

OPERA Quick Reference Cards

View the online version with screenshots of the steps! Go to:
<http://infocentral.wyndham.com/opera>

LOGGING IN & GETTING STARTED IN OPERA ORS

STEP 1: Double-click on the OPERA icon on your desktop,

Once the application loads, choose ORS  [screenshot](#)

STEP 2: Log in using the assigned USERNAME and PASSWORD

STEP 3: Select RESERVATIONS, then SALES SCREEN  [screenshot](#)

STEP 4: Choose to make a **New reservation Alt+N** OR **Lookup an existing reservation Alt+L**  [screenshot](#)


MAKING A BASIC RESERVATION IN OPERA ORS


:: DEFINE SEARCH SCREEN

STEP 1: Enter the caller's requested **location, requested dates, no. of adults,** and **children.**  [screenshot](#)

TIP: You may enter **more than one location** in the **PROPERTY** box (ex. BOSDT, BOSCH, ORHWE)

STEP 2: If desired, **customize your rate search** on the DEFINE SEARCH screen.

BY GROUP: search for a **group** by **Group name** in the **Block Name** box or by **group code** in the **Block Code** box. See **Booking Groups** for more details  [screenshot](#)

BY RATE: search for a **negotiated rate** by **company name, discount club name** or **other rate name** in the **Company** box (ex. Hewlett, Entertainment, or Government, etc.)  [screenshot](#)

TIP: You may also enter **BYR name** or **number** or **IATA number** on **DEFINE SEARCH**. This will carry into the reservation

TO CONTINUE: go to **AVAILABILITY Alt+A** 


MAKING A BASIC RESERVATION IN OPERA ORS


:: AVAILABILITY SCREEN

STEP 1: Review the rates from the listed room types at the requested property, or use the scroll buttons to view rates at other properties.

 [screenshot](#)

TIP: You may also **select new dates** and **re-check AVAILABILITY** from this screen. For more information: look at *USING THE AVAILABILITY SCREEN FEATURES* on the next page.

STEP 2: If desired, **customize your rate search** on the **AVAILABILITY** screen by selecting the **Rate drop-down box**. The following rate sets are available : NEGOTIATED RATES, BYREQUEST OFFERS, ALL-INCLUSIVE RATES, ROOM ONLY RATES, PACKAGES, PROMOTIONS, USED FOR GROUPS NOT FOUND.  [screenshot](#)


STEP 3: Once you locate the desired rate/room type, double click on the rate or select **Resy Alt+V** to book. Then select the hold type  [screenshot](#)


NEXT STEP: the RESERVATION Screen



MAKING A BASIC RESERVATION IN OPERA ORS

:: RESERVATION SCREEN

STEP 1: Locate the **guest profile**. Enter the **last name** and **at least the first initial of the first name** and hit enter to search. Select the correct profile.  [screenshot](#)



STEP 2: Enter the the correct **source** from the phone pad, enter the **credit card information**. and select a **cross sell code**. Required fields are **bold**  [screenshot](#)

To add comments to the reservation: Just begin typing in the **Comments** box (middle of right column). If desired, this box may be expanded by clicking on the arrow button

STEP 3: Select **OK Alt+O** or **Save Alt+S** to CONFIRM reservation

USING THE AVAILABILITY SCREEN FEATURES

:: USING THE CALENDAR ON THE AVAILABILITY SCREEN

Arrive 
 Nights
 Depart 
 Rooms Adults

You may change the **Arrival or Departure date, no. of nights or number of adults** from the mini-calendar on the AVAILABILITY screen.


Be sure to always click the button to refresh the availability with the new dates, nights, or adults.

