

OPERA Cloud eLearning - 2018 Edition: Administration

Curriculum and Course Descriptions

Oracle Hospitality eLearning for OPERA

LAST UPDATED ON / DECEMBER 18, 2018

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VERSION CONTROL

VERSION	DATE	AUTHOR	DESCRIPTION
0.5	07-AUG-2018	S. Raiborde D. Wofford M. Lorimer T. Watson D. Pol	Initial Document
1.0	18-DEC-2018	S. Raiborde D. Wofford	Updates and Document Release

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ORACLE HOSPITALITY ELEARNING FOR OPERA

Oracle Hospitality eLearning for OPERA provides an interactive training system offering on-demand instruction with intuitive logic using a browser-based interface. Our flexible training curriculums are designed for a variety of learning styles and enables Property staff to find a comfortable pace at which to learn. Designed for new and seasoned hotel staff, Oracle Hospitality eLearning delivers fast, cost-effective, and valuable training on OPERA products.

OVERVIEW

- Oracle Hospitality eLearning for OPERA is utilized in more than 35 countries around the globe.
- There are more than 1,600 active OPERA eLearning sites. This includes Hotels, Resorts, and Educational Institutions. The eLearning Team continuously receives new orders, as well as renewal orders.
- Our user base grows daily, there approximately 35,000 OPERA eLearning users. With new users being added each day

KEY FEATURES

- Web Based Environment. We offer 100% Web Based Training that is available to all users with an internet connection. There is never need to ship CDs or install software. This is especially valuable to Educational Intuitions, as student assignments can be given without a classroom limitation.
- Self-Paced Learning. The Learning Management System, also known as LMS, is a simple user interface that provides a complete view of current course enrollment, completion history, and overview of scheduled courses.
- Easy to Manage. Property managers can assign courses based on employee job roles.
- Quizzes & Certificates. Quiz questions highlight key functionality to ensure knowledge retention. Quizzes are scored within the LMS to allow management tracking of employee progress
- Reporting. Reports can be run as needed to track individual progress by date range, course, or login.

SUBSCRIPTION OFFERINGS

The following are the available subscription offerings for Oracle Hospitality eLearning for OPERA Cloud – 2018 Edition. To purchase an eLearning Subscription, please contact your Oracle Sales Executive or Account Manager, or visit oracle.com/hospitality.

Please Note: OPERA Cloud eLearning – 2018 Edition Administration content is only available to Hotels and Resorts at this time.

SUBSCRIPTION OFFERINGS

Oracle Hospitality eLearning for OPERA Cloud – 2018 Edition (English) : Hotels and Resorts

Oracle Hospitality eLearning for OPERA Cloud – 2018 Edition (English) : Education Edition

ADMINISTRATION: CURRICULUM SUMMARY

COURSE NAME	TIME (MM:SS)
OC182000 - Introduction to OPERA Cloud Administration	18:43
OC182010 - Rooms Management 1	21:46
OC182020 - Rooms Management 2	12:42
OC182030 - Rooms Configuration 1	18:56
OC182040 - Rooms Configuration 2	18:46
OC182100 - Transaction Management 1	21:23
OC182110 - Transaction Management 2	20:10
OC182120 - Transaction Management 3	26:38
OC182130 - Cashiering Management	15:56
OC182140 - Accounts Receivables Management	18:10
OC182150 - Commission Management	23:42
OC182200 - Marketing Management 1	25:39
OC182210 - Marketing Management 2	16:30
OC182300 - Rate Management 1	16:41
OC182310 - Rate Management 2	12:02
OC182320 - Rate Management 3	16:27
OC182330 - Rate Management 4	26:43
OC182350 - Package Management 1	27:41
OC182360 - Package Management 2	13:17
OC182400 - Reservation Management 1	31:01
OC182410 - Reservation Management 2	15:59
OC182420 - Reservation Management 3	20:41
OC182430 - Block Creation Management 1	20:43
OC182440 - Block Creation Management 2	15:11
OC182450 - Block Creation Management 3	15:12
OC182460 - Deposit & Cancellation Rule Management	26:11
OC182470 - Item Inventory Management	13:26

