Opera / Rates & Inventory (R&I) Resource Guide

Key Process Changes

Posting Master / Pseudo Rooms

Posting Master
Posting Master room type codes will not have rates or a rate season and cannot be attached to any new rate plans that are created.

Pseudo Room Type
Pseudo room types will continue to work as they do today, and you will attach them to the reservation in Opera at the property level.

Base Rate Plan Changes

Attaching Package Codes
Properties do not have the ability to attach package codes to base rate plans. As an alternative, please create new rate plans.

Attaching Pseudo Codes
Properties do not have the ability to attach pseudo codes to base rate plans and rates on pseudo room types. As an alternative, please create new rate plans.

Rate Plans

Rate Plan Creation
To create a new rate plan, please use the following ChoiceNow Request Forms. You must use your Okta credentials to login to ChoiceNow to access the following.

Local Rate Plan: Non RC Local Rate Plan Creation Form
Adjusting Rate Plan: Revise Existing Rate Plan Form

If creating a new or revising a rate plan that is going to be sold on the GDS or National Account, use the NRL application. You must use your ChoiceCentral login to access this.

Creating a Package Code and Rate Plan
Package Codes will now be created in Opera configuration, and attached to the new rate plan. Specific steps are below:
1. Create package code
2. Submit package rate plan form with this code to be created
3. Rate is pushed back to property with code
4. Package is now bookable

SRD Rate Plan

Rate seasons for the SRD rate plan will be sent down with the default reimbursement rate of $25. This will allow Opera to properly assign the Market Segment to reservations booked against SRD.

PLEASE NOTE: the SRD rate plan should not be booked locally by the hotel. Doing so would result in points not being validated or deducted as well as the hotel not being reimbursed.

Call Forwarding Hotels

If the hotel has the 'Hotel Book Only' flag checked, this gets sent through the system as Centrally Booked = False. If the group is centrally booked = false, then the contact center has no visibility to this group.

Oracle Support

Continue to use Oracle support as you have in the past, they are your primary property management system support team.

Additionally, any vendors you may utilize for third-party interfaces or hardware should also still be contacted.

Support for Oracle: 1-888-232-4772 - Press option 6, and then option 3

Franchisee Care

24x7 support for inquiries related to the Opera migration and general support.

Support via phone: 1-888-232-4772
Support via ChoiceNOW: https://ChoiceHotels.service-now.com/hp

Requesting support via ChoiceNOW:
- On the ChoiceNOW portal, click on the "Forms" button in the upper right corner to view a directory of all available forms, organized by topic.
- Use keywords in the search bar on the portal to locate specific forms for assistance (e.g. cancellation policy).

Conversion Period Key Information and Tasks

Room Type Changes
Making changes to room types will be restricted to only critical need during the conversion period.

Rate Changes / Restrictions
Post migration, due to an IDeaS update, the G3 interface will be down for a minimum of 5 days post conversion. During this time, you will need to action any rate changes/restrictions in Rates & Inventory manually.

Rate Code Visibility
Post conversion, once Opera is back up you might have a temporary issue seeing rate codes until the full download from Edge to Opera is complete. During this time, do not use A-Rack, instead use BASE. Once all rates are downloaded you can update the new reservations made.

Negotiated Rate / Profiles
Once migration is complete, new negotiated rates must have Opera profiles attached in order for them to show up in a rate query.

Deposit Cancellation Rules
All deposit / cancellation rules built at the hotel will need to be applied to the relevant new Choice Rate Codes. It is recommended that a reservation audit is performed post migration to ensure the correct rules exist on reservations.

Opera Alerts
Once migration is complete you must ensure that you reattach any Opera alerts to new rate codes.

Routing Charges
All routing rules for reimbursable reservations (i.e. SRD) must be manually set on the reservation for all reimbursement rates.

Upgraded Room Types

Edge does not currently store both the Room Type and RTC. During Opera migration, when reservations re pushed from Edge to the property, the upgraded room type will display in both the Room Type field and the RTC field.

Properties Remaining on Opera

Changes to Groups – Choice Privileges

Points Usage
For hotels remaining on Opera, all groups will now default points eligible.

Rates & Inventory

Properties remaining on Opera will be using Rates & Inventory, rather than CEX.

Once IDeaS is back online, rate and stay changes will be done in IDeaS as they were previously. You can also change local rate plans not supported by IDeaS. Rates & Inventory can be utilized as a backup system in case of an outage. IDeaS always supersedes any changes made in Rates & Inventory.

Groups and Stay Control functionality

Stay controls can now be set on Groups, for those hotels using Rates & Inventory.

1. Select the Group that should have stay controls added.

2. Add the Stay Controls on the next screen.