



Adding A Rate Code



Updated 28th November 2023



Opera V

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Opera Cloud

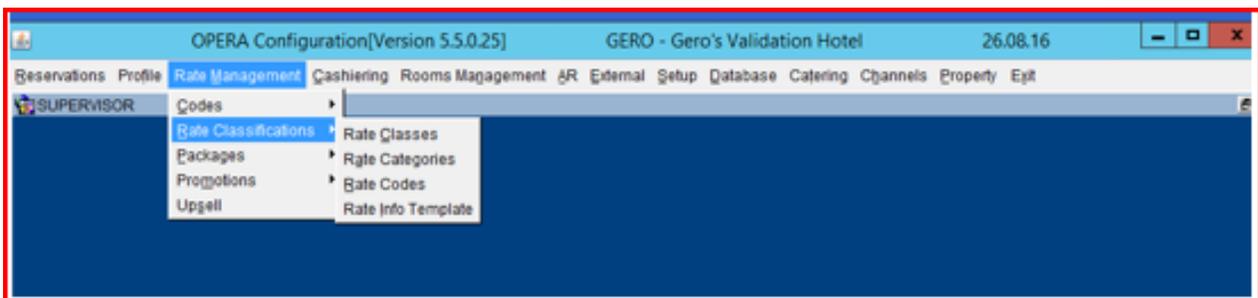
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Introduction

For hotels looking to add rate codes to the P3 booking engine. We have outlined the below steps, to details from opera set up to P3 back office set up .

Step One: Opera Configuration

First we need to navigate to Opera Configuration and navigate to **Rate Management – Rate Classification – Rate codes**



Next Edit the “Steps” option:

Step Two: Create New Rate Code

To create a new rate code Navigate the button ‘NEW’

GERO - Rate Codes

Rate Code Sell Date 26.08.16 Company
 Rate Category Property GERO

X	Seq	Rate Code	Description	Category	Start Sell	End Sell	Currency
	1	CHEAP	Test Rate Code	A	26.08.16	26.08.26	EUR
	1	CHILD	Child Rate	A	26.08.16	01.01.25	EUR
	1	CORPORATE	Corporate Rate	C	26.08.16	26.08.26	EUR
	1	EXPENSIVE	Test Rate Code	A	26.08.16	26.08.26	EUR
	1	P3	P3 hidden code	A	26.08.16	26.08.32	EUR
	1	PROMO	Test Rate Code	A	26.08.16	26.08.26	EUR
	1	RACK	Rack rate	A	25.08.16	25.08.20	USD
	1	SUPPRESS	Rack rate	A	25.08.16	25.08.20	USD
	1	TEST	Test Rate Code	A	26.08.16	26.08.26	EUR
	1	TRAINING	Training rate on Ires hotels Opera	A	26.08.16	30.08.30	EUR

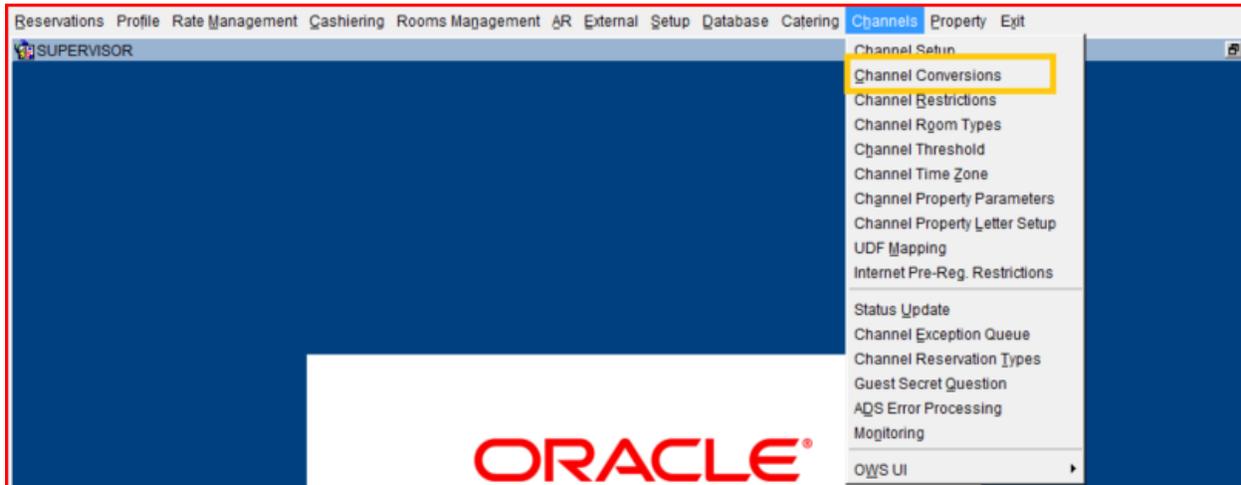
Search
All
None
Copy
New
Edit
Delete
Close

Step Three: Rate Code Details

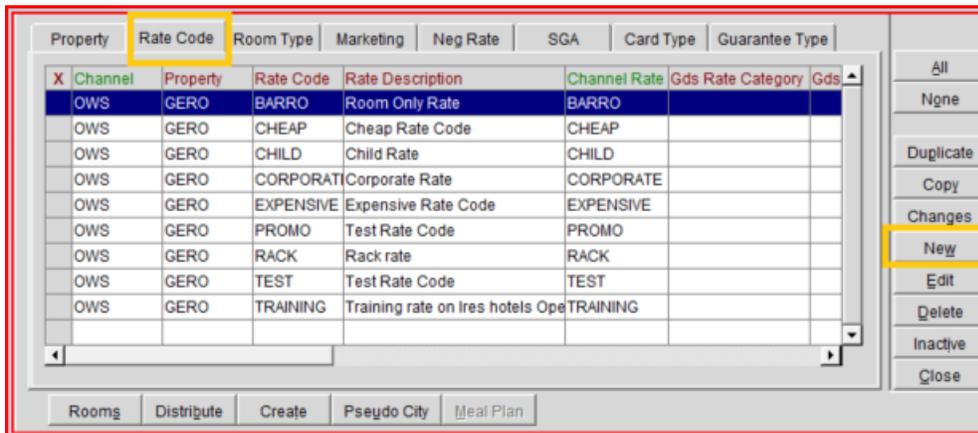
1. **Rate code** – Please note this code for later when adding this code to P3 back office
2. **Description** – This will be the default description in opera, this can be amended later in P3 back office
3. **Rate Category** – Select from options available (corporate, leisure, group, etc.)
4. **Folio Test** – This will be the text in the folio bill that the guest will see
5. **Sell dates** – These will be the start and end dates of the availability of the rate code
6. **Market** – This will be the default market code for this rate code
7. **Source** – This will be the default source code for this rate code
8. **Room Types** – Tick the room types you would like available to this rate code
9. **Transaction code** – Select the appropriate code, in this case: accommodation
10. **Channel allowed** – Ensure the channel allowed is selected
11. **Deposit Rule** – Choose from the appropriate deposit rule if needed for advance rate codes
12. Once the Rate header has been saved navigate to the **Rate Detail** tab
13. Create a new record (You may create as many new records depending on different pricing room types)
14. Update the amounts for adults and children
15. Choose the room types relating to.