COURSE NAME	TIME (MM:SS)
OC182480 - Track It Management	15:37
OC182500 - Profile Management 1	26:29
OC182510 - Profile Management 2	19:08
OC182600 - Chain and Property Management 1	26:45
OC182610 - Chain and Property Management 2	33:25
Timing Total (HH:MM:SS)	10:51:30

ADMINISTRATION: CURRICULUM AND COURSE DESCRIPTIONS

OC182000 - Introduction to OPERA Cloud Administration

Course Description

The Introduction to OPERA Cloud Administration course is designed to provide an overview of key screens within the Administration menu of OPERA Cloud. This course contains lessons on the Search and Screen View, Vertical Ellipsis, and Manage Translations. You will also learn how to activate and manage OPERA Controls.

COURSE CONTENT	TIME (MM:SS)
Administration Home	03:14
Search and Screen View	02:56
Vertical Ellipsis	03:24
Manage Translations	02:50
OPERA Controls	06:19
Timing Total (HH:MM:SS)	00:18:43

OC182010 - Rooms Management 1

Course Description

The Rooms Management 1 course is designed to help you learn how to setup Housekeeping functionality for your OPERA Cloud property. This course contains lessons on creating Housekeeping Attendants, Housekeeping Section Codes, and Housekeeping Section Groups. You will also learn how to create Tasks and Supplies related to the management of rooms.

COURSE CONTENT	TIME (MM:SS)
Housekeeping Attendants	05:21
Housekeeping Section Codes	03:59
Housekeeping Section Groups	04:51
Tasks	03:59
Supplies	03:36
Timing Total (HH:MM:SS)	00:21:46

OC182020 - Rooms Management 2

Course Description

The Rooms Management 2 course further demonstrates the setup of Housekeeping functionality. This course is designed to help you learn about configuration items needed for the maintenance of rooms for your OPERA Cloud property. This course contains lessons on setting up Out of Order/Out of Service, Maintenance, and Room Conditions.

COURSE CONTENT	TIME (MM:SS)
Out of Order/Service Reasons	04:37
Room Maintenance	03:44
Room Conditions	04:21
Timing Total (HH:MM:SS)	00:12:42

OC182030 - Rooms Configuration 1

Course Description

The Rooms Configuration 1 course is designed to help you learn about configuration items needed in advance of configuring Rooms for your OPERA Cloud property. This course contains lessons on setting up Preferences, Room Classes and Room Types.

COURSE CONTENT	TIME (MM:SS)
Preferences	05:21
Room Classes	04:41
Room Types	08:54
Timing Total (HH:MM:SS)	00:18:56

OC182040 - Rooms Configuration 2

Course Description

The Rooms Configuration 2 course further demonstrates the setup of Rooms by helping you learn how to create a guest room, how to copy a room, and how to setup a connecting room. This course contains lessons on Rooms I, Rooms II - Copy Action, and Rooms III - Connecting Rooms.

COURSE CONTENT	TIME (MM:SS)
Rooms I	08:54
Rooms II – Copy Action	04:56
Rooms III – Connecting Rooms	04:56
Timing Total (HH:MM:SS)	00:18:46

OC182100 - Transaction Management 1

Course Description

The Transaction Management 1 course is designed to help you learn how to build Transaction Codes used for the posting of revenue charges and payments within OPERA Cloud. This course contains lessons on Transaction Groups, Transaction Subgroups, Transactions Codes I, and Transaction Codes II.

COURSE CONTENT	TIME (MM:SS)
Transaction Groups	04:10
Transaction Subgroups	03:48
Transaction Codes I	08:09
Transaction Codes II	05:16
Timing Total (HH:MM:SS)	00:21:23

OC182110 - Transaction Management 2

Course Description

The Transaction Management 2 course further demonstrates the setup of Transaction Codes within OPERA Cloud. This course contains lessons on setting up tax types and generates for transaction codes. You will learn how to copy transaction codes as well as how to change the subgroup.

COURSE CONTENT	TIME (MM:SS)
Tax Types	03:57
Transaction Codes III - Generates	07:48
Transaction Codes IV – Copy Action	04:11
Change Subgroup	04:14
Timing Total (HH:MM:SS)	00:20:10

OC182120 - Transaction Management 3

Course Description

The Transaction Management 3 course continues the learning about Transaction Codes by demonstrating the setup for Payment Methods and Articles. This course also contains lessons on Routing Codes and Group Arrangement Codes.

