

A beginner's reference to Opera data

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COLORED SQUARE

This square denotes the reservation type.

Color:

Red – this room has been prepaid for, or is being direct billed to someone other than the person in the room. The TN Department of Corrections pays for their officers' rooms, for instance. This color takes precedence over all others, so even if the guest is a member or part of a group, still color them red.

Blue – not used

Cyan – this is used for groups, such as if a group of people book rooms for a wedding.

Green – this denotes IHG Rewards Club membership. These people earn points for their stay.

Black – not used

Yellow – Although Opera lists this as *Late check-out*, it is only generally used for rooms that are being held by the hotel to fix inventory balancing issues.

White – not used

None – used if the guest does not meet any of the above criteria. The default color.

NAME

99% of the time, this is the name of the guest or someone in their party. The other 1% of the time the name will be on what is known as a *house room*, a room that doesn't actually have someone in it but is used for billing purposes only. You will see examples of this in the rooms named *Pay With Points* and *Lost Interface Posting Master*, which are used for guests that book rooms with points or buy snacks from us with cash or credit cards.

ARRIVAL/DEPARTURE

The days that the guests will arrive and depart, typically arriving after 3 pm and departing before 11 am.

STATUS

The reservation status can be a few things.

If the guest has not checked in yet:

CC – the reservation is guaranteed by a credit card on file

NON – the reservation is not guaranteed, and does not have a credit card on file or has been changed so that a no show or cancellation fee can be charged.

CANCELLED – the reservation was cancelled

NO SHOW – the guest did not arrive and their reservation was cancelled and charged a fee

If the guest has checked in:

CHECKED IN – the guest is currently in the hotel and is not leaving on that business day

DUE OUT – the guest will leave that day

CHECKED OUT – the guest has been checked out

ROOM

The room number for the guest. These will be 100 – 109, 121 – 125, 200 – 225, and 300 – 325. Numbers in the 9000 range are house rooms, see note under the name section.

ROOM TYPE

NOT ACTUAL ROOMS:

PM – Posting master. This is a house/billing room with no one in it.

CSTN – Flow through standard room. You can assign this person any standard room type.

CDXN – Flow through suite room. You can assign this person any suite.

STANDARD ROOMS:

KNGN – A room with a single king bed and basic amenities.

TDBN – A room with two queen beds and basic amenities.

SUITES:

Suites in general are larger, include pull-out sofas, extra coat hangers, larger TVs, and more towels. They are more expensive than standard rooms.

XKLN – A single bed king suite.

XDBN – A two bed queen suite.

XEXN – Business studio suite, with a single king bed.

HANDICAP ROOMS

As a rule, always leave guests who have booked handicapped rooms in the rooms they booked, since you do not know whether or not they will need the room's features. You may ask them at check in and

move them if absolutely necessary. Otherwise, if you are overbooked and need to move someone from a standard into an equivalent handicap room, or if the only rooms left to sell are handicap rooms, doing so is acceptable.

STANDARD HANDICAP ROOMS:

KW2N – Single king bed, wheelchair access with roll-in shower.

KWQN – Single king bed, wheelchair access with tub.

KWHN – Single king bed, hearing impaired. Standard other than visual alarms.

TWAN – Two queen beds, wheelchair access with tub.

TWGN – Two queen beds, hearing impaired. Standard other than visual alarms.

SUITE HANDICAP ROOMS:

XWAN – Single king bed, wheelchair access with tub.

XWHN – Single king bed, hearing impaired.

XWNN – Two queen beds, hearing impaired.

PRS

The number of people for the reservation. The number on the left is the number of adults, and the one on the right is the number of children. Guests and third party booking sites do not always enter these accurately, and sometimes desk staff forgets to add in the numbers or doesn't see everyone who comes in, so don't rely on these too heavily. If a room has too many people in it, you will need to perform an override to allow the reservation to continue.

RMS

The number of rooms for the reservation. When you click on a reservation with multiple rooms, it will ask if you'd like to split it. Each room that is split off from the original reservation will have all the same characteristics as the original. You must split the reservation before you will be allowed to assign rooms to it.

