

## OPERA Vacation Ownership

# Accommodate business requirements beyond the hotel

The OPERA Vacation Ownership System (OVOS) offers specialized features for mixed-use properties that handle both condominium units and hotel rooms. As part of the OPERA enterprise family, OVOS includes OPERA's full complement of PMS features, plus vacation rental options such as contract-driven reservation management, auto-

matic inventory rotation, on-demand and scheduled financial statements, recurring charges billing, and confidential owner access to unit information via the Web. A Dashboard screen guides the hotel agent through an easy reservation flow for owner reservations, unit rentals, and hotel room bookings.



**OVOS integrates** into the OPERA Enterprise solution giving OVOS the rich functionality already available with other OPERA products. In addition, the OVOS offers many features specific to the mixed-use and full ownership environments, including full contract terms configurability and rules-based operation, to ensure the flexibility required to meet a wide spectrum of business needs.

**The hospitality industry** is no longer defined exclusively by hotel operations; many current and prospective OPERA customers also have owned units under their management. Integrating with OPERA PMS and ORS allows for standardization of all properties: hotels, condo hotels, and mixed-use hotels.

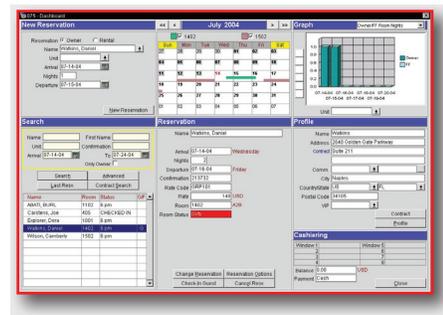
# Flexible management for mixed-use and vacation ownership properties

Management is made easy for business operators beyond the hotel. OPERA Vacation Ownership System is installed and configured on the same database as OPERA. Custom owner contracts and templates provide tools required specifically for your business. Versatile options allow the same reservation agents to handle both hotel and owner reservations, or keep them separate. Agents can utilize one Reservation Availability screen for both hotel guests and owners. Front desk agents can service both owners and hotel guests from one screen, with no extra training.

**Contract management tools** are the driving force for the system and can be configured individually for each vacation unit. Sales staff can negotiate different terms for each owner and through OPERA, the contract rules are implemented throughout the ownership system. Each contract can specify recurring fees and per-reservation charges. The housekeeping schedule, also defined by the contract, is completely integrated with OPERA's Facility Management and Housekeeping functionality. Reservation restrictions support black out and advance booking. The OPERA Web Suite includes an OVOS web interface that provides owners with access to profile and unit rental information; authorized users may book reservations using the interface.

**Multiple rotation methods** assure fairness in making rental unit assignments. A configurable rotation points score guides agents when choosing a rental unit for the guest. Positive, zero, or negative points can be assigned to a unit based on revenue generated, number of nights occupied, or number of stays. Points can also be assigned for owner stays.

**The OVOS financials** can be configured to automatically post recurring fees to the owner statement according to a defined schedule. Charges can also be levied based on reservations and batch postings can be made to all or selected owners. Each property may configure owner statements that report unit rental activity, fees, and other charges; a 1099 report can be generated for each owner at year end.



The OVOS Dashboard allows a comprehensive overview of properties.

## Find out more

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### Profit From:

- Flexible management that improves both owner and guest satisfaction
- Lower Total Cost of Ownership as OVOS is installed on the same database as OPERA
- Fewer staff requirements as front desk agents can service both owners and hotel guests