN	Clean	occ		HIGH	STD	Stayover	
308	KNGN	Clean	occ		HIGH	STD	Stayover	
313	KNGN	Dirty	occ		HIGH	STD	Stayover	
318	KNGN	Dirty	000		HIGH	STD	Stayover	
331	KNGN	Dirty	000		3RD F	STD	Stayover	
424	KNGN	Dirty	000		4TH F	STD	Stayover	
			occ		4TH F		Stayover	l Res

- 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.

R	For D Ro Dom Cla		4	Show Qut of Out of				Search
x	Room	Status	From Date	Through Date	Return As	Reason	Description	
	117	00	11-08-06	11-11-06	Dirty	REN	Renovation	
	119	00	11-08-06	11-11-06	Dirty	REN	Renovation	
	120	00	11-08-06	11-11-06	Dirty	REN	Renovation	
	121	00	11-08-06	11-11-06	Dirty	REN	Renovation	
	123	00	11-08-06	11-11-06	Dirty	REN	Renovation	
	124	00	11-08-06	11-11-06	Dirty	REN	Renovation	Dețails
								Resv.
								Сору
								 New
								 ⊑dit
_								

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.



🧱 SHELL - Out of	f Order/Service - Nev	N		X
Room List	201			t
From Room		🛨 🛛 To R	oom	Ŧ
From Date	11-10-06	🗰 Through I	Date 11-10-06	
Status	Out of Service	•		
Return Status	Dirty	-		
Reason	AC	🛃 Air Condi	tioner	
Remarks				* *
			<u>0</u> κ	<u>C</u> lose

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-oforder 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.

	Property DOCONENT		e Since 12/1 ard No.	1/05				Search
Room	Name	Arrival	Departure	Prs	Rate Code	Revenue	Rate	<u>.</u>
1920	Slater, Todd	12/14/05	12/14/05	1/0	CORP1	624.27	287.50	
1920	Pace, Marie	12/14/05	12/14/05	1/0		77.69	0.00	
1920	Slater, Todd	12/14/05	12/14/05	1/0	CORP1	663.15	287.50	
1920	Delacorte, Sam	12/14/05	12/14/05	1.0	SEASON2	573.49	250.00	
								Profile
								Resv.
		1				_		
								Reyenue
			_					Eolio
			1					Close

- 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 🛛	Date 06-29-06				
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			
	Physica	I New	Edit Delet	te Close			

2. To establish sell limits, select New.



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	The <b>NEW NUMBER TO OVERBOOKING</b> screen displays.
	From Date       06-29-06         To       07-06-06         Sun       Mon       Tue         Wed       Thu       Fri         Sat       Image: Set Set Set Limit
	Room Class Room Type SJSN Overbook Level 5 C Number C Percentage
	<ol> <li>QK Qlose</li> <li>Enter the From Date/To for the dates to set overbooking limits.</li> <li>Check the days of week the limits apply.</li> <li>Click the drop down arrow next to the Room Type field to select the room type for overbooking.</li> <li>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.</li> <li>Enter either the Overbook Number or Overbook Level.</li> </ol>
	<ul> <li>8. Select <b>OK</b>.</li> <li>Notice the limits set in the <b>Overbooking</b> column of the setup screen. To view the difference in the number of rooms left to sell and the overbooking limit, select <b>Physical</b>.</li> </ul>
Occupancy Graph	The <b>Occupancy Graph</b> 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 <b>Occupancy Graph</b> , 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.

Room	Room [ Class [				Shov CA CR CU					Search
loom	Туре	Room Status	FO Status	Reason	Last Change	User	Resolved On	Resolved By		
16	KSBS	Dirty	VAC	PLB	06-27-06	SUPERVISOR				
31	KNGN	Dirty	VAC	FURN	06-27-06	SUPERVISOR				
21	SJSN	Dirty	VAC	DOOR	06-27-06	SUPERVISOR	06-27-06	SUPERVISOR		
	1			🗑 Ro	om Maintenan	ce - New		×		Print
	1		-		Room 215		±	1	6	 Resolve
		1			Reason PLB		±	1		
				Ren	harks					
				- Plurr	bing to be chec	ked - leakage arol	und sink. 📃 📥			
Rema	rks	<u>(</u>								New
	alena.			_				-	1	⊑dit
Guest	says toil	et always runnin	g					1   -		Delete
						Save	Close	1 3		Close

2. Select New.

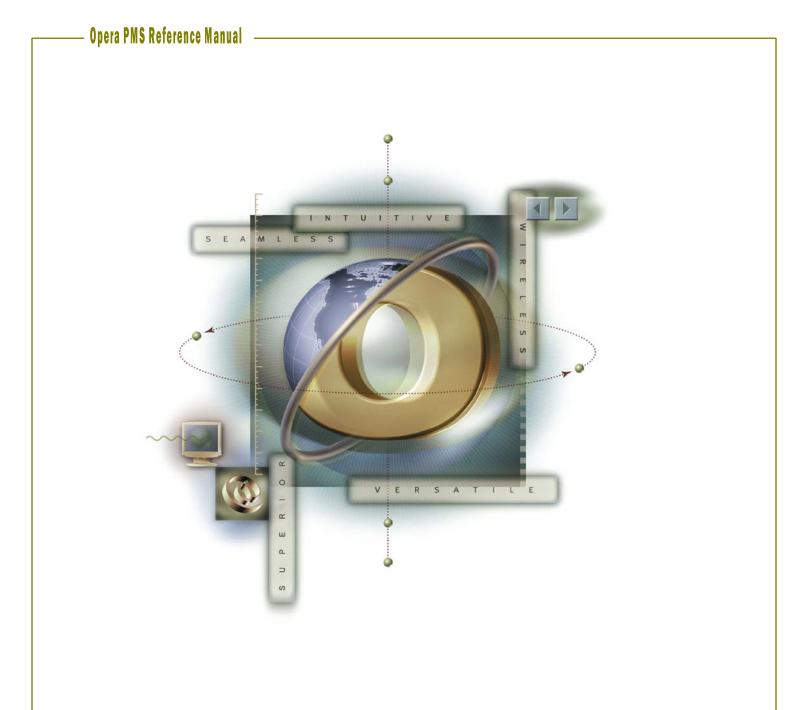
The **ROOM MAINTENANCE – NEW** screen displays.

- 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**.



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	To print a report of all unresolved work orders, follow the steps below:						
	<ol> <li>From the MAINTENANCE screen, select the Unresolve radio button a the top of the screen and select Search to display unresolved work orders in the display grid.</li> <li>Select Print.</li> </ol>						
	To resolve maintenance requests once completed, follow the steps below:						
	1. From the <b>MAINTENANCE</b> screen, search for and highlight the room with a work order to resolve.						
	<ol> <li>Select <b>Resolve.</b></li> <li>Answer "Yes" to resolve the record.</li> </ol>						





# **Chapter 7 – Accounts Receivable**



<b>AR Overvie</b>	
AR Pre-	There are four pre-requisites for direct bills to properly post to the AR Ledger.
Requisites	• 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 checkou 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.

3	From Date		Folio No.	/	Account Name			Search All
	To Date 11-01-0	16	Invoice No.		Name			None
	Account Name	Account No.	Name	Date	Amount	Folio No.	Invoice No.	
The second	Applebees	987APPL	Black, Darren	10-01-06	665.00	396	3	
	Universal Hotel	111222333	Flanagan, Patricia	10-01-06	150.00	399	4	
			i i					
				_	_			
1	-							Eolio
	2			_	-			Transfe
					-		-	Details



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.

- 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.

Account Name From Account No. To Account No. Account Yop		ଙ All ← Open Balance ← No <u>B</u> alance				Searci
Account Name	Account No.	Balance	Contact	Type	City	
Applebees	987APPL	1,315.00	Buddy Holiday	CP	Mason	
Kings Travel	1223455677	0.00	Terny King	TA	Luton	
Marriott International	1244MARR	-181.00	Marnie Gautsch	CP	Bethesda	
Universal Hotel	111222333	150.00		CP		
						Opțion
		-				Deleti
						New
						Selec
		-				

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.



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1	Setup Account for BANK OF AMERICA	
	Account Type CP ± Corporate Accounts	
	Account Number BOA1234 Status	
	Credit Limit 10,000.00 Flagged	
	Contact John Smith	
	Phone / FAX 2138374235	
	Email jsmith@bankofamerica.com	
	AR Address Senior Sales Training Officer	
	555 S Flower St	
	City Los Angeles	
	Postal Code 90007	
	Country / State US ± CA	
	Reference Currency EUR ± Last Reminder Sent to	
	Last Statement Sent to	
	Last Statement Sent to	
	Include in Batch Stmt 🗹 Permanent Account 🗹	5
7.	Click the drop down arrow next to <b>Account Type</b> to select the h account type (i.e. Corporate Accounts). Account types usually di	
8. 9.	account type (i.e. Corporate Accounts). Account types usually di hotel to hotel and are setup for varying reminder letter cycles. Enter the <b>Account Number</b> . Account numbers are defined you Usually, they follow some pattern and the Accounting office sets for all accounts. Depending on your hotel's application settings, may auto-generate or you may enter the number manually. Enter the <b>Credit Limit</b> to define how much the Accounting dep approves for use on this account. This does not limit the accoun but rather flags the account on reports if there are outstanding ba exceed the account's credit limit. Depending on your hotel's app settings, you may have a default credit limit assigned for accounts . Select <b>Flagged</b> for the account only if the account has a " <b>Restrice</b>	ffer from ir hotel. that patte this numb artment it from use clances that lication s.
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8. 9. 1(	<ul> <li>account type (i.e. Corporate Accounts). Account types usually di hotel to hotel and are setup for varying reminder letter cycles. Enter the Account Number. Account numbers are defined you Usually, they follow some pattern and the Accounting office sets for all accounts. Depending on your hotel's application settings, may auto-generate or you may enter the number manually. Enter the Credit Limit to define how much the Accounting dep approves for use on this account. This does not limit the account but rather flags the account on reports if there are outstanding ba exceed the account's credit limit. Depending on your hotel's approvers for accounts. Select Flagged for the account only if the account has a "Restrict to deactivate the account for direct billing.</li> <li>Enter the Contact and AR address, phone, or fax information account contact or communication information differs from that profile, be certain to change those details here. Changing these d</li> </ul>	ffer from ir hotel. that patte this numl artment it from us lances th lication s. cted" stat
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# **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.

			C All Invoices C Open Invoices Payments Only			Folio No Invoice No		ite	Da
	150.00	unt Balance 🦳	Acci			111222333	tel -	ersal Ho	niv
	<u>.</u>	Open	Amount	Invoice No.	Folio No.	ame	Na	Date	+
	150.00	50.00		9	39	anagan, Patricia	Fit	10-01-06	
							_		
							_		_
New				_			_		
Edit				-			-		
Invoid					_				-
Paym			-		-		-		-
Compr									-
- COUDA			-	-	-		-	-	-
				-	-		-		-
								-	1
									-
							-		
		4			1		-	10	-
Option	> >>		1				sal	Univers	<

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.



	<ul> <li>Edit - edits th</li> <li>Invoice - disp</li> <li>Payment - ap</li> <li>Compress - approved the section of the section</li></ul>	s a new AR inv ne invoice histo plays folio detai oplies a paymen combines multi on compressing s chapter. splays the AR in	bry for the sel ils on the sel t to the sele ple invoices invoices, se	elected invoice lected invoice ected invoice selected into ee the "Comp	one invoice (fo ress Invoices"	or
<b>View and Modify AR Invoice Details</b>	History) When viewing invoic screen. This allows y adjustments or post r Follow the steps below 1. From the ACCO wish to see details The INVOICE DE' Maree Flanagan, Patricia Group Company Universal Hotel	es, the folio det ou to investigat new charges to ow to view the f <b>UNT MAINT</b> s and select <b>Inv</b>	Tails from the tee the details the invoice.	e original gues s of a particula of an invoice:	st stay display ar invoice and	on the make
	Account No. 111222333 Date Code Description	Amount	Supplement	Rate	250.00 EUR	
	09-01 50700 HSIA Sales 09-01 50200 Access Call					<u>o</u> st ljust plio dit

BILLING screen.



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	<ol> <li>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.</li> <li>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.</li> <li>To print the folio, select Folio.</li> <li>To modify transaction details, such as a reference or supplement line, on a particular charge, highlight that charge and select Edit.</li> <li>To view or modify the individual guest profile that belongs to that invoice, select Profile.</li> <li>To close the AR INVOICE DETAILS screen and return to the ACCOUNT MAINTENANCE screen, select Close.</li> </ol>
<b>Create a New AR Invoice</b>	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. Mig RESLU - New Invoice
	Market A/R  Accounts Receivable Source A/R A/R  A/R Accounts Room Class PSEU Pseudo Room Invoice Supplement Lunch Banquet Invoice Reference Conference Room A
	<ul> <li>QK Qlose</li> <li>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.</li> <li>3. Select OK to continue.</li> <li>The POSTING screen displays.</li> </ul>
	<ul> <li>Enter the charges to post (as explained in the Cashiering chapter) and select <b>Pos</b></li> <li>4. A message displays asking if you would like to print a folio for the invoice. Answer <b>Yes</b> to print the invoice or <b>No</b> to decline.</li> </ul>



# 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.

THE GOUL	50200	<u>+</u>	
Begin Date	09-01-06		
End Date	09-01-06		
Amount     Percentage	-10.0	10]	
leason Code			
	Guest Cor	nplain	
Reason Text			
Guest charged \$10	0.00 more tha	an expected fo	or 🔺
Access Call.			

- 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.

Payment Code 9002 ± Check Currency USD ± US Dolla	
Amount 200.00 USD	r .
Supplement Check #1234	
C Apply Payment	
Unallocated payment	
Apply payment to oldest charges	
Apply payment to marked charges	
${f C}$ Apply payment selectively	

- 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**.

Payment Code Currency			6
Amount	200.	00 EUR	
Supplement			
Reference			
Apply Payment			
☐ Unallocated pay	ment		
Apply payment to	o oldest charges	5	
Apply payment to	marked charge	es	
C Apply payment ≤	electively		

- 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.

Post Date	Name	Folio No.	Invoice No.	Paid	Balance	Apply
10-01-06	Flanagan, Patricia	399	4	0.00	140.00	100.00
12-01-06	Universal Hotel	416	5	0.00	500.00	100.
Payment	200.00					
Total Selected	100.00					
Remaining	100.00				Pay Euli <u>P</u> o	ist <u>C</u> lose

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**.

Payment Code 92100 🛨 A/R - Chec	que
Currency EUR 🛓 Euro Curre	ency
Amount 500.00 EUR	
Supplement	
C Apply Payment	
C Unallocated payment	
Apply payment to oldest charges	
Apply payment to marked charges	
C Apply payment selectively	
	Post Close

- 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**.

D	ate (	Folio Invoice	101520 C		<ul> <li>○ All Invoices</li> <li>○ Open Invoices</li> <li>○ Payments Only</li> </ul>			Searc <u>t</u> Details
iv	ersal Hot	el - 111222333			Acci	ount Balance	390.00	
÷	Date	Name	Folio No.	Invoice No.	Amount	Open	<u> </u>	
	10-01-06	Flanagan, Patricia	399			40.00	140.00	
	12-01-06	Universal Hotel	416	Edit	·	500.00	250.00	
_				Unca	mpress			
_				Unap				
_					rse Paymeh\$			
-				Eirst		1		New
-				Last	-			Edit
-								Invoice
								Paymer
								Compre
_								
_								
_								
_								
~	Univers	al	1		ĺ.	1	2 2	-
								Opțion

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.

	RE:	BLU - Account I	Maintenance (Unive	rsal Hotel - 11	1222333)					×		
		Date		Folio No. [			C All Invoi C Ogen In			Search		
				Invoice No.			E Paymer			Details		
	Uni	iversal Hot	el - 111222333	i				Account Balance [	540.00			
	×	+ Date	Name		Folio No.	Invoice No.	Amount	Open	<u> </u>			
		10-01-06	Flanagan, Patrici	a		399	4	140.00	140.00			
		12-01-06 12-01-06	Universal Hotel *A/R - Cheque			416	5	500.00 -100.00	500.00 -100.00			
		12-01-00	Witte Cheque			Edit		-100.00				
						Uncompress						
						Unapply Reverse Paym	ant			New		
	-				-	Eirst	15			Edit		
						Last				Invaice		
										Payment		
										Compress		
	-	1			-		-					
	-											
										į.		
		< Universa	al	1	1		1	1		1		
										Options		
			Traces							Close		
	NI	TTF.	A ftor r		202.0	2011000	t the	total acc	ount hale	ncoinc	roacoc by that	
					· ·						reases by that	
	am	ount a	and there	e is no	) line	item ir	1 the 2	account fo	or the pay	yment.		
									· ·			
Compress	Mu	iltiple :	invoices	on an	1 AR	accour	nt can	be diffic	ult to ma	nage. T	here are time	S
-											essed into on	
Invoices		2			-			0 1		1		L
	inv	oice.	For exa	mple,	if an	airline	crew	stays at y	our hotel	, the air	line typically	
	nre	fers o	ne invoi	ce for	the	flight n	umhe	r instead	of indivi	dual inv	voices for each	h
											01000 101 0401	1
	cre	w gue	st. In th	us eve	ent, tl	ne <b>Con</b>	pres	s feature	is the sol	ution.		
	т				C 11	.1	. 1	1				
	10	comp	ress inv	oices,	tollo	w the s	steps	below:				
	1.	From	the <b>AC</b>	cou	NT	MAIN	TEN	JANCE	screen, pl	lace and	"X" next to	
									× 1			

each invoice to compress and select Compress.



#### The **COMPRESS INVOICES** screen displays.

	Date	Folio No. Invoice No.		C All C Open □ Payments O	Printed		Search Details
NI	D999 - Inde	pendent Hotels	Closed	d Invoice	Account Balanc	2,685.66	
e	+ Date	Name	Folio No.	Invoice No. Amo			
4	04-12-06	Independent Hotels		16	500.00	500.00	
( (	05-12-06 06-12-06	Ind Compress Invoices					×
			All invoicos fr			1	New
		Supplement		om same event, Comp	pany requested compressi	ON INTO ONE INVOICE.	Paymer
		Supplement		om same event. Com	any requested compress		Invoice Paymer
		Supplement		om same event. Comp	any requested compress		Edit Invoice Paymer ompre:

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.

	Ľ	Date	Folio No Invoice No	2	C All © Open	Printed     Ngt Printed		Sear Deta
					🗖 Payment	s Only		
NI	29	99 - Inde	pendent Hotels			Account Ba	lance 2,685.66	
ĸ	+	Date	Name	Folio No.	Invoice No.	Amount	Open	
¢	5	06-12-06	Independent Hotels		30	2,685.66	2,685.66	
		06-12-06	Independent Hotels		14	1,985.66	1,985.66	
		04-12-06	Independent Hotels		16	500.00	6100,000,000	
		05-12-06	Independent Hotels		15	200.00	200.00	
								Nev
	_	-						Edi
	_							Invoi
-	_				_			Paym
-	-				-			Compr
-	_							Comp
	_							
-	-				_			
-	-							
	_							-
Ľ		1					T	
<	<	Independ	en				> >>	0.44
_					1.			Opțio

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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**.

	Date	Folio No. Invoice No.		C All Ope	in ments O	Printed		Searc Detai
IN	D999 - Inde	ependent Hotels				Account Ba	lance 2,685	5.66
x	+ Date	Name	Folio No.	Invoice No	Amo	ount	Open	
	- 06-12-06	Independent Hotels	Edit		30	2,685.66	2,68	5.66
х	06-12-06	Independent Hotels	and the second se	mpress 🔪	14	1,985.66	1,98	5.66
х	04-12-06	Independent Hotels	Unap		16	500.00	50	0.00
X	05-12-06	Independent Hotels	Reve	rse Payment	15	200.00	20	0.00
	-		Eirst	8	_			_
_			Last		_			Nev
_								Edil
_								Invoir
_					-			Paym
_				-				Compr
_					_			_
								-
-322			j,			10		
•								
<<	< Indepen	den					>	Deption
		Traces						Clos

This action returns all compressed invoices back to individual invoices.

**NOTE:** You may only uncompress invoices on the same business date they originally compressed.



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## **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.

Account Setup	Aging	Close Invoice	Fixed Charges
Future Resv.	Notes	Post History	Erofile
Reminders	Statement	Traces	Year View
	<u>C</u> I	ose	
Select <b>Options</b> from ACCOUNT POST	the ACCOUNT	' ' maintenan	<b>CE</b> screen to c
ACCOUNT POST	the ACCOUNT ING OPTIONS	<b>MAINTENAN</b> screen.	ľ
ACCOUNT POST	the ACCOUNT	' ' maintenan	CE screen to c
ACCOUNT POST	the ACCOUNT ING OPTIONS	<b>MAINTENAN</b> screen.	ľ
ACCOUNT POST	the ACCOUNT ING OPTIONS s Aging	Close Inypice	Fixed Charges



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 2	Aging

	Levels	Open	Credits	
	Up to 30	640.0	0 -250.0	0
	31 - 60	0.0	0.0	0
	61 - 90	0.0	0.0	0
	91 - 120	0.0	0.0	0
	121 - 150	0.0	0,0	0
	151 and over	0.0	0.0	0
	Ť	otal 640.01	) -250.0(	 D]
			Close	
	in each bucket. 3. Select <b>Close</b>			
Close Invoice	<ul> <li>in each bucket.</li> <li>3. Select Close</li> <li>For hotels that al the Close Invoid you pay the invoid</li> </ul>	to exit. low invoices to remain o ce option closes paid inv ice in full. If your hotel	open until a manual se voices. This option is does not choose to cl	election to close it, only available once lose invoices
	<ul> <li>in each bucket.</li> <li>3. Select Close</li> <li>For hotels that al the Close Invoid you pay the invoid manually, the pro</li> <li>The Fixed Char automatically to a rents a parking space.</li> </ul>	to exit. low invoices to remain o ce option closes paid inv	open until a manual se voices. This option is does not choose to cl ayment to the invoice tting up a fixed charge mple, if a company n you bill them on a mage	election to close it, only available once lose invoices e closes the invoice. e to post ext door to the hote onthly basis, setup a
nvoice Fixed	<ul> <li>in each bucket.</li> <li>3. Select Close</li> <li>For hotels that al the Close Invoid you pay the invoid manually, the product of the Fixed Charge on postings.</li> </ul>	to exit. low invoices to remain of ce option closes paid inv ice in full. If your hotel press of applying a full p ges option exists for set an AR account. For exa pace from the hotel and	open until a manual se roices. This option is does not choose to ch ayment to the invoice tting up a fixed charge mple, if a company n you bill them on a me in invoice nightly with	election to close it, only available once lose invoices e closes the invoice. e to post ext door to the hote onthly basis, setup a n the End of Day



#### **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**

Preated	Title	Last Modified	
9-02-06	Credit Status	19-02-06 17:52 by SUPERV	/ISOR
		1997. 	
Contact has	requested increase in cre	lit limit for good payment history.	
Contact has	requested increase in crea	lit limit for good payment history.	

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 dis revenue posting			0	ng postings (b	both payments an		
	Follow the step:	s below to view	v Post Histor	y on an	account:			
	<ol> <li>Select <b>Optio</b></li> <li>Select <b>Post</b></li> </ol>	ons from the A History.	AR ACCOU	NT SE	ARCH scree	en.		
	All postings to the AR account display.							
	RESLU - Posting History fo	IT UNIVERSAL HOTEL	Reason Date	Time	User			
	Reverse Posting for Account Post - 92100 - A/R - Cheque Adjustment by amount -10 or	9-140 EUR	chei 12-01-06 12-01-06	6 17:34 6 17:34	Opera Supervisor Opera Supervisor Opera Supervisor			
	Adjustment by amount -10 of Adjustment by amount -10 of New Invoice Creation for Acc Tranfer of Invoice 2 From UN	n Invoice 4, Invoice Amount∹≍ count - 111222333 and guest	15 COM 10-01-00 _ns 12-01-00	6 17:32 6 17:29	Opera Supervisor Opera Supervisor			
	Terminal <b>m33398.us.N</b>	Aicros.int.166628206	3EH 109-01-00	5  03.15	Steven Zhong	ails Ciose		
	Machine <b>m33398.us.N</b>	Aicros.int.166628206						
	Details list the	original postin	g on the left :	and any	changed or a	adjusted		
Pay History	transactions on	the right.				adjusted made on an AR		
Pay History	transactions on Payment Histor	the right. ry displays deta	iled informat	ion abo	out payments	made on an AR		
<b>Pay History</b>	transactions on Payment Histor account. Follow the steps	the right. y displays deta s below to view <b>ons</b> from the A	iled informat v Payment H	ion abo istory o	out payments	made on an AR		
Pay History	transactions on Payment Histor account. Follow the step: 1. Select <b>Optic</b> 2. Select <b>Pay I</b>	the right. y displays deta s below to view ons from the A History.	iled informat v Payment H ACCOUNT	ion abo istory o <b>MAIN</b> ays any	out payments on an account <b>TENANCE</b> payments ma	made on an AR :: : screen. ade on invoices, ;		
Pay History	transactions on Payment Histor account. Follow the steps 1. Select <b>Optic</b> 2. Select <b>Pay I</b> The <b>PAYMEN</b> applied <b>Amoun</b>	the right. ty displays deta s below to view ons from the A History. T HISTORY at to each invoi at 1st Commercial Bank, ode Description	iled informat v Payment H ACCOUNT screen displa ce, and the <b>P</b>	ion abo istory o <b>MAIN</b> ays any	out payments on an account <b>TENANCE</b> payments ma te of the pay:	made on an AR :: 2 screen. ade on invoices, f ment.		
Pay History	transactions on Payment Histor account. Follow the steps 1. Select <b>Optic</b> 2. Select <b>Pay I</b> The <b>PAYMEN</b> applied <b>Amoun</b>	the right. ty displays deta s below to view ons from the A History. T HISTORY at to each invoi at 1st Commercial Bank, ode Description	iled informat v Payment H ACCOUNT screen displa ce, and the <b>P</b>	ion abo istory o <b>MAIN</b> ays any <b>Post Da</b>	out payments on an account <b>TENANCE</b> payments ma te of the pay:	made on an AR :: Screen. ade on invoices, ment.		
Pay History	transactions on Payment Histor account. Follow the steps 1. Select <b>Optic</b> 2. Select <b>Pay I</b> The <b>PAYMEN</b> applied <b>Amoun</b>	the right. ty displays deta s below to view ons from the A History. T HISTORY at to each invoi at 1st Commercial Bank, ode Description	iled informat v Payment H ACCOUNT screen displa ce, and the <b>P</b>	ion abo istory o <b>MAIN</b> ays any <b>Post Da</b>	out payments on an account <b>TENANCE</b> payments ma te of the pay:	made on an AR :: 2 screen. ade on invoices, f ment.		
Pay History	transactions on Payment Histor account. Follow the steps 1. Select <b>Optic</b> 2. Select <b>Pay I</b> The <b>PAYMEN</b> applied <b>Amoun</b>	the right. ty displays deta s below to view ons from the A History. T HISTORY at to each invoi at 1st Commercial Bank, ode Description	iled informat v Payment H ACCOUNT screen displa ce, and the <b>P</b>	ion abo istory o <b>MAIN</b> ays any <b>Post Da</b>	out payments on an account <b>TENANCE</b> payments ma te of the pay:	made on an AR :: 2 screen. ade on invoices, f ment.		
Pay History	transactions on Payment Histor account. Follow the steps 1. Select <b>Optic</b> 2. Select <b>Pay I</b> The <b>PAYMEN</b> applied <b>Amoun</b>	the right. ty displays deta s below to view ons from the A History. T HISTORY at to each invoi at 1st Commercial Bank, ode Description	iled informat v Payment H ACCOUNT screen displa ce, and the <b>P</b>	ion abo istory o <b>MAIN</b> ays any <b>Post Da</b>	out payments on an account <b>TENANCE</b> payments ma te of the pay:	made on an AR :: 2 screen. ade on invoices, f ment.		

