

OPERA S&C

EAME OPERA S&C Expedia Export Report implementation



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EAME OPERA Expedia Import
Markus Thiem
Eame OPERA
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Document version

Version	Date	Author	Changes
1.0	29.01.2015	Markus Thiem	

Objective:

This document describes all necessary steps to send current and future catering event data to Expedia via a simple report to expose meeting room availability of hotels online.

The simple report will be provided by Expedia LTD. upon request together with this document.

The document should allow a key user or IT manager with the adequate permissions to import the report and to add this report to the OPERA Report Scheduler.

Please contact your local support office in case none of your current hotel users has the appropriate permissions to access the report configuration and report scheduler.

The report provided shall not be changed by the Hotel as this will change the field order and prevent Expedia to map the field tags accordingly.

In case this report was amended inadvertently the report has to be deleted from the report configuration and report scheduler and re-configured again as outlined in this document.

The report can automatically be scheduled and generates an email with a txt report output attached.

Prerequisite:

Define Expedia Profile

We recommend creating a new Travel Agent Profile for Expedia LTD.
 Please ensure to enter the correct email address as provided by Expedia:
operasc@expediamails.com

This email address will automatically default when the report is added to the report scheduler module.

The screenshot shows the 'Account' setup window for 'EU - Travel Agent Profile ID - 217210'. The 'Internal Information' section contains the following fields:

- Owner: ALL (Opera Supervisor)
- Territory: [Dropdown]
- Trace Code: [Dropdown]
- Keyword: [Text]
- Type: Travel Agent
- A/R No.: [Text]
- IATA: [Text] Type: [Dropdown]
- Ref. Currency: AED
- SFA: [Dropdown]
- Credit Rating: [Dropdown]
- Active:

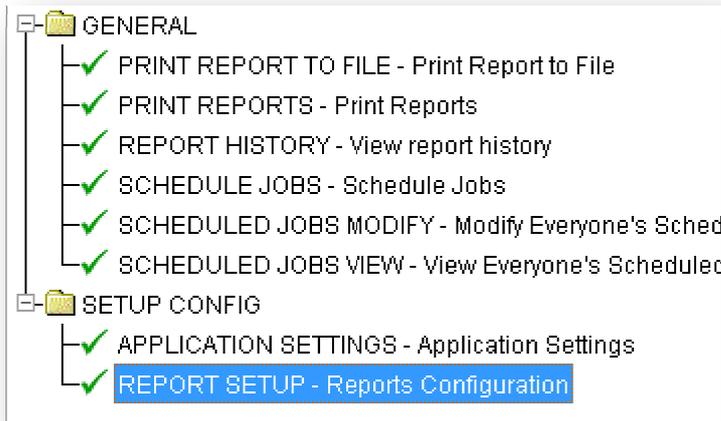
The 'Communications' section has the following entries:

EMAIL	Value
EMAIL	operasc@expediamails.com
[Dropdown]	[Text]
[Dropdown]	[Text]

The 'EMAIL' field and its value are highlighted with a red box. A 'Comm.' button is located below the table. The status bar at the bottom indicates the account is 'Active', created by SUPERVISOR on 29.01.15 13:23, and updated by SUPERVISOR on 30.01.15 15:57.

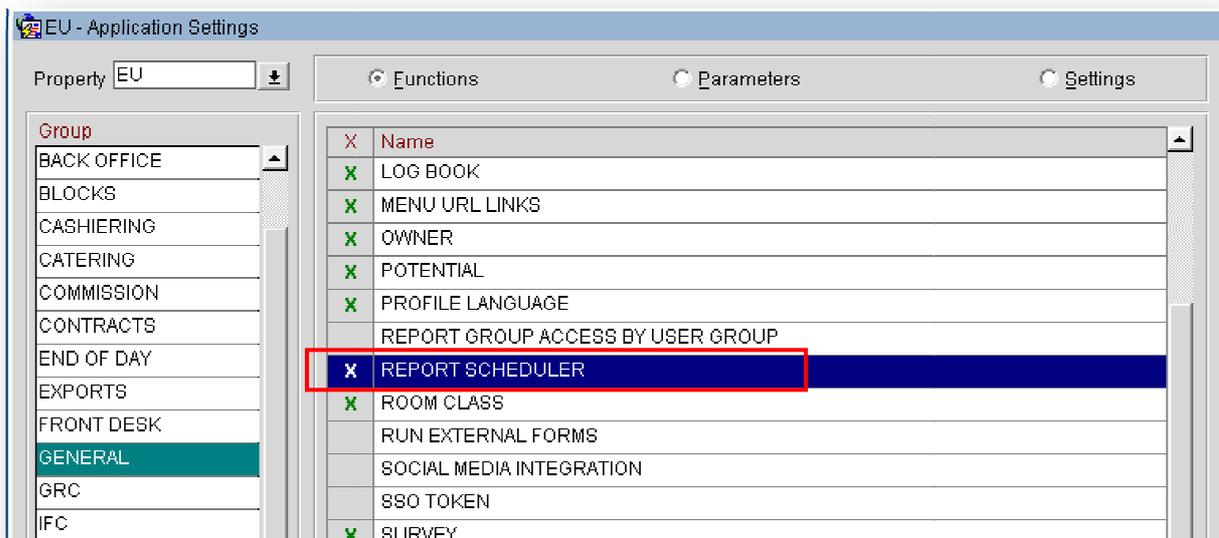
Check OPERA permissions

A minimum set of permissions are required to perform the tasks outlined in this document. Please ensure that the below permissions are assigned to your user. Please contact your local or regional IT manager or local dealer if those permissions have not been assigned to your user.



Check application settings

Ensure that the Report Scheduler Functionality is activated via General -> Application Functions -> Report Scheduler



The Reports Scheduler provides the capability to run OPERA reports at a certain time and frequency. The user selects the report and sets up the schedule for a future time. The report automatically generates data according to the schedule.

Check email configuration

The Delivery Method Maintenance screen is used to configure email, fax, text, and SFTP (for Scheduled Reports) specifications for delivery and distribution of various OPERA reports and documents.

Select **Configuration -> Property -> Delivery Method** and choose the **General** type of configuration to display the **Delivery Method Maintenance** screen.

General – Used for reports, profile requests, and other miscellaneous documents.

Note down the email in the From E.Mail Address field and communicate this email to Expedia.

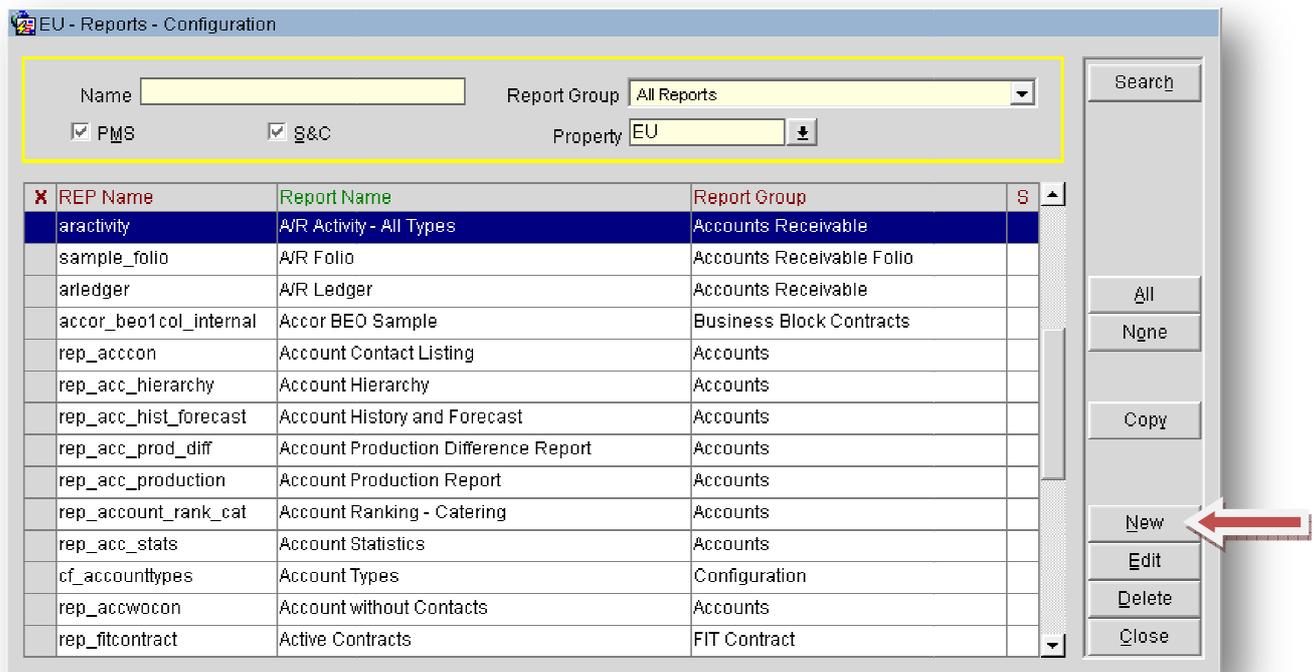
The screenshot shows a dialog box titled "ME - Delivery Method Maintenance" with a "GENERAL" tab selected. The "Property" dropdown is set to "ME". Under the "Email" tab, the "Activate Email Delivery" checkbox is checked. The "From" E-Mail Address field is highlighted with a red box and contains the text "megeneralmail@hotel.com". Other fields include "User ID", "User Password", "Server Name" (containing "smtp.datahost.int"), and "Inbound Server Name". "OK" and "Close" buttons are located at the bottom right.