Step Four: Channel Rate Mapping (Applicable to OWS only, not OHIP)

Next once step three has been completed, user will need to enable channel mapping by following the next steps. The user will need to navigate to **Configuration>Channels> Channel Conversions**



Next the user will need to select 'Rate Code' Tab and CTA button 'New'



The user will then be presented with the below screen.

1. Channel - Select OWS from the drop down menu
2. Property – Hotel name
3. Block rate indicator – Select Rate code from menu
4. Rate Code – Choose from down drop down menu
5. Rate Code Name – Name of the rate code
6. Channel Rate code – Name of the rate code
7. Booking dates – The sell start/finish dates

Channel Rate code - Edit

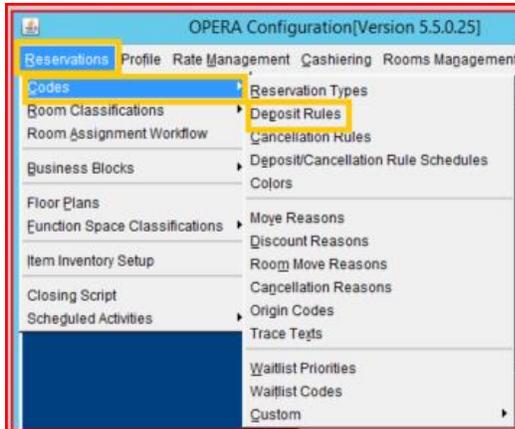
1	Channel	OVS	Rate Level		
2	Property	GERO	Rate Short Desc		
3	Block Rate Indicator	Rate Code	5	Rate Code Name	Cheap
4	Rate Code	CHEAP	6	Channel Rate Code	CHEAP
	Rate Code Desc	Cheap Rate Code			
	Rate Category		SGA		
7	Booking Start Date	26.07.16	Rate Order		
	Booking End Date	27.07.26			

Regional Availability Return to SGA

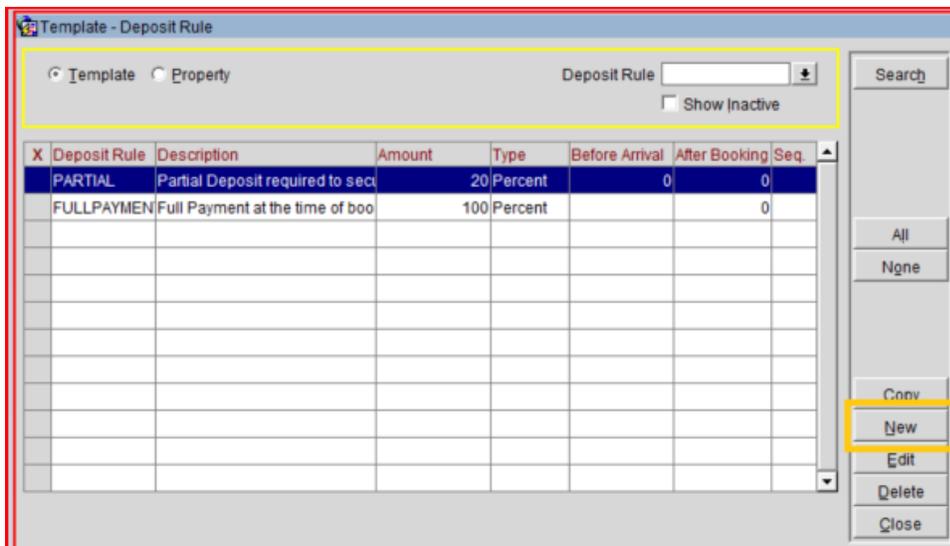
Changes OK Close

Step Five: Deposit Rules

To set up deposit rules, **Select Configuration>Reservations>Codes>Deposit Rules.**



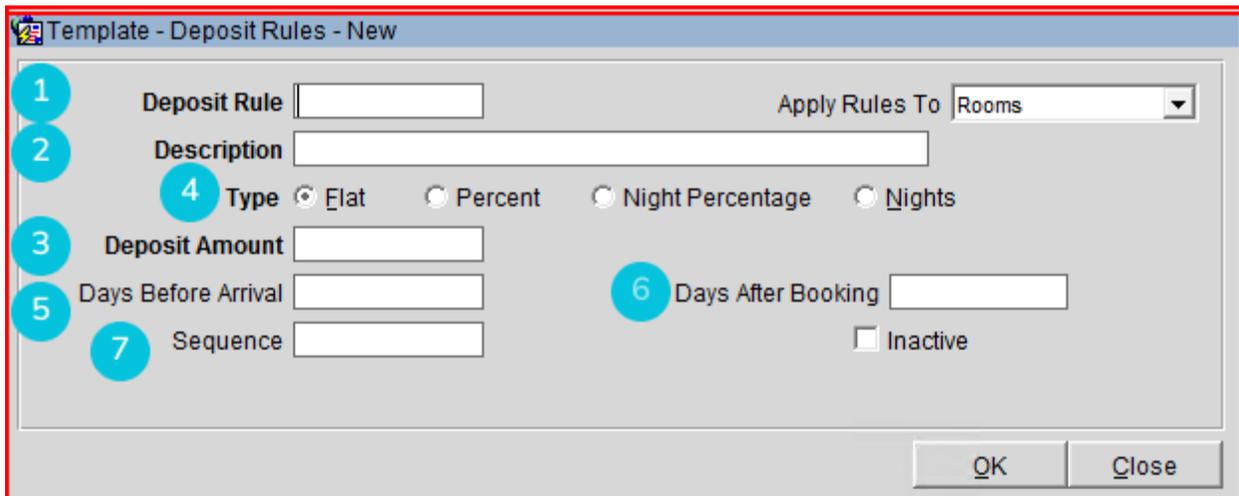
Next the below screen will display, The user is advised to select 'New' to create a new deposit rule.



Next the user will be presented with the below screen, where the labelled fields will be required to be filled.

1. **Deposit Rule.** The deposit rule code that will appear on the reservation.
2. **Description.** The description of the deposit code.
3. **Amount.** The deposit amount. The meaning of this field varies depending on the Type (computation method) for this rule.