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Profile		cesses the profile fo rofiles, refer to the '							
Reminders - Individual	invoices past du	ly, AR departments ue or seriously delin an individual remine	quent in b						
	Follow the steps below to generate a Reminder for an individual account with invoices that have passed an aging cycle:								
	<ol> <li>From the A</li> <li>Select Rem</li> </ol>	AR ACCOUNT SE ainders.	ARCH so	reen, sele	ect <b>Options</b> .				
	The <b>REMINE</b>	<b>DERS</b> screen display	7S.						
	Reminders for FISH FOOD	FINE DINING				~ 10			
	X A/R Account Fish Food Fine Dining	Reminder Letter shell_reminder	Cycle 1	Fax	Email				
						None			
						Preview Prieview			
						Eile Fax			
						E-mail			
				12	2				

**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.

🦉 Statements Search X Account Name Account No. Balance Contact Type VIP City X Universal Hotel Preview Print Eile Fax Print Zero Balance Balance Forward From To E-mail Print Full Statement То Copies 1 Last Posted From Print Folios Add Text Close

The **STATEMENTS** screen displays.

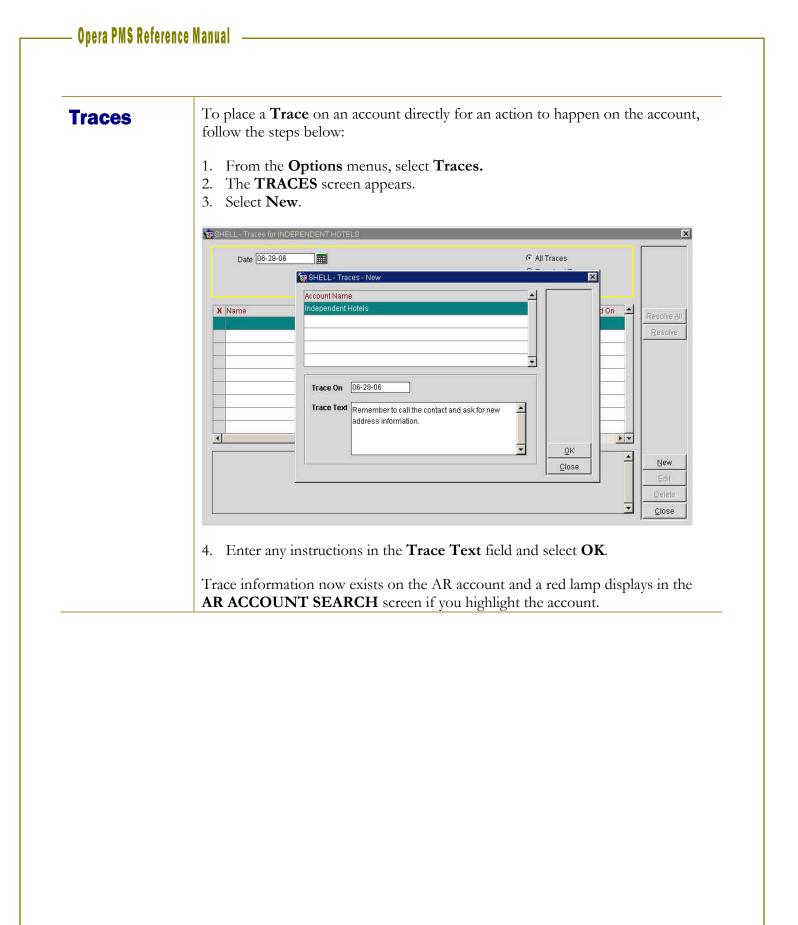
Place an "X" next to the Account Name to print statements.

- 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 Balance 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.







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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**.

	Date 06-28-06	Accoun	t Name		I Traces C Resolved 1 C Unresolved			
XN	lame	Trace On	Resolved On	Resolved By	Created By	Created On	*	Resolve
Ir	nterContinental Hotels Group	06-28-06		Unresolved	SUPERVISOR	06-28-06		-
С	endant Hotels and Resorts	06-28-06		Unresolved	SUPERVISOR	06-28-06		Resolv
Ir	ndependent Hotels	06-28-06		Unresolved	SUPERVISOR	06-28-06		-
M	larriott International	06-28-06		Unresolved	SUPERVISOR	06-28-06		
(								
em	ember to send Reminder letters	ahead of time	);				-	New
								Edit
								Deleti
							-	Close

- 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.

Account Name       Account No.       Balance       Contact       Type       City         Applebees       987APPL       1,315.00       Buddy Holiday       CP       Mason         BANK OF AMERICA       BOA1234       John Smith       CP       Los Angeles         Kings Travel       1223455677       0.00       Terry King       TA       Luton         Marriott International       1244MARR       -181.00       Mamie Gautsch       CP       Bethesda         Image: Second Marriott International       1244MARR       -181.00       Marrie Gautsch       CP       Bethesda         Image: Second Marriet International       1244MARR       -181.00       Marrie Gautsch       CP       Bethesda         Image: Second Marriet International       1244MARR       -181.00       Marriet Gautsch       CP       Bethesda         Image: Second Marriet International       1244MARR       -181.00       Marriet Gautsch       CP       Bethesda         Image: Second Marriet International       1244MARR       -181.00       Marriet Gautsch       CP       Bethesda         Image: Second Marriet International       1244MARR       -181.00       Marriet Gautsch       CP       Marriet Gautsch       CP         Image: Second Marriet International       Imag	Account Name From Account No. To Account No. Account Type		○ All ○ Open Bala ○ No Balance		Amount [ Text [ upplement ]	500.00 Universal Hotel	
BANK OF AMERICA BOA1234 John Smith CP Los Angeles Kings Travel 1223455677 0.00 Terry King TA Luton Marriott International 1244MARR -181.00 Marrie Gautsch CP Bethesda	Account Name	Account No.	Balance	Contact	Type	City	
Kings Travel       1223455677       0.00       Terry King       TA       Luton         Marriott International       1244MARR       -181.00       Marrile Gautsch       CP       Bethesda         Image:	Applebees	987APPL	1,315.00	Buddy Holiday	CP	Mason	
	BANK OF AMERICA	BOA1234		John Smith	CP	Los Angeles	
	Kings Travel	1223455677	0.00	Terry King	TA	Luton	
	warnoù inernabonar		-181.00			Delliesua	

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.

highlight the account.

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.

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

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.

Invoice No.	A	Account No.		D: Amount Fro Amount	4		]	Search
Account Name	Account No.	Name	Date	Open	Invoice No.	Folio No.		
Kings Travel	1223455677	*A/R - Visa Card	07-11-05	0.00		1		
Kings Travel	1223455677	*A/R - Visa Card	07-11-05	0.00		Î		
Kings Travel	1223455677	*A/R - Visa Card	07-11-05	0.00				
Marriott International	1244MARR	Universal Hotel	12-01-06	500.00		5 41	6	Accoun
Marriott International	1244MARR	*A/R - Visa Card	07-11-05	-100.00				Pay
darriott International	1244MARR	*A/R - Visa Card	07-11-05	-100.00				Transfe
Marriott International	1244MARR	*A/R - Visa Card	07-11-05	19.00				
Applebees	987APPL	ResA, AR	09-01-06	275.00		1 39:	2	History
Applebees	987APPL	*A/R - Cash	10-01-06	0.00	]	1		¥iew.
Applebees	987APPL	ResB, AR	09-01-06	375.00		2 39-	4 +1	Edit

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**.



#### Opera PMS Reference Manual \_

The following options are also available for use from this screen:
<b>Account</b> – displays the <b>ACCOUNT MAINTENANCE</b> 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
 <b>View</b> – 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.

K         Date         Name         Folio No.         Amount         Credit Card / Reference           K         12-01-06         ResC, Cashiering         417         1,509.00         373344556677889	
I 2-01-06         ResC, Cashiering         417         1,509.00         373344556677889	
	1 0000
	- Ali
	None
	-
	<u>T</u> ransfe
	- Tfr. All
	Erint

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 Statements** prints statements in one-step for all accounts with either open invoice balances or all accounts in general.

Batch Processing Statements

Follow the steps below to print Batch Statements:

- 1. From the main menu, select **AR**.
- 2. Select **Batch Processing** and **Statements**.

518	tements								
6	r  All	Account Name		From Account	No.				Search
(	ੇ Open Balance	Account Type	±	To Account	No.				1
C	ិ No Balance	Minimum Balance		Sort Mailin	by Acc	ount Name	•		
×	Account Name	Account No.	Balance	Contact	Type	VIP	City	-	All
	American Express	CCAMEX		- on a of	CP		-		Idone
	Applebees	987APPL	1,315.00	Buddy Holiday	CP	1	Mason		
	BANK OF AMERICA	BOA1234		John Smith	CP		Los Angeles		
	Kings Travel	1223455677	0.00	Terry King	TA	-	Luton		
	Marriott International	1244MARR	319.00	Marnie Gautsch	CP		Bethesda		
	Universal Hotel	111222333	140.00		CP				
									Preview
									Print
		1							Eile
								-	Fax
7	Print Zero Balance		Balance For	vard From		То		Ī	E-mail
7	Print Full Statement	Copies 1	Last Pr	sted From		Т То			Eolio Style
	Print Folios					1000	- 1 ACCE	*	Add Text

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**.

Account Name From Account No. To Account No. Account Type		⊂ All ເ⊂ Ogen Balance ⊂ No <u>B</u> alance	3			Searc All None
Account Name	Account No.	Balance	Contact	Type	City	<u> </u>
Applebees	987APPL	1,315.00	Buddy Holiday	CP	Mason	
Marriott International	1244MARR	319.00	Marnie Gautsch	CP	Bethesda	
Universal Hotel	111222333	140.00		CP		
						<u></u>
		-				_
						Genera
		-				Close

#### 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.



## Opera PMS Reference Manual

	A/R Account	Reminder Letter	Cycle	Fax	Email	<u> </u>
	Fish Food Fine Dining	shell_reminder	1			
	MICROS Systems, Inc.	shell_reminder	1			A
						Previ
-				-		<u>Prin</u>
-						EI
						Fa
-						E-m
			4		2	
5.	Place an " <b>X</b> " :	next to an individ	dual accou	nt to prir	nt the generate	ed reminder
		nt. To print all g				
		choose to delive				

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.

	ເເັຍ	C Reminde	r						
	X Account No.	Account Name	Letter Name	Date	Туре				
	987APPL	Applebees	sample_statement	12-01-06	СР				
	1223455677	Kings Travel	sample_statement	12-01-06	TA				
	1244MARR	Marriott International	sample_statement	12-01-06	CP				
	111222333	Universal Hotel	sample_statement	12-01-06	CP				
						_			
	<u> </u>					1.			
				Preview E	rint <u>C</u> lo	se			
	<ol> <li>Select Statement or Reminder history in the search criteria at the top of the screen.</li> <li>Locate the desired account using the search criteria at the bottom of the screen and either Preview or Print the statement or reminder letter.</li> </ol>								
R Batch osting	one time. A accounts for AR, much lil	n example of v a "late fee" or xe the Batch Po	ature allows you when you might "service fee". osting feature o ostings of the sa	perform th Whatever th f the Cashie	is is when ne reason, rring mod	this fea ule, give	ng all ature with		
			gs must be of th postings, a new						



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.

Article		
Amount	50.00	
Account Type	<u>+</u>	
Account	EXP555,FFD644,M21046	
Supplement	Past Due Invoice	
Reference	Late Fee	
	🔽 Override Credit Limit	
Progress Bar		

- 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.

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Aging

#### **AR Detailed** 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 Report 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**.



🧑 OPERA -	AR 1				×
Filter		Business D	pes Compa pate 02-08-0 rder <u>Account</u>	5	<u>*</u>
	Preview	<u>P</u> rint	Eile	Close	

4. Enter the desired Account Type, Business Date, and Sort Order (i.e. by Account Name).

microsyficeuo				Opera	Demo Hotel, Sr	mall				02-08-05
⇒pera				De	etailed Aging					15:53
Account Name	Account No									
Guest Name	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 A	ccruals	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

5. Select to **Preview**, **Print** or **File**.



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AR Daily	1. Print the AR Aging Summary and AR Ledger reports and balance totals with the Trial Balance.
Checklist	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.
	<ol> <li>Print Statements for all accounts with open balances. NOTE: Aging begins on invoices from the date they transferred into the AR ledger.</li> </ol>
	<ol> <li>Post any collected Payments on accounts. Use Apply Credit for unallocated payments invoices.</li> </ol>
	<ol> <li>Post any adjustments on invoices or create new invoices with postings as necessary.</li> </ol>
	<ol> <li>Close your Cashier at the end of the day using Journal by Cashier and Transaction Code report.</li> </ol>
	Optional Accounting/AR Functions
	1. Print all reservations for tomorrow requiring direct bills and set up Routing instructions.
	<ol> <li>Check in any Posting Masters arriving today; check out or extend non-POS PM's with balances.</li> </ol>
	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.
	<ol> <li>Balance Credit Cards in AR. Use the Night Audit's Credit Cards Posted Today</li> </ol>
	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.

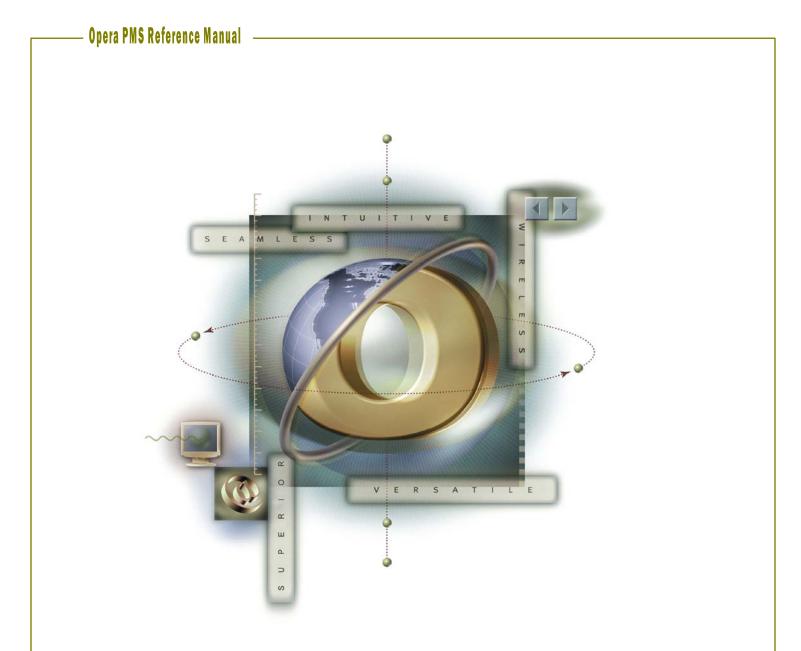
- 2. Using the Cashier Summary report, verify the drops for each Cashier that posted Cash, Checks, or Foreign Currency.
- 3. Balance the total Cash, Checks, and Foreign Currency on the Cashier Summary report to the totals on the Trial Balance.

#### **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**

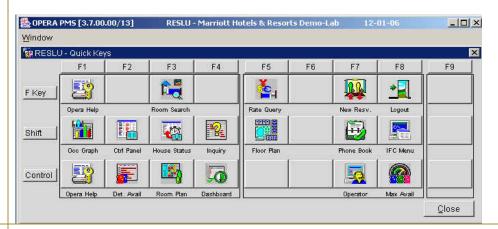


## Quick Keys Show Quick Keys

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.

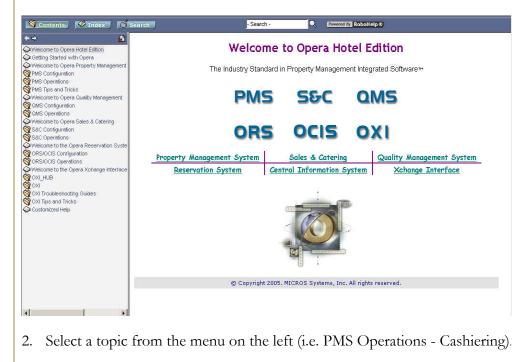


# F1 – Opera<br/>HelpThe OPERA Online Help screens are an online resource for obtaining quick<br/>information on a particular screen. Much of the information found in the help<br/>menus mirrors the information found in this manual.A popular key feature of OPERA's help function, pressing F1 from any screen<br/>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.





#### Opera PMS Reference Manual

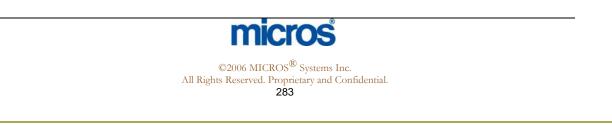


#### 3. Select a function from the topic list (i.e. Passerby).

	Search Search Rowered By RoboHelp &
Setting Started with Opera	
Nelcome to Opera Property Managem MS Configuration PMS Operations Cogin Screen Reservations Of Front Desk	The Passer By feature is primarily used to handle transactions for non-guests when a printed folio is requested. For instance, a businessman comes to the front desk and wants to send a fax to his office. He will pay for the fax charge on the spot, and wants printed folio. Similarly, you can use the Passer By feature to handle transactions for in-house guests who wish to pay for service that they do not want posted on their folios. The Passer By feature can also be used when issuing refunds to guests who have stayed in the past; the passer by transactions can be linked to existing guest profiles.
Cashiering About Cashiering	When you select <b>Cashiering&gt;Passerby</b> and enter your Cashiering password, the Passer By Today screen appears. This screen shows all of the passer by transactions you have posted today. It also allows you to add new passer by transactions.
<ul> <li>Billing Search</li> <li>Guest Billing</li> <li>Billing Options</li> </ul>	Viewing Today's Passer By Transactions
Cashier Functions	When you open the Passer By function, the Passer By Today screen displays
Cross Property Postings Passer By	Passer By Today
Credit Card Settlements	Folio No Name
Financial Handling	58 Pace Marie
Quick Check Out	57 Carson Joe 56 Carson Joe
Banquet Posting	55 Crason Joe
Tredit Cards	54 Gibb Jason
🕎 Comp Accounting	53 Doris Kent
🕎 Rooms Management	47 Nyloquest
🕎 Accounts Receivable	Date Code Description Price Oty Amount
Back Office Interface	08/27 9000 Cash 200 1 -2.00
Tend of Day Sequence	08/27 3000 Fax 2.00 1 2.00
Miscellaneous	
Setup	
Multi-Property Reservation Flow	
🙀 Utilities	

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.



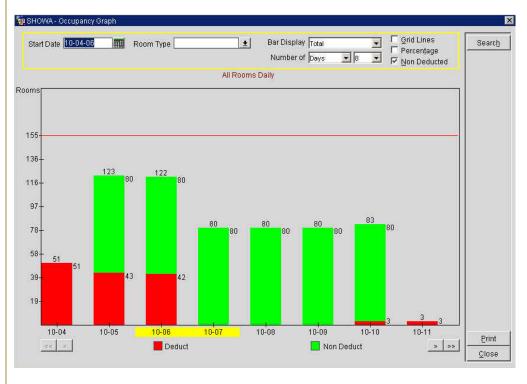
## Shift F1 – Occupancy Graph

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.

Function	Key
Change User	F8
Clear Field	Ctrl+U
Commit	F10
Control Panel	Shift+F2
Dashboard	Ctrl+F4
Detailed Availability	Ctrl+F2
Display Error	Shift+Ctrl+F1
Floor Plan	Shift+F5
Form Help	Shift+Ctrl+PageDown
•	<u> </u>
	<u>O</u> H



## 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.

RESLU - Control Panel								
							1	Oreach
			-					Search
Start Date 12-01-06	Room Clas	S	<u>+</u>					
	Thu	Fri	Sat	Sun	Mon	Tue	Wed	
	12-01-06	13-01-06	14-01-06	15-01-06	16-01-06	17-01-06	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 >>			lation of a	(used)				
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	Blocks
Arrival Persons	39	10	15	7	3	3	6	Details
Departure Rooms	19	28	13	11	2	11	4 🕶	Details

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.

IN-C	LU - Detaile	d Availabilin	y as of 12-	01-05									- 4	2
	Start Date	12-01-06						[ Includ	e Non Dedi	ucted				Search
R	oom Class		±1						e Overbook	ina				
	00111 014000		1.55					Includ						
Date		Total	RC Total	ROH	DNK	DSK	DND	DSD	HAK I	BNK	ENK	ESK		
Thu	12-01-06	5		0			14	3		13		8	4	
Fri	13-01-06	106	106			9	19	9	0	14		8	4	
Sat	14-01-06	103	103	0	10	9	18	10	0	14		8	4	
Sun	15-01-06	107	107	0	10	9	18	10	0	14		8	5	
Mon	16-01-06	107	107	0	10	9	18	10	0	13		8	5	
Tue	17-01-06	115	115			9	18	10		13			5	
Wed	18-01-06	115	115	0	9	9	19	10	0	14		8	5	
Thu	19-01-06	118	118				19	10		14			5	
Fri	20-01-06	110					19	11	0	14			5	Blocks
Sat	21-01-06	106					19	11	-1	14			5	Details
Sun	22-01-06	110				7	19	11	-1	14			5	Zoom
Mon	23-01-06	110					19	11	0	14			5	Occupanc
Tue	24-01-06	115					19	11	0	14			5	
Wed	25-01-06	120	120	0	11	10	18	11	0	14		8	5 -	Close

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:
<ul> <li>The <b>Blocks</b> option display a list of Business Blocks in house for the date selected.</li> <li>The <b>Details</b> option display availability information for the date. Selecting the <b>Occupancy</b> option within this screen changes the information displayed from availability to sold statistics.</li> </ul>
SHELL - Availability on 06-28-06
Availability
Arrivals       7       Day Type
Over. Bkg Occupancy Close



### 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.

Date Days Room Type	3 1	Floor Smoking Smoking Features		<u>±</u> <u>±</u>	FO Status	t Cout	m Status Clean Dir Pickup Dirty Dirty		Searc
Description	1 Two Doubles Exe			seydo Rooms	Connec		Out of Order 🔲 🗖 Out of Sei	VICE	
Room	Room Type	HK Status	FO	Status	Floor	Features	Remarks		
114	TEXN	Inspected	VAC		01	AE,VW			
115	TEXN	Inspected	VAC	1	01	AE			
117	XSTN	Inspected	VAC		01	AE			
118	XSTN	Inspected	VAC		01	AE,WW			
120	XSTN	Inspected	VAC		01	AE,VW			
122	KNGN	Inspected	VAC		01	AE,VW			
123	KNGN	Inspected	VAC		01	AE			
125	KNGN	Inspected	VAC		01	AE			
126	TEXN	Inspected	VAC		01	AE,VW			
127	TEXN	Inspected	VAC		01	AE			
128	TEXN	Inspected	VAC		01	AE,VW	1		
	KNGN	Inspected	VAC		01	NE,NS,WW		-	

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.

RESLU - House Status - 12-01-06	
Room Summary	Complimentary and House Use
Total Physical Rooms 155	Room Persons VIP
	Complimentary Arrivals 0 🛨 0 0
Out of Order	Stayovers 0 🛨 0 0
Total Rooms to Sell 149	Departures 0 ± 0 0
Out of Service 9 👱	House Use Arrivals 0 ± 0 0
	Stayovers 0 ± 0 0
Activity	Departures 0 ± 0 0
Room Persons	
	End of Day Projection —
Stayovers 2 🛓 2	0 Min. Available Tonight -1
Departures Expected 18 🛓 19	0 Max. Occupied Tonight 150 43 0
Departures Actual 2 🛓 2	0 Max. % Occupied Tonight 100.67
Arrivals Expected 31 🛓 32	0 Blocks not Picked Up 108
Arrivals Actual 🦳 9 🛓 🧐	0 Individuals 40 41 0
Extended Stays 2 ± 2	0 Groups & Blocks 2 2 0
Early Departures 🚺 👲 🚺	0 Room Revenue 9,100.00 Avg. 60.67
Day Use Rooms 🛛 👲 📃 0	0 Housekeeping Room Status
Walk Ins 9 🛃 9	0 Vacant Occupied
	Inspected 102 9 ±
	Clean 0 1 ±
	Dinty 12 16 ±
	Pickup 0 1
Room Class	•
	Out of Order 5 ± 1 ±



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).