MEM. LEVEL

The guest's membership type, determined by how often they stay in IHG hotels. At the time of writing, members earn 10 points for every dollar they spend and can use these points to book rooms or buy items from the IHG website. They may have preferences attached to their profile explaining what types of room they prefer, such as *high floor* or *away from elevator*. They also get a membership discount on their rooms, rate code IDME0. Depending on their membership level, check-in changes slightly. It is technically protocol to thank all members for their membership with us, though in practice this is usually only done for Gold or higher tier members.

NONE – This person is not a member or has not entered their membership number beforehand.

CLUB (0-9 nights/year) – The lowest tier. There aren't really any special privileges other than being able to specify preferences, do digital check-ins, and earning points for their stay.

GOLD ELITE (10-39 nights/year) – Gold tier members may choose between 300 extra points OR 1 free item from the snack bar.

PLATINUM ELITE (40-74 nights/year) – Platinum tier members may choose between 500 extra points OR any 1 free item from the snack bar, and they may check out at 12 or 1 PM if needed. They also receive a free upgrade to a suite *if and only if* there are corresponding suites available.

SPIRE ELITE (75+ nights/year) – Spire is the highest tier. Spire tier members may choose between 500 extra points OR any 2 items from the snack bar, and they may check out at 12 or 1 PM if needed. They also receive a free upgrade to a suite *if and only if* there are corresponding suites available.

GROUP/COMPANY

The company or organization that's either (1) paying for the room if it's a direct bill, or (2) managed the booking/gave an associated discount if it's not. For instance, if it's a free night booked with points (paid for by IHG), then this box will say *InterContinental Hotels Group*. If someone is using their AAA or AARP membership for a discount, this box will say AAA or AARP.

AGENT/SOURCE

How the person made their reservation or was directed to us. If they booked through Priceline, Hotels.com, or Expedia, for instance, this box will say so.

PARTY

If someone has booked multiple rooms (see RMS), then this box will contain matching text for all the rooms that are split. The text will be a matching number and the name for the reservation.

BLOCK

Blocks of rooms are negotiated by the manager for large parties, such as weddings, funerals, or other events. They will all be charged the same (usually discounted) price, and this box will contain a code indicating what block the rooms are part of. For example, a block might be named *JOHN DOE WEDDING* and have the code *JDW*. Even though not all the rooms will belong to John Doe personally and may have different names on them, every room that is part of the wedding will have that block code.

RATE CODE

This code corresponds to the rate the guest is receiving and can indicate several things, such as whether or not they're a member, government employee, veteran, whether the room is prepaid or direct billed, etc. Below is a table of common rate codes and notes about them.

CODE	AMOUNT	NOTES
IGCOR	Varies	The standard corporate rack rate.
IDME0	Varies	The standard IHG membership discount.
IDAAA	Varies	AAA membership discount, usually a few dollars less than IGCOR.
IDARP	Varies	AARP membership discount, usually a few dollars less than IGCOR.

IMGOV	96/106	Government employee/military rate, 96\$ standard and 106\$ for suites.
IMSTI	96/106	State government rate, 96\$ standard and 106\$ for suites.
IVANI	SR* (30\$)	Free night for guest, booked with membership points, billed to IHG
IVCFN	30\$	Chase free night, billed to IHG
ILCOR, IL---	Varies	Local companies that have negotiated discounts
IED4V	Varies	Veteran's discount, typically a few dollars off
INCMP	0\$	Comp room, used for mistakes on our end or special people
IVEDI	59\$	IHG Employee rate
IPBQS	79\$	CLC Lodging, billed to CLC
IEQFK	10% off	Funeral/bereavement rate

There are many, *many* more rate codes. You can double click on a reservation and go to Options > Rate Info to get more information on what a rate is for if you're not sure.

*SR stands for *set rate* and indicates that the room has been prepaid. Guests with a set rate generally do not receive full receipts with an amount printed, only blank ones indicating that they have stayed with us.

RATE AMOUNT

The amount that the guest is paying for the room, see RATE CODE.

PAYMENT

The guest's method of payment.

AX - American Express card

DS - Discover card

MC - MasterCard

VS - Visa card

CP - Chip and Pin, generic card input before guest has swiped or chipped their card

CA - Cash. We do not take cash at check in, but you will change the payment method to this for guests that wish to pay with cash on check out, or for certain guests that are not paying for their reservations (CLC, Department of Corrections). Although there are other payment types, we do not typically use them.

ARR. TIME

The time that the guest checked in, or the time that their reservation was made if the reservation is a walk-in.