

OPERA Cloud eLearning - 2018 Edition

Administration Course List

Course Name	Description	Lessons	Lesson Time	Course Time (Rounded)
OC182000 - Introduction to OPERA Cloud Administration	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.	Administration Home Search and Screen View Vertical Ellipsis Manage Translations OPERA Controls	03:14 02:56 03:24 02:50 06:19	19:00
OC182010 - Rooms Management 1	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.	Housekeeping Attendants Housekeeping Section Codes Housekeeping Section Groups Tasks Supplies	05:21 03:59 04:51 03:59 03:36	22:00
OC182020 - Rooms Management 2	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.	Out of Order/Service Reasons Room Maintenance Room Conditions	04:37 03:44 04:21	13:00
OC182030 - Rooms Configuration 1	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.	Preferences Room Classes Room Types	05:21 04:41 08:54	19:00
OC182040 - Rooms Configuration 2	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.	Rooms I Rooms II – Copy Action Rooms III – Connecting Rooms	08:54 04:56 04:56	19:00

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OC182100 - Transaction Management 1	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.	Transaction Groups Transaction Subgroups Transaction Codes I Transaction Codes II	04:10 03:48 08:09 05:16	21:00
OC182110 - Transaction Management 2	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.	Tax Types Transaction Codes III - Generates Transaction Codes IV – Copy Action Change Subgroup	03:57 07:48 04:11 04:14	20:00
OC182120 - Transaction Management 3	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.	Payment Methods Articles Routing Codes Group Arrangement Codes	06:36 06:16 07:05 06:41	27:00
OC182130 - Cashiering Management	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.	Cashiers Adjustment Codes Foreign Currency Codes	07:47 04:19 03:50	16:00
OC182140 - Accounts Receivables Management	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.	Account Types Restricted Reasons Aging Level Details	09:36 04:21 04:13	18:00

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OC182150 - Commission Management	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.	Bank Accounts Commission Codes Stop Processing Reasons	10:59 08:50 03:53	24:00
OC182200 - Marketing Management 1	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.	Market Groups Market Codes Source Groups Source Codes	05:10 08:03 05:34 06:52	26:00
OC182210 - Marketing Management 2	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.	Origin Codes Marketing Regions Marketing Cities	04:58 04:01 07:21	16:00
OC182300 - Rate Management 1	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.	Rate Classes Rate Categories Display Sets	05:12 06:22 05:07	17:00
OC182310 - Rate Management 2	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.	Rate Codes I Rate Codes II – Pricing Schedules and Daily Rates	01:53 10:09	12:00
OC182310 - Rate Management 3	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.	Rate Codes III – Rate Code Overview Rate Codes IV – Rate Code Overview and I Want To	07:55 08:32	16:00

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OC182330 - Rate Management 4	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.	Rate Codes V – Standard Rates Rate Codes VI – Base Rates Rate Codes VII – Dynamic Base Rates	11:03 06:09 09:31	27:00
OC182350 - Package Management 1	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.	Package Codes Package Codes with Allowances Calculation Rules and Posting Rhythms	10:09 11:12 06:20	28:00
OC182360 - Package Management 2	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.	Package Groups Package Forecast Groups Package Rates	04:33 03:49 04:55	13:00
OC182400 - Reservation Management 1	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.	Reservation Types Reservation Type Schedules Turnaway Codes Sell Messages Waitlist Codes Waitlist Priorities	06:05 04:36 04:52 06:43 04:17 04:28	31:00
OC182410 - Reservation Management 2	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.	Cancellation Reasons Discount Reasons Guest Types Purpose of Stay	04:10 03:51 03:51 04:07	16:00

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OC182420 - Reservation Management 3	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.	Alert Messages Room Move Reasons Guest Messages Trace Texts Guest Locators	03:46 04:11 03:42 05:05 03:57	21:00
OC182430 - Block Creation Management 1	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.	Cancellation Reasons Lost Reasons Refused Reasons Destination Codes	05:14 05:13 05:08 05:08	21:00
OC182440 - Block Creation Management 2	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.	Booking Types Reservation Methods Rate Override Reasons	04:51 05:10 05:10	15:00
OC182450 - Block Creation Management 3	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.	Status Codes I Status Codes II Status Code Flow	06:19 04:51 04:02	15:00
OC182460 - Deposit and Cancellation Rule Management	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.	Deposit Rules Deposit Rule Schedules Cancellation Penalties Cancellation Penalty Schedules	05:52 06:44 06:50 06:45	26:00

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OC182470 - Item Inventory Management	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.	Item Class Item Inventory	04:46 08:40	13:00
OC182480 - Track It Management	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.	Track It Types Track It Actions Track It Location	05:00 04:57 05:40	16:00
OC182500 - Profile Management 1	The Profile 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.	VIP Codes Title Codes Preference Groups Inactive Reasons Mailing Action Codes	06:17 06:14 04:05 05:02 04:51	26:00
OC182510 - Profile Management 2	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.	Business Segments Travel Agent Types Company Types Account Types	05:17 04:58 04:32 04:21	19:00
OC182600 - Chain and Property Management 1	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	Amenities Attraction Categories Attractions Transportation	06:06 04:35 07:53 08:11	27:00

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OC182610 - Chain and Property Management 2	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.	Airports Departments Properties 1 Properties 2	08:50 04:51 09:53 09:51	33:00