- If Type is Flat - The deposit amount is the exact amount of the deposit in the property currency.
 - If Type is Percent - The deposit amount is this percentage of the entire stay's room rate, plus any fixed charges, packages, and generates associated with the rate, that will be taken for a deposit. For example, if you enter an **Amount** of 50, the guest will pay a deposit of 50% of the total room rate. If the room rate is \$300 a night for 3 nights, the guest pays \$450 ($0.50 \times \900).
 - If Type is Night Percentage - This deposit amount is the percentage of the first night's room charge that is required for the deposit.
 - If Type is Nights - The deposit amount is determined by the guest's room rate plus any fixed charges, packages, and generates associated with the rate for this number of nights. For example, assume the guest is staying 3 nights. If you enter an **Amount** of 1, and the nightly room rate is \$150, the deposit would be \$150 ($\150×1 night).
4. **Type.** The method to be used to compute the deposit. See *Amount*, above.
 5. **Before Arrival.** The number of days before the arrival date when the deposit is due.
 6. **After Booking.** The number of days after the booking date when the deposit is due.
 7. **Seq.** The sequence number that determines the position of this rule in the Deposit Rules LOV. Unnumbered rules appear in alphabetical order following any rules that have a designated sequence.



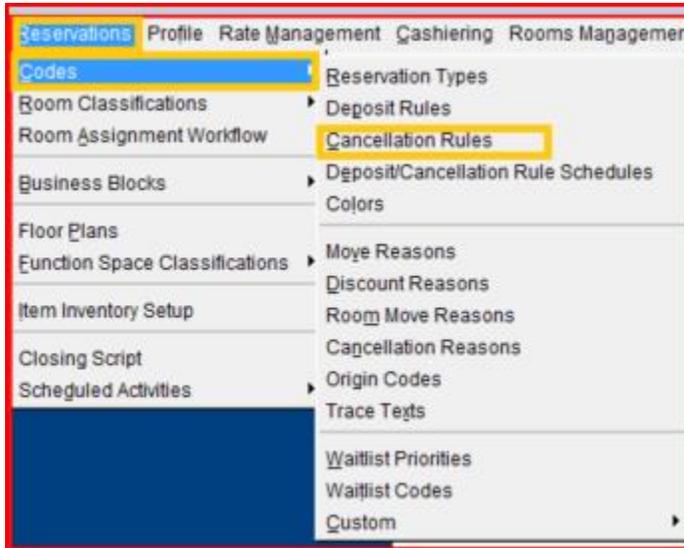
The screenshot shows a dialog box titled "Template - Deposit Rules - New" with the following fields and options:

- 1. **Deposit Rule:** A text input field.
- 2. **Description:** A text input field.
- 3. **Deposit Amount:** A text input field.
- 4. **Type:** Radio buttons for Flat, Percent, Night Percentage, and Nights. "Flat" is selected.
- 5. **Days Before Arrival:** A text input field.
- 6. **Days After Booking:** A text input field.
- 7. **Sequence:** A text input field.
- Apply Rules To:** A dropdown menu currently set to "Rooms".
- Inactive:** A checkbox that is currently unchecked.

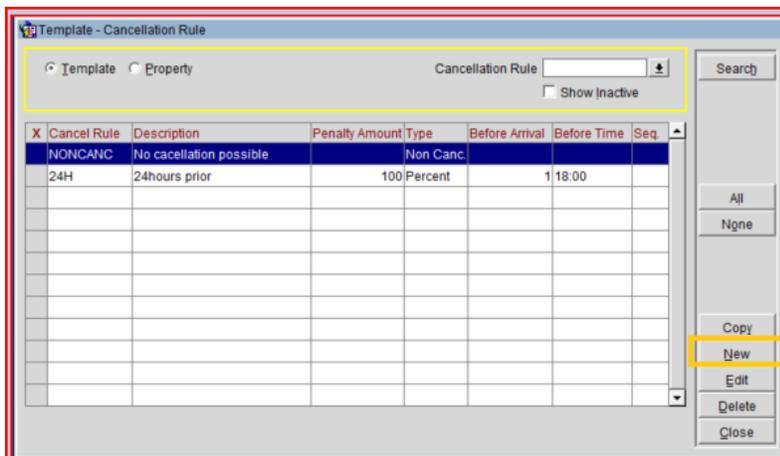
At the bottom right of the dialog box are "OK" and "Close" buttons.

Step Six: Cancellation Rules

To set up cancellation rules, select **Configuration>reservation>Codes>Cancellation Rules**



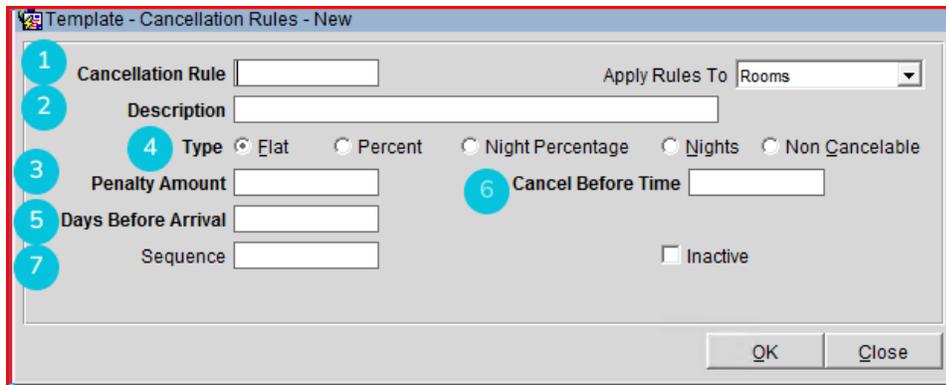
The user will then be presented with the below screen. The user will be required to navigate to the 'New' CTA button



The user will then be required to populate the labelled fields below:

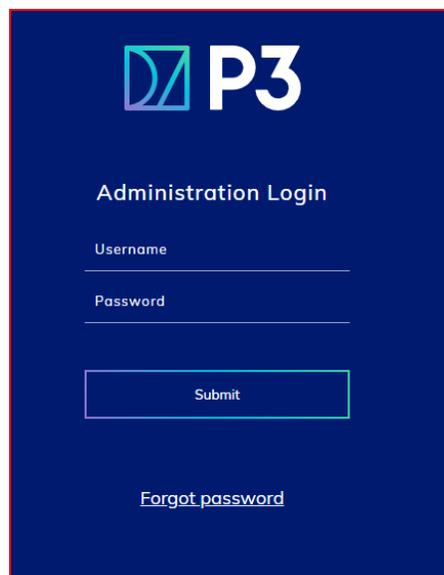
1. Cancel Rule. The cancellation rule code that will appear on the reservation.
2. Description. The description of the cancellation code.
3. Penalty Amount. The meaning of this field varies depending on the Type (computation method) for this rule.