Import Expedia Availability OSR Report

To import the report into OPERA the 'Expedia Availability OSR' report has to be copied to a destination that can be accessed from the user workstation.

The file will be provided by Expedia and **not** by MICROS or Oracle.
The file is called expediaavailabilityreport.osr.

Select the **Configuration -> Setup -> Report Setup -> Reports** menu option to display the Reports Configuration screen. Use this screen to manage the basic features of the OPERA reports. Each report belongs to a report group, and all reports, except for those that are report procedures, can have parameters associated with them.



Select the New button to make new reports available in OPERA. The Reports –New screen appears.

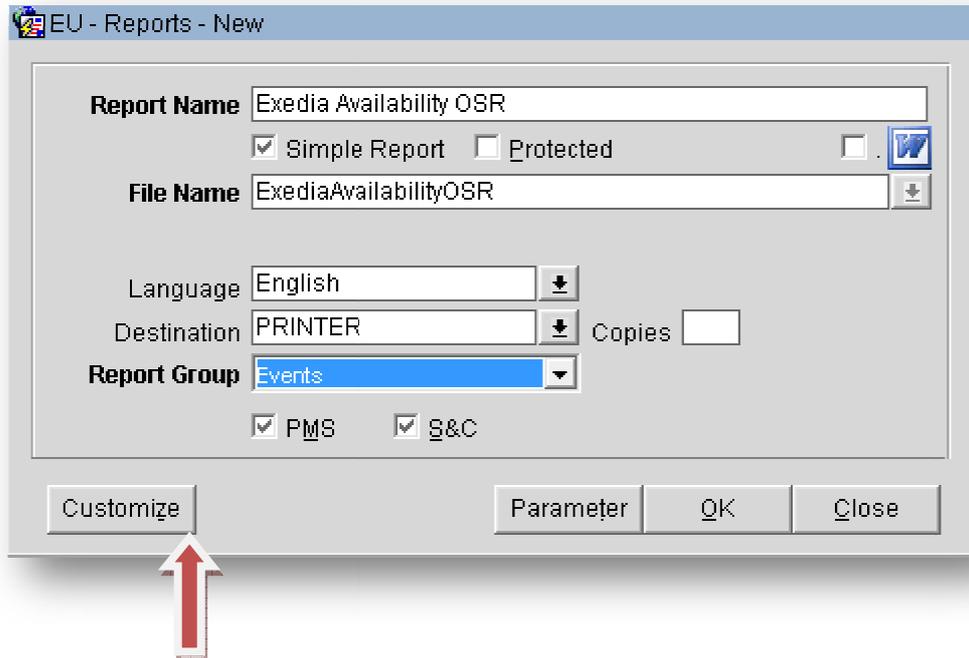
The screenshot shows a dialog box titled "EU - Reports - New". It contains several input fields and checkboxes. The "Report Name" field is filled with "Exedia Availability OSR". A red arrow points to the "Simple Report" checkbox, which is currently unchecked. Other fields include "File Name", "Form to run", "Language" (set to "English"), "Destination" (set to "PRINTER"), "Report Group", and "Copies". There are also checkboxes for "PMS" and "S&C". At the bottom, there are buttons for "Customize", "Parameter", "OK", and "Close".

Report Name: Enter as Expedia Availability OSR

Simple Report: Select this checkbox to create a Simple Report. When you do so, the Form to Run field and the down arrow on the File Name field becomes unavailable.

The Customize button appears instead.

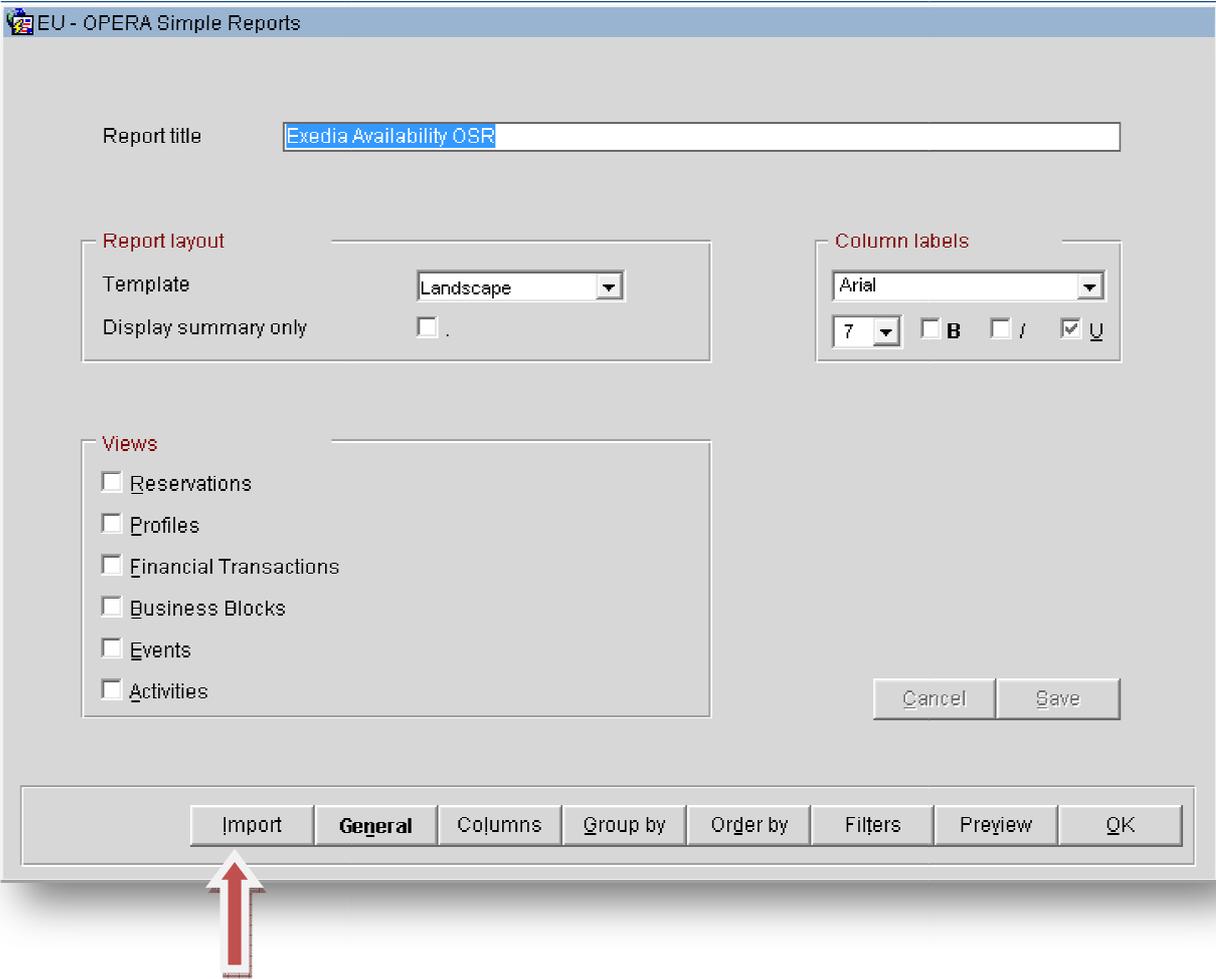
File Name: Once Simple Report has been selected the report name is automatically defaulted to the File Name without any empty characters. **Do not change the File name though!**