The button will update all of the properties on the AVAILABILITY screen with the new dates, nights, or adults

NOTE: the system always keeps the original number of nights. Please verify your date changes are correct

:: USING THE RATE INFORMATION BOX ON THE AVAILABILITY SCREEN

Rate Information

Currency 


	12/23/04	12/24/04	12/25/04
Rate Amt	165.00	165.00	285.00
Pkgs	0.00	0.00	0.00
Taxes	36.30	36.30	62.70
Total	201.30	201.30	347.70


The **Rate Information** box allows you to view the **daily rates, daily taxes and daily totals** for the selected dates

Notice that this example shows an auto-split rate (rate is higher on 12/25)

You may also change the default currency to another currency. **NOTE:** the currency conversion rates will only be seen in this Rate Information Window (the rate in the Availability portion of the screen will always remain is the default currency)

:: USING THE RATE CODE FILTER ON THE AVAILABILITY SCREEN

Rate Code Filter 




Physical

Include Overbooking

COMESS4 USD

Rate Code Filter

NEGOTIATED 

Physical

Highlight the Rate Set and select OK **Alt+O**

STEP 1: Pull up the Set List by clicking on the Rate Code Filter arrow (shown left).

STEP 2: Select the desired Rate Set and locate the desired rate.  [screenshot](#)

STEP 3: Select the desired rate and continue booking as usual

TIP: To see the selected rate at the alternate properties click on the mini calendar

:: USING THE RATE ALTERNATES & ANALYZE TABS

Be sure the desired rate/room type on the rate grid is highlighted in blue at the desired hotel before selecting the **Alternates** and **Analyze** tabs

Alternate Dates

December 2004

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

<< >>

Available Restriction Inventory

Rate Desc

- Available** the highlighted rate and room are available
- Restriction** the highlighted rate or room is restricted
- Inventory** indicates the total hotel is closed due to inventory

Restrictions

	12/24/04	12/25/04	12/26/04
Stay	Open	Open	Open
CTA	Open	Open	Open
CTD	Open	Open	Open
Mn St Thr			
Mx St Thr			
Mn LOS		3	
Mx LOS			
Mn Ad Bk			
Mx Ad Bk			
LOS N/A	Open	Open	Open

Rate Desc

Restriction types: room and/or rate may be open or closed *for the stay*, open or closed *to arrivals* (CTA) or *to departures* (CTD). *Min/Max length of stay* restrictions indicated by a number. See Restrictions legend for other definitions

Example of the rate grid loaded with AAA rates

Rate Code Filter	<<	<	ATLDT	>	>>	WYNDHAM ATL	
NEGOTIATED			OKN	OKS	ODN	ODS	OP
Physical			77	19	96	24	1
Include Overbooking			77	19	96	24	1
DISAAA	USD	<input checked="" type="checkbox"/> Pkg.	111	144	144	144	14
DISAAAW	USD	<input checked="" type="checkbox"/> Pkg.	74	74	74	74	7
COMW3	USD	Pkg.	79	79	79	79	7
COMW3B	USD	Pkg.	89	89	89	89	8

indicates Corporate (Qualified) rate

MULTIPLE RESERVATIONS

.: USING THE ADD ON BUTTON TO BOOK MULTIPLE ROOMS


STEP 1: After completing the first reservation, select **Options Alt+P** from the SNAPSHOT screen [screenshot](#)

STEP 2: Select **Add On Alt+O** [screenshot](#)

NOTE: The previous reservation will be duplicated exactly. Any changes are allowed on the **Add On** except a property change

STEP 3: Any change may be made here on the RESERVATION (ResV) screen.

To change the dates: modify the Arrival or Departure dates.

To change a room or rate type: click the arrow **Rate Code** DISAAA  to select from the rate grid [screenshot](#)

STEP 4: Choose **Save Alt+S** or **OK Alt+O** to confirm the duplicated reservation [screenshot](#)

BOOKING LEGS (DIFFERENT RATES DURING THE SAME STAY)

.: USING THE ITINERARY BUTTON TO BOOK MULTIPLE LEGS

STEP 1: After completing the first leg, select **Itinerary Alt+I** from the SNAPSHOT screen [screenshot](#)

STEP 2: The system will take you to the DEFINE SEARCH screen. Select the desired dates for the new leg. [screenshot](#)

NOTE: The system does not advance the dates automatically.