COURSE CONTENT	TIME (MM:SS)
Payment Methods	06:36
Articles	06:16
Routing Codes	07:05
Group Arrangement Codes	06:41
Timing Total (HH:MM:SS)	00:26:38

OC182130 - Cashiering Management

Course Description

The Cashiering Management course is designed to help you learn about the cashiering and billing functions related to your property. This course contains lessons on setting up Cashiers, Adjustment Codes, and Foreign Currency Codes.

COURSE CONTENT	TIME (MM:SS)
Cashiers	07:47
Adjustment Codes	04:19
Foreign Currency Codes	03:50
Timing Total (HH:MM:SS)	00:15:56

OC182140 - Accounts Receivables Management

Course Description

The Accounts Receivables Management course is designed to help you learn how to customize the AR needs of your property in regards to accounting and direct bill accounts. This course contains lessons on setting up Account Types, Restricted Reasons, and Aging Levels.

COURSE CONTENT	TIME (MM:SS)
Account Types	09:36
Restricted Reasons	04:21
Aging Level Details	04:13
Timing Total (HH:MM:SS)	00:18:10

OC182150 - Commission Management

Course Description

The Commissions Management course walks you through the setup of the Commissions Management module. This course includes lessons on Bank Accounts, Commission Codes, and Stop Processing Reasons.

COURSE CONTENT	TIME (MM:SS)
Bank Accounts	10:59
Commission Codes	08:50
Stop Processing Reasons	03:53
Timing Total (HH:MM:SS)	00:23:42

OC182200 - Marketing Management 1

Course Description

The Marketing Management 1 course is designed to help you learn how to customize the codes used for tracking market segmentation and source of business. This course contains lessons on Market Groups, Market Codes, Source Groups, and Source Codes.

COURSE CONTENT	TIME (MM:SS)
Market Groups	05:10
Market Codes	08:03
Source Groups	05:34
Source Codes	06:52
Timing Total (HH:MM:SS)	00:25:39

OC182210 - Marketing Management 2

Course Description

The Marketing Management 2 further explains the setup of codes used for tracking the origin of business. This course contains lessons on Origin Codes, Marketing Regions, and Marketing Cities.

COURSE CONTENT	TIME (MM:SS)
Origin Codes	04:58
Marketing Regions	04:01
Marketing Cities	07:21
Timing Total (HH:MM:SS)	00:16:20

OC182300 - Rate Management 1

Course Description

The Rate Management 1 course is designed to help you learn how to setup Rate Code functionality for your OPERA Cloud property. Some preliminary data is required before creating a Rate Code. This course contains lessons on Rate Classes, Rate Categories, and Display Sets. This information will be used to create Rate Codes in the next course.

COURSE CONTENT	TIME (MM:SS)
Rate Classes	05:12
Rate Categories	06:22
Display Sets	05:07
Timing Total (HH:MM:SS)	00:16:41

OC182310 - Rate Management 2

Course Description

The Rate Management 2 course demonstrates the process for creating Rate Codes in OPERA Cloud. This course contains lessons on creating Rate Codes and adding Pricing Schedules and Daily Rates.

COURSE CONTENT	TIME (MM:SS)
Rate Codes I	13:53
Rate Codes II – Pricing Schedules and Daily Rates	10:09
Timing Total (HH:MM:SS)	00:24:02

OC182310 - Rate Management 3

Course Description

The Rate Management 3 course further explains the setup of Rate Codes in OPERA Cloud by providing an overview of Rate Codes and demonstrating the available options.

COURSE CONTENT	TIME (MM:SS)
Rate Codes III – Rate Code Overview	07:55
Rate Codes IV – Rate Code Overview and I Want To	08:32
Timing Total (HH:MM:SS)	00:16:27

OC182330 - Rate Management 4

Course Description

The Rate Management 4 course provides a detailed explanation of some of the various kinds of Rate Codes that may be created. This course includes lessons on Standard Rates, Base Rates, and Dynamic Base Rates.