4. Type. The method to be used to compute the penalty.
 - If Type is Flat - The penalty amount is the exact amount of the cancellation charge in the property currency.
 - If Type is Percent - The penalty amount is the percentage of the entire stay's room rate, plus any fixed charges, packages, and generates associated with the rate, that will be taken for a cancellation charge. For example, if the Penalty Amount is 50, the guest will pay a charge of 50% of the total stay room rate. If the room rate is \$300 a night for 3 nights, the guest pays \$450 (0.50 x \$900). Notice that "of Stay" appears following the field when Percent is selected.
 - If Type is Night Percentage - The penalty amount is based on the percentage of the first night's room rate. Schedule the time period when this rule is effective. When a cancellation is made, the cancellation schedule generates the correct values in the appropriate currency.
 - If Type is Nights - The penalty amount is determined by the guest's room rate plus any fixed charges, packages, and generates associated with the rate for this number of nights. For example, assume the guest is planning to stay 3 nights. If the Penalty Amount is 1, and the nightly room rate is \$150, the cancellation charge would be \$150 (\$150 x 1 nights).
 - If Type is Non- Cancelable - The reservation can't be cancelled.
5. Before Arrival. The number of days before the arrival date up to which the reservation may be cancelled without penalty.
6. Before Time. The time before which the guest must cancel in order to avoid penalty (used in conjunction with the days Before Arrival value). For example, if the Before Arrival is 5, and the Before Time is 6:00 PM, the guest must cancel before 6:00 PM 5 days prior to the arrival date to avoid the cancellation penalty. The time configured will be displayed on the cancellation message when cancelling a reservation.
7. Seq. The sequence number that determines the position of this rule in the Cancellation Rules LOV. Unnumbered rules appear in alphabetical order following any rules that have a designated sequence.



Step Seven: Login To P3 Backoffice

Next the user will be required to login the P3 back office :



Step Eight: Create New Rate Code

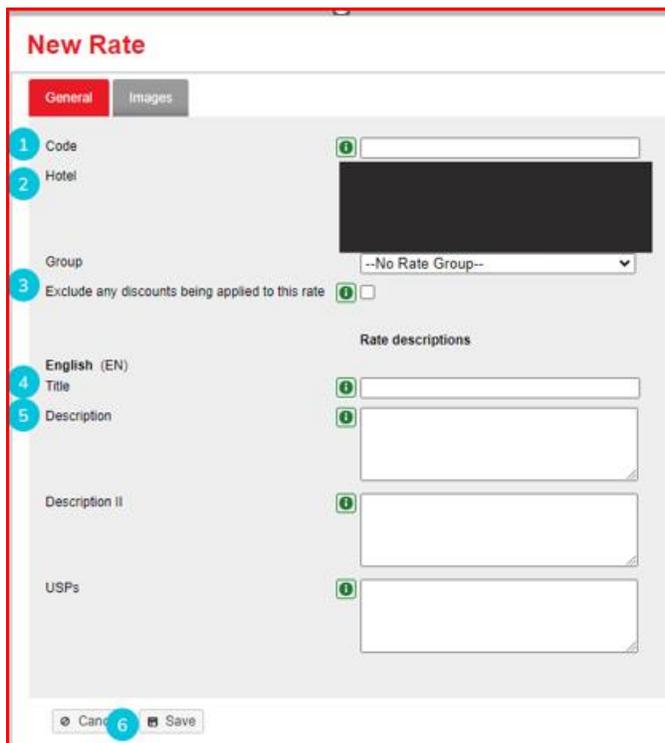
The user will then navigate to the rates Tab in the back office and select 'create'



Step Nine: Rate Code Details

The user is required to populate all fields numbered below:

1. Code – Please note this code must match what was created in Opera
2. Hotel – Choose from the hotel to which this rate relates.
3. Discounts – Rate may be excluded from Mobile or loyalty discounts
4. Title – The name of the rate code, appears on the booking engine
5. Description – Description of the rate code in detail and how it appears on the booking engine
6. Save –



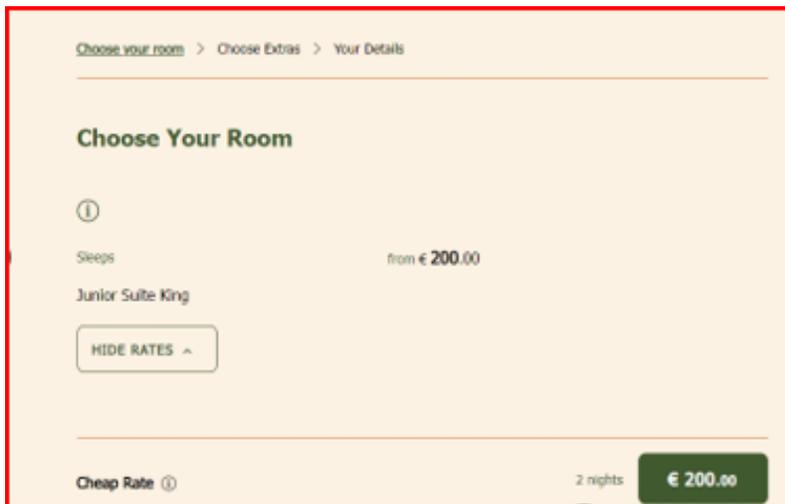
The screenshot shows a 'New Rate' form with two tabs: 'General' (selected) and 'Images'. The form contains the following fields and controls:

- 1** Code: A text input field with an information icon.
- 2** Hotel: A dropdown menu, currently obscured by a black box.
- Group: A dropdown menu with the selected option being "--No Rate Group--".
- 3** Exclude any discounts being applied to this rate: A checkbox with an information icon.
- 4** English (EN) Title: A text input field with an information icon.
- 5** Description: A text input field with an information icon.
- Description II: A text input field with an information icon.
- USPs: A text input field with an information icon.

At the bottom of the form, there are 'Cancel' and 'Save' buttons. The 'Save' button is highlighted with a blue circle and the number **6**.