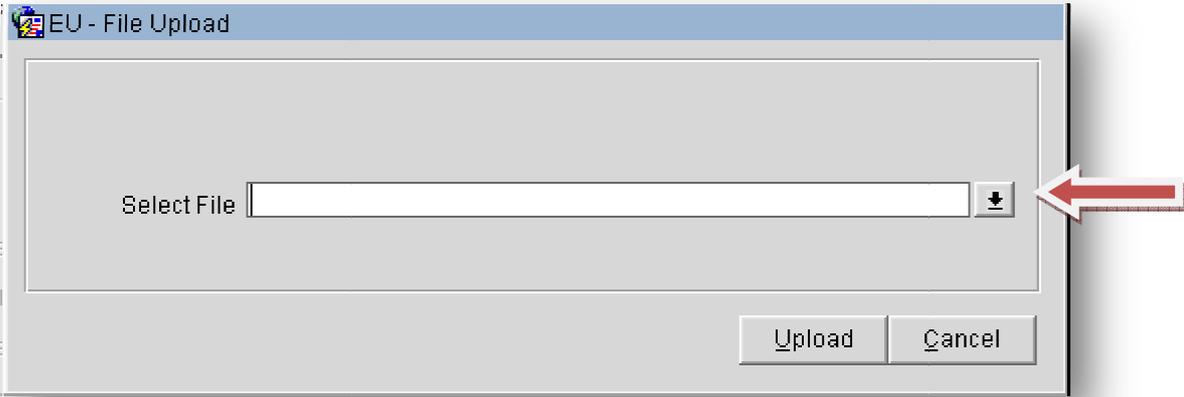
Report Group: Select from the drop down list, the report group to assign the customized report to should be Events.

Now select the Customize button to display the OPERA Simple Reports screen opened to the **General** button.

The General screen provides the highest level of information needed to start creating the report.

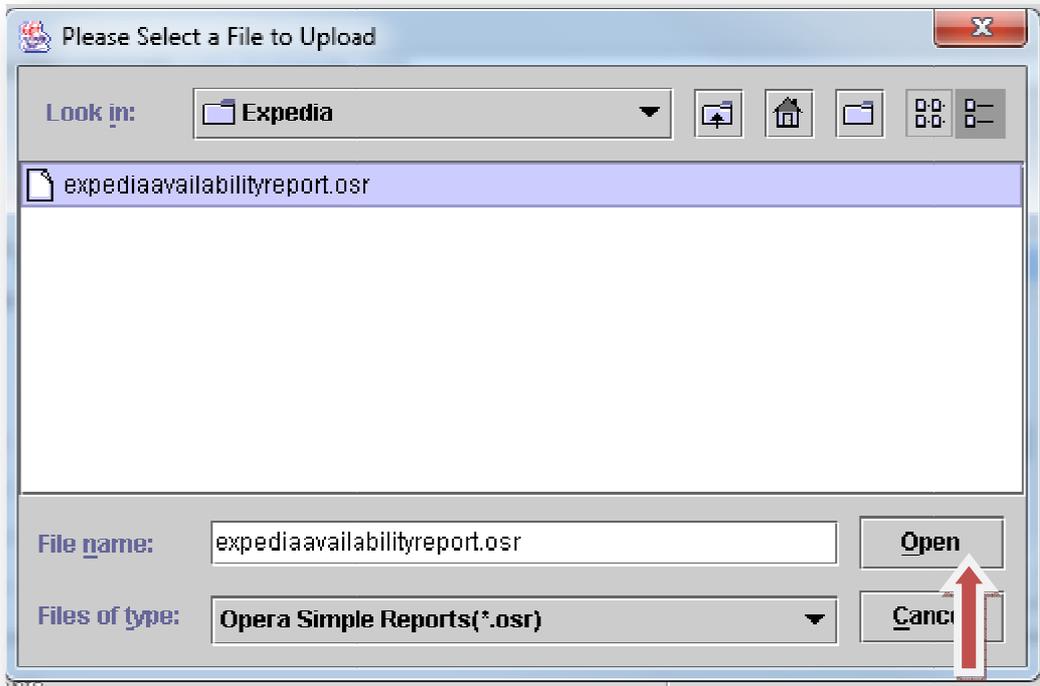


Select the **Import** button on OPERA Simple Reports screen to import a report that already has been created.

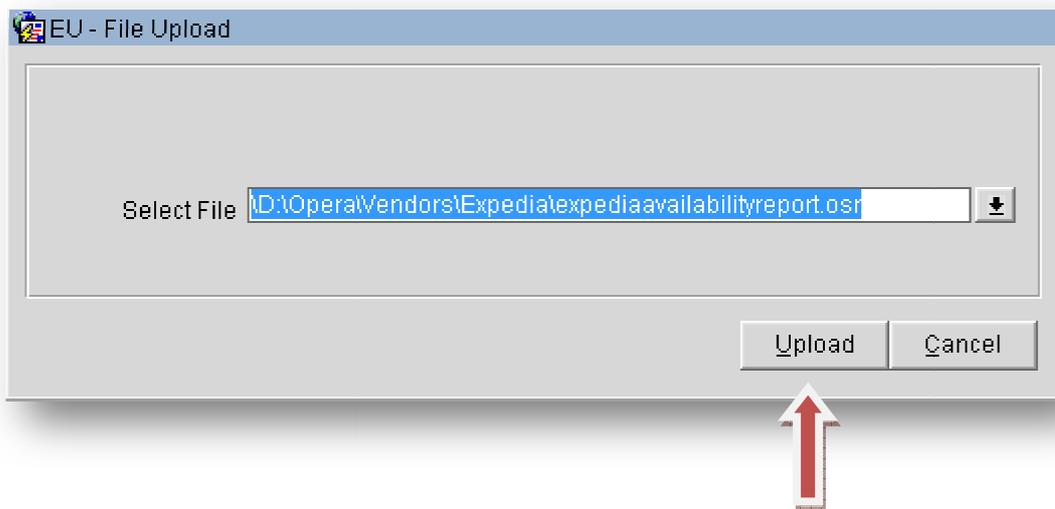


Once you selected Import, a window prompts you to specify a destination from where you want to import the Expedia Availability OSR report.

Select the down arrow to specify your destination folder.

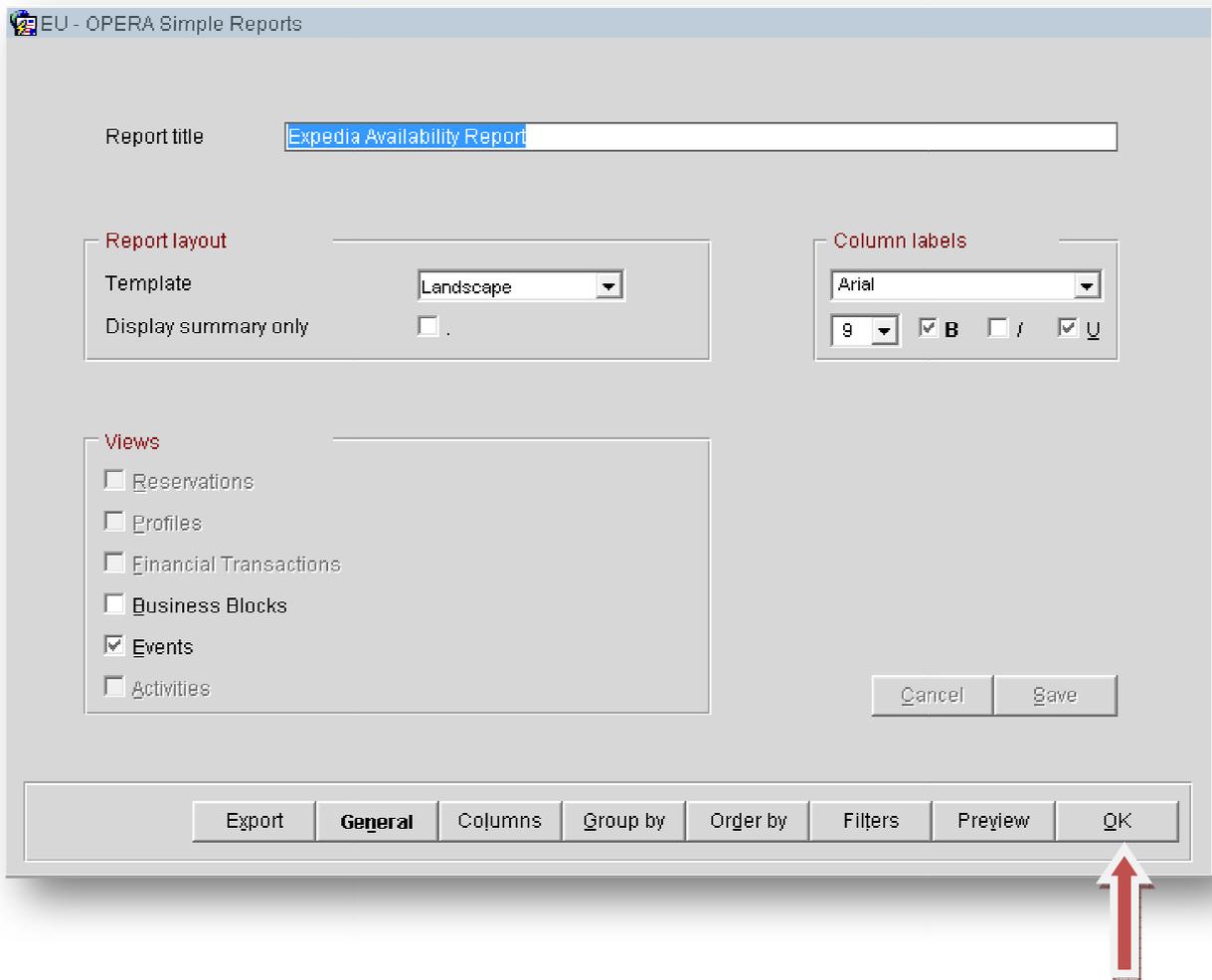


Select **Open** after selecting the file name.