Room Summary				Complimentary and House	Room		Persons	VIP
Total Physical Rooms	155			warmen the second second second	1000 CONTRACTOR (100	±		VIP I
Out of Order	0 ±			Complimentary Arrivals		1000000000		=
Total Rooms to Sell	155			Stayovers		_		<u> </u>
Out of Service	0 👲			Departures	-		0	<u> </u>
				House Use Arrivals	-		0	<u> </u>
1 - 1 - 1 - 1				Stayovers				<u> </u>
-Activity				Departures		<u>+</u>	0	-
Roo	m Pe	ersons VIF	2	End of Day Projection				
Stayovers	9 ±	9	1	Min. Available Tonight	146			
Departures Expected	2 ±	3	0	Max. Occupied Tonight		5	9	
	4 ±		1	Max. % Occupied Tonight		5		
Arrivals Expected				Max. % Occupied rollight	0.01			
Day Use Rooms 📃	0 🛨	0	0	Blocks not Picked Up	0			
				Individuals	9		9	
				Groups & Blocks	0		0	
	Room Class	1	<u>+</u>	Room Revenue		8	09.50 Avg.	89.9
							10 See	



# 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.

D	ate 12-01-06		Room Typ Room Clas	· · · · · · · · · · · · · · · · · · ·		± Roo ± Fi	ms oor		atures noking	<u>*</u>		ical Zoom izontal Zoom		Search Advanced
			Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat		
Room	Room Status	Rm. Type	12-01-06	13-01-06	14-01-06	15-01-06	16-01-06	17-01-06	18-01-06	19-01-06	20-01-06	21-01-06	1	
01		SNK			0				1				*	
02		SNK											-	
03	Dirty	SNK			1				1					
04	Inspected	SNK			1									
05	Inspected	SNK												
06		SNK							1					
107	Inspected	SNK			J				J					
08	Inspected	SNK												
09	Inspected	SNK			1									
10	Inspected	SNK											1	
111	Inspected	SNK			1			1	11					
12	Inspected	SNK			0		Veer, /	kshaya	**				1	
13	Dirty	DNK											1	
115	Inspected	SNK			i				1					
116	Inspected	SNK			1								1	
117	Inspected	HAK											1	
18	Inspected	HAK			1									
119	Out of Order	DNK					00	ENG						
20	Dirty	DND			1									
121		DNK			1			Veer, A	Akshaya	**				New
22	Dirty	DND												Rm Block
23	Out of Order	DNK					00	ENG						Walk In
24	Inspected	DND	ISanchez-Ve	**	1									
25	Out of Order	DNK					00	ENG						Options
26	Inspected	DND	ID' La Vega,	**									-1	000/00
27	Out of Order	DNK					00	ENG					Ŧ	Calenda

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:



— Opera PMS Reference	Manual
	• <b>New/Edit:</b> creates a new or edits an existing reservation for the room and date selected in the grid.
	Advanced: displays advanced search options
	• <b>Rm. Block</b> : after selecting a room number and a date, this option takes the user to the <b>ROOM ASSIGNMENT</b> 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.
	• <b>Options:</b> displays the Reservation Options for the guest selected in the main grid of the screen.
	• <b>OOO/OOS:</b> displays the <b>OUT OF ORDER</b> screen, and is useful for placing a room out of order or out of service quickly.
	• <b>Calendar:</b> displays the <b>CALENDAR</b> screen; for more information, refer to the Reservations chapter of this manual.
Shift F4 – Inquiry	The <b>INQUIRY</b> 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.

Search				Rese	rvatio	1									
Name Room Number Confirmation				Cor i	Name Jo npany M Arrival Of lights arture Of	CROS 5 -27-06 2	lystems,	Inc. Tuesda Thursd			] Confirn	Type CHECI VIP nation 10901 Code Rate	KED IN	JSD	
Search	1,	Advanced			Room 12			± KN	GN						
Reports		ysekeeping	F	Room 9	Status Di	rty									Change Reservation
Name	Room	Status		Profi	۵							dditional I	oformatio	n	
Abrahamsen, Kyra		DB											Torritatio	40	
Bennett, Melissa	108	DUE OUT		1	Name Jo	hnson, l	Michael					Dep/Cxl Rule			
Clarke, Robert	107	DUE OUT		Ad	dress 🗌										
Cook, MacKenzie	318	CHECKED IN			Home										
Cooper, Jonathon	417	cc			Ē						i I				
Cristiansen, Arlanah	331	CHECKED IN			City						í I				
Cristiansen, Arlanah		CANCELLED			· · · =	-	±		Postal		- 1				
Cristiansen, Arlanah		CANCELLED			/State U										
Daniels, Trevor	311	CHECKED IN		С	omm. H	DME	<u>+</u>	443-5	55-123	4					
Deposit, Test		DP						Cł	nange <u>P</u>	rofile					Reservation Options
Determann, Colin		CC										ashiering			
Interface, Lost	9500	CHECKED IN										asmenny			
Johnson, MacKeon	302	CHECKED IN		<<	<	Ju	ine 20	006	>	>>	E	alance	97.90	USD	
Johnson, Michael	125	CHECKED IN		Sur	n Mon	Tue	Wed	Thu	Fri	Sat			97.90		
Krzemien, Richard	128	CHECKED IN		Sur	i won	Tue	wea				AAU	ndow 1	97.90		
Matthews, Mark	116	DUE OUT						01	02	03					
MICROS Training Dept	9002	CHECKED IN		04	05	06	07	08	09	10					
Minton, Zachary		CC		11	12	13	14	15	16	17					
News Channel 3	9001	CHECKED IN	•	18	19	20	21	22	23	24	ь	ayment Visa			
06-2	28-06			25	26	27	28	29	30		F	aynient [visa			View Charges
Show Qu		s			New Re	eservatio	in	Wa	lk in						<u>Close</u>

The dashboard contains several display areas: Search, Reservation, Profile, Additional Information, and Cashiering.

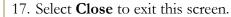
### **SEARCH:**

- 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:**

<ol> <li>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.</li> <li>To view full reservation details, select View Reservation or Change Reservation.</li> <li>To check in an arriving guest for today, select Check-In Guest.</li> <li>To reinstate a cancelled reservation, select Reinstate.</li> </ol>
10. To reverse a mistaken check in, select <b>Cancel Check-In</b> .
PROFILE – ADDITIONAL INFORMATION:
<ol> <li>Profile information for the selected guest displays. To alter profile information for the individual guest, select Change Profile.</li> <li>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.</li> <li>To begin a new reservation at any time, select New Reservation.</li> <li>To perform a walk-in reservation and check in the guest at the same time, select Walk-In.</li> </ol>
CASHIERING:
<ul> <li>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.</li> <li>16. To view a folio for an in-house guest, select View Charges.</li> </ul>





## 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.

🧑 SHELL -	Rate Information	×
	Rate Query	
	Rate Lookup	
	Package Elements	
	Rate Availability <u>G</u> rid	
	Item Inventory	
	Close	

- 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.

Date	06-29-06		
Rate Class			
Rate Category	<u>[</u>		
Rate Code		<u>+</u>	
Room Type	[		
Price Range		200.00	+/- 10%



4	Enter a <b>Date</b> and <b>Price Range</b> and select <b>Search</b> for a list of rates.
5	. To view a list of items available for sell within packages, select <b>Package</b>
	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.

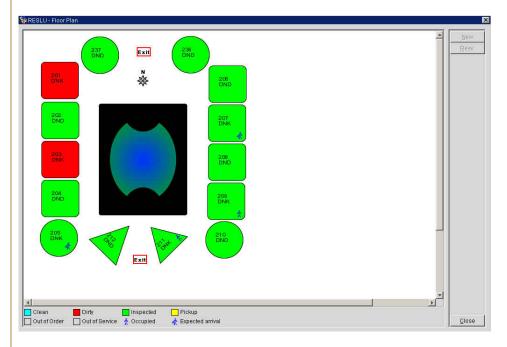
To access this screen, follow the steps below:

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 doubleclick 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	For more infor	mation on this feature,	e <b>QUICK BUSINESS</b> , refer to the "Business	
F7 – New Reservation	reservation. Fo	cesses the RATE QU	<b>ERY</b> screen to begin be n new reservations, refe	0
Shift F7 – Telephone Book	The <b>Telephon</b> taxis, restauran your automated	<b>te Book</b> is useful for re its, etc.) for guests. On d "Concierge," allowing You can then offer this	etrieving local telephone ice you enter data, this s g you to serve your gue information to your gu	screen can serve a sts with greater
	To view this fe	eature, follow the steps	below:	
	1. From anyw	where in the system, sel	ect Shift F7.	
		IONE BOOK screen		
	Marga -		1 ,	
	Sopera PMS [3.7.00.00]	/13] RESLU - Marriott Hotels & R	esorts Demo-Lab 12-01-06	_0 ×
	🙀 RESLU - Telephone B	ook		×
			Category Search	Search
		Par	ial Name Search	
	Category RESTAURANTS HOTELS EMPLOYEES DEPARTMENTS		ial Name Search Telephone 301-236 7867 301-333 4567	
	RESTAURANTS HOTELS EMPLOYEES	Part  Name  Brewhouse  Mario's Trattoria	Telephone 301-236 7867	▲ Beport
	RESTAURANTS HOTELS EMPLOYEES	Parl Name Brewhouse	Telephone 301-236 7867	
	RESTAURANTS HOTELS EMPLOYEES	Name Brewhouse Mario's Trattoria Example 1 Mario Brewhouse Mario's Trattoria Brews its own beer. Open every day from 18:00 - 24:00	Telephone 301-236 7867	Report
	RESTAURANTS HOTELS EMPLOYEES	Part          Name         Brewhouse         Mario's Trattoria         Image: Stratter in the stratter in	Telephone 301-236 7867	Report     New

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.



micros

2	To add a new category, highlight the <b>Category</b> section of the screen and select <b>New</b> . Enter the <b>Category</b> name and <b>Description</b> and select <b>OK</b> .
3	. To add a new telephone entry within a category, first select the <b>Category</b>
	and then highlight the right side of the screen before selecting New.
4	Enter the <b>Name</b> of the telephone entry, a <b>Telephone</b> number, any
	<b>Remarks</b> and a <b>Web Address</b> if applicable. Select <b>OK</b> to save.
5	To print a report of a specific telephone category, select <b>Report</b> .
6	. To open an internet window and direct to the website for the telephone
	entry (i.e. <u>www.hotels.com</u> ) 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 <b>Delete</b> .
8	Select <b>Close</b> 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.

	LU -T. Operator - Search For						
				C All Quests			Search
	Name First Name		]	C Arrivals			Advance
Roc	om No. 🔽 Ir	clude Check C	)uts	C Stay overs			Davance
Roor	n Type 📃 🗾 🔽 Ir	clude No Show	WS	C Departures			
	Date 12-01-06			Operator			
				200000			
Co	impany	G	aroup				
	Source		Agent				
			-goint)				
GSS	Name	Room	Туре	Status	Arrival	Departure 📩	
ĺ.	Aaacorporate, Travel		DSK	NO SHOW	09-01-06	10-01-06	
	Aaawesterncentral, Travel		DND	NO SHOW	09-01-06	10-01-06	
ų.	Adams, John		DND	1	14-01-06	18-01-06	
	Ahmedelsaw, Ahmed Mohamed		DNK	NO SHOW	09-01-06	10-01-06	
	Alanis, Share	222	DSD	1	12-01-06	27-01-06	
	Alba, Jessica		DNK	NO SHOW	10-01-06	14-01-06	
l.	Alba, Jessica		ROH	NO SHOW	10-01-06	11-01-06	Messag
	Alcon, David		i cont				
			ROH	1	14-01-06	18-01-06	Durate
	Alcon, David		2003.04.51	1	14-01-06 12-01-06	18-01-06	Profile
	Alcon, David Alexander, Susan		ROH	1 1 1	10 × 0 × 0 × 0 × 0 × 0 × 0 × 0 × 0 ×	10000000000	Profile Trace

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.

# micros

# 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.

🙀 Opera Login		×
	User Password	
	Login	Exit
Another user may enter their le log the user out again. When y system returns you to the same	you select F8 to log ou	t and then log back in
out. This is mostly useful for s		
permission to perform a function	ion and needs to rely c	on a manager or super

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.

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.

### Shift F8 -Interfaces Submenu



# **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 1. -1

	The <b>MAXIMUN</b>	A AVAILABILITY screen displays.
	🦉 RESLU - Maximum Av	railability
	Start Date 12-0	1-06 🗰 Days 1 -
	Room Class	Le Include Overbooking
	Room Type	Hotel Maximum Minimum Availability (Tentative)
	ROH	
	DNK	-36 -36 -36
	DSK	-30 -30 -30
	DND	14 14 14
	DSD	3 3 3
	HAK	0 0 0
	SNK	13 13 13
	ENK	8 8 8
	ESK	
	END	9 9 9 9
	R	C Total: -1 -1 -1
		Total: -1 -1 -1
		Search Close
	select Search General Hotel A (Tentative) avail individual and gro	he date viewed, enter a new date in the <b>Start Date</b> field and <b>Availability, Maximum Availability</b> , and <b>Minimum</b> lability display in the results depending on the number of oup reservations sold, deducted, and blocked. In addition, <b>RC</b> pommitted totals) display at the bottom of the window.
Shift F9 – Function Diary	meeting space. I Space features wi reservations for r events and meeting	<b>Diary</b> is a displayable feature for hotels with convention and f your hotel uses OPERA Sales and Catering or the Function ithin the Property Management System, this screen displays meeting and convention space. Access this feature to view ngs plan in specific function rooms at your hotel.
	For more inform and Catering Ref	
		micros

Reports		obust report capability. Th at any report in the system.	e <b>Reports</b> option is the
	To print a report, follow	the steps below:	
	1. From the main menu	i, select Miscellaneous and	Reports.
	The <b>REPORTS</b> screen of	displays.	
	Report		Search
	Report Group All Reports		
	Report Name	REP Name	
	A/R Activity - All Types	aractivity	
	A/R Ledger	arledger	
	Account Types	cf_accounttypes	
	Actual Business Block Rooms	rep_actbh	
	Adjustment Reason Codes	cf_reasoncodes	
	Aging By Type Only	aragetype	
	Aging Summary by Types	araging	
	Aging Summary for All Types	arallagetype	
	Aging Summary of All Accounts	aragingsum	
	Alerts	cf_alerts	
	Alerts	alerts	
	Application Settings	cf_parameter	<u> </u>
	🗖 Eax / E-mail 🗖 Print to File		
	Copies 1		
	Current Printer UDELL2\FAKEPR	INTER	<b>±</b>
		QK	Close
	<b>Report</b> field and sele3. All reports categorize	fic report by name, enter the ct <b>Search</b> . e into groups based on the i ily reports within a specific	nformation the reports
		he <b>Report Group</b> field to encial, and Housekeeping).	choose the function area
		report, highlight the report	and select <b>OK</b>
	5. You may also select t	to Fax/Email or Print to	File explained later in th
	section. Additionally	, you may alter the number	or <b>Copies</b> to print or t

# micros

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.

Date Range			
From Date	06-28-06		Arrival Dates
To Date	06-28-06		🔿 Sțay Dates
Search Criteria			
Reservations	All Reservations		
-Filter			
Room Class	ALL	Market Code	ALL
Room Type	ALL	Source Code	ALL
Membership Type	ALL	Rate Code	ALL
ETA	00:00 23:59		
VIP Only		Inventory Items	ALL
Include			
🗌 Checked-In Today	Cancellations	🗖 Pseudo Rooms	Zero Rates Only
Display ——	_	_	
Fixed Charges	Routing Instructions	🗖 Traces	
🗖 Packages	🗖 Complimentary/House	Preferences	
🗌 Payment Methods	🗖 Share Names	🗖 Notes	
Print Rate	Accompanying Names		
		Colors	
Inventory Items	Extensions		
Sort Order	Room No.		

- 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.

g SHOWA - Schedules Report Name	Repeat Interval	Start Date F	rom	Search
User	<u>*</u>		То	Reports
Scheduled Reports				
X Report Name	Start Date/Time	Repeat Interval	End Date/Time	Refresh
SHIFT_REPORTS_downti	me_short 11-09-06 16:35	Every 8 Hour(s)		Select Al
Alerts	11-09-06 16:32	Every 3 Hour(s)		
				None
				Delete
		6		Delete
				Edit
				New
				Run Now
4		-L ř		
Distribution List	C Parameters		Dates Only	
Communication Type	Address			
PRINTER	PRINTER			
				Close
			<u> </u>	

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.

ame by ar bunttypes buntypes	
er punttypes	
ounttypes	
alle le	
tbh	
oncodes	
rpe	_
J	
etype	
jsum	
ts	
imeter	
	stype sum s

3. Highlight the report you wish to scheduled and select **OK**.

The **SCHEDULE** screen appears.

HELL - Schedule		
-Start		
Dat	e 11-02-06	I
Tim	e 16:54	-
Repeat		
		<b>—</b> • •
Once Only	C Hours	Sunday
	C Days C Weeks	Monday
	C Months	☑ Tuesday ☑ Wednesday
	O Wonth's	Thursday
		Friday
		Saturday
		,
Repeat Until		
🖲 Indefinite		
O. Da	to	
Tim		<u> </u>
LILL		
Server		
Server		
Serv	er OTT403	Ł
		OK Close

<ol> <li>Enter the Date and Time the report is to begin printing.</li> <li>In the Repeat area select the frequency for the report to print.</li> <li>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</li> </ol>
schedule.
7. Select <b>OK</b> to finalize the schedule.
8. If the report has parameters, select all applicable filters for the report.
9. Select how to generate the report ( <b>Preview, Print,</b> or <b>File</b> ).
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 <b>Reports</b> option. To go back to viewing schedules, select <b>Schedules</b> .
• To delete or edit any existing report schedules, select <b>Delete</b> or <b>Edit</b> .
• To view a report already submitted for printing, highlight the report and select <b>View</b> .
• To run a schedule report listing now instead of waiting for the scheduled time, select <b>Run Now</b> .
• To refresh the display at any given time and update the latest reports printed, select <b>Refresh</b> .



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.	Interfaces	RESLU - Interface Options
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 (suc 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 <b>Interface Sub Menu</b> displays all installed interfaces and their connection status. If an interface is not functioning, access this feature to check for the		Interface Sub Menu
<ul> <li>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&amp;B interfaces (such as MICROS POS). The Interface option has the option available for all users to access each installed interface.</li> <li>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</li> </ul>		Close
<ul> <li>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&amp;B interfaces (such as MICROS POS). The Interface option has the option available for all users to access each installed interface.</li> <li>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</li> </ul>		
status. If an interface is not functioning, access this feature to check for the		<ul> <li>hotels, by standard have a telephone or PBX interface, a key-card interface</li> <li>(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&amp;B interfaces (such as MICROS POS). The Interface option has the option</li> </ul>
		O <sup>r</sup>
		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:
	User TRAIN   Old Password ************************************
	<ol> <li>Enter your Old Password.</li> <li>Enter a New Password. Passwords must be at least six characters in length with one number.</li> <li>Re-enter the same password to Confirm New Password and select OK</li> <li>NOTE: The next time you log into OPERA from the main sign-on screen, the new password takes effect.</li> </ol>
Track It – Dashboard	The <b>Track It!</b> 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.
	Dashboard     Valet



Search	Log Book and Events	
Ticket Number       Name       If Parcel       If Valet       If Parcel       If Parcel	Date Time Details	Bog     Property Calendar
Phone Book Report Ticket Type Action Date	Track It Details	Reservation Details
2356 FDX DRM 08-11 11.26 143289 STC TDL 08-17 08:30 19862635681UPS STC 08-17 08:31	Track It Group PARCEL	Name
	Action STO	Nights
	Description	Room
	Follow Up 06-29-06	Detach         Options           Attach         Close
lost/found items	criteria for locating parce by <b>Ticket Number</b> . A Book and to print a Tra	els, valet, baggage or lso includes ability to access ack It report. Search results
0	les and Catering Events	e Log Book for the user's list in this display area for th
• Track It Details or lost/found ite	-	ets for a parcel, valet, baggaş
• Reservation De tracked item	t <b>ails</b> – are to select the g	uest to attach or detach a

### The **TRACK IT DASHBOARD** screen displays.



<ol> <li>To create a new Track It ticket, select New from the Track It Details section.</li> <li>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.</li> <li>Enter a Ticket Number if applicable.</li> <li>Click the drop down arrow next to Type to select the type of item from the Track It Group.</li> <li>Click the drop down arrow next to Action to choose the activity on the item (storing, delivering, etc.)</li> <li>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.)</li> <li>Enter the Quantity of the item(s) (i.e. 2 bags) and a Description if applicable.</li> <li>Choose a Follow Up Date for a reminder on reports to follow up with the guest.</li> <li>Select Save to store the item in the Track It database.</li> <li>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 I</li> </ol>
 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:
<ol> <li>From the main menu, select Miscellaneous, and then Track It.</li> <li>Select Dashboard.</li> <li>Search for an existing ticket or create a new one.</li> <li>Once you locate the ticket or complete a new one, highlight the item in the left hand side of the screen.</li> <li>In the lower right hand corner of the screen, select Attach</li> <li>Locate the desired reservation from the RESERVATIONS search screen.</li> </ol>
<ul><li>7. Highlight the desired record and select <b>OK</b>.</li><li>The Track It item now displays the reservation details in connection with the ticket.</li></ul>



### 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.

Referen	et		Action	<u>±</u>	Туре	Se
Ticket	Туре	Action	Location	Reference	Description	
Ticket	Type	Action	Eccation	Reference	Description	
						Be
						Hou:
	ıdd a nev	wly park	ed car, sele	ect <b>New</b> .		
			ed car, seld creen displ			
. To a he <b>VA</b>		NEW so				
. To a he <b>VA</b>	LET – ] .L - Valet -	NEW so				
. To a he <b>VA</b>	LET – ] .L - Valet -	NEW so	ereen displ			
. To a he <b>VA</b>	LET – ] L - Valet - Ticket Nu	NEW so New	creen displ 372348305 AR			
. To a he <b>VA</b>	LET – ] L - Valet - Ticket Ni	NEW SC New umber 58 Type CA	creen displ 372348305 4R RK			
. To a he <b>VA</b>	LET – ] L - Valet - Ticket Nu Lo	NEW so New umber 58 Type C/ Action Pf action Pf	creen displ 372348305 4R RK	ays.	±	

- 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 <b>VALET</b> screen for managing parking services:
<ul> <li>To print a report of all cars valet parked, select <b>Report</b>.</li> <li>To view a display of all incoming house activity, select <b>House Stat</b>.</li> <li>To edit an existing valet entry, search for and highlight the record, then select <b>Edit</b>.</li> <li>To delete an existing valet entry, search for and highlight the record, then select <b>Delete</b>.</li> </ul>



### 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.

			Log Date 12-01-06   Department	Search
)ept.	Date	🩀 RESLU - Log Bo	ok- New	) A
		Department	FD + Front Desk	11
		Date	12-01-06 Thursday	
		Time	14:02	- 11
			Please be certain to remind each guest of construction going on in the restaurant	
			QK Close	New
		T		Edit
	-			Delete

- 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 <b>Registration Cards</b> option prints batch registration cards for arriving guests. If your hotel pre-registers guests, this is a common feature to use on daily basis.				
	To print batch Registration Cards, follow the steps below:				
	1. From the main menu, select Miscellaneous and Registration Cards.				
	The <b>PRINT REGISTRATION FORMS</b> screen displays.				
	SHELL - Print Registration Forms				
	Registration Form       shell_registration_card         Arrival Date       06-30-06         ETA From       To				
	Reservation Types  ✓ Individuals  ✓ Blocks				
	Filter       Print if City is Omitted       Only Reservations Made Today				
	From Name To Name				
	Room Class  ±    Membership Type				
	VIP Code				
	Include □ In-House Guests □ Pseudo Rooms				
	Sort Order Alphabetical				

- 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.

# micros

# **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.

Description				-	Search
Description [					Process
Description					<u></u>
)ata extraction quer	y 2331				
				_	
				_	
				- 11	
				- 11	
				- 11	
					Delete
	μ. μ.				New
					⊑dit
				-	⊆lose
reated by	on	Updated by	on		

4. Select **New** to create a new query.



Query Name Company Profiles in	US with AR Proces
Step 1 Select a Data Source Step 2 Select a Field for Filter Condition	All Accounts
Step 3 Specify a Filter Condition	Is Not Empty
Step 4 Apply the Filter Condition	Add Update Delete
Accounts->Country Is Equal To US AND Accounts->A/R Number Is Not Em	pty Save A
AND Accounts->A/R Number Is Not En 5. Enter a Query Na	
AND Accounts->A/R Number Is Not En         5. Enter a Query Na with AR Accounts)	Save New Close
<ul> <li>AND Accounts-&gt;A/R Number Is Not En</li> <li>Enter a Query Na with AR Accounts)</li> <li>Click the drop dow to select a data sou</li> </ul>	me for the extraction (i.e. Company Profiles in US n arrow next to the Step 1 Select a Data Source rce.
<ol> <li>Enter a Query Na with AR Accounts.</li> <li>Click the drop dow to select a data sou</li> <li>Click the drop dow condition field to screen lists all avail</li> </ol>	me for the extraction (i.e. Company Profiles in US n arrow next to the Step 1 Select a Data Source

#### 71 DATA EXTRACTION OUERV diant

- 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.