STEP 3: Make any necessary changes, such as loading a negotiated rate, adjusting adults/children, etc.. Any change may be made to the new leg including property changes

STEP 4: Go to **Availability Alt+A** and select the desired rate

STEP 5: Continue Booking as usual **IMPORTANT:** At this time, CC info does not carry over on legs.

See **BOOKING GROUPS** for how to book non-elastic groups with pre and post days

BOOKING GROUPS

.: BOOKING A BASIC GROUP IN OPERA

STEP 1: After entering the property, arrival, departure & no. of adults/children, **type the first letters of the group name** in the Block Name box and hit enter. [screenshot](#)

TIP: If your search does not return the desired group, leave the Block Name blank and search again. This will display all groups for the selected dates. **IMPORTANT:** The group may have an acronym (another name the caller may use) and acronyms are not shown in this type of search.

STEP 2: Once the desired group is located, highlight it, select **Ok Alt+O** and go to the **Availability** screen **Alt+A** [screenshot](#)

IMPORTANT: The group rates are listed daily. However, it is only necessary to select and book one room/rate combination for the stay as long as the group rate is available (green) for all days. **BE SURE TO SELECT THE LAST DATE/RATE CODE COMBINATION**

STEP 3: Select the desired group rate and continue booking as usual

.: BOOKING A GROUP WITH PRE AND/OR POST STAYS

This only applies to non-elastic groups. Elastic groups will automatically stretch the group rate over the entire stay.

STEP 1: Select **all** of the dates requested by the caller and locate the group as usual (Step 1 & 2 above).

STEP 2: On the AVAILABILITY screen, notice that the **group rate** will load in RATE GRID 1, and the **best available rate for pre and/or post days** will load in RATE GRIDS 2 & 3 [screenshot](#)

IMPORTANT: The system will retain the rates/dates for you as you book the separate legs if you follow the steps below

STEP 3: To book the first leg for the group: Select the desired group rate/room type from RATE GRID 1 and continue booking as usual.

CONTINUED ON THE NEXT PAGE 

BOOKING GROUPS, CONT.

∴ BOOKING A GROUP WITH PRE AND/OR POST STAYS, CONT.

STEP 4: To book the next leg, highlight the group leg on the SNAPSHOT screen, and select **Itinerary Alt+I**. [screenshot](#)

STEP 5: The system will bring you back to the DEFINE SEARCH screen. DO NOT adjust the dates or remove the group. Go to **Availability Alt+A**

STEP 6: Select the desired rate/room type from RATE GRID 2 (for pre or post dates) and continue booking as usual.

STEP 7: If there is a third leg to book, be sure to once again highlight the group leg before selecting **Itinerary Alt+I** (this will retain your rate grids with the selected dates and rates). Go to **Availability Alt+A** and select the desired rate/room type from RATE GRID 3 and continue booking as usual. [screenshot](#)

ADJUSTING RESERVATIONS IN OPERA ORS

∴ LOOKING UP A RESERVATION

STEP 1: Enter the **confirmation #** or the **location & arrival date** and select **Search Alt+H** [screenshot](#)

STEP 2: Highlight the desired reservation and **Select Alt+S**

NEW WITH OPERA: You may also search by **Guest name** or **BYR Number** for any future stays at all properties

TO SEARCH BY GUEST NAME OR BYREQUEST NUMBER:

STEP 1: Enter the **Guest's Last Name & First initial** in the **Name Search** fields OR enter the **BYR Number** in the **Member No.** field.