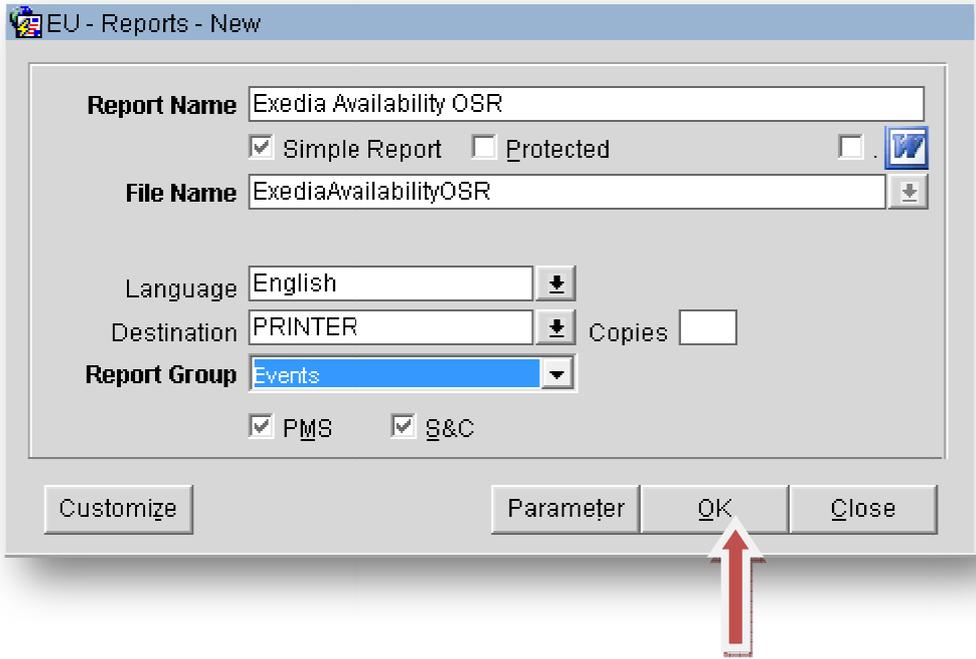
Select **Upload**.

The report was imported and displayed on the OPERA Simple Reports screen.

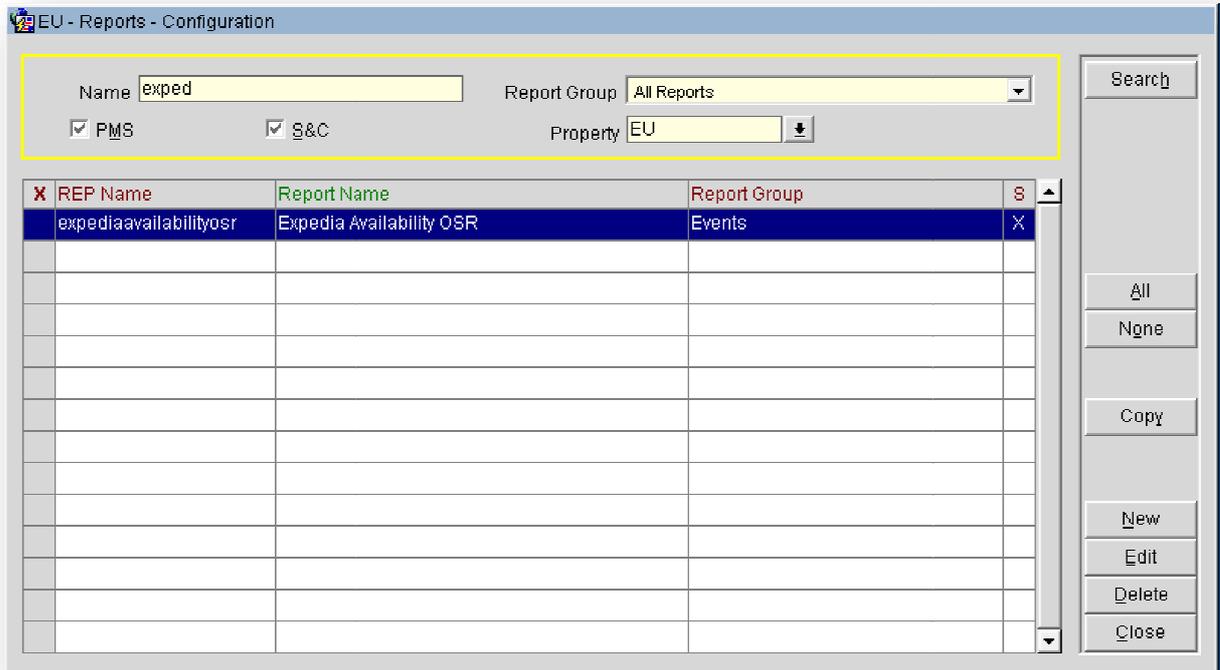


Do not make any changes from here and simply select **OK**.

You get back to the New Reports screen.



Do not make any changes from here and select **OK** to save and close the new report.



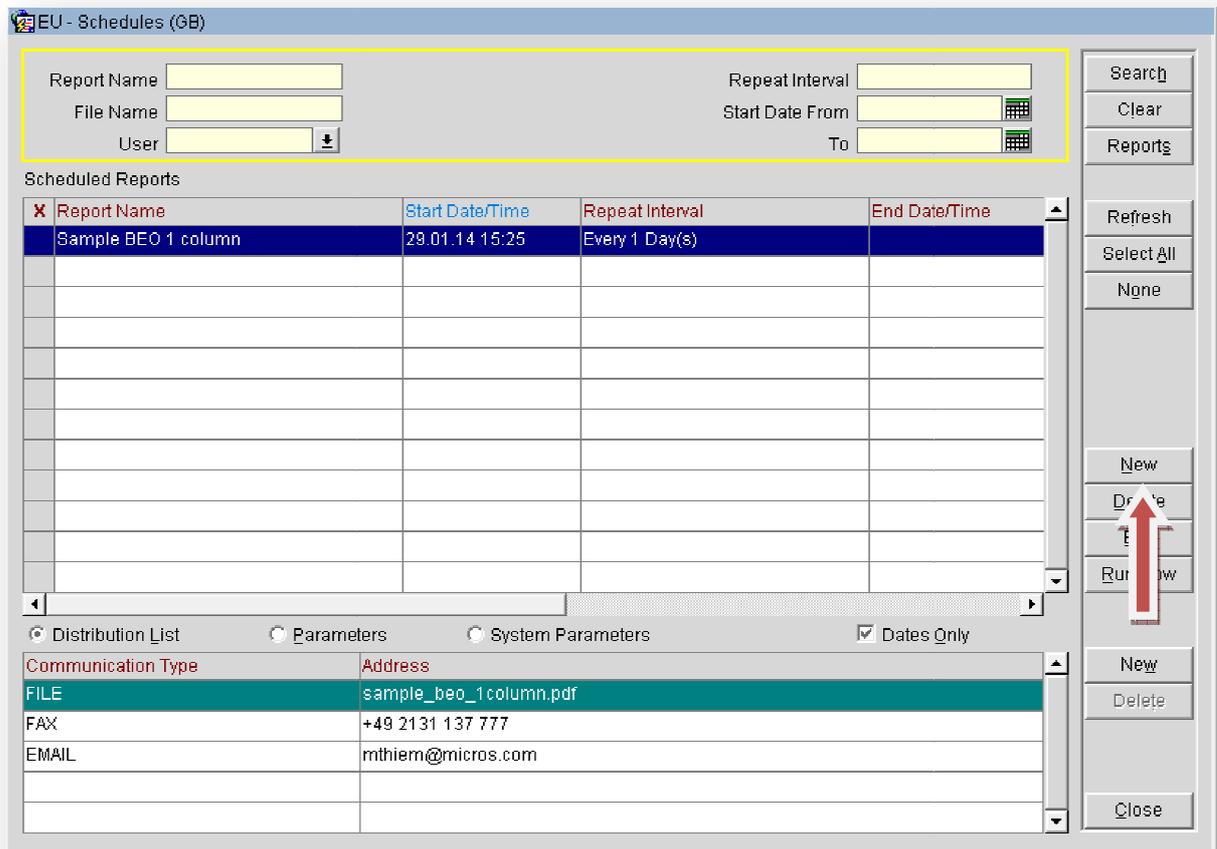
The report has successfully been created.