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Х	Name	City	Address 🚊	All
X	MICROS Systems, Inc.	Columbia	7031 Columbia Gateway Drive	
X	Fish Food Fine Dining	Chicago	893 State Street	None
X	InterContinental Hotels Group	Atlanta	3 Ravinia Drive	Distinct
X	Carlson Hotels Worldwide		123 Main Street	
X	Cendant Hotels and Resorts	New York	123 Main Street	
X	Independent Hotels	Los Angeles	123 Solo Way	
X	Four Seasons Hotels	New York	123 5th Avenue	
X	Marriott International	Washington	123 Main Street	
X	Ritz Carlton Hotel Company, The	Washington	123 Main Street	
X	Hyatt Hotels Corporation	Chicago	123 Main Street	
X	Expedia.com	Los Angeles	123 Main Street	
X	Priceline	Arvada	123 Main Street	
				Details
				Tagged
				Untagge
Öre	eate Mailing From Template (CSV) 💌	🗖 Create Activities	🔽 Save Query Results	Delete
				Close

### 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.

Description				Search
Description	Data Source	Created by	Creation Date	
				New
				⊑dit
				Delete
				ΩK
			-	Close

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.	
----------------	------------------	--

Data Source All Accounts			±
Field Name			
Available Fields		Selected Fields	
Accounts->Account ID		Accounts->A/R Number	
Accounts->Account Type		Account Formatted Address	
Accounts->Action Code		Accounts->IATA/CORP Number	
Accounts->Active Flag		Accounts->Name	
Accounts->Address1		Accounts->Name 2	
Accounts->Address2	Add	Accounts->Name 3	
Accounts->Address3	Remove	Accounts->Primary Phone No	
Accounts->Address4			
Accounts->Autoenroll Member Flag			
Accounts->Business Segment			
Accounts->City			
Accounts->City Extention			
Accounts->Commission Code	*		
	<u>•</u>		2

- 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.

Print Task		Physical Device		Search
Print Task	Printer Description	Physical Device	D 🔺	
AR FOLIO	eLearning Printer	NDELL2\FAKEPRINTER		
AR RECEIPT	eLearning Printer	\\DELL2\FAKEPRINTER		
CASHIER CLOSE REP	eLearning Printer	NDELL2\FAKEPRINTER		
CHECK PRINTER	Imp Office	NUSVENNQ7_CS		
CHECK XANGE	eLearning Printer	NDELL21FAKEPRINTER		
CONF LETTER	eLearning Printer	NDELL2\FAKEPRINTER		New
CONF LETTER EMAIL	eLearning Printer	NDELL2\FAKEPRINTER		
CONFILETTER FAX	eLearning Printer	WDELL2/FAKEPRINTER		Edit
DATA CARD	eLearning Printer	\\DELL2\FAKEPRINTER		Delete
DEFAULT EMAIL	eLearning Printer	MDELL2/FAKEPRINTER		Close

2. To add a new print task, select New.

The **PRINT TASK – NEW** screen displays.

NUSVENNQ7_C8	Printer	usven\Q7_CS	
		NUSVENIQ7_C8	
rint Task DATA CARD GST FOLIO LIST REP, NA REPORTS MAILINGS	Print Task	DATA CARD, GST FOLIO, LIST REP, NA REPORTS, MAILING	38 🛓



	<ol> <li>Click the drop down arrow next to the <b>Printer</b> field to select the printer.</li> <li>Click the drop down arrow next to the <b>Print Task</b> field and choose the individual print tasks to send to the chosen printer.</li> <li><b>NOTE:</b> If all print tasks should go to this printer, select <b>All</b> from the task list.</li> </ol>
	<ol> <li>Select <b>OK</b> to save changes.</li> <li>To modify an existing printer for a print task, highlight the task and select <b>Edit</b>.</li> </ol>
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.
	User       Time       Date       Station ID       Action Type       Description         TRAIN       14:12       19-02-06       m33398 us Micros NEW       RESORT = RESLU CONFIRMATION NO = 394



2.	Click on the drop down arrow next to the <b>User</b> 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 <b>Date/To</b> date range and select one of the radio buttons to the
5.	right to search for activity in a particular module of the system. Select the <b>Type</b> of activity within that module (i.e. New Reservation).
6.	You may also further refine your search by entering details in the <b>Text</b> search field.
7.	Select Search.
	ne user's activity displays in the results window of the <b>USER ACTIVITY</b>
L	DG screen.
8.	To view the <b>Description</b> on a particular activity, double-click the activity with the mouse to open a description window or highlight the line item and select <b>Details</b> .
9.	To print the results from a user activity search, select Report.



<b>Memberships</b>	The <b>Memberships</b> 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 <b>Miscellaneous</b> and <b>Memberships</b> .
	The ATTACH MEMBERSHIPS TO RESERVATIONS screen displays.
	Guest Flanagan, Patricia         Arrival 09-01-06         Member Type MR         Level Y1         Member No 001445576         Calculate Close
	<ol> <li>Click the drop down arrow next to the Guest field and search for the Checked Out reservation.</li> <li>Click the drop down arrow next to the Member Type field to select from an existing membership on the guest profile.</li> <li>Place an "X" next to the membership to add and select OK.</li> <li>If a membership does not exist, select New from within the MEMBERSHIPS screen to add a new one.</li> </ol>
	<b>NOTE:</b> For more information on adding memberships to a guest profile, refer to the "Profiles" chapter of this manual.
	<ol> <li>6. Select Calculate.</li> <li>7. Answer "Yes" to add the membership and calculate points.</li> <li>8. Select OK to the confirmation message.</li> </ol>



#### **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.

🙀 SHELL - Export File List						x
File Type	<u>•</u>			🗖 Show Ir	nactive	Search
File Type	Description					<u>^</u>
<u>G</u> enerate ⊻iew Data		Сору	New	Edit	Delete	Close

- 2. Select **New**.
- 3. Answer "Yes" to add an export from template.

#### The **SELECT TEMPLATE FILE TYPES** screen displays.

	File Type			Search
	Description		-	All
	Description			None
×	File Type	Description	<u>*</u>	
	CURRENCY_EXCHANGE	Currency Exchange Export	1.55	
	TURKEY_EXPORT	Turkey		
	SL_POLICE_EXPORT	Police Export		
	CR_POLICE_EXPORT	Police Export		
	CR_TOURIST_EXPORT	Tourist Export		
×	FOLIOTAX_SUMMARY	Foliotax Summary Export		
	TAX_EXPORT	Tax Export		
	POLICE_EXPORT	Monte Carlo Police Interface Export		
	NIS_EXPORT	NIS Statistics		1235
	NIS_EXPORT_DAY	NIS Statistics By Day		<u>Q</u> K
	PROFILE_REQUESTS	Profile Requests Export	_	Close



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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.

SHELL - Exp	ort File Types		
Main File Type	FOLIOTAX_SUMMARY		
	Foliotax Summary Export		
1			
		Generate	Close

- 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.

File 1	ype FOLIOTAX_SUMMARY				
File Type	File Description	Date Generated	Records	Generated File	
FOLIOTAX_SU	IMMA Foliotax Summary Export	06-29-06	5		
				-	
4		1	<u> </u>	P	1

9. To view the raw data collected in the export, select View.



The <b>EXPORT DATA</b> screen displays.
File Type       FOLIOTAX_SUMM       Description       Foliotax Summary Export         Total Records       5       File Generated       1L01.         Property       SHELL       File Location       File Location         Date Generated       06-29-06       File Location       C.
Seq.No         Data         Changed           21         01L01         20051113         N           22         1         MICROS Systems, Inc.         Columbia         70321046         2         116.5         N           23         2         Kevin's Klothing         Statesboro         39830458         1         170.00         N           24         2         3         Fish Food Fine Dining         Chicago         89360611         2         77.23         N           25         2         4         Carlson Hotels Worldwide         12330001         1         10.00         N           26         2         5         Expedia.com         Los Angele         12390001         50.00         N           27         399999011         0.0099999999         5         423.75         N         N         V
01L01 20061113 12006 Opera Demo Hotel, Columbia 7031 Columbia Ga 21046443-285-8443-283-4
Eind Find/Replace Delete Add Edit Close
10. To generate the file and save it local to the server, select Generate File
The <b>EXPORT</b> screen displays.
🙀 Export 📉
File Name 1L01
<u>QK</u> <u>Close</u>
<ol> <li>Enter a File Name and File Extn. (i.e. taxexport.xls) and select OK.</li> <li>To zip the generated file, select Zip File.</li> </ol>



#### **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.

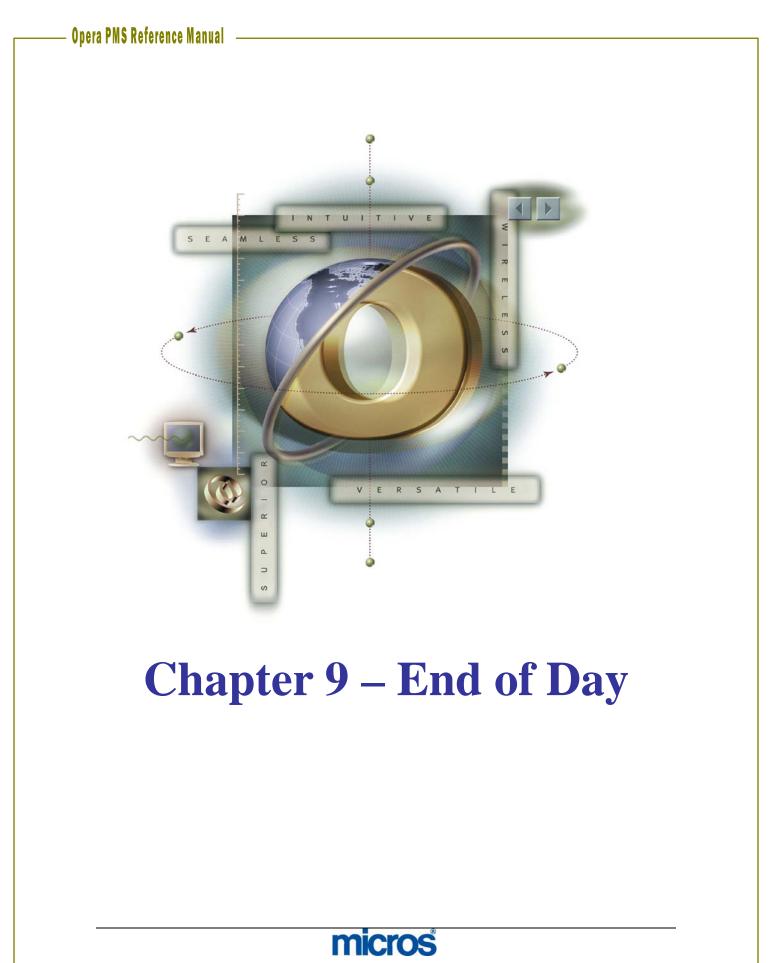
File Name krdel010	.hlk		Searc <u>h</u>
ile Name	Folder	<u> </u>	
RDEL010.hlk	D:\micros\opera\export\del\hdc\		
			Downloa
			Close

- 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.







### **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	<ul><li>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.</li><li>1. Review communication from the previous shift (Log Book).</li><li>2. Count and verify your bank prior to the previous shift's departure.</li></ul>
	3. Print your shift reports: Go to <b>Miscellaneous</b> , then <b>Reports</b> ; change the Report Group to " <b>Shift Reports</b> " and select the shift reports for the audit shift which typically include:
	<ul> <li>Guest In-House by Room (sorted alphabetically and by room)</li> <li>Arrivals Detailed (sorted alphabetically with notes/comments)</li> <li>Departures (sorted by room)</li> <li>Housekeeping Status</li> </ul>
	Guest INH: Cash Payment Method
	• Credit Limit (all payments)
	Guest INH: Reservation Traces
	Arrivals: VIP Report
	<b>NOTE:</b> 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.
	<ol> <li>Review Trace report and communicate with appropriate departments.</li> <li>Review VIP arrivals and communicate with Housekeeping and Room Service to ensure the rooms are completely ready.</li> </ol>
	<ol> <li>8. Throughout the evening, print DOWNTIME or emergency reports as necessary.</li> </ol>
	<b>NOTE:</b> These reports may be scheduled to print automatically through the Reports Scheduler.
	<ul> <li>9. Post all manual charges.</li> <li>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.</li> </ul>
	<ol> <li>Follow through and resolve any Discrepant Rooms in Housekeeping.</li> <li>Print the Guests In-House Complimentary report and verify if the rooms listed as complimentary are correct.</li> </ol>



- 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)

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- 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

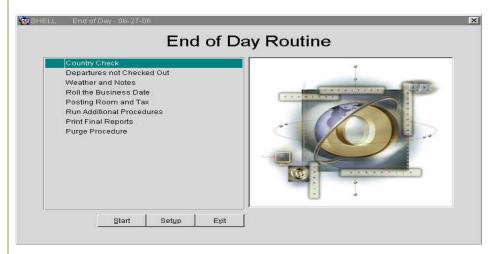
After all pre-work is accomplished, follow the steps below to being the systematic audit and roll the business date:

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.
- Select today's **Business Date** and choose **Login**. 4.

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.



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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 <b>Start</b> 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 <b>OK.</b>



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:
	<ul> <li>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.</li> <li>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</li> </ul>
	<ul> <li>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</li> <li>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.</li> <li>Transfer any financials from OPERA PMS to your local or interfaced accounting program. Use existing audit reports and financial reports for figures and statistics.</li> </ul>
	• 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**.

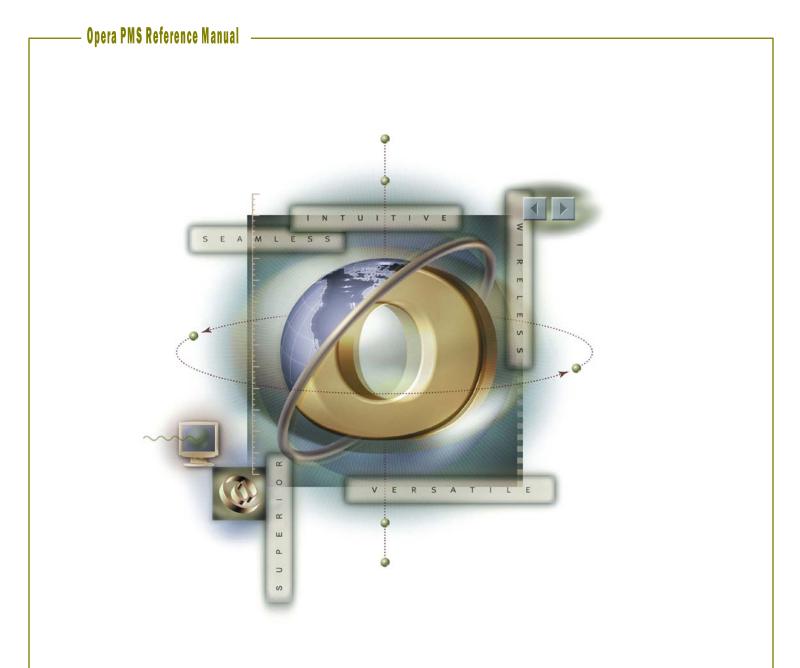
#### The **END OF DAY REPORTS** screen displays.

Date 11-01-06	Status All	*			Search
Report					All
🗖 Search by Report Name	🗖 Search by REP N	ame 🗖 Searct	n by Spool Name		None
Report Name	REP Name	Spool Name	Status	<u>_</u>	
Complimentary Rooms	gi_c_h	spool1	Inactive	121	
E106 Manager - Flash	manager_report	SPOOL106	Filed		
E100 Trial Balance	trial_balance	SPOOL100	Filed		
E108 Cashier Summary	nacashiersummary	SPOOL108	Filed		
E102 Guest Ledger Detail	naguestleddetail	SPOOL102	Filed		
E104 Package Ledger Detail	napkgledger	SPOOL104	Filed		
E114 Cancellation Report (MI)	mi_nacancel	SPOOL114	Filed		
E112 In House: Upgrade (MI)	mi_upgrade	SPOOL112	Filed		Recreat
E110 No Show Report (RC)	nanoshow	SPOOL110	Filed		
E140 Group in House Summary	nagrpbussumm	SPOOL140	Filed		Preview
E116 Revenue Summary Maingroup	findeptcodes	SPOOL116	Filed		Print
E118 Payments	findeptcodes	SPOOL118	Filed	-	Close

- 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



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Business	OPERA offers two versions of group functionality: Quick Business Block and
Block vs.	Business Block. Both versions share the same core functionality for groups,
Quick	but Business Block offers enhanced functionality typically not needed for smaller operations. In addition, the design of the full Business Block module
Business	works in conjunction with Sales and Catering functionality. Quick Business
Block	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:
	<ul><li>Whether the group rooms allotted deduct from house inventory or not</li><li>Whether or not users and book or pickup reservations for the block</li></ul>
	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.

g SHELL - Bus	iness Block Search Block Code			Sta	ay Date			Master	Searc <u>h</u>
Name	Block ID				Status 📃		<u>+</u>		Advanced
Start Date	🗰 Owner			生 Cat.	Status 📃		±		
Account				Contact					
Agent				Contact					
Master ID				Source					
+ Start Date	Block Name	Owner	Rm Nts	Status	Cat Status	End Date	Block ID	Rms D 🔺	
06-26-06	News Channel 3 Seminar	ELT	25	DEF		06-29-06	10200		
06-27-06	MICROS Systems 2006 Conferen	ELT	28	DEF	DEF	06-29-06	10450		
									Extract
									Eyents
									Options
			1					_	
									h h h h h h h h h h h h h h h h h h h
									New
1									New Edit Close

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.

🙀 SHELL - Inquir	ry Proces	s											×
Acct/Comp R Agent Source	tobinson	Marketi	ng,,						ntact Rob ntact	iinson, Ch	ieryl,		
Start Date     # Nights     End Date Alt Start Dates 1     2     3	4 11-10-0 11-20-0 12-04-0	6		#Night	n o s Arriva 1 T	Il Day W T			Min. Meet Concurre	ting Space Int Meeting Space(s	g Spaces	acity	Setup Style
Rooms per day [ Rate code ]	30	Room 1	± [	KNGN SDBN KSBN	<u>+</u>			12 14 4	And 💽 .	_	s) for	Attende	es 📃 🛨
İnquiry G	rid												
Day	Total	KNGN	SDBN	KSBN	KNGS	KSBS	SJSN	SJS	S COMP		<b></b>		
Day 1	30			4							_		Availability
Day 2	30			4							_		
Day 3	30												Bus. Block
Day 4	30	12	14	4									Reset
											•		Close
		<<	<							⊳	22		

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.



<ul> <li>hotels</li> <li>6. En</li> <li>7. Ra</li> <li>are</li> <li>the</li> <li>flex</li> <li>8. En</li> <li>ent</li> <li>to</li> <li>typ</li> <li>9. Sel</li> <li>avz</li> <li>10. Sel</li> <li>the</li> <li>11. Sel</li> </ul>	ternately, you may enter a date <b>Range</b> with the <b>From</b> and <b>To</b> dates, <b>#</b> ights and check the boxes for the days of week within that date range.
<ul> <li>7. Raa are the flex</li> <li>8. En ent to flex</li> <li>9. Sel avz</li> <li>10. Sel the 11. Sel 12. Sel</li> </ul>	<b>E:</b> The <b>Required Meeting Space Capacity</b> section is only applicable using the Sales and Catering system.
ent to typ 9. Sel avz 10. Sel the 11. Sel 12. Sel	there the number of <b>Rooms per day</b> the group requests. <b>The Code</b> allows you to enter a specific rate code for a group. Rate Code e not required as each group can have a specially contracted rate; but if ere is a rate already established for the account; this option gives you the xibility to use the existing Rate Code.
<ol> <li>9. Sel avz</li> <li>10. Sel the</li> <li>11. Sel</li> <li>12. Sel</li> </ol>	ter the requested number of rooms for each <b>Room Types</b> . You can ter the actual number of rooms requested or you can check the box ne the percentage sign and enter the percentage of rooms for each room be (i.e. 50% king beds and 50% double beds).
the 11. Sel 12. Sel	lect <b>Inquiry Grid</b> to populate the grid below with the results of the ailability search for the first start date or first range of dates.
12. Sel	lect <b>Bus. Block</b> if there is availability and you wish to move forward we contract.
	lect Reset to reset the data on the screen to re-enter new requirements
	lect <b>Availability</b> to view detailed results on the inquiry for each alternate.
The <b>R</b>	ESULTS screen appears.
🧐 SHELL -	Result Screen

Age	ent					Contact				 
Sour	rce									
eriods Avai	lable					Current		Net		İnqu
	lable		Date	Min.	Мах.	Current House	Rooms	Net House		İnqu Ctrl P:
eriods Avai	lable To	Н	Date	Min. Occ %			Rooms Req.	House Avail.		Ctrl Pa
rom		H	Date 11-06-06		Max. Occ %	House Avail.		House	-	
rom 1-06-06	То			Occ %	Max. Occ % 0.65	House Avail. 154	Req. 30	House Avail. 124		Ctrl Pa
rom 1-06-06 1-20-06	To 11-10-06		11-06-06	Occ % 0.65	Max. Occ % 0.65 0.00	House Avail. 154 155	Req. 30 30	House Avail. 124		Ctrl Pa
rom 1-06-06 1-20-06	To 11-10-06 11-24-06		11-06-06 11-07-06	Occ % 0.65 0.00	Max. Occ % 0.65 0.00 0.00	House Avail. 154 155 149	Req. 30 30 30	House Avail. 124 125		Ctrl Pa
rom 1-06-06 1-20-06	To 11-10-06 11-24-06		<mark>11-06-06</mark> 11-07-06 11-08-06	Occ % 0.65 0.00 0.00	Max. Occ % 0.65 0.00 0.00	House Avail. 154 155 149	Req. 30 30 30	House Avail. 124 125 119		Ctrl P: Det. A
rom 1-06-06 1-20-06	To 11-10-06 11-24-06		<mark>11-06-06</mark> 11-07-06 11-08-06	Occ % 0.65 0.00 0.00	Max. Occ % 0.65 0.00 0.00	House Avail. 154 155 149	Req. 30 30 30	House Avail. 124 125 119		Ctrl <u>P</u> et. A Det. A Bus. B
	To 11-10-06 11-24-06		<mark>11-06-06</mark> 11-07-06 11-08-06	Occ % 0.65 0.00 0.00	Max. Occ % 0.65 0.00 0.00	House Avail. 154 155 149	Req. 30 30 30	House Avail. 124 125 119		Ctrl P: Det. A

micros

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 <b>Block Header</b> contains information that applies to every reservation attached to the group.
	To create a new block, follow the steps below:
	<ol> <li>From main menu, select <b>Reservations</b> and <b>Blocks</b>.</li> <li>Select <b>Business Block</b>.</li> </ol>
	The <b>BUSINESS BLOCK SEARCH</b> screen appears.
	3. Select <b>New</b> .
	The <b>BUSINESS BLOCK</b> screen appears.
	The SHELL - Business Block - 10450
	Act/Com MICROS Systems, Inc., Columbia, Contact Agent Contact Source Potential Group MICROS Training Dept Block ID 10450
	Name       MICROS Systems 2006 Conference       ±       Status       DEF       ●       Origin       ±         Start Date       06-27-06       Tue       Shoulder Start       06-27-06       Market       MET       ±       Type       ±         Nights       2       Source       M1       ±       •       •       •       •         End Date       06-29-06       Thu       Shoulder End       06-30-06       •
	Rooms       Catering       Details       More       Cancel         Block Code       0606MICROS       Rate Code       USD       Cutoff Date       06-27-06       Cutoff Days       0         Res. Type       GC       Packages       Follow up Date       Image: Shoulder Start       9       0       0         Image: Print Rate       Shoulder End       Trace Code       9       0       0       0         Image: Suppress Rate       Owner       ELT       0       0       0       0       0
	Rooms Revenue (in USD)     Biocked     Picked-Up     Available       Room Nights     28     9     0       Net Revenue     2,732.00     801.00       Net Rate     97.57     89.00       Statistics     QK
	Created By TRAIN On 07-21-06 14:14 Updated By SUPERVISOR On 08-14-06 14:01
	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.

ly creates afte y y pг save the block.