COURSE CONTENT	TIME (MM:SS)
Rate Codes V – Standard Rates	11:03
Rate Codes VI – Base Rates	06:09
Rate Codes VII – Dynamic Base Rates	09:31
Timing Total (HH:MM:SS)	00:26:43

OC182350 - Package Management 1

Course Description

The Package Management 1 course demonstrates the setup of Package Codes used to further add value to a rate code or reservation. This course includes lessons on Package Codes, Package Codes with Allowances, and Calculation Rules and Posting Rhythms.

COURSE CONTENT	TIME (MM:SS)
Package Codes	10:09
Package Codes with Allowances	11:12
Calculation Rules and Posting Rhythms	06:20
Timing Total (HH:MM:SS)	00:27:41

OC182360 - Package Management 2

Course Description

The Package Management 2 further explains the setup of Packages by demonstrating how packages are organized to facilitate ease of use. This course includes lessons on Package Groups, Package Forecast Groups, and Package Rates.

COURSE CONTENT	TIME (MM:SS)
Package Groups	04:33
Package Forecast Groups	03:49
Package Rates	04:55
Timing Total (HH:MM:SS)	00:13:17

OC182400 - Reservation Management 1

Course Description

The Reservation Management 1 course is designed to help you learn how to customize reservations setup in OPERA Cloud to meet the needs of your property. This course includes lessons on Reservation Types, Reservation Type Schedules, Turnaway Codes, and Sell Messages. You will also learn about Waitlist Codes and Waitlist Priorities.

COURSE CONTENT	TIME (MM:SS)
Reservation Types	06:05
Reservation Type Schedules	04:36
Turnaway Codes	04:52
Sell Messages	06:43
Waitlist Codes	04:17
Waitlist Priorities	04:28
Timing Total (HH:MM:SS)	00:31:01

OC182410 - Reservation Management 2

Course Description

The Reservation Management 2 course further demonstrates how to customize reservations setup in OPERA Cloud to meet the needs of your property. This course includes lessons on Cancellation Reasons, Discount Reasons, Guest Types, and Purpose of Stay.

COURSE CONTENT	TIME (MM:SS)
Cancellation Reasons	04:10
Discount Reasons	03:51
Guest Types	03:51
Purpose of Stay	04:07
Timing Total (HH:MM:SS)	00:15:59

OC182420 - Reservation Management 3

Course Description

The Reservation Management 3 course explains additional topics related to customizing the reservations setup in OPERA Cloud. This course includes lessons on Alert Messages, Room Move Reasons, and Trace Texts. This course also includes lessons on Guest Messages and Guest Locators.

COURSE CONTENT	TIME (MM:SS)
Alert Messages	03:46
Room Move Reasons	04:11
Guest Messages	03:42
Trace Texts	05:05
Guest Locators	03:57
Timing Total (HH:MM:SS)	00:20:41

OC182430 - Block Creation Management 1

Course Description

The Block Creation Management 1 course is designed to help you learn how to customize group block setup in OPERA Cloud to meet the needs of your property. This course includes lessons on Cancellation Reasons, Lost Reasons, Refused Reasons, and Destination Codes.

COURSE CONTENT	TIME (MM:SS)
Cancellation Reasons	05:14
Lost Reasons	05:13
Refused Reasons	05:08
Destination Codes	05:08
Timing Total (HH:MM:SS)	00:20:43

OC182440 - Block Creation Management 2

Course Description

The Block Creation Management 2 course further demonstrates how to customize group block setup in OPERA Cloud to meet the needs of your property. This course includes lessons on Booking Types, Reservation Methods, and Rate Override Reasons.

COURSE CONTENT	TIME (MM:SS)
Booking Types	04:51
Reservation Methods	05:10
Rate Override Reasons	05:10
Timing Total (HH:MM:SS)	00:15:11

OC182450 - Block Creation Management 3

Course Description

The Block Creation Management 3 course is designed to help you learn how to setup the status codes used to communicate the steps of the sales process as well as control the flow of status changes and whether or not rooms are deducted from inventory. This course includes lessons on Status Codes I and II. It also includes a lesson on Status Code Flow.