Adding Expedia Availability OSR Report to OPERA Report Scheduler

When the **General -> Report Scheduler** application function is set to **Y**, the Reports Scheduler provides the capability to run OPERA reports at a certain time and frequency. The user selects the report and sets up the schedule for a future time. The report automatically generates data according to the schedule.

This functionality is accessed by selecting **Miscellaneous -> Reports Scheduler**.

When Miscellaneous -> Reports Scheduler is selected, the Schedules screen appears displaying Scheduled Reports.



This screen displays all previously set up and active reports (those scheduled for a future or ongoing run). From this screen you can select options to view reports scheduled to run, run a report now, edit an existing report schedule and date parameters, create a new report schedule, or delete a report schedule.

Click into the upper grid of this screen and Select **New** to schedule the Expedia Availability OSR report.

When **New** is selected from the Schedule Reports screen, the standard Reports screen initially appears.

EU - Reports

Report Property Search

Application PMS S&C

Report Group

Report Name	REP Name

Fax / E-mail Print to File File Format

Copies

Current Printer

History OK Close

At the Reports screen, search and highlight the report for which you want to create a schedule. In our case the report is called Expedia Availability OSR report.

ME - Reports

Report Property

Application PMS S&C

Report Group

Report Name	REP Name
Expedia Availability OSR	expediaavailabilityosr

Fax / E-mail Print to File File Format

Copies Delimiter

Current Printer

Select the **Fax/E-mail** check box and **Print to file** check box.

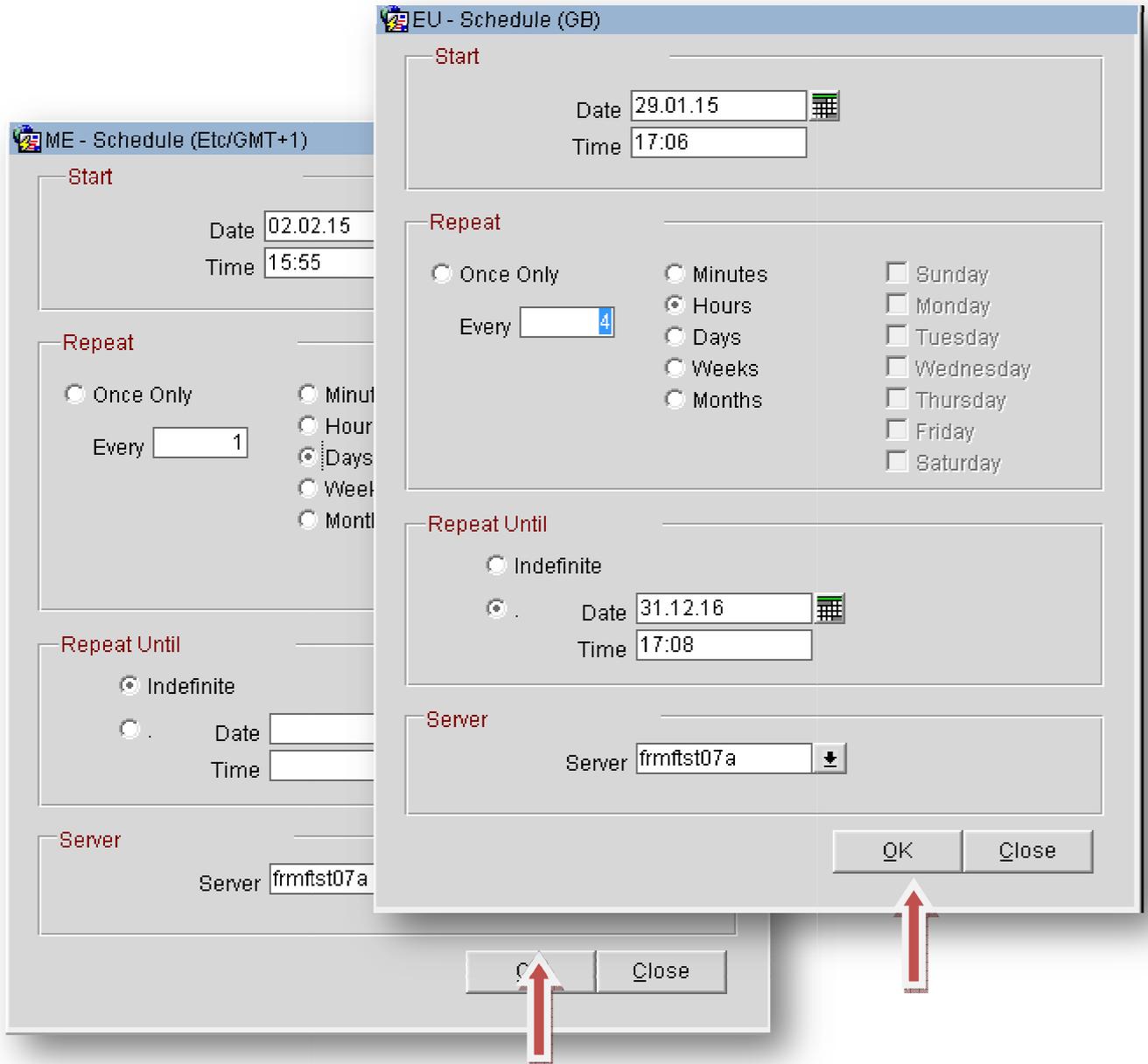
Then select the **File Format** using the drop down box.

Select Delimited format here.

Once Delimited was selected the **Delimiter** field is available.

The Delimiter Tab is already defaulted.

Select **OK** to save your changes.



The Schedule screen appears where you can proceed to create the schedule for the report.

The Report should either be sent every 4 hours or once per day. Please check with your Expedia contact person how often the report should be received by Expedia.

Note: Scheduling several reports at the same time, or during peak hours, may affect the total system performance.

Enter the desired values in the **Start**, **Repeat**, and **Repeat Until** sections. These values interact with each other to create the schedule you want.

Repeat Until: Also enter when you would like to stop the report from running.

Server: Select the down arrow to choose the application server where the report server runs.

Select **OK** to save your changes.

Note: It is important to understand that workstation time and resort time are not necessarily always the same. Resort time is set via the Property Details ->Time Zone Region field and may not match the time reflected on your workstation.

Once the report has been selected, the Fax/Email check box is selected, and the OK button is selected, then the following form is displayed where the user can select the recipients who will receive the report via fax or email.

Name	From Email	To Email	Fax
Expedia.com Ltd	megeneralmail@hotel	operasc@expediamail	<input checked="" type="checkbox"/>

Expedia Availability Report

Use the Name drop down to search for your Expedia Account that you have created earlier.

The Name and to Email is automatically defaulted.

Reports emailed via OPERA Reports Scheduler will use the "From" email address configured for the General delivery method.

Select **OK** to save your changes

Depending on the user permission and property assignment of the current user logged into OPERA, either one of the following screens will display.

Parameter with Event Property Selection

The screenshot shows a dialog box titled "EU - Report Parameters" with a sub-header "Expedia Availability OSR". Inside the dialog, there are four input fields: "Start Date" with the value "16.05.08" and a calendar icon; "To Start Date" with the value "16.05.08" and a calendar icon; "Event Property" with a dropdown arrow; and "Status" with a dropdown arrow. At the bottom of the dialog, there are four buttons: "Preview", "Print", "File", and "Close".

Parameter without Event Property Selection

The screenshot shows a dialog box titled "EU - Report Parameters" with a sub-header "Expedia Availability OSR". Inside the dialog, there are three input fields: "Start Date" with the value "16.05.08" and a calendar icon; "To Start Date" with the value "16.05.08" and a calendar icon; and "Status" with a dropdown arrow. The "Event Property" field is absent. At the bottom of the dialog, there are four buttons: "Preview", "Print", "File", and "Close".