<ol> <li>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.</li> <li>Enter the contracted Start Date, number of Nights and End Date.</li> <li>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.</li> <li>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).</li> <li>Select a Market code. Remember to use the appropriate group marketing code for tracking purposes.</li> <li>Select the appropriate Source code for the group.</li> </ol>		
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<ul> <li>with shoulder dates. For more information on elastic blocks, refer to the Rooms tab portion of this chapter.</li> <li>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).</li> <li>9. Select a Market code. Remember to use the appropriate group marketing code for tracking purposes.</li> <li>10. Select the appropriate Source code for the group.</li> </ul>		7. Enter the <b>Shoulder Start</b> and <b>Shoulder End</b> dates if this group is elastic
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<ul> <li>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).</li> <li>9. Select a Market code. Remember to use the appropriate group marketing code for tracking purposes.</li> <li>10. Select the appropriate Source code for the group.</li> </ul>	3	3. <b>Status</b> is the current phase this block is in regarding reservation pickup.
<ul> <li>group statuses. Typically, the starting status of the group is either TEN (Tentative), PRO (Prospect), or INQ (Inquiry).</li> <li>9. Select a Market code. Remember to use the appropriate group marketing code for tracking purposes.</li> <li>10. Select the appropriate Source code for the group.</li> </ul>		
<ul> <li>(Tentative), PRO (Prospect), or INQ (Inquiry).</li> <li>9. Select a Market code. Remember to use the appropriate group marketing code for tracking purposes.</li> <li>10. Select the appropriate Source code for the group.</li> </ul>		Concepts at the beginning of this module for a detailed explanation of
<ul> <li>9. Select a Market code. Remember to use the appropriate group marketing code for tracking purposes.</li> <li>10. Select the appropriate Source code for the group.</li> </ul>		group statuses. Typically, the starting status of the group is either TEN
code for tracking purposes. 10. Select the appropriate <b>Source</b> code for the group.		(Tentative), PRO (Prospect), or INQ (Inquiry).
10. Select the appropriate <b>Source</b> code for the group.	ç	D. Select a <b>Market</b> code. Remember to use the appropriate group marketing
		code for tracking purposes.
11 Enter the Sales or Reservations Manager that owns the block in the <b>Owner</b>	1	0. Select the appropriate <b>Source</b> code for the group.
The blief the balles of Rebervations manager that owns the block in the owner	1	1. Enter the Sales or Reservations Manager that owns the block in the <b>Owner</b>
field. This is necessary in order to track sales productivity by Manager.		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:
Rooms Catering Details More Cancel
Resv. Method       IND       Image: Payment       VS       Image: Comm%         Rooming List Due       Image: Porterage Incl.       Price       Image: Comm%       Image: Comm%         Arrival Time       Image: Comm%       Image: Comm% <td< th=""></td<>
advanced level. Use any of the fields described below if they apply to this
<ul> <li>group contract:</li> <li>Resv. Method indicates how reservations book into the group block (i.e. rooming list, reservation cards, etc.)</li> </ul>
<ul> <li>Resv. Method indicates how reservations book into the group block (i.e. rooming list, reservation cards, etc.)</li> <li>Rooming List Due indicates when you expect a rooming list back</li> </ul>
<ul> <li>Resv. Method indicates how reservations book into the group block (i.e. rooming list, reservation cards, etc.)</li> </ul>

different that the hotel's default commission for that travel agent.



CANCEL TAB:
Rooms       Catering       Details       More       Cancel         Rooms       Cancellation       Catering       Cancellation         No.       No.       No.         Reason
This tab contains information used for statistical tracking in the event the Business Block cancels.
<ul> <li>Rooms Cancellation No. displays the cancellation number for the room portion of the block</li> <li>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.</li> <li>Rooms Cancellation Comments is the description for the cancellation reason selected. You can add additional comments in this field as necessary.</li> <li>Rooms Cancellation Destination is the destination or venue to which this piece of business was lost.</li> <li>Catering Cancellation No. displays the cancellation number for the catering portion of the block</li> <li>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.</li> <li>Catering Comments is the description for the cancellation reason selected. Additional catering cancellation reason selected.</li> </ul>



CATERING TAB:	
Rooms     Catering     Details     More     Cancel       Attendees     0     If Guaranteed       Info-Board     If Guaranteed       Follow-up Date     If Guaranteed       Decision Date     If Guaranteed	Contract No Onsite Name Owner ELT Item Discount%

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 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 **Business** feature, follow the steps below: **Block** 1. From main menu, select Reservations and Blocks. Select Quick Business Block. 2. The **QUICK BUSINESS BLOCK SEARCH** screen appears. 3. Select New. The QUICK BUSINESS BLOCK screen appears. 🙀 SHELL - Quick Business Block Acct/Comp Quick Block □ Sync Contact Contact Agent Group Source Master Rooms Catering <u>+</u> Name Quick Block Group Elastic Elastic Cutoff Days -Start Date 09-01-06 Friday Resv. Method RML ± Cutoff Date 08-15-06 m 5 Nights End Date 09-06-06 Type GRP Wednesday + Diary Block Code 0709QUICKB \* Suppress Rate Trace Code Status PRP ŧ Rate Code Res.Type 6PM \* Packages Market ASO <u>+</u> Source CVB \* TA Rec Loc Owner ALL + QK Save ⊆lose Created By On Updated By On 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.

Acct/Comp Quick Bloc Agent Group Quick Bloc Block ID 11201	10000			] ]		Contact Contact Source					
Rooms Catering											
Name Quick Bloc	k Group			Ele	stic E	astic	*	Cutoff D	ays 📃	0	
Start Date 09-01-06		Friday		Cutoff E	ate 🛛	8-15-06		Resv. Met	nod RML	<u>*</u>	
Nights 5			02633	ulder Start [	ate _						
End Date 09-06-06	Contraction of the local division of the loc	Wednesd	🕴 Sho	oulder End [	ate _	1			ype GRP	<u>±</u>	
Block Code 0709QUIC						Suppress R	to all shows a second se	Trace Ci USD	ode	<u>+</u>	
Status DEF Res.Type GC	<u>±</u>			Rate C			<u>+</u>	050			
Market ASO	ž			Packa Shoulder :	Exercit						
Source CVB	±			Shoulder			+				
Owner ALL	±			Griddider			استنبرا	TA Rec I	Loc		
Rooming List	KNGN	KNGS	SJSN	SDBN 1	SBN	KSBS	SJSS	COMP	СОМ1		Diary Resv.
ioto					CDD14	10000	0000	COM	COMI		Ovid
)ate 9-01-06 Fri	- Contractor	1. Salar 1. Salar 1. Salar 1.	Construction of the second	10		- Annotes				1	Grid
9-01-06 Fri	10	10	10	10							Gnu
9-01-06 Fri 9-02-06 Sat	10	10 10	10 10	10							
A CONTRACTOR OF A CONTRACTOR OFTA CONTRACTOR O	10	10 10 10	10 10 10	10 10							Options
9-01-06 Fri 9-02-06 Sat 9-03-06 Sun	10 10 10	10 10 10 10	10 10 10 10	10 10 10							

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.

Date 11-04- Display Currer		- -								_	Search
Date		NGN	KNGS	KSBN	KSBS	SJSN	SDBN	SJSS	COMP	 	
11-04-06 Sat	NI NI		RN03	NODIN	KODO	00014	ODDIN	0000	COWI		
Original											
Current											
Pickup		0	0	0	0	0	0	0	0		
11-05-06 Sun											
Original											
Current											
Pickup		0	0	0	0	0	0	0	0		
11-06-06 Mon											
Original	30	12		4			14				
Current	30	12		4			14				
Pickup	0	0	0	0	0	0	0	0	0		
11-07-06 Tue										 	
Original	30	12		4			14			 	
Current	30	12		4			14				
Pickup	0	0	0	0	0	0	0	0	0	 	
11-08-06 Wed											
Original	30	12		4			14				
Current	30	12		4			14		-	 	
Pickup 11-09-06 Thu	0	0	0	0	0	0	0	0	0	 	
Original	30	12		4			14			 	
Current	30	12		4			14			 	
Pickup	30	0	0		0	0		0	0	 	
11-10-06 Fri	0	U	0	U	0	0	U	0	0	 	
Original										 	
Ungina		<	-							 	> >>

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 <b>Display</b> menu in the search criteria at the top of the screen offer a variety of views:
• <b>Original</b> 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, <b>Current</b> reflects the current number of rooms reserved for the group.
• Available reflects how many rooms are still available for individual reservations to be booked.
• <b>Rates</b> reflect the rates assigned for each date for each room type in the grid.
• <b>Contract</b> , 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.

Block Range Setting - Current for 0611ROBINS  Date Range  From 11-06-06  Mon  V Mon  V Mon  V Mon  To 11-10-06  Fri  C Core C Core C Shoulder Begin C Shoulder End	Values   Increase/Decrease Rooms  No. of Rooms  Occupancy 1  Rate 1  Occupancy 2  Rate 2  Occupancy 3  Rate 3
Room Types	Occupancy 4 Rate 4
KNGS	Total Rooms 0 Addl. Rate
KSBN	
KSBS	
SJSN	
SDBN	
SJSS	Cutoff Date
COMP	Cutoff Days
AļI <u>N</u> one	<u> </u>

- 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 <b>Rate 1</b> and enter an <b>Addl. Rate</b> for each additional person, depending on the terms of your contract. The additional person rate defaults to the hotel's extra person designator.
<b>NOTE:</b> 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 <b>Sell Limit</b> if you desire to set a limit to the number of rooms to oversell within this group.
<b>NOTE:</b> 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.
 <ol> <li>Cutoff Date/Cutoff Days allows you to set an individual cutoff date or numbers of days by room type.</li> <li>Select OK to allocate the rooms to the grid.</li> </ol>



## 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.

Date Range Sun	Room Types	
From 01-01-07 Mon 🔽 Mon Nights 5 🔽 Tue	X TDBS	
To 01-06-07 🗰 Set 🔽 Wed IV Thu IV Fri IV Sat	X TDBN KNGS	All
-Wash		None

- 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.

Pr.No	Room Type	Min	Max	2
	1 KNGN	15	15	
	2 KNGS	16	16	
	KSBN	20	20	
	3 TDBN	27	27	
	4 TDBS	60	60	
	OSNN	1	1	
	XSTN	0	0	
	XSTS	0	0	
	OSNS	0	0	
	KSBS	0	0	1

- 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.



<ol> <li>From the main menu, select Reservations and Blocks.</li> <li>Select Business Block.</li> <li>Search for and highlight the desired block, and choose E</li> <li>Select Resv. This option is only available if the group is and available for pickup.</li> <li>As the screen opens, a pop-up message displays advising Master will be created, would you like to continue?" An</li> <li>The RESERVATIONS LIST screen displays.</li> </ol> EVENTIONS LIST screen displays.           ************************************	in a Defi	Enito stat
<ul> <li>3. Search for and highlight the desired block, and choose E</li> <li>4. Select Resv. This option is only available if the group is and available for pickup.</li> <li>5. As the screen opens, a pop-up message displays advising Master will be created, would you like to continue?" An The RESERVATIONS LIST screen displays.</li> </ul> <b>100FERA-Reservation List for HOC from 01-01-07 to 01-08-07 10535</b> Hotel Owners Conference 10-01-07 to 01-08-07 <b>10536</b> Hotel Owners Conference 10-01-07 to 10-08-07 <b>10507</b> Hotel Owners Conference 10-01-07 to 10-08-07 <b>10508</b> Room Type <b>10508</b> Room Type <b>10509</b> TDBN TDBN KSENN XSTN XSTN XSTN OPEN <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> Tupe 18 <b>105107</b> T	in a Defi	Enito stat
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Date         KNGN         KNGS         TDBN         TDBS         KSBN         OSNN         XSTN         XSTS         OSN           01-01-07 Mon         16         5         5         3         3         0	C A	
Date         KNGN         KNGS         TDBN         TDBS         KSBN         OSNN         XSTN         XSTS         OSN           01-01-07 Mon         16         5         5         3         3         0		
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Date         KNGN         KNGS         TDBN         TDBS         KSBN         OSNN         XSTN         XSTS         OSN           01-01-07 Mon         16         5         5         3         3         0		
Date         KNGN         KNGS         TDBN         TDBS         KSBN         OSNN         XSTN         XSTS         OSN           01-01-07 Mon         16         5         5         3         3         0		
Date         KNGN         KNGS         TDBN         TDBS         KSBN         OSNN         XSTN         XSTS         OSN           01-01-07 Mon         16         5         5         3         3         0		
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Date         KNGN         KNGS         TDBN         TDBS         KSBN         OSNN         XSTN         XSTS         OSN           01-01-07 Mon         16         5         5         3         3         0		1
Date         KNGN         KNGS         TDBN         TDBS         KSBN         OSNN         XSTN         XSTS         OSN           01-01-07 Mon         16         5         5         3         3         0		Profile
D1-01-07 Mon         16         5         5         3         3         0         0         0         0           D1-02-07 Tue         16         5         5         3         3         0 <td>NS KSBS 🔺</td> <td>Options</td>	NS KSBS 🔺	Options
01-02-07 Tue 16 5 5 3 3 0 0 0 0	0 0	Checkin
01-03-07 Wed 16 5 5 3 3 0 0 0 0	0 0	Cancel
	0 0	
01-04-07 Thu 16 5 5 3 3 0 0 0 0	0 0	Group Opt.
01-05-07 Fri 16 5 5 3 3 0 0 0 0	0 0	
		New
Available << <		Edit



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 <u>always</u> 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	Check in Group
Room Assign	R <u>o</u> om Status
Print Registration Cards	New Post Master
Delete	C <u>u</u> t Keys

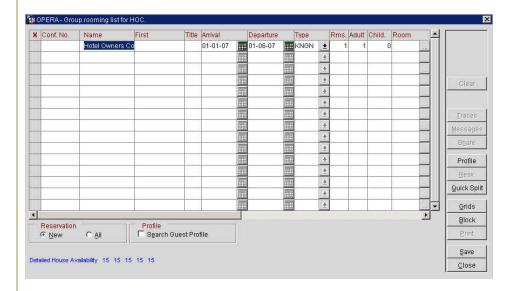


#### **Rooming List**

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	above b		0	oming List	where a	ull roo:	ms :	are s	hares, to	llow	the step
	1. Ente	er all gue	est name	s, dates and	d room	types	as i	n the	e instruct	ions	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										
	Prin	nary nam	ne in the	Share.							
	🙀 OPERA - Gro	up rooming list f	or HOC.								×
	X Conf. No.	Name	First	Title Arrival	Departure	Type	R	ms. Adul	t Child. Room	<b>_</b>	
		Smith	John	01-01-07	01-06-07	KNGN		1	1 0		
	×	Smith	Jane	01-01-07	01-06-07	KNGN			1 0		
		Conner	Eric	01-01-07	01-06-07	KNGN			1 0		
	×	Conner	Sally	01-01-07	01-06-07	KNGN			1 0		Clear
		Davidson	Adam	01-01-07	01-06-07	KNGN	and the second s	- 24	1 0		
	×	Davidson	Jennifer	01-01-07	01-06-07	KNGN	<u>±</u>		1 0 1 0		
	×	Lowell	Marcus Teisha	01-01-07	01-06-07	KNGN		1	1 0		Traces
	^	Lowen	Teisna	01-01-07	01-08-07	KNON		_	1 0		Messages
							+				Share
							+				Profile
			-				+				
							4				Resv.
					1111		*				Quick Split
							*				Grids
	<u> </u>			50° 50						<u>•</u>	Block
	Reservation	C All	Profile	Guest Profile							Print
	(* DIBAA	y <u>A</u> ll	i ogaicii	odestriollie							- Elmin



3. Select **Save** to upload reservations.

The following pop-up displays asking how you would like to divide the rate.

Entire Rate for Pr	imary Sharer	
C Split Rate evenly	for all Sharers	
Full Rate for all S	harers	

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.

er the number of rooms to	o split (Maximun	n availability: 20	J).
Number of Rooms	20		
	mith, Wesley		1+1

- 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:

(	Conf, No.	Name	First	Title	Arrival		Departure		Гуре		Rms.	Adult	Child	1,	Room	<b></b>	
	14656	Smith	Wesley		10-13-06		10-16-06	H	KNGN	±	1	1	0				
	14657	Smith	Wesley		10-13-06		10-16-06	m	KNGN	ŧ	1	1	.0				
	14658	Smith	Wesley		10-13-06		10-16-06	۳	KNGN	±	1	1	0				
	14659	Smith	Wesley		10-13-06		10-16-06	E I	<ngn< td=""><td>*</td><td>1</td><td>1</td><td>.0</td><td></td><td></td><td>. 1</td><td></td></ngn<>	*	1	1	.0			. 1	
	14660	Smith	Wesley		10-13-06		10-16-06	۳	<ngn< td=""><td>ŧ</td><td>1</td><td>1</td><td>0</td><td></td><td></td><td></td><td>-</td></ngn<>	ŧ	1	1	0				-
	14661	Smith	Wesley		10-13-06		10-16-06	۳	KNGS	ŧ	1	1	0				Import Li
	14662	Smith	Wesley		10-13-06		10-16-06	E I	KNGS	*	1	1	0				Traces
	14663	Smith	Wesley		10-13-06		10-16-06	H	<ngs< td=""><td>*</td><td>1</td><td>1</td><td>0</td><td></td><td></td><td></td><td>Message</td></ngs<>	*	1	1	0				Message
	14664	Smith	Wesley		10-13-06	Ⅲ	10-16-06	H	KNGS	±	1	1	0			.,	
	14665	Smith	Wesley		10-13-06		10-16-06	ı	KNGS	ŧ	1	1	.0				Share
1976	14666	Smith	Wesley		10-13-06		10-16-06	۳	KNGS	±	1	1	0				Profile
	14667	Smith	Wesley		10-13-06		10-16-06	III I	<ngs< td=""><td>*</td><td>1</td><td>1</td><td>.0</td><td></td><td></td><td></td><td>Resv.</td></ngs<>	*	1	1	.0				Resv.
	14668	Smith	Wesley		10-13-06	ī	10-16-06	۳	<ngs< td=""><td>ŧ</td><td>1</td><td>1</td><td>0</td><td></td><td></td><td></td><td>Quick Sp</td></ngs<>	ŧ	1	1	0				Quick Sp
	14669	Smith	Wesley		10-13-06		10-16-06	۳	KNGS	±	1	1	0				Enre of
	14670	Smith	Wesley		10-13-06		10-16-06	III I	KNGS	*	1	1	0			-	Grids
Ľ	N 744	V.															Block
	Reservation	C All	Profile I Search Guest	t Prot	file												Print
																	Save
te	illed House Av	ailability 17 17	17														Close

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 possib to import that list directly into the <b>ROOMING LIST</b> 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	<ul> <li>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:</li> <li>1. From the Group Options menu, select Room Assign.</li> </ul>
	The AUTOMATIC ROOM BLOCKING screen displays.
	OPERA - Automatic Room Assignment for IHG
	Guests       Arrival Date       11-17-06       ETA From       To
	Rooms         Features       ±         Smoking       ±         Floor       ±         Floor       ±         Include Due Out Rooms         Start from Room       ±         Include Qut of Service Rooms         Vuse Associated Preferences
	Status
	Start Close
	Start

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.

Name	First	Room	Туре	Status	
InterContinental 4	HotelsGroup	123	TDBN	CL	
InterContinental 5	HotelsGroup	120	TDBN	CL	
InterContinental 6	HotelsGroup	124	TDBN	CL	
InterContinental 7	HotelsGroup	122	TDBN	CL	
InterContinental H		9001	PM	CL	
InterContinental H	HotelsGroup	335	TDBN	CL	
			0		
					-

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.

Clean Rooms Only C All Rooms	ETA From To	
Cut Keys © Out Keys to all group guests © Prompt for each group guest © Do not Cut Keys to any guest in this group	Number of Keys  Per Reservation  Per Adult Per Reservation	
Print Registration Cards Print registration cards to all group guests Prompt for each group guest Do not print registration cards to any guest ir	) this group	
-Status		

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	<b>Delete</b> 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. Cut Keys Cut Keys Cut Keys for All Arriving Guests Prompt and Cut Keys for Each Arriving Guest Prompt and Cut Keys for Each Arriving Guest Per Reservation



Print Registration Cards	You can selectively <b>Print Registration Cards</b> via the final option in <b>Group</b> <b>Options</b> . This enables you to print registration cards for guests that are Due- In, In-House or Reserved.
Varus	To pre-print batch registration cards for a group, follow the steps below:
	1. From the Group Options menu, select Print Registration Cards.
	The <b>PRINT REG. CARDS</b> screen displays.
	Print Reg. Cards for IHG  Print Options  Due In Guests  Inhouse Guests  Reserved Guests  Erint Qlose  C Sclost a Print Option and also as to Print
	2. Select a <b>Print Option</b> and choose to <b>Print</b> .
	<b>NOTE:</b> 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 Pl	M	Changes	Сору	Delete
	Deposit/	'CXL	Cutoff	Ngtes	ļtem Invento
	Shift Dg	ate	Statistics	Cust.Tour Series	Refr. Rates
	Wash Sch	iedule		·	
			Clos	se	
	In cases of c	omplex bil	ling to a posting a	ccount, it may be ne	cessary to cre
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#### Сору

**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.

🗽 OPERA - Copy Booking	×
Room Block	Include Booking Notes
I⊄ Keep same Group I New Business Block Status INQ	
New Start Date 11-1 New Block Code AXX	
	QK Close
1,5 8	
° 1, 1	tion, only reuse Block Codes for groups in may also have an application setting requirin
17	el's default starting status of Tentative. To ns allocated in the grid deduct from inventor

you must access the copied block and change the status to Definite.



Cutoff	<b>Cutoff</b> 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 <b>Cutoff Date</b> or <b>Cutoff Days</b> feature on the block header, but creates an immediate return despite the actual business date.
	<b>NOTE:</b> After you use this option, any room reservations cancelled within the block return to house inventory, not back into the block inventory.
Deposit / CXL	<b>Deposit/CXL</b> 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	<b>Notes</b> 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 <b>Block Options</b> menu, select <b>Notes</b> .
	The <b>BUSINESS BLOCK NOTES</b> screen displays.
	2. Select <b>New</b> to post a new note.
	The <b>BUSINESS BLOCK NOTES – NEW</b> screen displays.
	🙀 OPERA - Business Block Notes - New 🔀
	Date 11-19-06 17:28 Internal IV . Note Type Billing Instruction
	Title Group Billing Instructions
	Please route room and tax for all guests to the posting master.
	QK Close
	<ol> <li>To keep the note internal and prevent it from printing on any group correspondence, select Internal.</li> <li>Click the drop down arrow next to the Note Type field to choose a note type</li> </ol>
	5. Enter a <b>Title</b> for the note and type any instructions in the white text box.



#### **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.

	1	
New Starting Date	11-17-06	
	OK I	Close

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.

Currency	USD		
	Potential	Actual	
Rooms Sold	30	0	0.
Room Revenue	2,500.00	0.00	0.
F&B Revenue	0.00	0.00	0.
Other Revenue	0.00	0.00	0.
Total Revenue	2,500.00	0.00	0.
Avg. Room Rate	83.33	0.00	0.

Selecting **Block Info** displays a very informative group resume report.

	elio a						Opera Demo H Block					10-29-1 09::
Block Name	Rot	inson Mari	keting			Gn	oup Confirmation No.	11928				
Company Nam	e Rob	inson Marke	ting			вю	ck Code	RMM				
Travel Agent I	lame					Ra	e Code					
Start Date	10-0	03-05				or	n					
End Date	10-0	06-05					rket Code	с				
Deposit paid	0.0	0.00					Irce Code	GD				
information	Acc	ommodation	s Notes									
		Group - set		ble sheet be	eds and turn	idow n						
	Room Type	Contract	Original	Current	Pickup	Avail	Rate1	Rate2	Rate3	Rate4	Room Revenue	Total Revenu
10-03-05 Mon	CSTN	0	0	0	0	0	99.00	0.00	0.00	0.00	0.00	0.0
10.00.0011011	KNGN	18	18	18	ő	18	99.00	0.00	0.00	0.00	0.00	0.0
	OSNS	0	0	0	0	0	99.00	0.00	0.00	0.00	0.00	0.0
	OWCN	0	0	0	0	0	99.00	0.00	0.00	0.00	0.00	0.0
	OWCS	0	0	0	0	0	99.00	0.00	0.00	0.00	0.00	0.0
	TDEN	18	18	18	7	11	99.00	0.00	0.00	0.00	743.00	743.0
	TDBS	0	0	0	0	0	99.00	0.00	0.00	0.00	0.00	0.0
s	ubtotal	36	36	36	7	29					743.00	743.0
	т	c	1. 1				ckup sta					

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**.

Tour Code AA	9US	Ma	ster Blo	ck Code BUS	
Block Code	Arrival Date	Booking S	itatus	Block Name	
BU1	01-01-07	TEN	<b>±</b>	Bus Tour January	
BU2	02-01-07	TEN	*	Bus Tour February	
BU3	03-01-07	TEN	<b>±</b>	Bus Tour March	
BU4	04-01-07	TEN	+	Bus Tour April	
			*		
			+		1

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.

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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.
	<b>NOTE</b> : 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.

		N N	ash Rooms by		
Wash Date	Room Category	Percentage (%)	Value	Sell Lim 🔺	WashCod
2-07-06	KNGN		10		
			1		
Cutoff Da	- Mr	것			
Room Typ	ie 🔄 👲				
	• Wash by % C	ੇ Wash by≢of rooms			
	15 %				New
					Delete
					Save
					Close

- 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.

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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.

🕫 This Guest Only		
C All Guests in the Group		
C Selected Guests		
C Only Guests with Same Arrival Date		
C All Checked In Guests		
C Guests In House between	and 🗌	

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.



<b>Cancel</b> 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.

ancellation No.	2			
Reason Group Booked (				
Destination [		±		
	Cance	Bloc	:k?	

- 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.