COURSE CONTENT	TIME (MM:SS)
Status Codes I	06:19
Status Codes II	04:51
Status Code Flow	04:02
Timing Total (HH:MM:SS)	00:15:12

OC182460 - Deposit and Cancellation Rule Management

Course Description

The Deposit and Cancellation Rule Management course is designed to help you learn how to customize deposit and cancellation setup in OPERA Cloud to meet the needs of your property. This setup determines the conditions under which a property requires an advance deposit as well as the conditions under which cancellation penalties are in effect. This course includes lessons on Deposit Rules, Deposit Schedules, Cancellation Penalties, and Cancellation Penalty Schedules.

COURSE CONTENT	TIME (MM:SS)
Deposit Rules	05:52
Deposit Rule Schedules	06:44
Cancellation Penalties	06:50
Cancellation Penalty Schedules	06:45
Timing Total (HH:MM:SS)	00:26:11

OC182470 - Item Inventory Management

Course Description

The Item Inventory Management course is designed to help you learn how to setup Item Inventory functionality for your OPERA Cloud property. Items include any equipment, products, supplies, or services that can be rented or sold to a guest. Once items are defined they can then be attached separately to a reservation, block, or package code. This course includes lessons on Item Class and Item Inventory.

COURSE CONTENT	TIME (MM:SS)
Item Class	04:46
Item Inventory	08:40
Timing Total (HH:MM:SS)	00:13:26

OC182480 - Track It Management

Course Description

The Track It Management course is designed to help you learn how to setup Track It functionality for your OPERA Cloud property. Track It is used to keep track of Parcels, Baggage, and Valet. It is also useful for managing Lost and Found at the property. This course includes lessons on configuring Track It Types, Track It Actions, and Track It Locations.

COURSE CONTENT	TIME (MM:SS)
Track It Types	05:00
Track It Actions	04:57
Track It Location	05:40
Timing Total (HH:MM:SS)	00:15:37

OC182500 - Profile Management 1

Course Description

The Profiles Management 1 course is designed to help you learn how to customize the different types of data collected from profiles created for your OPERA Cloud property. This course contains lessons on setting up VIP Codes, Title Codes, and Mailing Action Codes. You will also learn how to set up Preference Groups and Inactive Reasons.

COURSE CONTENT	TIME (MM:SS)
VIP Codes	06:17
Title Codes	06:14
Preference Groups	04:05
Inactive Reasons	05:02
Mailing Action Codes	04:51
Timing Total (HH:MM:SS)	00:26:29

OC182510 - Profile Management 2

Course Description

The Profile Management 2 course is designed to help you learn how to customize additional types of data collected from profiles created for your OPERA Cloud Profiles. This course includes lessons on Business Segments, Travel Agent Types, Company Types, and Account Types.

COURSE CONTENT	TIME (MM:SS)
Business Segments	05:17
Travel Agent Types	04:58
Company Types	04:32
Account Types	04:21
Timing Total (HH:MM:SS)	00:19:08

OC182600 - Chain and Property Management 1

Course Description

The Chain and Property Management course is designed to help you learn how to customize fixed data for the OPERA Cloud property which do not change on a regular basis. Examples include hotel amenities and nearby attractions that may be useful during the sales and reservations process. This course includes lessons on setting up Amenities, Attraction Categories, Attractions, and Transportation

COURSE CONTENT	TIME (MM:SS)
Amenities	06:06
Attraction Categories	04:35
Attractions	07:53
Transportation	08:11
Timing Total (HH:MM:SS)	00:26:45

OC182610 - Chain and Property Management 2

Course Description

The Chain and Property Management 2 course is designed to help you learn how to customize additional data for the OPERA Cloud property. This course includes lessons on Configuring Airports, Departments, Properties 1, and Properties 2.

COURSE CONTENT	TIME (MM:SS)
Airports	08:50
Departments	04:51
Properties 1	09:53
Properties 2	09:51
Timing Total (HH:MM:SS)	00:33:25

Contact Us

Oracle Hospitality eLearning and Knowledge Development Team creates eLearning content for Oracle Hospitality Customers, including the content listed in this document.

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Integrated Cloud Applications & Platform Services

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