Start Date and To Start Date

The Start Date and To Start Date are defaulted with the Opera system date. At this stage those dates can be ignored and kept as defaulted.

Event Property

Only available if the Multi Property license is active and if the current user has access to multiple properties.

Select the properties that should be included in the report.

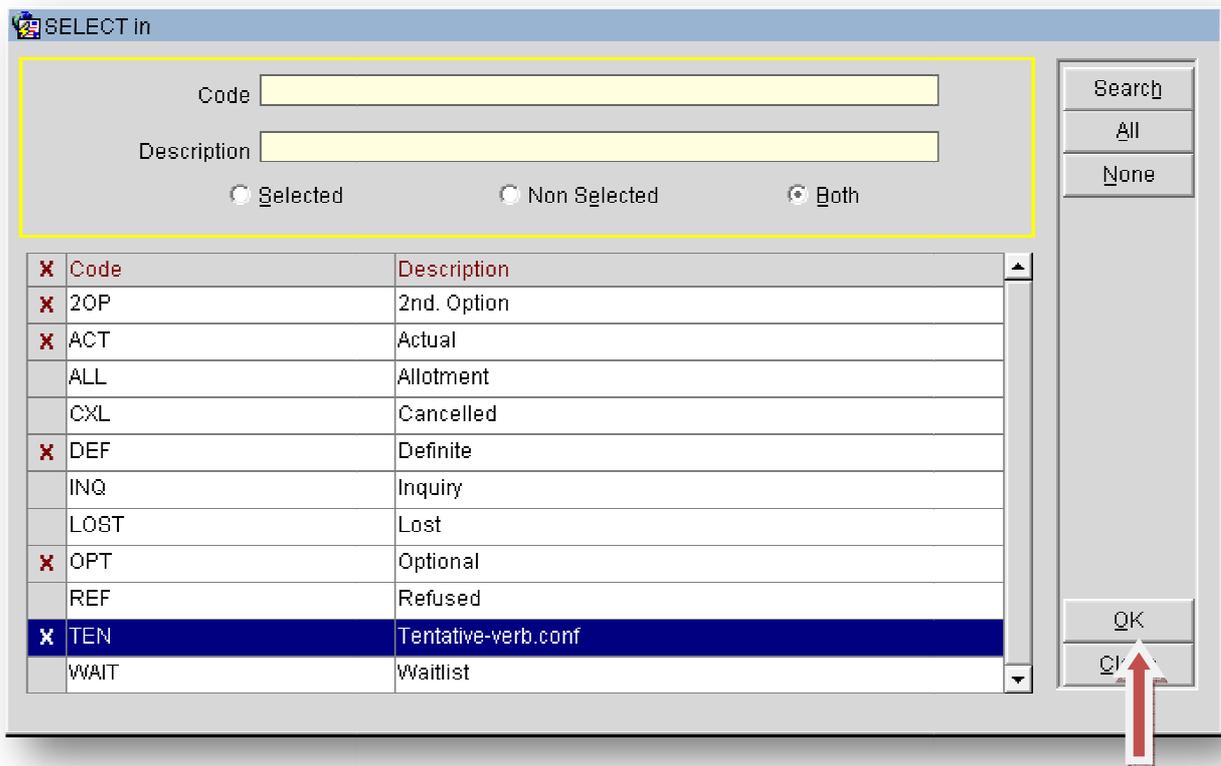
Status

Select all Status types that should included in the report and to be send to Expedia.

In general only status types should be selected that that are Deducting and Non Deducting.

Status Codes that are returning inventory like Cancel, Lost, Unable to Confirm or status codes that are exclusively used for sleeping room groups like Allotment or status code that do not affect inventory like Inquiry or waitlisted should not be selected.

The Actual Status though can be selected even though this would only affect status for bookings in the past.



To check which Status does affect catering availability Select Configuration -> Reservations -> Business Blocks -> Status Codes to open the Status Code Definition screen.

Status	Description	R Stat.Type	C Stat.Type	P	R	S	L	Def. Res. Type	Reason	Log	Seq.
INQ	Inquiry	INQUIRY	INQUIRY			X	X	GINQ		X	1
ZOP	2nd. Option	INQUIRY	NON DED INV			X		GINQ		X	2
OPT	Optional	NON DED INV	DED INV			X		GOPT		X	3
ALL	Allotment	NON DED INV	NON DED INV	X				ALLO		X	4
TEN	Tentative-verb.conf	NON DED INV	DED INV			X		GTEN		X	5
DEF	Definite	DED INV	DED INV	X				GDEF		X	6
LOST	Lost	CANCEL	CANCEL		X				LOST	X	7
REF	Refused	CANCEL	CANCEL		X				REFUSED	X	8
CXL	Cancelled	CANCEL	CANCEL		X				CANCEL	X	9
ACT	Actual	ACTUAL	ACTUAL	X				GDEF		X	10
WAIT	Waitlist	WAITLIST	WAITLIST							X	11
RFR	Referral	REFERRAL	REFERRAL			X		ALLO			12

All Status Codes with the C. Stat Type DED INV and NON DED INV should be selected.

EU - Report Parameters

Expedia Availability OSR

Start Date: 16.05.08

To Start Date: 16.05.08

Status: ZOP,ACT,DEF,OPT,TEN

Buttons: Preview, Print, File, Close

Once you have made your selection select **File**.

Do not select Close as this will take you back to the prior screen.

ME - Reports

Report: expedia availability OSR Property: ME Search

Application: PMS S&C

Report Group: All Reports

Report Name	REP Name
Expedia Availability OSR	expediaavailabilityosr

Fax / E-mail Print to File File Format: DELIMITED

Copies: 1 Delimiter: Tab

Current Printer: []

History OK Close

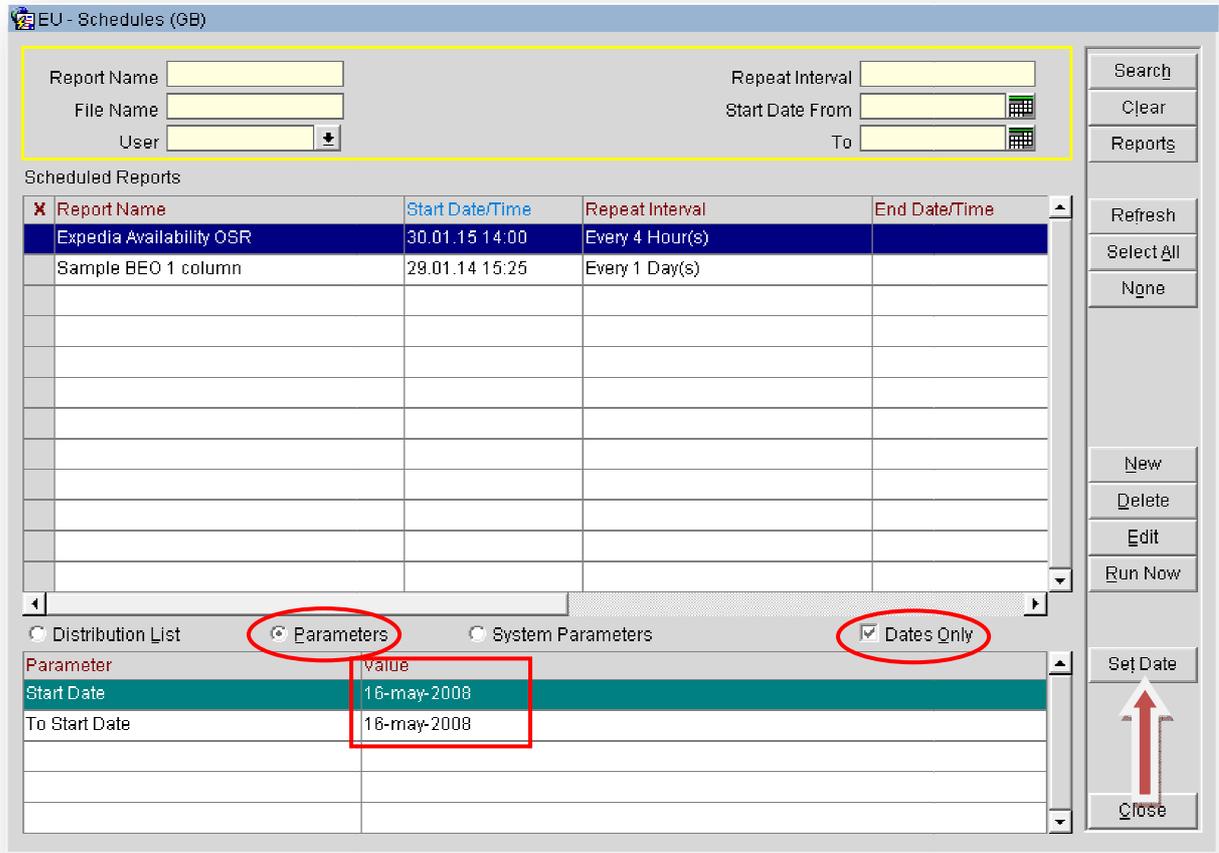
You are now taken back to the Report screen.