Acct/Comp Quick Bl	ock, ,		0.	-		Contact	1				
Agent						Contact					
Group Quick Bl	ock Group		10			Source	0				
Block ID 11201											
Rooms Catering											
Name Quick BI	ock Group			E	astic	Elastic	-	Cutoff D:	ays 0		
Start Date 09-01-08		Friday		Cutoff	Date	08-15-06		Resv. Meth	iod RML	<u>+</u>	
Nights 5			Sho	ulder Start	Date		m				
End Date 09-06-06		Wednesda	Y Shi	oulder End	Date				pe GRP	*	
Block Code 0709QU						Suppress R		Trace Co	ide		
Status DEF	±			Rate			*	USD			
Res.Type GC	<u>*</u>			Pack							
Market ASO	*			Shoulder			*				
Source CVB	*			Shoulde	rEnd		*	TA Rec I			
Owner ALL	*							IA Neu I	.00 1		
Booming List											Diary
											Resv.
)ate	KNGN	KNGS	SJSN	100 C 100 C 100 C 100 C 100 C 100 C 100 C 100 C 100 C 100 C 100 C 100 C 100 C 100 C 100 C 100 C 100 C 100 C 100	KSBN	I KSBS	SJSS	COMP	COM1	<u> </u>	Grid
9-01-06 Fri	10	10	10				1	0			gilu
9-02-06 Sat	10	10	10	10							
19-03-06 Sun	10	2 C. T.	10	10							Opțions
9-04-06 Mon	10		10	10							QΚ
9-05-06 Tue	10	10	10	10						-	Save
	<b>▼</b>									3 322	2010

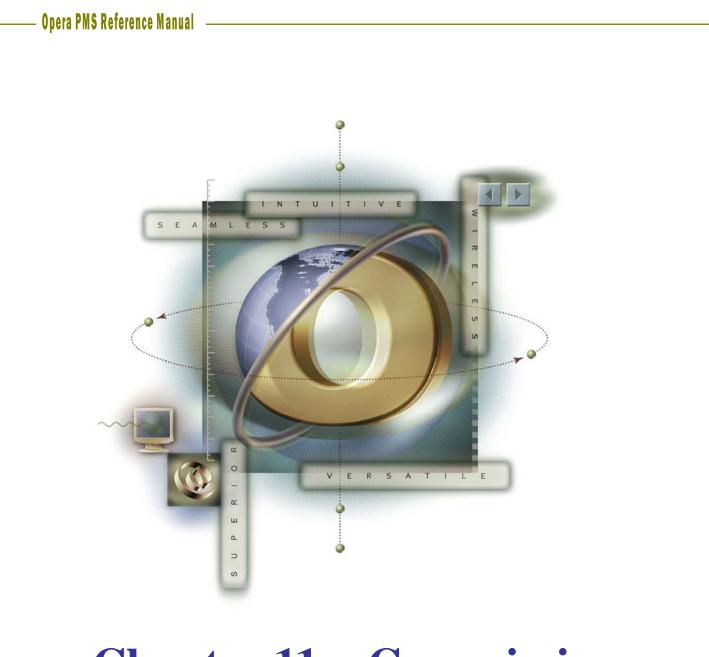
1. Without having to enter an allotment of rooms, simply select Rooming List.

The **ROOMING LIST** screen displays in an abbreviated format.

•	Conf. No.	Name Quick Block C	First	1108	Arrival 09-01-06	1	Departure	Туре	2 XV Hartin	100000000	AUUII	Child.	Room		*	Dure
⊢	-	GUICKBIOCKC	-	_	09-01-06	Contractor	09-06-06	KNG	N 🛓			0			-	Profi
⊢								10000	4	-	-					Res
⊢			1	-					+	-	-			-		Quick
			1						÷							Erir
									+					7.5		Sav
			1		L				1				_	-	*	Clos
-														<u></u> _	<u> </u>	
~	г.	.1 1.	C			1	1	1.		.1		1		1		1.
2.	Ente	er the list o	of rese	rvatic	ons as	lea	arned	earli	er 11	n tr	11S (	chap	oter a	nd	se	elect

**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



	The <b>Commissions</b> module is a licensed feature that is optional at individual hotels. Processing and handling commissionable reservations in OPERA me vary from location to location. All reservations made by a travel agency requ 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 of the exact steps for commission processing.
-	<ul><li>When creating a Travel Agent profile, a few steps are necessary to ensure that commission records create in the Commission handling feature.</li><li>1. First, for an agency that you intend to pay commissions via a central syst or third-party interface, a valid agency IATA number is required on the profile.</li></ul>
-	<ul> <li>commission records create in the Commission handling feature.</li> <li>1. First, for an agency that you intend to pay commissions via a central syst or third-party interface, a valid agency IATA number is required on the profile.</li> </ul>
-	<ul> <li>commission records create in the Commission handling feature.</li> <li>1. First, for an agency that you intend to pay commissions via a central syst or third-party interface, a valid agency IATA number is required on the profile.</li> </ul>
Fravel Agent Profile Setup	<ul> <li>commission records create in the Commission handling feature.</li> <li>1. First, for an agency that you intend to pay commissions via a central syst or third-party interface, a valid agency IATA number is required on the profile.</li> </ul>
-	<ul> <li>commission records create in the Commission handling feature.</li> <li>First, for an agency that you intend to pay commissions via a central syst or third-party interface, a valid agency IATA number is required on the profile.</li> </ul>
-	commission records create in the Commission handling feature. <ol> <li>First, for an agency that you intend to pay commissions via a central syst or third-party interface, a valid agency IATA number is required on the profile.</li> <li>Image: HDC - Travel Agent Profile ID - 188613</li> <li>Image: HDC - Travel Agent Profile ID - 188613</li> <li>Image: HDC - Travel Agent Profile ID - 188613</li> <li>Image: HDC - Travel Agent Profile ID - 188613</li> <li>Image: HDC - Travel Agent Profile ID - 188613</li> <li>Image: HDC - Travel Agent Profile ID - 188613</li> <li>Image: HDC - Travel Agent Profile ID - 188613</li> <li>Image: HDC - Travel Agent Profile ID - 188613</li> <li>Image: HDC - Travel Agency</li> <li>Ima</li></ol>
-	commission records create in the Commission handling feature. <ol> <li>First, for an agency that you intend to pay commissions via a central syst or third-party interface, a valid agency IATA number is required on the profile.</li> <li>Travel Agent Profile 10-188613</li> <li>Account</li> <li>Address Info</li> <li>Address Info</li> <li>Address I23 Main St.</li> <li>Business Address</li> <li>City New York</li> <li>Postal Code/Ext. 10004</li> <li>NY</li> </ol>
-	commission records create in the Commission handling feature. <ol> <li>First, for an agency that you intend to pay commissions via a central syst or third-party interface, a valid agency IATA number is required on the profile.</li> <li>Image: Account</li></ol>



**Opera PMS Reference Manual** The STATISTICS & INFO screen displays. 🧖 HDC - Statistic X Search Last Year Statistics This Year Room Nights Arrival Rooms Bank Account HOTEL BANK ACCO Cancel Rooms Commission Code 10 No Show Rooms Day Use Rooms Status Total Revenue Restricted Room Revenue F&B Revenue Extra Revenue Non Revenue ± Language Res. Nights A/R No ± Res. Arrivals Cancel Res. Potential Rm. Ngts. No Show Res USD Potential Revenue Day Use Res. ΩK ⊆lose 3. Click the drop down arrow next to the **Bank Account** field. The **PROFILE COMMISSION DETAILS** screen displays. 🧱 HDC - Profile Commission Details X Bank Account HOTEL BANK ACCOUNT ± Commission Code 10 ± QΚ Close 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%, noncommissionable, 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.

Rate Code CORP		Search
Rate Cote CORP  Description Corporate Rate	Transaction Details Tax II	
Rate Category CORP   Rate Class CORP  Folio Text  Begin Sell Date 06-26-06  Market IND	Pkg Tran Code     ▲       Currency Code     USD       Exchange Type     ▲       Components     □       Package     □       Negotiated     □       Couplimentan,     □	/ Short Info
Source	✓ Print Rate     Day Type       ✓ Discount       ▲	Changes
Sell Controls Minimum Stay Through 1 Maximum Stay Through 1		Repeat
Minimum Advance Booking Maximum Advance Booking		New
Multiplication Addition Addition Minimum Occupancy Maximum Occupancy		Save

- 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.

🙀 SHELL - Reservation	Search										X
Name Andrey	NS		First	Name				Checked In			Search
Company			Cor	p. No.				Checked Qu	ıt		
Agent			IAI	A No.							
Source			CR	S No.				Cancellațior	1		
City			Cor	nf. No.				No Sho <u>w</u>			
Name	Room	Rm Type		Departure	Rms	Paid		Agent	Source	-	
Andrews, Patricia	103	KNGS	06-27-06	06-27-06	1	Y	CHECKED OUT				
Andrews, Patricia	202	KNGS	06-27-06	06-27-06	1	N	CHECKED OUT			-	
						-				- 1	
										-	
						-				- 1	
•	1	1	1	1	1	1	1		·	•	Resv.
										-	Comm.
											Profile
										-	Close

- 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.

🙀 Commission Details	
Payment Method CHK	
Batch Number	81
Check Number	12360
Payment Date 06-28-06	
Payment Amount	8.00
Status Outstanding	
Payment ID	102
	Close

- 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:

🙀 HDC - Payment Proce	ssing Menu 🛛 🔰 🕨
By <u>A</u> ccount	By Agent
	ISE

- 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.

Tr	avel	Agent / Source	City		IATA No.	T/S	Comm. Code	Commission		Profil
Bo	buld	er Travel	Boulder		06569931	Т	10		85.50	Releas
										Send Z
L										
									<b>•</b>	
-	o foi	r Douldor Travel								
ail	s foi	r Boulder Travel								
		r Boulder Travel Name	Arrival	Departure	Status	Code	Comm. Revenue (USD)	Commission		
			Arrival 05-09-06	05-10-06	CHECKED OUT	10	Comm. Revenue (USD) 285.00		<b>▲</b> 28.50	
		Name				10				
		Name Cooper, Jennifer	05-09-06	05-10-06	CHECKED OUT	10 10	285.00		28.50	
		Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT CHECKED OUT	10 10	285.00 285.00		28.50 28.50	
		Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT CHECKED OUT	10 10	285.00 285.00		28.50 28.50	Рау
		Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT CHECKED OUT	10 10	285.00 285.00		28.50 28.50	
		Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT CHECKED OUT	10 10	285.00 285.00		28.50 28.50	Edit
		Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT CHECKED OUT	10 10	285.00 285.00		28.50 28.50 28.50	Edit Opțior
A		Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT CHECKED OUT	10 10	285.00 285.00		28.50 28.50 28.50	Edit Opțior New
		Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT CHECKED OUT	10 10	285.00 285.00		28.50 28.50 28.50	Edit Opțior

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.



Н	Tra	vel A	gent / Source	City		IATA No.	T/S	Comm. Code	Commission	<b></b>	Profile
	Bla	sland	d, Bouck & Lee Inc	Syracuse		33503470	Т	10		0.00	Hold
	Boe	eing "	Travel Management Compa	Hazelwood		26582183	Т	10		23.50	Send Zer
	Boł	koff K	(aplan Travel	Norwich		07575890	Т	10		220.00	
	Βοι	ulder	Travel	Boulder		06569931	Т	10		85.50	
	Bro	wnel	ll Travel	Huntsville		01597956	Т	10		0.00	
	BTI	Can	ada	Montreal		69501320	Т	10		0.00	
	BTI	Hog	Robinson	Readgin		91279344	Т	10		0.00	
		P		Arrival			Code	1	Commission	<b>^</b> _	
		P	Name		Departure 05-10-06	Status CHECKED OUT		285.00		28.50	
		P	Name Cooper, Jennifer	05-09-06			10			▲ 28.50 28.50	
	A	P M	Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06	CHECKED OUT	10 10	285.00			
H	A	P M	Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT CHECKED OUT	10 10	285.00 285.00		28.50	Рау
H	A	P M	Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT CHECKED OUT	10 10	285.00 285.00		28.50	Pay
H	A	P M	Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT CHECKED OUT	10 10	285.00 285.00		28.50	
H	A	P M	Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT CHECKED OUT	10 10	285.00 285.00		28.50	Edit Opțions
X	A X	P M	Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT CHECKED OUT	10 10	285.00 285.00		28.50	Edit Option: <u>N</u> ew
H	A X	P M	Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT CHECKED OUT	10 10	285.00 285.00		28.50	Edit

- 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.

🙀 HDC - Commission Processin X -Hotel Bank Account (US Dollar) Profile H Travel Agent / Source IATA No. T/S Comm. Code Commission City Hold 33503470 Т 10 0.00 Blasland, Bouck & Lee Inc. Syracuse 10 Boeing Travel Management Compa Hazelwood 26582183 Т 23.50 Bokoff Kaplan Travel 07575890 Т 10 220.00 Norwich 85.50 Brownell Travel Huntsville 01597956 Т 10 0.00 69501320 Т 10 0.00 BTI Canada Montreal 0.00 BTI Hog Robinson 91279344 Т 10 Readgin Details for Boulder Travel H A P Name Arrival Departure Status Code Comm. Revenue (USD) Commission 05-09-06 05-10-06 CHECKED OUT 10 28.50 Cooper, Jennifer 285.00 05-09-06 05-10-06 CHECKED OUT 10 285.00 Barrios, Dagm 28.50 Kingsburry, David, 05-09-06 05-10-06 CHECKED OUT 285.00 28.50 Pay ⊑dit • Opțions New Funds AR Potential On Hold To Be Paid AR Reports 13,668.16 4,874.83 13,299.66 368.50 Close

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.



🙀 HDC - Boulder Travel
Name Barrios, Dagny Confirmation No. 103421
Arrival 05-09-06 Room Type M1
Departure 05-10-06 Room No. 3208
No of Nts. 1 Rate Code CN
Block Code Rate 285.00
Commission Code 10
Commissionable Revenue 285.00 Comm. Revenue Tax 22.80
Commission Amount 28:50 Amount Settled to AR
Pre-Paid Commission 0.00
Total Commission to Pay 28.50
Notes
<u>Save</u>
6 Either always the <b>Commission Amount</b> manually an effect a series
<ol> <li>Either change the Commission Amount manually or select a new Commission Code.</li> </ol>



Add a Manual Commission	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:
Record	<ol> <li>From the main menu, select Commissions and Payment Processing.</li> <li>Select By Account.</li> <li>Search for and highlight the bank account to pay this new commission and select OK.</li> </ol>

Outstanding commissions calculate for the chosen account and the **COMMISSION PROCESSING** screen displays.

	Travel Agent / Source	City		IATA No.	T/S	Comm. Code	Commission	<b>_</b>	Profi
	Blasland, Bouck & Lee Inc	Syracuse		33503470	Т	10		0.00	Hole
	Boeing Travel Management Comp	aHazelwoo	b	26582183	Т	10		23.50	Send Z
	Bokoff Kaplan Travel	Norwich		07575890	Т	10		220.00	
	Boulder Travel	Boulder		06569931		10		85.50	
	Brownell Travel	Huntsville		01597956	Т	10		0.00	
	BTI Canada	Montreal		69501320	Т	10		0.00	
	BTI Hog Robinson	Readgin		91279344	Т	10		0.00 🗸	
H	A P Name Cooper, Jennifer	Arrival 05-09-06	Departure 05-10-06	Status CHECKED OUT	Code 10	Comm. Revenue (USD) 285.0	Commission	28.50	
	Barrios, Dagny	05-09-06	05-10-06	CHECKED OUT	10	285.0	0	28.50	
	Kingsburry, David,	05-09-06	05-10-06	CHECKED OUT	10	285.0	)	28.50	
									Pa
									Ēdi
								•	Opțio
									Nev
									AR
:u	nds					On Hold	To	Be Paid	
: u	nds Potential 13,668.16			AR 74.83		13,299.66	10	368.50	Repo



	Name davis			First	Name 📃				Checked In		
	Company			Cor	rp. No.				Checked Ou	t	
	Agent			IA <sup>*</sup>	TA No.				 Reservation		
	Source			CF	RS No.				Cancellation	1	
	City				nf. No.				No Show		
	Only			00					ine ene <u>n</u>		
X	Name	Room	Rm Type	Arrival	Departure	Rms	Paid	l Status	Agent	Source	
	Davis, Douglas	3270	M1	02-23-06	02-24-06	1	N	CHECKED OUT			
	Davis, Robert	3133	M1	02-23-06	03-02-06	1	Ν	CHECKED OUT			
х	Davis, Ron	4135	R2	02-23-06	02-27-06	1	N	CHECKED OUT			
х	Davis, Maria	3315	M1	02-23-06	02-23-06	1	Ν	CHECKED OUT			
	Davis, Brenda	3421	V1	02-23-06	02-24-06	1	N	CHECKED OUT			-
	Davis, Byron	3460	МЗ	02-24-06	02-28-06	1	Ν	CHECKED OUT			
	Davis, Jim	6415	R6	02-25-06	02-28-06	1	Ν	CHECKED OUT			
	Davis, Shane	3365	J5	02-27-06	03-03-06	1	N	CHECKED OUT			
	Davis, Linda	3385	M1	03-06-06	03-08-06	1	Ν	CHECKED OUT			
	Davis, William	3229	M1	03-09-06	03-11-06	1	Ν	CHECKED OUT			1
•											Þ

#### -----DESEDVATION SEADOU

- 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.

Н	Travel Agent / Source		City		IATA No.	T/S	Comm. Code	Commission	<b></b>	Profi	
	Blas	slai	nd, Bouck & Lee Inc	Syracuse		33503470	Т	10		0.00	Hol
	Вое	ing	Travel Management Compa	Hazelwood		26582183	Т	10		23.50	Send
	Bok	off	Kaplan Travel	Norwich		07575890	Т	10		220.00	
	Bou	lde	er Travel	Boulder		06569931		10		85.50	
	Bro	٨'n	ell Travel	Huntsville		01597956	Т	10		0.00	
	BTI	Са	nada	Montreal		69501320	Т	10		0.00	
	BTI	Ho	g Robinson	Readgin		91279344	Т	10		0.00 🚽	
				Arrival	Departure	Status	Code	Comm. Revenue (USD)	Commission	▲	
				Arrival	Denarture	Status	Code	Comm Revenue (USD)	Commission	<b>_</b> _	
			Name	Arrival 05-09-06		Status CHECKED OUT		Comm. Revenue (USD) 285.00		28.50	
		P	Name Cooper, Jennifer		05-10-06		10				
		P	Name Cooper, Jennifer Barrios, Dagny	05-09-06	05-10-06	CHECKED OUT	10 10	285.00		28.50	
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		P	Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT	10 10	285.00 285.00		28.50 28.50 28.50	Pay Edi Optio
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	A	P	Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT	10 10	285.00 285.00		28.50 28.50 28.50	Ed

- 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.

File Name krdel010	ULUIK		Search
ile Name	Folder	<u> </u>	
RDEL010.hlk	D:\micros\opera\export\del\hdc\		
			Download

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.

🧱 File Download			×
File Name KRDEL01	10.hlk		
Open	Save	Cancel	

- 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.

H	Travel	I Agent / Source	City		IATA No.	T/S	Comm. Code	Commission	<b>_</b>	Profile
	Blasia	and, Bouck & Lee Inc	Syracuse		33503470	Т	10		0.00	Hold
	Boein	ig Travel Management Compa	Hazelwood	ł	26582183	Т	10		23.50	Send Z
	Bokof	ff Kaplan Travel	Norwich		07575890	Т	10		220.00	
	Bould	ier Travel	Boulder		06569931		10		85.50	
	Brown	nell Travel	Huntsville		01597956	Т	10		0.00	
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	ails fo A P		Arrival			Code	Comm. Revenue (USD)	Commission	28 50	
			Arrival	Departure			Comm. Revenue (USD)	Commission		
		Name Cooper, Jennifer	Arrival 05-09-06 05-09-06	Departure 05-10-06 05-10-06	Status CHECKED OUT CHECKED OUT	10	Comm. Revenue (USD) 285.00 285.00		▲ 28.50 28.50	
		Name Cooper, Jennifer Barrios, Dagny	05-09-06	05-10-06	CHECKED OUT	10 10	285.00			
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		Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT	10 10	285.00 285.00		28.50	·
		Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT	10 10	285.00 285.00		28.50	Edit
		Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT	10 10	285.00 285.00		28.50	Pay Edit Optior <u>N</u> ew
	A P	Name Cooper, Jennifer Barrios, Dagny	05-09-06 05-09-06	05-10-06 05-10-06	CHECKED OUT	10 10	285.00 285.00		28.50	Edit

- 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.



€pera				-pora 2011	o Hotel, Small					06-28-0 13:4
			Com	missions P	re Payment					15.4
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	TA - 13000	7111 04		J unit.						
US										
103 Andrews, Patri 104 Burcombe, Tod			MICROS		8.00 10.80	0.00	0.00	80.00 108.00	8.00 USD 10.80 USD	
111 Caplan, Diana,					8.00	0.00	0.00	80.00	8.00 USD	
117 Daniels, Trevo			MICROS		8.00	0.00	0.00	80.00	8.00 USD	
129 Determann, Co	lin, Mr. 06-27-06 06-27-06	5 0 1 C	MICROS		8.00	0.00	0.00	80.00	8.00 USD	
403 Earls, Rita, Mrs	06-27-06 06-27-06	50 1C	CORP		9.00	0.00	0.00	90.00	9.00 USD	
136 Fay, Christine,	06-27-06 06-27-06	30 10	MICROS		8.00	0.00	0.00	80.00	8.00 USD	
200 Fish, Fred,	06-27-06 06-27-06		MICROS		8.00	0.00	0.00	80.00	8.00 USD	
205 Minton, Zachar					8.00	0.00	0.00	80.00	8.00 USD	
201 Minton, Zachar			MICROS		8.00	0.00	0.00	80.00	8.00 USD	
119 Minton, Zachar 204 Minton, Zachar					8.00 8.00	0.00	0.00	80.00 80.00	8.00 USD 8.00 USD	
204 Minton, Zachar 203 Minton, Zachar			) MICROS		8.00	0.00	0.00	80.00 80.00	8.00 USD 8.00 USD	
206 Schulte, Bridge					8.00	0.00	0.00	80.00	8.00 USD	
102 Schulte, Heath					9.00	0.00	0.00	90.00	9.00 USD	
111 Tyler, Robin, Mi	ss 06-27-06 06-27-06	50 1C	AARP		9.00	0.00	0.00	90.00	9.00 USD	
			Total f	or this Agent:	133.80	0.00	0.00	1,338.00	133.80	
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Commission Reports and Options	To access all available Commission Handling reports directly from this module, select the <b>Reports</b> option from within the <b>COMMISSION PROCESSING</b> 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:
	• <b>Transferred Commissions</b> report displays all commission records within a departure range, with details, and a total commission amount for the dates selected.
	• <b>Commission Payable</b> report displays all commissions not on hold for the selected agency or source.
	From the <b>COMMISSIONS PROCESSING</b> screen, the <b>Options</b> feature offers several alternatives for handling commissions prior to processing payments. The list below identifies each option within this feature:
	• <b>Reservation</b> 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.
	• <b>Detach</b> 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.

🧑 s	HELL - Payme	ent Activity - Bank C	Of Opera (US	Dollar)				
8	Payee ABC atch No	]		Check No	☑ <u>O</u> utstanding □ Reconciled	E ya	npresented pid	Search
X	Check No	Batch No	Date	Payee	Commission	Status	Status Date	<u>.</u>
	12360	81	06-28-06	ABC Travel	133.80	Outstanding	1	11
-								
-								
								Reconcile
								Unprese
								Details
								Vojd
								Reports
								Edit
-								Reprint
-								01000
	1	1	1	1	1	1		

- 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.

F	• Name	Arrival	Departure	Commission	
	Burkett, Alex	06-27-06	06-27-06		10.80
	Lemon, Natalie	06-27-06	06-27-06		11.00
	Payne, Daniel	06-27-06	06-27-06		11.70

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.

Payee ABC			Check No	✓ Qutstanding       □ Reconciled	□ Un □ Yoi	presented id	Searc <u>t</u>
Check No	Batch No	Date	Payee	Commission	Status	Status Date 🔄	1
123		31 06-28-06	ABC Travel		3.80 Outstanding		
							Reconci
							Unprese
							Details
							Void
							Report
							Edit
							Reprin

- 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.

<b>1</b>	Enter a Range of Check Numbers to Reconcile
	First Check Number       12360       Last Check Number       12360         Reconciled Date       06-28-06       IIII
	QK Close
6.	Enter the <b>First Check Number</b> and the <b>Last Check Number</b> that have cleared the Bank Account.
7.	Enter the <b>Reconciled Date</b> for the date these checks cleared the account and select <b>OK</b> .
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	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 <b>PAYMENT ACTIVITY</b> screen, select <b>Reconciled</b> in the search criteria.
	2. Highlight the reconciled check and select <b>Outstanding</b> .
	<b>NOTE:</b> 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 <b>PAYMENT ACTIVITY</b> 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 <b>Yes</b> to complete the void.
	<b>NOTE</b> : 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.

Payee ABC	>			🔽 Outstanding		<u>U</u> npresented		<u> </u>
Batch No			Check No	Eeconciled		⊻oid		
X Check No	Batch No	Date	Payee	Commission	Status	Status Date	_	
123	30 B	1 06-28-06	ABC Travel	13	3.80 Outstand	ing		
							-11	
							-11	
								Rec
							-11	Unpr De
							-11	
								Rep
							-11	E
							-11	Re
							-	<u>C</u> I
and s Acco . Selec . Ansy	elect <b>Sea</b> ount, sele t <b>Unpre</b> ver <b>Yes</b> t	arch. ct Ou sente o mar	l to enter the tra To view only cl <b>tstanding</b> in th d. k the check as U	necks that have e search criter	e not cl ia.	eared the	e Ba	ınk
			<b>RESENTED</b> C		רפידיוור			ет
ount, select at <b>Unprese</b>	ct se :0 X.	ente mar	<b>tstanding</b> in th <b>d</b> . k the check as U	e search criter Jnpresented, e	ia. enter th	e date fo	r th	e c

- 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.