Step Ten: Booking Engine

The last and final step is confirming rate code is live and accessible in the **P3 Booking Engine**. As we can see below the example from our P3 test booking engine is now displaying correctly

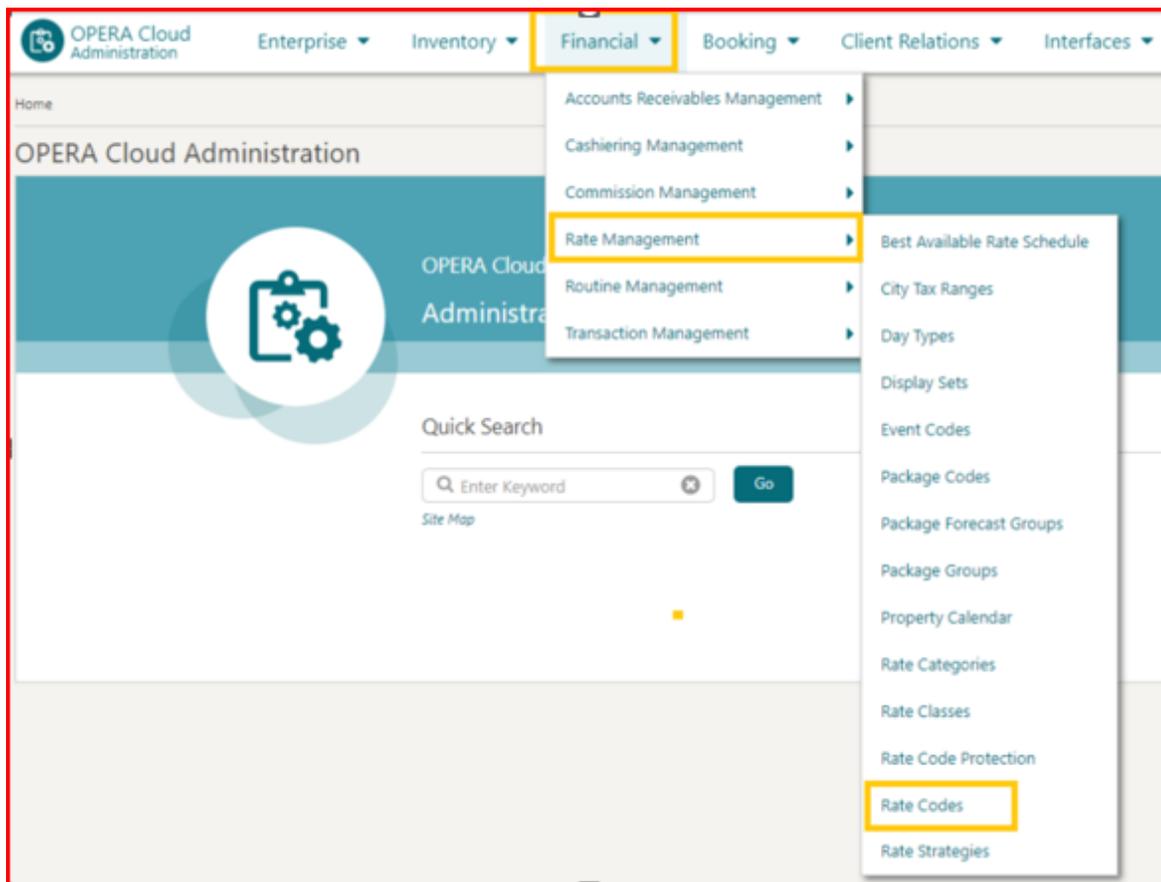


Introduction

For hotels looking to add rate codes to the P3 booking engine. We have outlined the below steps, to details from opera set up to P3 back office set up .

Step One: Opera Configuration

First we need to navigate to Opera Configuration and navigate to **Financial tab**, then **Rate Management** and then **rate codes**



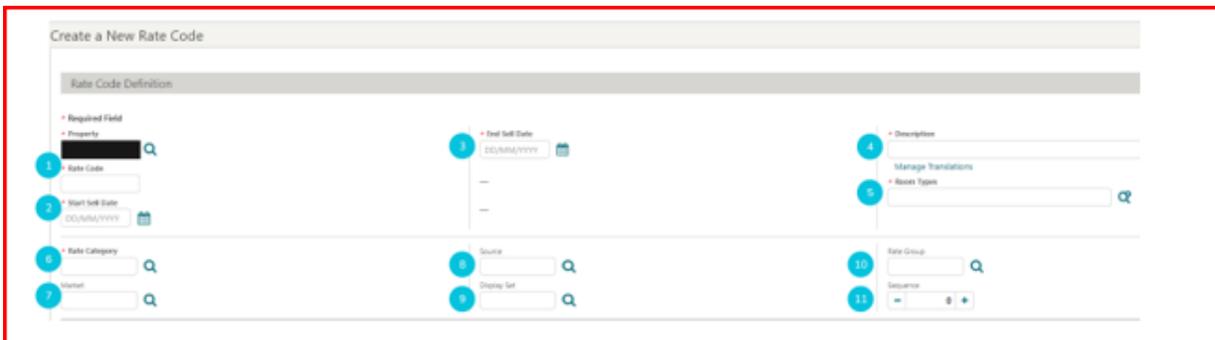
Step Two: Create New Rate Code

To create a new rate code Navigate the button 'NEW'



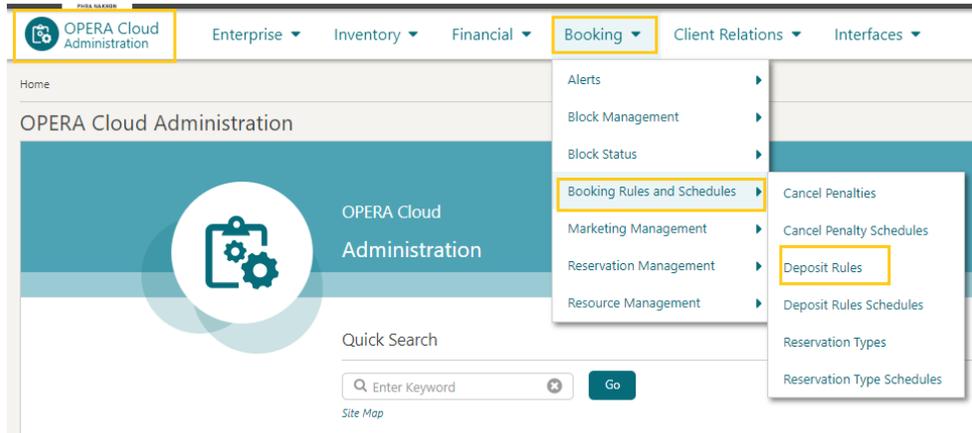
Step Three: Rate Code Details

1. **Rate Code** – Enter a code for the rate code (maximum eight characters)
2. **Start Sell Date** – Enter the start date during which you can make a booking for this rate code
3. **End Sell Date** – Enter the end date during which the rate code is not available to book
4. **Description** – Enter a name/description of the rate code
5. **Room Types** – Select the room types that you would like this rate available to
6. **Rate Category** – Select from the pre-configured list
7. **Market** – Select a default market code for new reservations from the list
8. **Source** – Select a default source code for new reservations from the list
9. **Display set** – Select a display set from the list
10. **Rate Group** – Select from the pre-configured list
11. **Sequence** – Enter a display sequence for the rate code