STEP 2: Enter today's date in the **Arrival from** field and select **Search Alt+H**. This will return all future stays for this guest. [screenshot](#)

You may also narrow your search by entering a property or a smaller date range. Searches for past stays may be performed as well

ADJUSTING RESERVATIONS IN OPERA ORS

∴ ADJUSTING THE DATES

STEP 1: Once on the SNAPSHOT screen, select **Edit Alt+E**

STEP 2: From the RESERVATION screen, adjust the dates of stay [screenshot](#)

IMPORTANT: When adjusting the arrival or departure, the system will, by default, keep the original number of nights. Please verify the arrival, departure and no. of nights is correct before proceeding.

STEP 3: Once the date changes have been made, select **Save Alt+S** or **OK Alt+O** to confirm

∴ ADJUSTING THE RATE OR ROOM TYPE

STEP 1: From the SNAPSHOT screen, select **Edit Alt+E**

STEP 2: Once on the RESERVATION screen, click on the arrow next to the Rate code box **Rate Code** DISAAA [screenshot](#)

STEP 3: Select the new rate/room type from the rate grid.

To load a discounted rate or promotion click on the arrow next to the Rate code filter box **Rate Code Filter** NEGOTIATED [screenshot](#)

STEP 4: Once you have selected the new room or rate, select **Save Alt+S** or **OK Alt+O** to confirm

CANCELING RESERVATIONS IN OPERA ORS

∴ USING THE CANCEL BUTTON FROM THE OPTIONS SCREEN

STEP 1: Once on the SNAPSHOT screen, select **Options Alt+P** then **Cancel Alt+C**

STEP 2: Select a REASON CODE and type in the required comments

TIME SAVING TIP: Type in the first letters of the reason code into the Reason box and press tab. The code will auto-populate and move your cursor to the comments field

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CANCELING RESERVATIONS IN OPERA ORS, CON'T.

.: USING THE CANCEL BUTTON FROM THE OPTIONS SCREEN, CON'T.

STEP 3: Select **OK Alt+O** to cancel the reservation

NOTE: Legs must be canceled individually. A fix should be coming out to allow us to cancel legs in one step

SENDING CONFIRMATIONS

.: SENDING A CONFIRMATION FROM THE RESERVATION SCREEN


STEP 1: While on the RESERVATION screen, check the Confirmation checkbox  [screenshot](#)

STEP 2: Confirm the reservation (by selecting **Save Alt+S** or **OK Alt+O**). Once you confirm the reservation the CONFIRMATIONS screen will appear.

NOTE: If Caller Info was entered on this call, you have the option to send Confirmation to the caller and/or the guest. ALSO, if a Travel Agent or Company Profile was added to the reservation, they will appear as well.

STEP 3: Check the Email checkbox. Do not offer the PRINT or FAX option.

STEP 4: Click the Conf Name arrow and select the desired Confirmation Letter format (for basic reservations choose: wy_guest_confirmation).

STEP 5: Select the email address. **NOTE:** The system will choose the default email on the profile, to select an alternate email, click on the arrow next to the default email address.  [screenshot](#)

STEP 6: Select **Send Alt+E**

.: SENDING A CONFIRMATION FROM THE SNAPSHOT SCREEN

STEP 1: After completing the reservation, select **Options Alt+P** from the SNAPSHOT screen

STEP 2: Select **Confirmation Alt+N**

Follow **STEPS 3 through 6** above

SENDING CANCELLATION LETTERS

.: SENDING A CANCELLATION LETTER

STEP 1: Cancel the reservation by selecting Cancel from the Options screen


STEP 2: Once the reservation has been cancelled, select Confirmation from the Options Menu and send as you would a Confirmation letter.

The system will automatically send a Cancellation email on a cancelled reservation [click here](#) to see what the Cancellation email will look like

SENDING BROCHURES

.: SENDING A BROCHURE IN OPERA

TIP: Brochures can be sent from any Guest Profile screen.