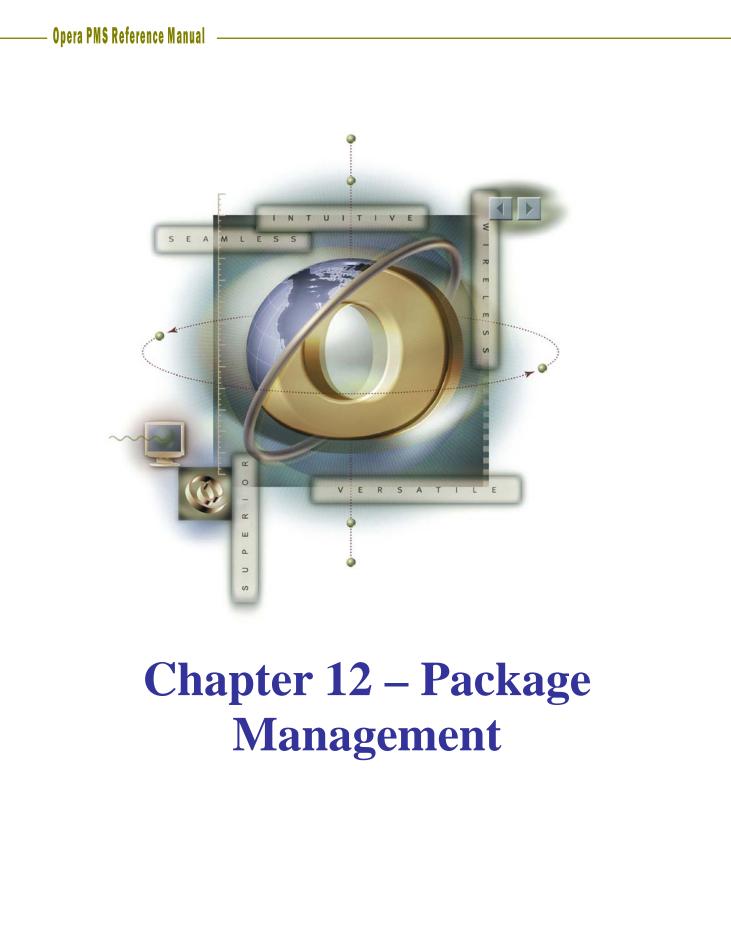
Payee Batch No	]	-	Check No	모 Quistanding		⊻npresented Yoid	Rei Vint	earc <u>h</u> concil prese
Check No	Batch No	Date	Payee	Commission	Status	Status Date		etails Void
	4	2681 10.10.04	Sun Seekers	2	3.09 Outstandi	ng	Re	eport
							- 1	Edit
		-					B	eprin
		First Check	e of Check Numbers to Pi	1 Last Check Number	1			
			1		_h5_			

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.







## Opera PMS Reference Manual

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	a Package G	e the individual items within a pup combines multiple element element and the movie is an e roup.	nts, such as dinner a	ole, a movie. nd a movie.	The
	Simple Pack	Package Element, there are two age or an Advanced Package. ce charges, it consumes as sch udit.	The Simple Packag	e Element c	does no
	guest room a	ed Package Element allows in at the time of consumption an ne guest folio, and an allowanc	nd absorbs by the pa	ckage rathe	
	The Package	e Group combines multiple ele	ements to sell as a si	ngle packag	re.
Simple Package Element	1. From th	new Simple Package element: e <b>System Configuration</b> mer	nu, select <b>Rate Mar</b>	agement	
	1. From th	e System Configuration men nt Packages odes	nu, select <b>Rate Mar</b>		3earc <u>h</u>
Package	<ol> <li>From th</li> <li>Highligh</li> <li>Select Construction</li> </ol>	e System Configuration mer at Packages odes :kages Codes			3earc <u>h</u>
Package	<ol> <li>From th</li> <li>Highligh</li> <li>Select C</li> </ol>	e System Configuration men nt Packages odes	nu, select <b>Rate Mar</b> Currency USD		Search
Package	<ol> <li>From th</li> <li>Highligh</li> <li>Select Construction</li> </ol>	e System Configuration men at Packages odes :kages Codes 	Currency		Searc <u>h</u>
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Package	<ol> <li>From th</li> <li>Highligh</li> <li>Select Co</li> <li>SHELL - Pac</li> <li>Code</li> <li>BKFST2</li> <li>BRKF2</li> <li>CHAMP</li> <li>DIN2</li> </ol>	e System Configuration mer at Packages odes kages Codes Description Breakfast for 2 \$30 Breakfast for Two 1 Bottle of Champagne Romantic Dinner for Two	Currency USD USD USD USD USD		Searc <u>h</u>
Package	<ol> <li>From th</li> <li>Highligh</li> <li>Select Co</li> <li>SHELL - Pace</li> <li>Code</li> <li>Code</li> <li>BKF52</li> <li>CHAMP</li> <li>DIN2</li> <li>DINNER2</li> </ol>	e System Configuration mer at Packages odes kages Codes Description Breakfast for 2 \$30 Breakfast for 7 W0 1 Bottle of Champagne Romantic Dinner for Two Dinner for 2 \$75	Currency USD USD USD USD USD USD USD		
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Package	<ol> <li>From th</li> <li>Highlight</li> <li>Select Contemporation</li> <li>SHELL - Participation</li> <li>Code</li> <li>Code</li> <li>BKFST2</li> <li>BRKF2</li> <li>CHAMP</li> <li>DIN2</li> <li>DINNER2</li> <li>GOLF</li> <li>GOLF2</li> </ol>	e System Configuration mer at Packages odes kages Codes Description Breakfast for 2 \$30 Breakfast for 7 W0 1 Bottle of Champagne Romantic Dinner for Two Dinner for 2 \$75 1 Round of Golf One Day of Golfing for Two	Currency USD USD USD USD USD USD USD USD USD USD		iteCodes <u>⊰</u> epeat
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Package	<ol> <li>From th</li> <li>Highlight</li> <li>Select Content</li> <li>SHELL - Participation</li> <li>Code</li> <li>BKFST2</li> <li>BRKF2</li> <li>CHAMP</li> <li>DIN2</li> <li>DINNER2</li> <li>GOLF</li> <li>GOLF2</li> </ol>	e System Configuration mer at Packages odes kages Codes Description Breakfast for 2 \$30 Breakfast for 2 \$30 Breakfast for Two 1 Bottle of Champagne Romantic Dinner for Two Dinner for 2 \$75 1 Round of Golf One Day of Golfing for Two Movie Rental	Currency USD USD USD USD USD USD USD USD USD USD		iteCodes <u>⊰</u> epeat
Package	1. From th 2. Highligh 3. Select Co Code BKFST2 BRKF2 CHAMP DIN2 DINNER2 GOLF GOLF2 MOVIE ROSES	e System Configuration mer at Packages odes kages Codes Description Breakfast for 2 \$30 Breakfast for 7 W0 1 Bottle of Champagne Romantic Dinner for Two Dinner for 2 \$75 1 Round of Golf One Day of Golfing for Two Movie Rental 1 Dozen Roses	Currency USD USD USD USD USD USD USD USD USD USD		iteCodes <u>⊰</u> epeat New



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The **PACKAGE CODES** screen displays the **Package Header** tab.

	Short Description One Hour Carriage Ride
Code CARRIAGE	Description One hour carriage ride during the holiday se
Transaction Details Tax Inclusive	Allowance 🗖 .
Code 5210 <u>•</u> Carriage Overage <u>•</u> .	Profit +
Alternates	
Attributes	
Included in Rate	Posting Rhythm Post Every Night
Add Rate Separate Line	Formula
Add Rate Combined Line	Calculation Rule Flat Rate
🔽 Sell Separate 🛛 🗖 Post Next Day	Valid between and
Item Inventory	

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 information 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.



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- 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.



<ul> <li>Opera PMS Reference Manual</li> <li>Post on Certain Nights of the Week – Check mark the days of the week to determine the days to post this package charge.</li> <li>Post on Last Night – Post this package charge on the last night of the stay only.</li> <li>Post Every Night Except Arrival Night – Post this package charge on all nights of the stay except the arrival night.</li> </ul>
<ul> <li>the week to determine the days to post this package charge.</li> <li><b>Post on Last Night</b> – Post this package charge on the last night of the stay only.</li> <li><b>Post Every Night Except Arrival Night</b> – Post this package</li> </ul>
<ul> <li>the week to determine the days to post this package charge.</li> <li><b>Post on Last Night</b> – Post this package charge on the last night of the stay only.</li> <li><b>Post Every Night Except Arrival Night</b> – Post this package</li> </ul>
<ul> <li>Post on Last Night – Post this package charge on the last night of the stay only.</li> <li>Post Every Night Except Arrival Night – Post this package</li> </ul>
<ul> <li>of the stay only.</li> <li><b>Post Every Night Except Arrival Night</b> – Post this package</li> </ul>
<ul> <li>Post Every Night Except Arrival Night – Post this package</li> </ul>
charge on all nights of the stay except the arrival night.
• <b>Post Every Night Except Last</b> – Post this package charge on all
nights of the stay except the last night.
• <b>Do not Post on First and Last Night</b> – 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.
• <b>Custom Posting Schedule</b> – 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.

	±	Start	End	Price	Allowance	
Season Code	S.C. //	06-28-06	06-28-16		60.00	
Start Date 06-28-06						
End Date 06-28-16						
Price	60.00					_
Allowance						
		-				
		-				_
		1				_
						_
		-				



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.

Code	Description	Group	Add	<b>_</b>
GOLF	Round of Golf (18 holes)		X	
MOVIE	Movie (1 per day)			
тктя	Theme Park Tickets (per adult)			
				RațeCode
				Repeat
				New
				<u>E</u> dit
				Delete
				<u>C</u> lose

6. Select New to begin creating a package element.



	Short Description	1	
Code DIN2		Romantic Dinner for Two	<u>\$</u>
Transaction Details	Allowance	<b>7</b>	
Code 2004 ± C. Restaurant-			rofit
Overage 7550 👤 🗖 . Package Pro		attended to be a set of the set o	
Alternates 2004,2005	± Currency	USD 🛓	
Attributes			
Included in Rate	Posting Rhythm	Post Every Night	±1
C Add Rate Separate Line	Formula	riosi Elion fingini	الشر
C Add Rate Combined Line	Calculation Rule	Elot Roto	
IZ Sell Separate I Post Next Day	Valid between	and	
Item Inventory			

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.



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20. Select <b>Package Detail</b> to continue with pricing information. The <b>PACKAGES</b> screen displays the <b>Package Detail</b> .
Package Header Package Detail
Season Code         Start         End         Price         Allowance           Start Date         06-27-06         06-27-16         100.00         120.00           End Date         06-27-16         06-27-16         06-27-16         06-27-16         06-27-16           Price         100.00         120.00         120.00         120.00         120.00         120.00           Allowance         120.00         12
New Delete Save Close
<ol> <li>Enter the Start Date that the price is available.</li> <li>Enter the End Date that the price is no longer available.</li> <li>Enter the Price for this advanced package element.</li> <li>Enter the Allowance that the guest may consume.</li> </ol>
<b>NOTE:</b> You must select <b>Allowance</b> on the <b>Package Header</b> in order to assig an <b>Allowance</b> on the <b>Package Detail</b> .
23. Select <b>Save</b> 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.

Rate Category	± Sell Date 06-2	8-06	Co	mpany	<u>±</u>	-	Search
leq. Rate Code	Description	Category	Start Sell	End Sell	Currency		
1 HONEY	Honeymoon Package	WEDP	01-01-06	12-31-10	USD		
1 HOUS	House Rate Code	COMP	06-27-06	06-26-16	USD		
1 RACK	Rack Rate	RACK	01-01-06	06-26-16	USD		
2 CORP	Corporate Rate	CORP	06-26-06	06-26-16	USD	-	
5 GROU	Standard Group Rate	GROUP	06-26-06	06-26-16	USD		
7 AAA1	AAA Rate	DISC	06-26-06	06-26-16	USD		
7 BEST	Best Available Rate	DISC	06-26-06	06-26-16	USD		
8 AARP	AARP Rate	DISC	06-26-06	06-26-16	USD		
11 KEVI	Kevin's Klothing Rate	LCORP	06-26-06	06-26-16	USD		
11 MICROS	MICROS Systems, Inc. Negotiated Rate	LCORP	06-26-06	06-26-16	USD		New
12 UNPC	Union Pacific Railroad	LCORP	06-26-06	06-26-16	USD		⊑dit
12 VAC	Vacation Fun for Two	FUNP	06-27-06	06-26-16	USD		Delete
13 DAYR	Day Use Rate	DISC	06-26-06	06-26-16	USD	-	Close

- 4. Highlight the **Rate** to attach the Package
- 5. Select Edit

The **RATE SETUP - EDIT** screen displays.

Rate Code HONEY		Search
Rate Header   Rate Detail   Negotiated   More   Rate Code  HONEY	Transaction Details	Deposit/C
Description     Honeymoon Package       Rate Category     WEDP     ▲       Folio Text	Transaction Code 1000  Transaction Code 1000 Karrier Code 7500 Currency Code USD Exchange Type Components Fackage Negotiated Negotiated Complimentary Suppress Rate House Use Print Rate Day Type Discount Membership	Short Infi Long Infe Ayailabilit Changes
Sell Controls     Minimum Stay Through     Minimum Advance Booking     Minimum Advance Booking     Multiplication     Minimum Occupancy		Repeat Delete New Save

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.

ode	Description	Group	New
			Edit
			Delete
			_
			- 11
			-
			-
			-

7. To add a package element, select New

The **RATE PACKAGES** screen displays.

Property	SHELL	Rate Code HONEY	«
Code   Type   orecast Group	<u>.</u>	Short Description Description Package List	
ransaction Det: Code Overage Alternates		Allowance Currency Profit Loss	
Included in     Add Rate Se     Add Rate Ce     Add Rate Ce     Sell Separ     Inventory Items	eparate Line ombined Line ate Post Next Day	Posting Rhythm Formula Formula Calculation Rule Flat Rate Valid Between 00:00	¥



The **PACKAGE ELEMENTS** screen displays the Package Elements for your hotel.

Find %	
Product	Description
AMPM	Breakfast and Dinner
BKFST2	Breakfast for 2 \$30
BRKF2	Breakfast for Two
CARRIAGE	One hour carriage ride
4	Þ

- 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.

Nan	e Cook			Phon	e 555-555-2863	Agent		4
First Nan	ne Natalie			Member Typ	e 🛃	Company		4
Tit	ile Ms. 🔳 Co	untry US 📑		Member No	).	Group		+
Languag		VIP 1 +		Member Lv	1.	Source		4
						Contact		4
-ea Tielde	1							
SHELL -	Packages							
Package	Description	Rate Code	Qty.	Price	Posting Rhythm	Begin Date	End Date	Excl.
		1					1	
				1				1
					Edit	New	2K CI	ose
ock Code	<u>+</u>	ETA	1	Suite Wit	h			
				Confirmatio	n 🗖			
ofile Note:	s Dep/Cxl Rule							
							Save	QK

2. Select New

The **PACKAGES – EDIT** screen displays.

Name Cook	Phone 555-555-2	863 Agent
First Name Natalle	Member Type	± Company
	Country US 🔮 Member No.	Group
Language 🗄 🛨	VIP 1 🔮 Member Lvi.	Source
		Contact
Mean Pielde	🙀 SHELL - Packages - New	×
- 🙀 SHELL- Packages	STIELE - Fachages - New	
Package Description	Package	🛓 pin Date End Date Exc
	Quantity 1	
	Posting Rhythm	
	Begin Date	
	End Date	
		OK Close
	Save	<u>Close</u>
Black Code +1	CTA   Quite With	
Block Code 📃 🛨	ETA Suite With Confirmation	
	ETA Suite With Confirmation	
Block Code		
		Save Q



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.

Code	Description	Price
GOLF		50.00
GOLF2		150.00
LOVE	Romantic Getaway	172.95
MOVIE		12.95
ROSES		30.00
SPA		100.00
THET2		200.00
VAC2	Vacation Fun for Two	490.00

- 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.

Name Cook		Phone	555-555-	2863	Agent		*
First Name Natalie		Member Type		t c	ompany		±
Title Ms. 👲 C	ountry US 👲	Member No.			Group		±
Language E 👤 👤	VIP 1	Member Lvi.			Source		ŧ
					Contact 📃		t
Nore Fields							
Arrival 06-30-06	Friday	Res. Type	CC 🛓	Credit Card C	Guest Ba	lance 📃	0.0
Nights 2		Market	ASO 🛓	Association	Disc. An	nt. 📃	%
Departure 07-02-06	Sunday	Source	GD 🛓	Guest Direct	Reaso	on 🗌	1
Adults 1 Child 0		Origin	±		TA Rec Lo	00	
o. of Rms. 1		Payment	VS 🛓	Visa	Specia	Is 📃	
oom Type KSBN 👲	RTC. KSBN	▲ Credit Card No.	4444333	322221111	Commen	ts 🗌	2
Room 113	Extn.	🛨 🛛 Exp. Date	12/07				
Rate Code 🗛 🛨	Fixed Rate 🗖 .	CRS No.			Item Ir	IV.	1
Hete 112.50	Curr. USD	🛃 Approval Code					
Packages CARRIAGE 🛓		Approval Amt.		]			
llock Code 📃 🛓	ETA	Suite With					
		Confirmation					
Profile Notes Dep/Cxl Rule	Ì						
						Save	QK
Created By TRAIN On	06-26-06 Updated I	By SUPERVISOR OF	n 06-28-06			Options	Close

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.

Accompanying	Add <u>O</u> n	Agent/Company	Alerts
Billing	Cancel	Changes	Confirmation
Cr <u>e</u> dit Cards	Delete	Deposit	Eacility Schedule
Fixed Charges	History	Housekeeping	Locator
Messages	Package Option	Party	Privileges
Queue	Rate Info.	Register Card	Room Moye
Routing	Shares	Traces	
		ose	2)

12. Select Rate Info



### The **RATE SUMMARY** screen displays.

Date	£	Rate Code	Room Revenue	Packages	Total	Generates	Grand Total
Fri	06-30-06	AARP	52.50	60.00	112.50	4.21	116.71
Bat	07-01-06	AARP	112.50	0.00	112.50	9.01	121.51
	-						
xcha	ange Rate : 1.00	)		Total	225.00	Stay Total	238.22
		U1		3		Fixed Charges	0.00
ADD	P Rate		1	<b>▲</b> ]		Deposit	0.00

13. Highlight the date that includes package charges.

14. Select **Details** to see the specific packages for that day.

The **RATE DETAILS** screen displays.

Code	Description	Amount	
1000	*Accommodation	52.50	
CARRIAGE	One hour carriage ride during the holiday seaso	60.00	-
	Total	112.50	
1000	7020 Occupancy Tax	1.58	
1000	7010 State Tax	2.63	1
	Grand Total	116.71	Ĵ
		Close	

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.

Code	Description	Amount	Qty.	Wi	h.	Arr.Coc	le Check No.	Supplement	Reference	4
21190 👤	Rebate Outlet 01 Food	-5.00	1	1	•	02	±	Food Discount		
					Ţ					
				-			_		-	_

- 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**

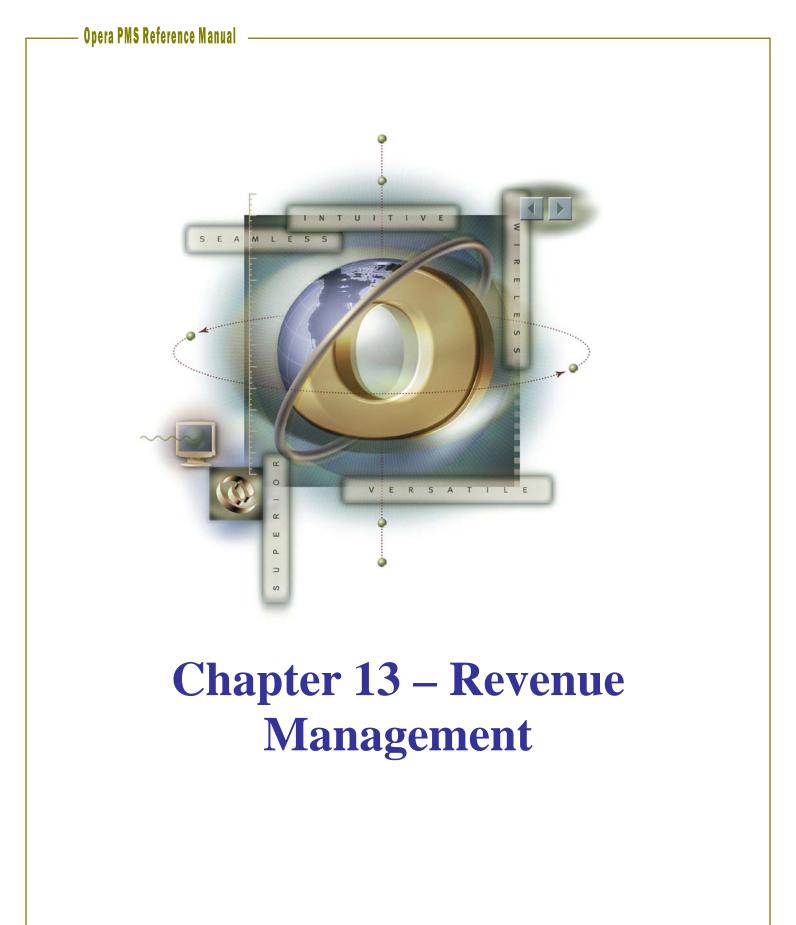
**NOTE:** Remember to post adjustments as a negative value so that the guest folio reduces by this amount.

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.







## Opera PMS Reference Manual

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Rate Code	Rate Codes also know as "Rates", when properly configured, offer various selling
Overview	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'):
	<b>Rate Header</b> 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.
	<b>Rate Detail</b> 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.
	<b>Negotiated</b> 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 specific search for a company's rate in the Rate Query.
	<b>More</b> is the tab to establish default Routing options or define Base Rates. We discuss both of these options later in this chapter.



Rate

New

Header -

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.

🙀 SHELL - Rate Setup - Edit		
Rate Code CORP		Search
Bate Header     Rate Detail     Negotiated     More       Rate Code     CORF       Description     Corporate Rate	Transaction Details	Deposit/Cxl
Rate Category CORP   Rate Class CORP  Folio Text  Begin Sell Date 06-26-06	Pkg Tran Code   Currency Code USD   Exchange Type  Components	Short Info
End Sell Date 06-26-16 Market IND Source Display Sequence 2	Package     Day Use     Negotiated     Complimentary     Suppress Rate     House Use     Print Rate     Day Type     Discount	Ayailability Changes
Room Types     KNGN, KNGS, KSBN, KSBS, SDBN, SJSN, SJSS       Package       Commission %     10.00       Code     10	Membership	
Sell Controls           Minimum Stay Through         1           Minimum Advance Booking         Maximum Advance Booking           Multiplication         Addition           Minimum Occupancy         Maximum Occupancy		Repeat Delete New Save Close



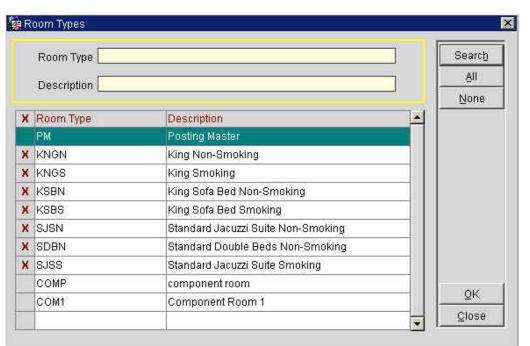
 $\ensuremath{\mathbb{C}2006}\xspace$  MICROS  $\ensuremath{\mathbb{R}}$  Systems Inc. All Rights Reserved. Proprietary and Confidential.

## **RATE HEADER SECTION:**

<ol> <li>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.</li> <li>Enter a brief Description for the rate (i.e. American Automobile Association Rate). This description also displays in the Rate Query.</li> <li>Click the drop down arrow next to the Rate Category field to select the appropriate category for this rate.</li> </ol>
<b>NOTE:</b> The <b>Rate Class</b> automatically populates with your selection.
<ol> <li>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.</li> <li>9. Enter a Begin Sell Date for the first date the rate is available to sell reservations.</li> <li>10. Enter an End Sell Date for the last date the rate is available to sell reservations.</li> </ol>
<b>NOTE:</b> 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 $12/31/25$ ).
<ol> <li>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.</li> <li>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.</li> <li>Enter a Display Sequence for sequential order the Rate Code displays on the Rate Query to sell.</li> </ol>
<b>NOTE:</b> 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 <b>Room Types</b> 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.



CC	OMPONENTS SECTION:
	Select the <b>Package</b> check box if this rate sells as a package. The default flag automatically checks when you attach a package element to the rate. Select the <b>Negotiated</b> check box to indicate the rate is negotiated.
sci	<b>DTE</b> : A negotiated rate will not appear on the <b>RATE QUERY DETAILS</b> een unless it was directly entered into the query via a profile attachment or the code field.
25	Select the <b>Suppress Rate</b> 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 <b>Print Rate</b> option to print the rate amount on forms such as registration cards, folios and confirmation letters.
sel pri	<b>DTE:</b> The <b>Print Rate</b> field on the More tab of the reservation must also be ected to print rate information on customized forms. If this rate defaults to nt yet the user does not want it to print, removing the flag on the reservation errides the default on the rate.
27.	Select the <b>Discount</b> 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 <b>Membership</b> check box to make this rate eligible for Frequent Flyer or Loyalty Membership points during the stay.
29	Select the <b>Day Use</b> check box to make this rate available for a day use only
30.	room. Select the <b>Complimentary</b> 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 <b>House Use</b> check box to indicate the rate is for internal management use. Reserving Posting Masters (PM) is a prime example for th option. Selecting this option also identifies reservations book for this rate separately on reports.
32.	Select the <b>Day Types</b> check box to indicate this rate for use in establishing sell strategies. If this rate is setup in a Day Type configuration, the order th it displays on the <b>RATE QUERY DETAILS</b> 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 <b>BAR</b> 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 <b>Minimum Stay Through</b> field that a reservation must stay through to book this rate.
<b>NOTE</b> : Leaving the field (or any field in this section) blank indicates no restrictions are established.
<ul> <li>35. Enter the maximum number of nights in the Maximum Stay Through field that a reservation can stay through to book this rate.</li> <li>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.</li> <li>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.</li> <li>38. Enter a number to multiply the rate amounts defined in the Rate Details in the Multiplication field.</li> <li>39. Enter a dollar amount to add to the rate amounts defined in the Rate Details in the Addition field.</li> </ul>
<b>NOTE</b> : When both <b>Addition</b> and <b>Multiplication</b> fields exist for a rate, the system first calculates the <b>Addition</b> value and then uses the <b>Multiplication</b> value to obtain the end result.
<ul> <li>40. Enter the minimum number of persons required on the reservation in the Minimum Occupancy field to offer this rate.</li> <li>41. Enter the maximum number of persons allowed on the reservation in the Maximum Occupancy field to offer this rate.</li> <li>42. Select Same to same the Bate Hander.</li> </ul>
42. Select <b>Save</b> 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.