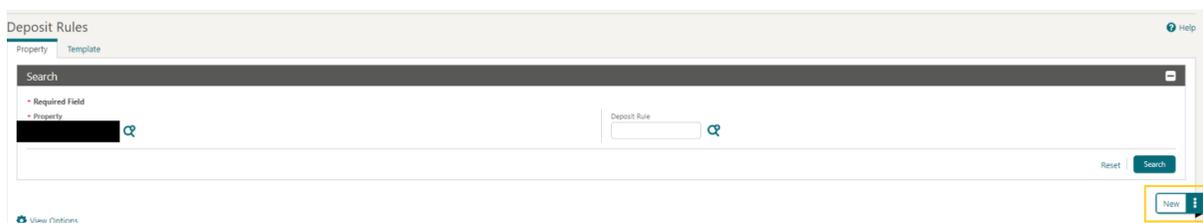


Step Four: Deposit Rule (Prepaid Rates)

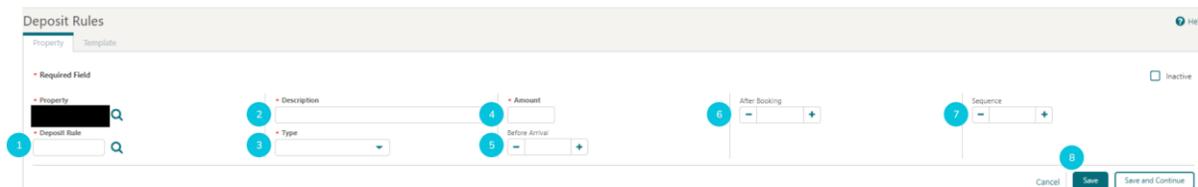
1. Navigate to the administration menu, select Booking, select Booking rules and schedules and then select Deposit rules as highlighted below :



2. The below page will be presented. The user will need to navigate the New button as highlighted below



3. The below page will be presented to the user and the highlighted fields will need to be populated :

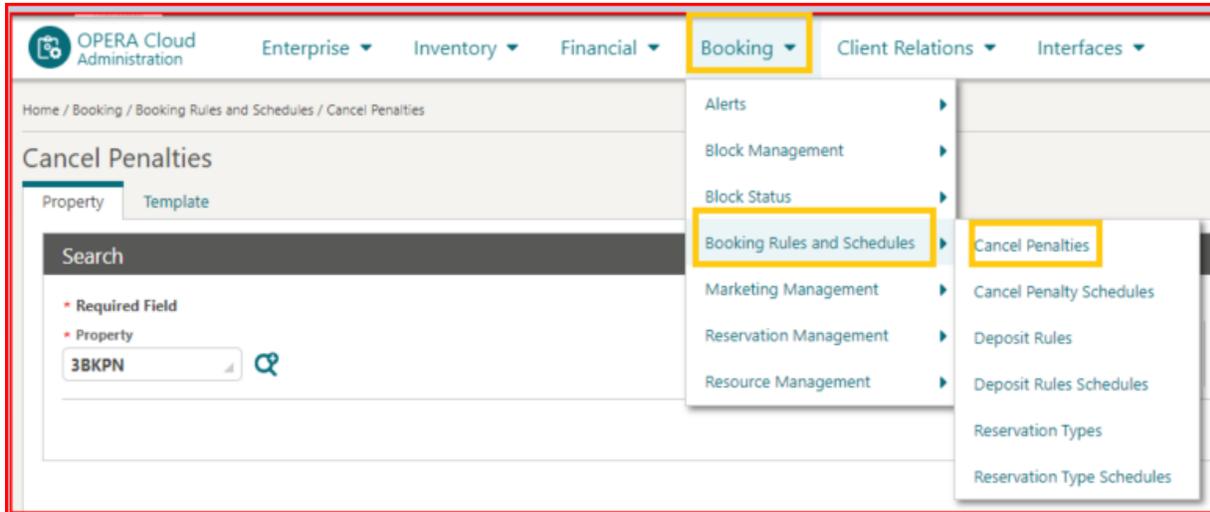


1. Deposit Rule - Enter characters to identify the new deposit rule
2. Description – Enter a text description of the rule
3. Type – Select a deposit type
4. Amount – Enter a deposit amount
5. Before Arrival – Enter a number of days to indicate when the deposit is before the booking

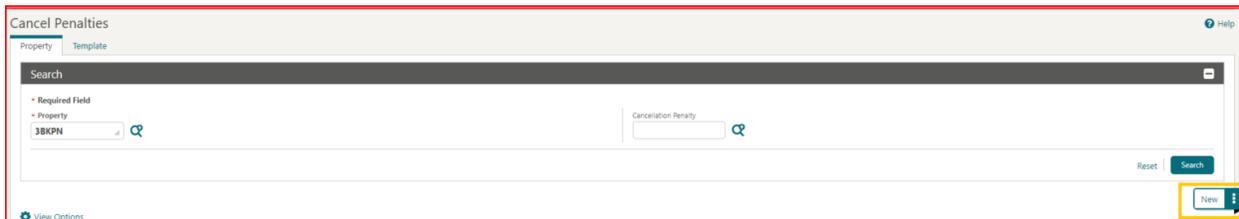
6. After Booking – Enter a number of days to indicate when the deposit is due after the booking
7. Sequence – Enter the sequence number that determines the position of this rule
8. Save

Step Five: Cancel Penalty

From the administration menu select **Booking>Booking Rules and Schedules>Cancel Penalties**

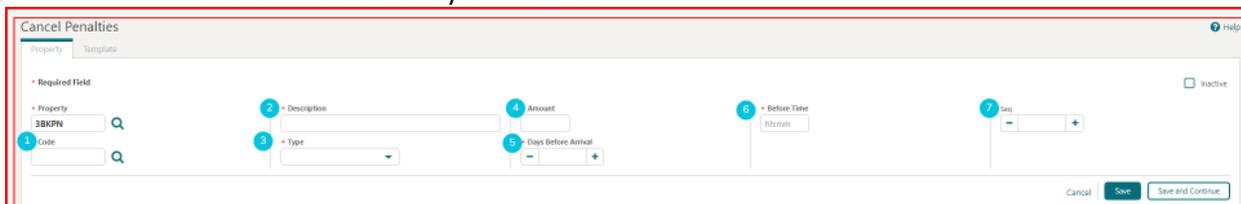


The below screen will be presented and the user will be required to navigate to the 'NEW' CTA button



The below labelled fields will need to be completed by the user.

