

OHIP V2 defines how Tripleseat and Oracle Hospitality (OPERA) work together to reduce manual work, improve data accuracy, and provide greater confidence in reporting and financials.

This guide outlines how the integration works and the best practices your team should follow to get the most value from it.

With OHIP V2, Tripleseat and your PMS work together in a more structured and consistent way:

- Less manual entry
- More accurate data across systems
- Stronger alignment between sales, operations, and finance
- Better visibility into sync activity and issues

Table of Contents:

- [Creating & Managing Room Blocks](#)
- [Rate Plan Selection & Pricing](#)
- [Pickup](#)
- [Room Block Allocation Alignment](#)
- [Event Financials](#)
- [Payments](#)
- [Field Mapping & PMS Configuration](#)
- [PMS Visibility in Tripleseat](#)
- [Overselling Room Types](#)
- [Sysnc Log & Error Visibility](#)



Creating & Managing Room Blocks

How It Works

When creating a room block on an OHIP-connected property:

- Lead Source and Market Segment are required
- Blocks are sent to OPERA based on the configured booking status in your integration settings
 - A block **MUST** pass through your Opera starting status in order to connect to the PMS
- Cutoff date will default to 30 days prior to block start date, but can be adjusted
- If extended date ranges are populated in Tripleseat, they will be received by Opera as “shoulder dates” and will limit the number of days pre/post that reservations within that block can extend
- When a block needs to change dates, copy the booking with block to the new dates and then turn original dates to Lost. This ensures proper communication between the systems.

Additional structured fields include:

- Reservation Method (configurable dropdown)
- Billing Definition (configurable dropdown)

Tripleseat maps these fields to ensure proper data structure in OPERA.

Best Practices

- Always complete Lead Source and Market Segment at the time of booking creation
 - Build and manage all room blocks in Tripleseat (not OPERA) to avoid data inconsistencies
 - Make all edits and updates in Tripleseat—Room block statuses cannot move backward (e.g., Definite → Lost → Definite)
 - Standardize dropdown values across properties to ensure consistent reporting
 - Use Reservation Method and Billing Definition to communicate important details
 - Use Extended Dates intentionally, if you do not wish to limit the number of days a block can extend, then leave those fields blank
 - Be sure to review the AVAILABLE field when creating blocks to ensure there are enough of a room type to sell on each night of the block.
 - If errors occur, OPERA messages will display in Tripleseat and can be reviewed and cleared in the message log
 - A common OPERA error (OPERAAWS-GEN09997) indicates missing or unmapped required fields like Lead Source or Market Segment
 - To move a block to new dates, copy the original booking and block to new dates and turn original block to Lost in Tripleseat. Be sure to remove the PMS Group Code in copied block so that a new unique code is generated.
-

Rate Plan Selection & Pricing

How It Works

When creating a room block on an OHIP-connected property:

- Rate plans are pulled directly from OPERA into Tripleseat and displayed as a selectable dropdown
- Selecting a rate plan:
- Applies pricing based on OPERA configuration at the time of selection
- Stores and displays the associated Rate Plan Code on the block (read-only)
- Users can enter custom rates instead of selecting a rate plan. This allows rates within the block to be edited
- Rates in Tripleseat do NOT update automatically if a rate plan is changed later in OPERA (no backfill from PMS)

Best Practices

- When entering manual rates, include all occupancy levels using the correct format:
 - Example: \$200/\$200 (single/double)
 - Additional occupancies can be added using slashes (e.g., \$200/\$200/\$250/\$300)
 - Treat OPERA as the source of truth for rate logic, but Tripleseat as the source of truth for final agreed pricing
-