Select **Close** now to move on with the next step.

Selecting OK would open the Scheduler Screen again.



As you can see below the Expedia Availability Report was successfully added to the Scheduler.



Within the next step the Date Parameters have to be changed. Remember that the date filters have been ignored when the report filters were set in a prior configuration step.

The dates for the selected report have to be modified from here.

Now highlight the desired report on the Schedules screen. (Expedia Availability ORS)

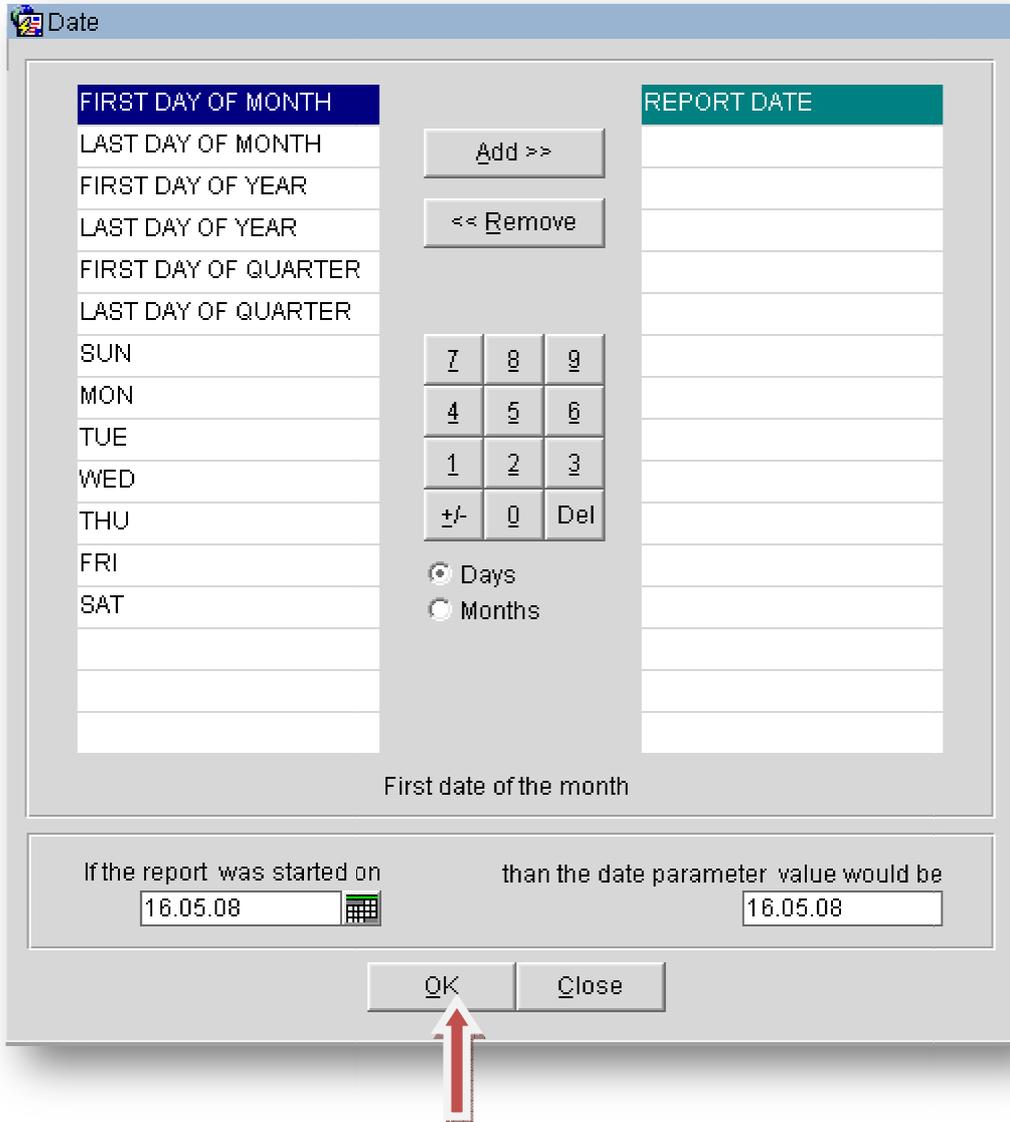
Ensure the **Parameters** radio button and **Dates Only** check box is selected.

Highlight the **Start Date** parameter in the parameters grid.

Select the **Set Date** button.

The Date screen appears.

The Expedia report should run from the current date (Report Date) up to 730 days in the future.



The Date screen reads the current date on the Database server and displays two dates in the "If the report was started on" field and the "then the date parameter value would be" field.

Since we want the report to run beginning with the current date, we keep the REPORT DATE on the right hand site and do not select the values from the left column and transfer them to the right column.

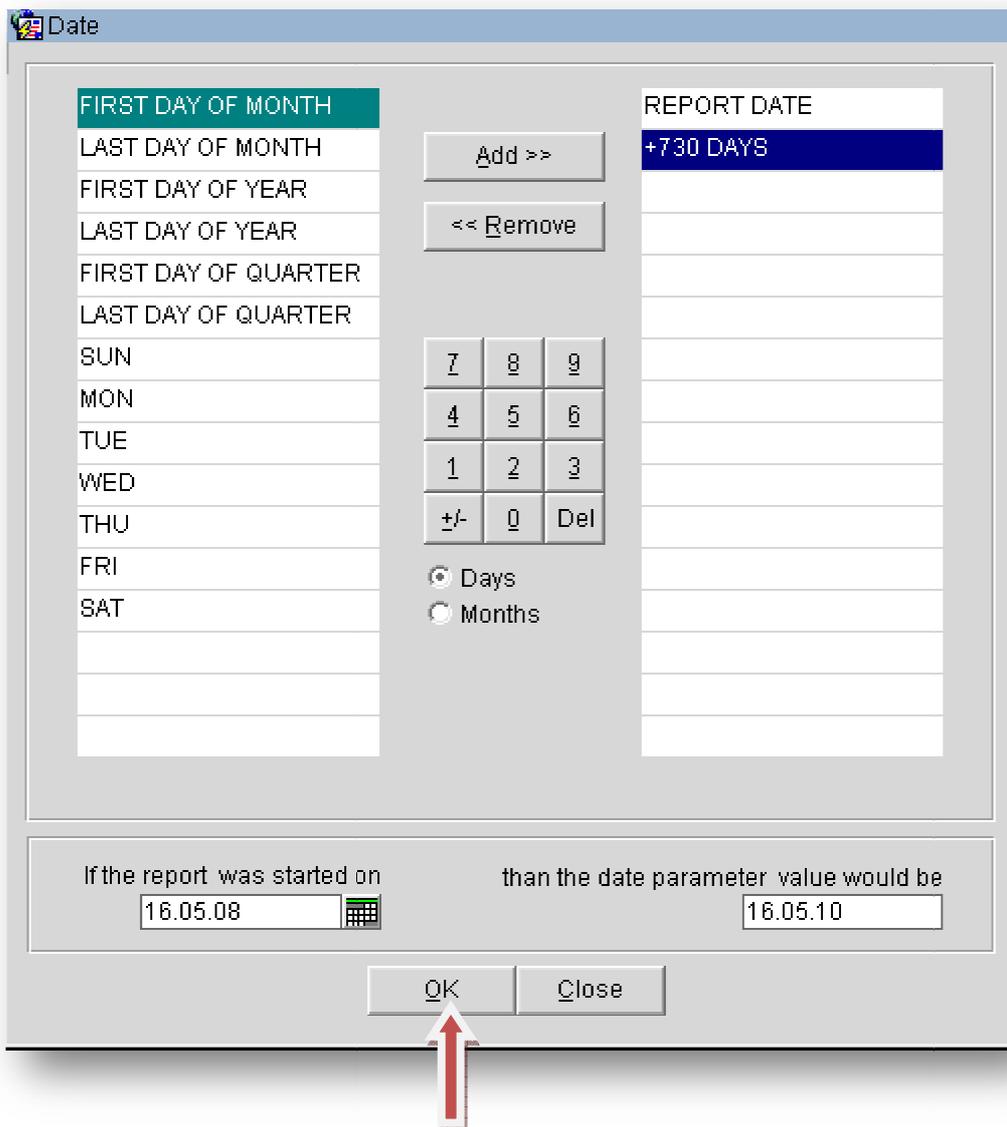
Just select **OK**.