1. **Code.** Enter the cancellation rule code that appears on the reservation.
2. **Description.** Enter the description of the cancellation code.
3. **Type.** Select the method used to compute the penalty. Select from the following types:
 - **Flat** - The penalty amount is the exact amount of the cancellation charge in the property currency.
 - **Percent** - The penalty amount is a percentage of the entire stay's room rate plus any fixed charges, packages, and generates associated with the rate. For example, if the Penalty Amount is 50, the guest will pay a charge of 50% of the total stay room rate. If the room rate is \$300 a night for 3 nights, the guest pays \$450 (0.50 x \$900). Notice that "of Stay" appears following the field when **Percent** is selected.
 - **Percentage of Nightly Rate** - The penalty amount is based on the percentage of the first night's room rate. Schedule the time period when this rule is effective. When a cancellation is made, the cancellation schedule generates the correct values in the appropriate currency.
 - **Nights** - The penalty amount is determined by the guest's room rate plus any fixed charges, packages, and generates associated with the rate for this number of nights. For example, assume the guest is planning to stay 3 nights. If the Penalty Amount is 1, and the nightly room rate is \$150, the cancellation charge would be \$150 (\$150 x 1 nights).
 - **Non-Cancelable** - The reservation cannot be canceled.
4. **Amount.** Enter the Cancel Penalty Amount. The meaning of this field varies depending on the Type (computation method) used for this rule.
5. **Days Before Arrival.** Enter the number of days before the arrival date up to which the reservation can be canceled without penalty.
6. **Before Time.** Enter the time before which the guest must cancel to avoid penalty (used in conjunction with the days Before Arrival value). For example, if the Before Arrival is 5, and the Before Time is 6:00 PM, the guest must cancel before 6:00 PM five days prior to the arrival date to avoid the cancellation penalty. The configured time appears on the cancellation message when canceling a reservation.
7. **Seq.** Enter the sequence number that determines the position of this rule in the Cancellation Penalty Rules LOV.



The screenshot shows a web form titled "Cancel Penalties" with a search bar and a "Template" dropdown. The form contains several input fields, each with a numbered callout:

- 1. Code: A search input field.
- 2. Description: A text input field.
- 3. Type: A dropdown menu.
- 4. Amount: A text input field.
- 5. Days Before Arrival: A text input field with a plus/minus icon.
- 6. Before Time: A text input field with a time zone dropdown.
- 7. Seq: A text input field with a plus/minus icon.

 At the bottom right, there are buttons for "Cancel", "Save", and "Save and Continue".

Step Six: Channel Rate Mapping (For OWS only)

1. From the Administration menu, select **Interfaces**, select **Channel Property Mapping**, and select **Channel Rate Mapping**.

2. Enter the **property** and other search criteria and click **Search**.

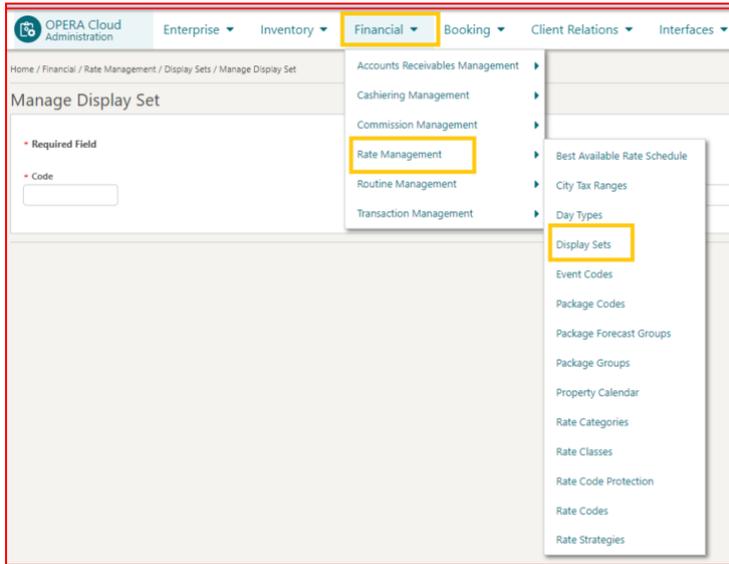
3. From your search results, click the vertical ellipsis **Actions** menu and select **New**.

Complete the following fields:

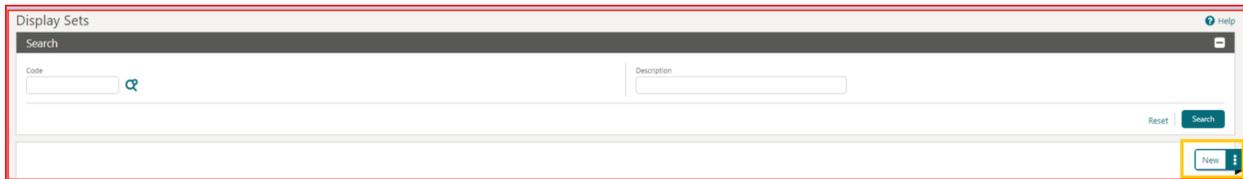
- a. **Channel Rate Code**. Enter a free text for channel rate code.
 - b. **Start Date**. The first date the rate code is available in the channel.
 - c. **End Date**. The last date the rate code is available in the channel.
 - d. **Rate Level**. Search for and select a channel rate level.
 - e. **Property radio button**. Select to keep the property rate description.
 - f. **Custom radio button**. Select to add a customized channel rate description.
 - g. **Rate Category**. Enter the rate category used by the channel host.
 - h. **Order**. This determines the order this Channel Rate Mapping appears when searched.
 - i. **SGA**. Enter the signature airline code. Use the SGA to filter rate codes for specific sources of business. This field can also be used to exclude specific sources of availability and bookings from the selection of rates.
 - j. **BlockRateIndicator**. This field cannot be edited once the channel conversion rate code is saved. To create a conversion using an OPERA Cloud rate code, select the Rate Code option from the list of values. To use inventory from a block, create a conversion for a channel rate using a rate code attached to the block or the block code. The Block Rate Indicator is used primarily for GDS channels as they cannot send the block code in the switch messages.
 - k. **Rate Update**. Select the check box if this rate should be sent to an ADS, GDS, or an ODS partner such as Expedia.
 - l. **Restriction Update**. Select the check box to send restrictions to an ADS, GDS, or ODS partner such as Expedia.
 - m. **Return to SGA**. Select the check box only when you want to return the signature airline code in the channel property availability response.
 - n. **Regional Availability**. Select the check box if this rate is to participate in Regional Availability processing.
 - o. **Room Types**. Select the room types available at the selected rate.
4. Click **Save**.