STEP 1: From any guest profile screen, select **Option Alt+I** then **Requests Alt+Q**  [screenshot](#)

STEP 2: Select brochures for one or more properties by typing the property codes in the Property box. Or use the arrow button to choose from a list of properties.

NOTE: If the caller has ever requested a brochure in the past, THE FIRST THING YOU WILL SEE, will be a request history page. To continue, just CLOSE the history window

STEP 3: Type PROPERTY BROCHURE in the **Request Type** box. Or use the arrow button to select.

STEP 4: Choose a Send Method. To quickly get the information to the guest and save on processing, please try to use email as the preferred send method.

STEP 5: Verify the guest's email or physical address. To edit the email or address, click on the  button.

STEP 6: Select **OK Alt+O** to complete the Brochure Request

ADDING TRANSPORTATION & OTHER PRODUCTS

.: ADDING TRANSPORTATION FROM THE RESERVATION SCREEN

STEP 1: While on the RESERVATION screen, select the arrow-down next to Packages [screenshot](#)

STEP 2: Select **New Alt+N**

STEP 3: Select the arrow next to Packages

STEP 4: Highlight Adult transportation and select **OK Alt+O**. Update Quantity with # of adults needing transportation. NOTE: The begin and end date are hotel functions and not required.

STEP 5: Click **Save Alt+S** and **Close Alt+C**

Repeat STEP 3 & 4 to add child's transportation if necessary [screenshot](#)

STEP 6: Verify your selections and select **Close Alt+C** to complete

Adding flight info from the RESERVATION screen:

To add flight info select **More Fields Alt+I** from the Resv screen

NOTE: These fields will be renamed.

Current fields filled out to the right

Pickup Reqd.	Yes	Dropoff Reqd.	
Transport Type	0	Transport Type	
Station Code	SJU	Station Code	
Carrier Code	AA	Carrier Code	
Transport No. Flight	1536	Transport No.	
Arrival Date	05/03/05	Departure Date	
Pick up Time	06:15 PM	Drop off Time	

.: ADDING OTHER PRODUCTS FROM THE RESERVATION SCREEN

STEP 1: While on the RESERVATION screen, select the arrow-down next to Packages [screenshot](#)

STEP 2: Select **New Alt+N**

STEP 3: Select the arrow next to Packages

STEP 4: Highlight the requested product and select **OK Alt+O**. Update Quantity with # of products required. NOTE: The begin and end date are hotel functions and not required.

STEP 5: Click **Save Alt+S** and **Close Alt+C** [screenshot](#)

STEP 6: Verify your selections and select **Close Alt+C** to complete

BOOKING PACKAGES & PROMOTIONS

.: BOOKING A PACKAGE IN OPERA

STEP 1: From the AVAILABILITY screen, choose PACKAGES from the Rate Set List by clicking on the Rate Code Filter arrow [screenshot](#)

STEP 2: The rate grid populates with available PACKAGES at the selected hotel.

PACKAGE TIPS:

TO VIEW ALL PACKAGES including closed out

As with other unavailable rates, a package will not show up if it is not available. **If you want to see all packages:** choose include Closed (bottom-left of the AVAILABILITY screen)

Select **Closed** to see closed out packages

<input type="radio"/> One Night	<input type="radio"/> Total
<input checked="" type="checkbox"/> Closed	<input type="checkbox"/> All

TO VIEW PACKAGE NAMES instead of just rate codes

To see package names and details: double-click on the word PACKAGES.

NOTE: The PACKAGE rate set must be loaded Before double-clicking on PACKAGES

To see package names & restrictions

Rate Code Filter
PACKAGES

STEP 3: Highlight the desired package from the rate grid and read the package details in the sell message.

STEP 4: Continue booking as usual by double-clicking on the rate or select **Resy Alt+V** [screenshot](#)

.: BOOKING A PROMOTION IN OPERA

To book PROMOTIONS:

Use the same procedures for booking a PACKAGE (above). Select the PROMOTIONS tab instead of PACKAGES