Now highlight the **To Start Date** parameter in the parameters grid.

Select the **Set Date** button again.

The Date screen appears again.

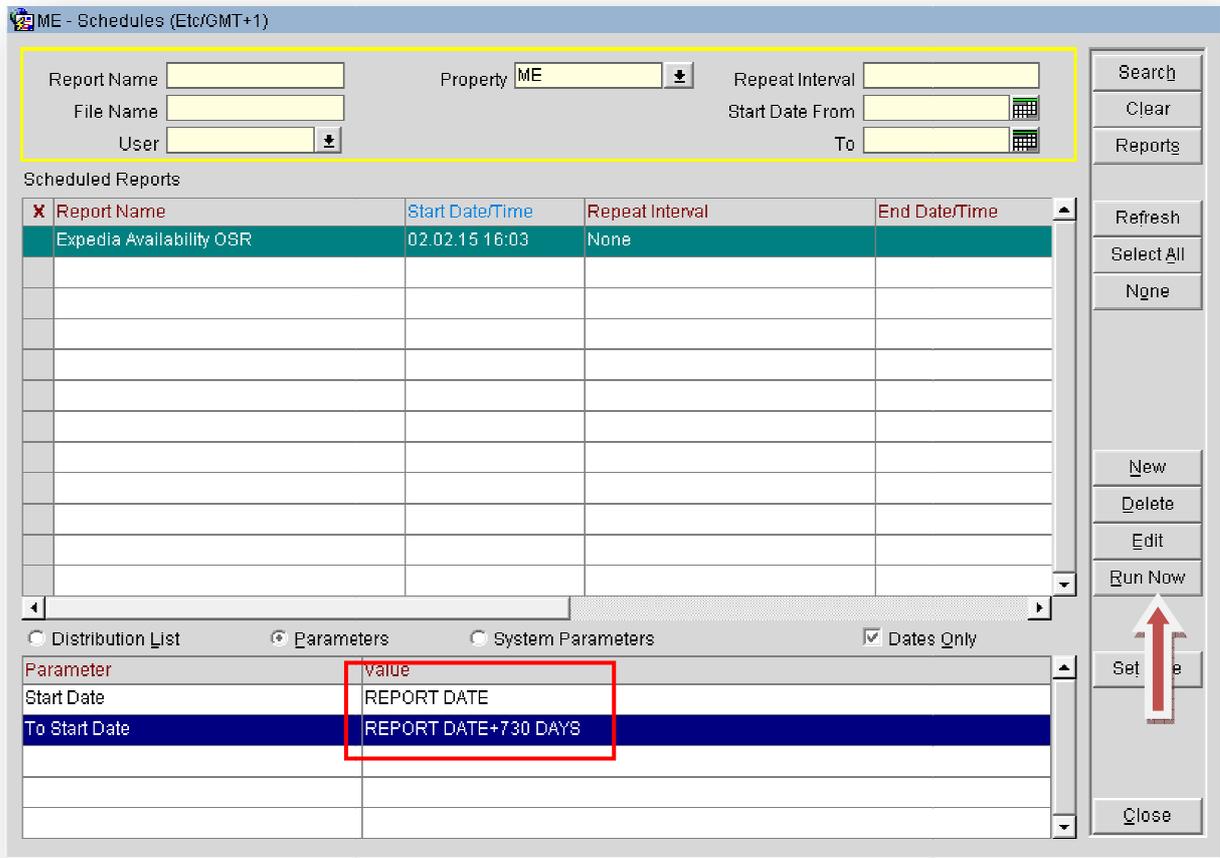
We select the **Days** radio button and select the +/- symbol in the number pad until +DAYS appears in the right column. We type 730 to indicate the 730 days in the future. The +730 DAYS appears in the right column.



As we make changes, the "If the report was started on" field and the "then the date parameter value would be" field changes dates.

Select **OK** and you will return to the Schedules screen.

The new Parameter values appear in the To Start Date column.

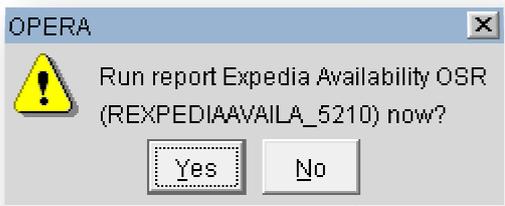


From this screen you have several options.

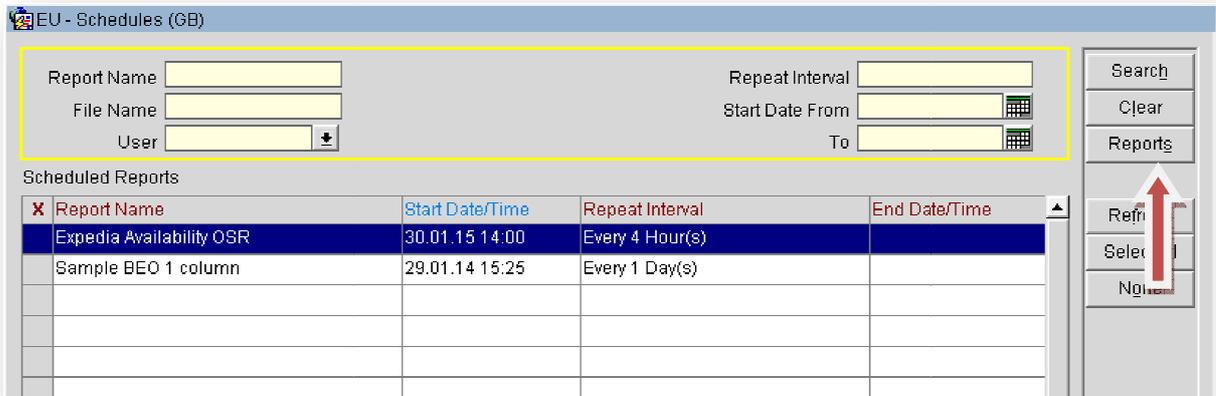
To change the distribution list you can select the Distribution radio button.

Please liaise with your Expedia contact person to inform them that the report has been scheduled and that you are about to generate a test report to see if the file is properly sent and received by Expedia.

To check if the report is successfully generated select **Run Now**. You can run the modified or highlighted report now by selecting this button.

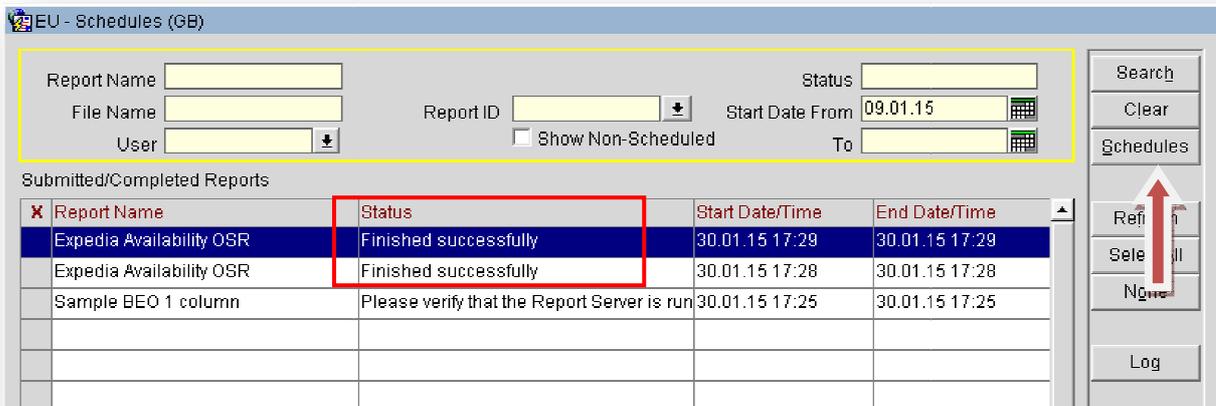


Select **Yes**.



Now select **Reports**.

The screen now displays the Submitted/Completed Reports screen where you can view the scheduled report status and once the report is completed, the report results.



Note: The Reports button changes to the Schedules button on the Submitted/Completed Reports screen which, when selected, returns the user to the Scheduled Reports screen.