Step Seven: Adding Display Sets (For OHIP only)

From the Opera Cloud Administration menu select **Financial>Rate Management>Display Sets**

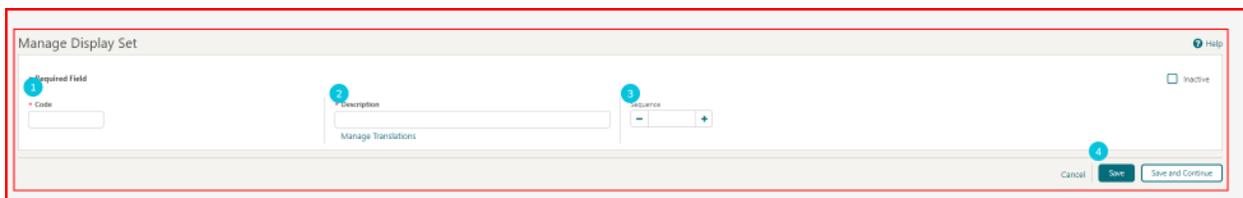


Next the user will be presented with the below screen and should navigate to the 'New' CTA button



Next the user will be required to populate the below fields.

1. **Code** – Enter the rate code for the display set
2. **Description** – Description of the display set
3. **Sequence** – Enter a display sequence in lists
4. **Save**





Inform your P3 account manager or P3 support desk of the display set(s) that should be available in the P3 Booking Engine. Your P3 account manager or support desk will configure the P3 Booking Engine to just use these specific display sets.

Step Eight: Login To P3 Backoffice

Next the user will be required to login the P3 back office :

A screenshot of the P3 Administration Login page. The page has a dark blue background. At the top left is the P3 logo. Below it, the text 'Administration Login' is centered. There are two input fields: 'Username' and 'Password', each with a horizontal line below it. Below the input fields is a rectangular button with the text 'Submit'. At the bottom of the form, there is a link that says 'Forgot password'.

Step Nine: Create New Rate Code

The user will then navigate to the rates Tab in the back office and select 'create'



Step Ten: Rate Code Details

The user is required to populate all fields numbered below:

7. Code – Please note this code must match what was created in Opera
8. Hotel – Choose from the hotel to which this rate relates.
9. Discounts – Rate may be excluded from Mobile or loyalty discounts
10. Title – The name of the rate code, appears on the booking engine
11. Description – Description of the rate code in detail and how it appears on the booking engine
12. Save –

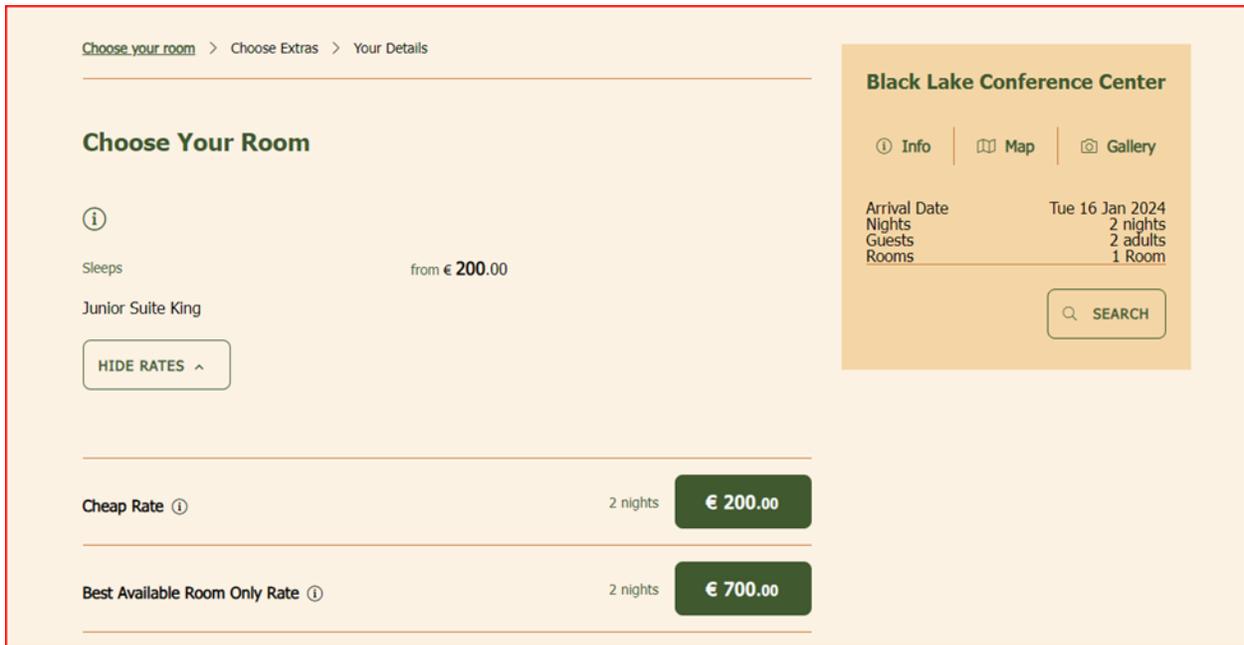
A screenshot of the 'New Rate' form. The form has two tabs: 'General' (selected) and 'Images'. The form fields are numbered 1 through 6:

- 1. Code: A text input field.
- 2. Hotel: A dropdown menu, currently showing a blacked-out selection.
- 3. Exclude any discounts being applied to this rate: A checkbox.
- 4. Title: A text input field.
- 5. Description: A text input field.
- 6. Save: A button at the bottom right.

There are also fields for 'Description II' and 'USPs' which are not numbered. The form is titled 'New Rate' and has a 'Cancel' button at the bottom left.

Step Eleven: Live Rate Code

The last and final step is confirming rate code is live and accessible in the **P3 Booking Engine**. As we can see below the example from our P3 test booking engine is now displaying correctly



The screenshot displays a booking interface for the Black Lake Conference Center. At the top, there are navigation links: "Choose your room", "Choose Extras", and "Your Details". The main heading is "Choose Your Room". Below this, there is an information icon (i) and the text "Sleeps from € 200.00". The room type is "Junior Suite King". A "HIDE RATES" button is visible. On the right side, there is a summary box for "Black Lake Conference Center" with links for "Info", "Map", and "Gallery". The summary includes: "Arrival Date: Tue 16 Jan 2024", "Nights: 2 nights", "Guests: 2 adults", and "Rooms: 1 Room". A "SEARCH" button is located below the summary. At the bottom, two rate options are listed: "Cheap Rate" for 2 nights at € 200.00, and "Best Available Room Only Rate" for 2 nights at € 700.00.

Rate Type	Nights	Price
Cheap Rate ⓘ	2 nights	€ 200.00
Best Available Room Only Rate ⓘ	2 nights	€ 700.00