Season Code Deposit Rule Block		<u>*</u>		n Date 06-29 d Date	3-06 Display (na	ctive	ଙ Degosit ୮ Cancellation	-	Search
eposit Rule	Rate Code	Res. Type	Begin Date	End Date	Override	Seq.	Description	-	
	RACK		06-01-06	12-31-06	N		1 Night Deposit due 14 days		
					ĺ.				
			1						
			Ĩ		I				
									New
								-	Edit
								-	Delete
					_			-	
								- 1	Close

• 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 <b>RATE QUERY DETAILS</b> 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.

Rate Code RACK		
New Rate Code	4	New
rest		Delete
	-	
		ŌΚ
	-	Close

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.

Rate Code CORP 👱					Search
Dates         ≤           Start Date         01-01-06           End Date         08-26-06           Sun Mon Tue         Wed Thu Fri           Sat         ✓           I Adult         120.00           2 Adults         250.00           2 Adults         390.00           3 Adults         390.00           4 Adults         540.00           5 Adults         700.00           Extra Adult         10.00           Child 0-3 yrs	Start 01-01-06 06-27-06 01-01-06 06-27-06 01-01-06 06-27-06 01-01-07 01-01-07	End 06-26-06 11-16-06 12-31-06 12-31-07 12-31-07 12-31-07 12-31-07 12-31-07 12-31-07	Room Types SJSN, SJSS KNGN, KNGS, SDBN SJSN, SJSS KSBN, KSBS SJSN, SJSS KNGN, KNGS, SDBN KNGN, KNGS, SDBN SJSN, SJSS		Change
Child_2 Child_3				<b>_</b>	Spļit
Attributes					Repear
	±				Delete
Market IND 🛃 Source					New

- 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	<ul> <li>Some additional features from the Rate Details tab are as follows:</li> <li>Use the <b>Repeat</b> feature to copy rates from one detail to another. This function copies all rates and room types, but allow you to define alternate dates.</li> <li>Use the <b>Split</b> 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.</li> <li>The <b>RATE SPLIT</b> screen displays.</li> </ul>						
	🙀 Rate Split 🛛 🗙						
	🙀 Rate Split 📉						
	Start Date 01-01-07						
	End Date 12-31-07						
	1 Adult 125.00 1 Child						
	2 Adults 150.00 2 Children						
	3 Adults 175.00 3 Children						
	4 Adults 200.00 4 Children						
	5 Adults 225.00 Child 0-3 yrs						
	Extra Adult Child_2						
	Child_3						
	<u>QK</u> lose						
	• Enter a <b>Start Date</b> and <b>End Date</b> , define rates for the new Rate Detail, and select <b>OK</b> to save.						
	<b>NOTE:</b> When splitting a Rate Detail, the room types remain the same, but the dates and rates can differ.						
	• Select <b>Changes</b> to view a history of changes for the highlighted Rate Detail.						
Negotiated Rates - New	The <b>Negotiated</b> 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.

Seq.	Rate Code					nd Sell Date	
	1 RACK	Bate	Code RACK		1	2-31-07	
			II Date 01-01-01	7			
			II Date 12-31-0	-			
		100 March 100 Ma	uence 1				
		Commission	2		1.1		
		1					
		_	<u> </u>	K <u>C</u> I	ose		
_							
			6 0	10	12	- T	i.
			Detail	New	⊑dit	Delete	Close

7. Select **Close** to return to the **Negotiate** tab.

The profile negotiated for this rate now displays.



	Rate Code CORP 👱		Search
	Rate Header Rate Detail Negotiated More		
	Name	Commission Code Begin Sell	End Sell
	Fish Food Fine Dining	06-26-06	
			Changes
			Edit
			Delete
	Show Inactive		nactivate Profile Save
		_	 
Negotiated	The various options available from	n the <b>Negotiated</b> tab	are as follows:
Rates –			
Options	• <b>Inactive</b> deletes the highlight	ghted profile and inac	tivates the account as a
options	negotiated rate.		
	<b>NOTE:</b> The <b>Show Inactive</b> chee	ck box. when checked	. displays any profiles or
	accounts marked as inactive for th		, <u>F</u>
		0	
	• <b>Profile</b> displays the profile	of the highlighted neg	gotiated rate.
	<ul> <li>Profile displays the profile</li> <li>Edit displays the NEGOT</li> </ul>		_
		<b>TIATED RATES</b> scr	een to alter the sell date



## **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.

#### Hotels with guests that traditionally have extended or lengthy stays often use rate **Rate Tiers** 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.
- Select the **Rate Details** tab. 2.



## · Opera PMS Reference Manual –

ate Header Rate Detail Negotiated More				
1-6 Days 7-13 Days 14-20 Days 21+ Days	Rate Tier	1-6 Days		
Dates	Start	End	Room Types	9
Season Code ALL	06-29-06	12-31-07	KNGN, KNGS, KSBN, KSBS, SJSN, SE	
Start Date 06-29-06				
Sun Mon Tue Wed Thu Fri Sat				
Amounts				
1 Adult 150.00 1 Child				
2 Adults 150.00 2 Children				Chang
3 Adults 160.00 3 Children				
4 Adults 170.00 4 Children				
5 Adults	10 A			
Extra Adult				
Extra Child				Split
				Repe
Attributes				Delet

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**.

ite Header Rate Detail Negotiated More	Rate Tier 7	-13 Days		
vates	Start	End	Room Types	14 I
Start Date 06-29-06	06-29-06	12-31-07	KNGN, KNGS, KSBN, KSBS, SDBN, S	
End Date 12-31-07		-		
Sun Mon Tue Wed Thu Fri Sat 모. 모. 모. 모. 모. 모.				
mounts				
1 Adult 125.00 1 Child				
2 Adults 125.00 2 Children		-		Chg
3 Adults 135.00 3 Children				
4 Adults 145.00 4 Children				
5 Adults	-	-		
Extra Addit				- s
				Re
				110

**NOTE:** When you move to the  $2^{nd}$  or  $3^{rd}$  tier, the system asks if you want to copy rate details from the  $1^{st}$  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.

ate Details	Calculation
Start Date Matching 07-01-06	Percentage Increase
	Elat Increase
ílter	Percentage Increase 10
Adults C Children	
Rate Category	Bound to Magraat 10
	Round to Nearest 110
Rate Code RACK	Add after Rounding 5.00

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.



	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	<ul> <li>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 creat restrictions or to set sell limits on Rate Categories or Rate Codes. Follow the step below to establish a new Rate Strategy:</li> <li>1. From the main menu, select Setup and Configuration.</li> </ul>
	<ul> <li>2. Select Rate Management</li> <li>3. Select Strategy</li> <li>The RATE STRATEGY screen appears with a list of all existing strategies.</li> </ul>
	<ol> <li>Select Strategy</li> <li>The RATE STRATEGY screen appears with a list of all existing strategies.</li> </ol>
	<ul> <li>3. Select Strategy</li> <li>The RATE STRATEGY screen appears with a list of all existing strategies.</li> </ul>
	3. Select Strategy The RATE STRATEGY screen appears with a list of all existing strategies.   Image: Shell- Rate Strategy     Image: Shell- Rate Strategy </td
	3. Select Strategy The RATE STRATEGY screen appears with a list of all existing strategies.   Image: Shell- Rate Strategy     Image: Shell- Rate Strategy </td





Rate Strategy - Edit Bet Restrictions							×
Room Class		<u>+</u>	Rate	Categor	у 📃 📃	4	
Room Type		<b>±</b>	F	Rate Code	BEST	4	
Condition	If Times Sold	Reaches	-		⊵erc Flat		
Restriction Types	Closed for A	rrival	-		Liar		
	From		То				
Restriction Dates	06-26-06	<b></b>	06-26-07		mil i		
Control Dates	06-26-06		06-26-07				
	Sun Mon	Tue Wed	Thu Fr 모 모				
Days in Advance					equence 1		
					<u>о</u> к	Close	

1.

**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.

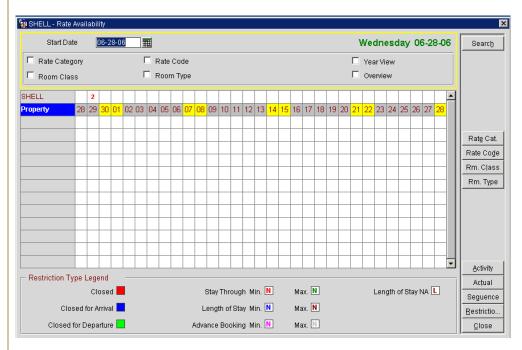


## Rate Availability -View

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.

	Dpen
Begin Date	06-29-06
End Date	06-29-06
	Sun Mon Tue Wed Thu Fri Sat
	<u>.</u>
House	Clear All Restrictions 🗖 .
Deem Olean	
Room Class	
Room Type	



	<ol> <li>Click the drop down arrow next to Restriction Type to choose from a list of pre-defined restrictions (i.e. Open, Closed).</li> <li>Enter the restriction Begin Date and End Date.</li> <li>If this restriction only applies to certain days of the week, check the days affected by the rule.</li> <li>Select the House option to apply the restriction through out the hotel for all rates and room types.</li> <li>Select the Clear All Restrictions option to remove any restrictions in effect for the dates selected.</li> <li>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.</li> <li>NOTE: The Room Class, Room Type, Rate Category and Rate Code are not accessible when the House option is selected.</li> <li>Select Save to save this restriction and enter a new one or select OK to save this restriction and close the screen.</li> <li>From the RATE AVAILABILITY screen, input search criteria to view and confirm the newly placed restriction.</li> </ol>
Restrictions - Activity vs. Actual	To view the availability and restrictions <b>Activity</b> currently configured along with a history of restrictions set for the chosen date, perform the following:           1. From the main menu, select <b>Setup</b> and <b>Configuration</b> 2. Select <b>Rate Management</b> and <b>Availability</b> The <b>RATE AVAILABILITY</b> screen displays.           3. Select <b>Activity</b> The <b>RESTRICTIONS ACTIVITY</b> screen displays with a view of all currently configured restrictions as well as a history of restrictions for the chosen date. <b>Figure 1 Figure 2 Figure 2 Closed Partial Date Figure 2 Closed Partial Date Figure 2 Closed Partial Date Figure 2 Closed Partial Date Figure 2 Closed Partial Date Figure 2 Closed Partial Date Figure 2</b>



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:

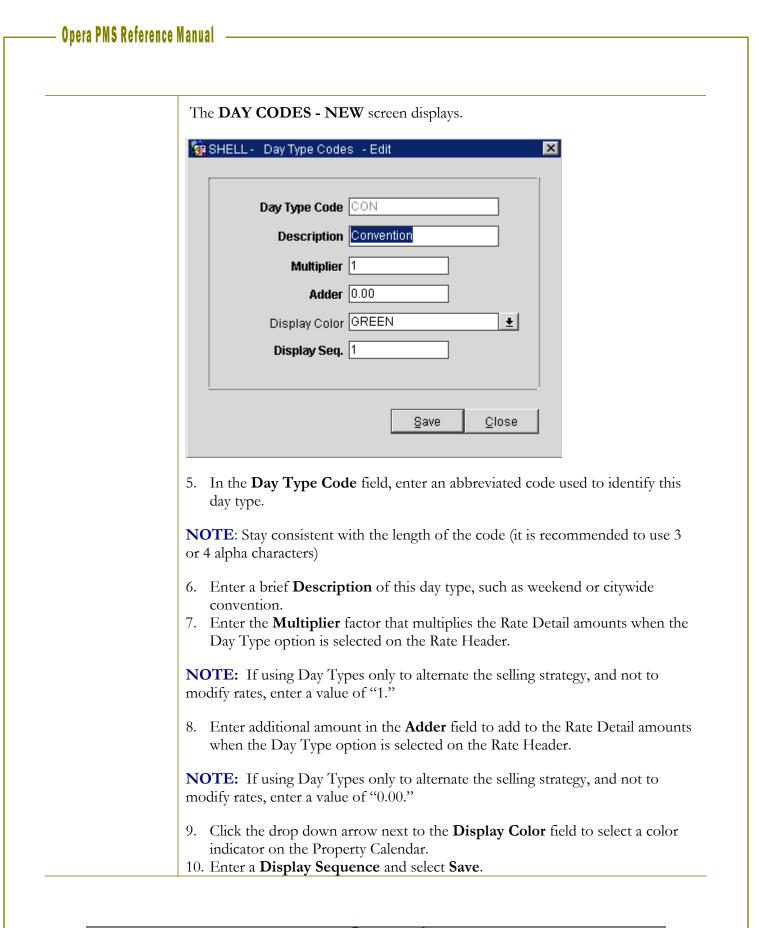
- 1. From the main menu, select **Setup** and **Configuration**
- 2. Select Rate Management and Property Calendar
- 3. Select Day Type Codes

The **DAY TYPE CODES** screen displays.

Day Type Code	Description	Seq. 📥	
CON	Convention	1	
WKE	Weekend	2	
		8	Begue
			New
			 Edit
			Delet
			Clos

4. Select **New** to create a new day type.







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	1
UNPC	Union Pacific Railroad	12	
EMPR	Employee Rate	13	Ţ

- 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.



<ul> <li>1. From the main menu, select Setup and Configuration.</li> <li>2. Select Rate Management and Property Calendar.</li> <li>3. Select Event Codes.</li> <li>The EVENT CODES screen displays.</li> <li>4. Select New to create a new code.</li> <li>The EVENT CODES – NEW screen displays.</li> <li>SHELL: Event Codes - New Screen displays.</li> <li>SHELL: Event Codes - New Screen displays.</li> <li>SHELL: Event Codes - New Screen displays.</li> <li>Imactive Save Close</li> <li>Senter an Event Code and a brief Description of the event (i.e. ACW = Airline Convention Weekend).</li> <li>Enter a Display Seq. and select Save.</li> </ul>	vent Codes	To create codes for an upcoming event that displays on the Property Calendar, follow the steps below:
<ul> <li>4. Select New to create a new code.</li> <li>The EVENT CODES – NEW screen displays.</li> <li>SHELL - Event Codes - New</li> <li>Event Code ACW</li> <li>Description Airline Convention Width</li> <li>Display Seq. 2</li> <li>Inactive Inactive Quose</li> <li>Save Quose</li> <li>Save Quose</li> </ul>		2. Select Rate Management and Property Calendar.
The EVENT CODES – NEW screen displays.         Image: SHELL - Event Codes - New         Image: Shell - Event Code ACW         Description Airline Convention Wkpd         Display Seq. 2         Inactive         Image: Save Close         Save Close         Save Close         Save Close		The EVENT CODES screen displays.
Event Codes - New         Event Code         Description         Airline Convention         Wkpd         Display Seq.         Inactive         Inactive         Save         Qlose         5.         Enter an Event Code and a brief Description of the event (i.e. ACW = Airline Convention Weekend).		4. Select <b>New</b> to create a new code.
Event Code       ACW         Description       Airline Convention Wkhd         Display Seq.       2         Inactive       Inactive         Save       Close         5.       Enter an Event Code and a brief Description of the event (i.e. ACW = Airline Convention Weekend).		The EVENT CODES – NEW screen displays.
Description       Airline Convention Wkhd         Display Seq.       2         Inactive       Inactive         Save       Close         5.       Enter an Event Code and a brief Description of the event (i.e. ACW = Airline Convention Weekend).		🖗 SHELL - Event Codes - New 🛛 🔀
<ul> <li>5. Enter an Event Code and a brief Description of the event (i.e. ACW = Airline Convention Weekend).</li> </ul>		Description Airline Convention Wkhd Display Seq. 2
Airline Convention Weekend).		<u>Save</u> Close
		Airline Convention Weekend).



## **Property Calendar**

To attach and activate Events or Day Types to the existing Property Calendar, follow the steps below:

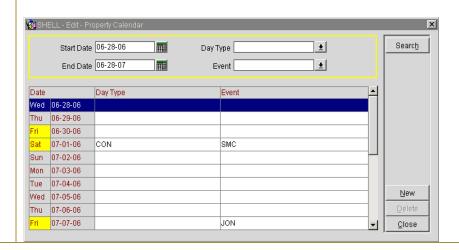
- 1. From the main menu, select **Setup** and **Configuration**.
- 2. Select Rate Management and Property Calendar.
- 3. Select Property Calendar.

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**.

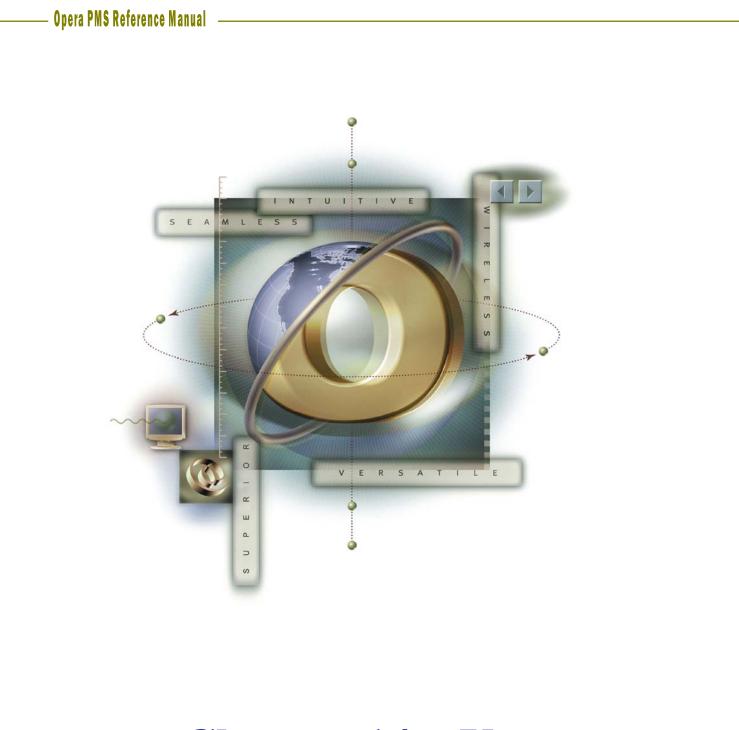
The **ADD DAY TYPES OR EVENTS TO PROPERTY CALENDAR** screen displays.

From Dat	e 07-0	1-06					
To Dat	e 07-0	1-06					
Day Typ	e 📃			±			
Ever	nt 📃			±			
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	☑.	5	₽.	. √	☑.	₽.	. ସ

- 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**



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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	<ul> <li>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.</li> <li>To add Cashiers for each user requiring posting ability, follow the steps below:</li> </ul>			
	<ol> <li>From the main menu, select Setup and Configuration.</li> <li>Select the Cashiering menu and Cashiers.</li> <li>The CASHIER SETUP screen appears.</li> </ol>			
	<ol> <li>From the main menu, select Setup and Configuration.</li> <li>Select the Cashiering menu and Cashiers.</li> </ol>			
	<ol> <li>From the main menu, select Setup and Configuration.</li> <li>Select the Cashiering menu and Cashiers.</li> <li>The CASHIER SETUP screen appears.</li> </ol>			
	<ol> <li>From the main menu, select Setup and Configuration.</li> <li>Select the Cashiering menu and Cashiers.</li> <li>The CASHIER SETUP screen appears.</li> </ol>			
	<ol> <li>From the main menu, select Setup and Configuration.</li> <li>Select the Cashiering menu and Cashiers.</li> <li>The CASHIER SETUP screen appears.</li> </ol> Weight Stating Amount Inactive Search			
	<ul> <li>1. From the main menu, select Setup and Configuration.</li> <li>2. Select the Cashiering menu and Cashiers.</li> <li>The CASHIER SETUP screen appears.</li> </ul> The Cashier ID Name Starting Amount Inactive Search Search Search Search Search Name Starting Amount Inactive Name Start			
	<ul> <li>1. From the main menu, select Setup and Configuration.</li> <li>2. Select the Cashiering menu and Cashiers.</li> <li>The CASHIER SETUP screen appears.</li> </ul>			
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	3. To create a new cashier, select New.         The CASHIER - NEW screen appears.         Image: SHELL - Cashier - New         Image: Cashier ID 103         Name Anderson, Micheal         Starting Amount         300.00         Reserved         Image: Starting Amount         Starting Amount         300.00         Reserved         Image: Starting Amount         Starting Amoun
	<ol> <li>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.</li> <li>Enter the Name of the Cashier.</li> <li>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.</li> <li>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).</li> <li>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.</li> <li>Interface Cashier is checked for any system required Cashiers used by interfaces (i.e., movies, call accounting, point of sale).</li> <li>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.</li> <li>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.</li> <li>Select Save to complete the Cashier.</li> </ol>
<b>Create a User</b> 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.

Last Name	± Active	•		Search
First Name	<u>+</u>	Departmen	t 📃 🛨	
Login Name	<u>+</u>	Job Title	•	
Employee Name	Login Name	Department	Job Title 🛌	1
Kevin J Kohler	KKOHLER	Guest Services	Support	
hil K Marenson	PMARENSON	Guest Services	Guest Services Manager	
Cachary Minton	ZMIMAN	Management	Information Technitian	
rish A Sanderson	TRISHAS	Guest Services	Guest Services Supervisc	
pera Supervisor	SUPERVISOR	Management	General Manager	
rain Training	TRAIN	Management	General Manager	
				New
				Edit
				Unlock
				Close



## Opera PMS Reference Manual ——

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.

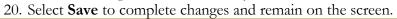
#### The **NEW USER** screen displays.



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13. The <b>Login Name</b> 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 <b>Password</b> 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.
<ul><li>15. Re-enter the chosen password in the Confirm Password field.</li><li>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.</li></ul>
<b>NOTE:</b> 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 <b>Report Group</b> field.
<ol> <li>Password Expiration Days field determines how often the user's password expires.</li> </ol>
<b>NOTE:</b> 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.

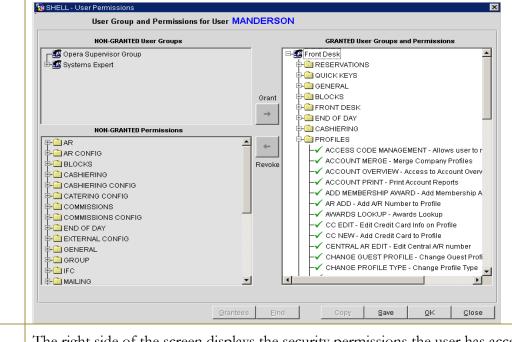




Assign Individual Permissions Once a user exists, to assign permissions to that user, follow the steps below

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.



User	logging back into the system. This situation requires management access to unlock a user.				
	To unlock a user, f	follow the steps	below:		
	From the main menu, select <b>Setup, User Configuration</b> and <b>Users</b> . The <b>USERS</b> search screen appears.				
	1 SHELL - Users				Þ
	Last Name First Name Login Name	Active	▼ Departme Job Tit		Searc <u>h</u>
	Employee Name Kevin J Kohler	Login Name KKOHLER	Department Guest Services	Job Title	1
	Phil K Marenson Zachary Minton Trish A Sanderson Opera Supervisor Train Training	PMARENSON ZMIMAN TRISHAS SUPERVISOR TRAIN	Guest Services Management Guest Services Management Management	Guest Services Manager Information Technitian Guest Services Supervisc General Manager General Manager	
					New
					Edit Unlock
	•				Close
	Login Nam Passwor Confirm Passwor Disabled Un	WORD screen Issword er MANDERSON he Anderson, Mic rd	appears.	e Name.	



## **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.

Group Name	Description	<b>_</b>	Permission
FD	Front Desk		
OPERA SUPERVISOR	Opera Supervisor Group		Users
SYSEXP	Systems Expert		
			New
			⊑dit
			Delete
			Close

#### 3. Select New.

The **USER GROUP – NEW** screen displays.

ġ	SHELL - User Grou	p - New 🔀
	Group Name	RESAGENT
	Description	Reservations Agent
	Transaction Codes	<u>±</u>
	Report Groups	Aging,Arrival,Blocks and Groups,Catering 🛓
		<u>Q</u> K <u>C</u> lose

- 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**.



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## 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.

🙀 SHELL - User Groups		×
Group Name	Description	A Dermission
FD	Front Desk	
OPERA SUPERVISOR	Opera Supervisor Group	<u>U</u> sers
RESAGENT	Reservations Agent	
SYSEXP	Systems Expert	
		New
		Edit
		Delete
		<u>Close</u>
	1	

## The USER GROUP PERMISSIONS screen appears.

NON-GRANTED User Groups		GRANTED User Groups and Permissions
Opera Supervisor Group  Gystems Expert  Supert  NON-GRANTED Permissions  AR	Grant →	
AR CONFIG     ASHIERING     CASHIERING     CASHIERING CONFIG     CATERING CONFIG     COMMISSIONS     COMMISSIONS     COMMISSIONS CONFIG     COMMISSIONS     COMMISSIONS	Revoke	



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	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 <b>Grant</b> to move the permission to the GRANTED USER GROUPS AND PERMISSIONS window.
	<b>NOTE:</b> 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 <b>OK</b> 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**.

🩀 SHELL - User Groups			×
Group Name	Description	Permission	1
FD	Front Desk		
OPERA SUPERVISOR	Opera Supervisor Group	<u>U</u> sers	
RESAGENT	Reservations Agent		-
SYSEXP	Systems Expert		
		New	
		Edit	
		Delete	
	· ·		

### The **USERS FOR GROUP...** screen appears.

Add >>		
<< <u>R</u> emov	/e	
		Add >>

- 3. Select Add to move them to the Selected Users column.
- 4. Select **Close**.

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