Pickup

How It Works

- Pickup flows from OPERA to Tripleseat (OPERA is the system of record for actualized rooms and revenue)
- Pickup outside original block dates will reflect in Tripleseat and may extend/adjust visible block dates
- Tripleseat accepts pickup that exceeds the original block (overbooking) and displays actualpickup from OPERA
- Pickup revenue is received from Opera and reflects true pickup ADR and room nights
- Reservations tied to unmatched or unmapped room types are assigned to a virtual "Other" room type instead of being excluded from pickup reporting
- Manual "pickup/inventory sync" actions can be triggered but may take several minutes to process as multiple messages are queued

Best Practices

- Avoid repeatedly triggering pickup/inventory syncs—allow time for processing before retrying
-

Room Block Allocation Alignment

How It Works

Room block allocation activity can flow between Tripleseat and OPERA to help maintain alignment between systems.

- Room blocks created in Tripleseat are sent to OPERA based on configured status mappings
- Pickup and inventory activity from OPERA are reflected back into Tripleseat
- Changes made to room types in OPERA are reflected in Tripleseat and update the room grid accordingly
- Tripleseat regularly checks for changes between systems to maintain room block alignment

Best Practices

- Use Tripleseat as the primary system for creating and managing room blocks
- Avoid making competing inventory adjustments in both systems at the same time
- Allow time for sync processing before retrying inventory-related actions
- Review pickup and availability regularly to ensure alignment between systems
- Use message logs and sync visibility tools to troubleshoot discrepancies

Event Financials

How It Works

Financial Sync (Tripleseat → OPERA)

If financial sync is configured, finalized event financials are sent from Tripleseat to OPERA when a booking is moved to Closed.

Financials may include:

- Food, Beverage or Audio Visual
- Unmet Food & beverage minimums
- Taxes, fees, and discounts
- Event Room Rental

Requirements

- Financial categories must be mapped before financials can sync successfully
- A valid Cashier ID is required for financial posting
- The Booking must have a room block in order to send Event Financials to Opera
- Event Financials send once the booking status is Closed

Best Practices

- Only move bookings to Closed when event consumption, charges, payments, taxes, fees, and discounts are final and accurate
- Review event financials before closing to avoid sending incomplete or incorrect data to OPERA
- Ensure financial category mappings are complete before go-live and updated whenever new categories are added
- Use a dedicated OPERA integration user with an assigned Cashier ID for financial posting
- Align sales, operations, and finance teams on when a booking should be Closed

Payments

How It Works

When Configured:

- Payments recorded in Tripleseat will send to the Opera Posting Master
- One Payment Method can be mapped
- All Payments OR Online only Payments can be sent
- An Online Payment integration is required to send credit card and ACH payments taken directly through Tripleseat to Opera
- Posting Master reconcillation is made easy when payments are configured to send

Payments will post to the Opera Posting Master on the day the booking is set to Closed, NOT the day the payment is posted in Tripleseat.

Best Practices

- Create an Opera payment method called "Tripleseat Payment" or something similar
- Connect a payment processor to Tripleseat so that deposits and payments can be made directly through Tripleseat and sent to Opera
- Only send All Payment types if you don't post cash or check payments directly in Opera

Field Mapping & PMS Configuration

How It Works

Tripleseat maps key fields to OPERA to ensure structured and accurate data flow between systems. Customer Admins of the Tripleseat site can view these mappings under Settings>Locations

Key requirements:

- Status mapping is required for proper workflow of when blocks are sent and allow pickup
- Room type mapping is essential for proper inventory sync
- Lead Source and Market Segment (required for block creation in OPERA)
- Financial category mapping (required for revenue and payment sync)
- Cashier ID (required for financial posting)

Unmapped or missing values will prevent successful syncing and may generate errors in the Sync Log.

Best Practices

- Create an internal SOP that only users with integration expertise adjust anything in mappings or configuration
- If you don't know how adjusting a field or setting will impact the integration, DON'T TOUCH IT
- Complete all required fields before saving or sending bookings
- Map Market Segments and Lead Sources as they are created in Tripleseat
- Ensure financial categories are mapped before using them in bookings
- Validate mappings during implementation—not after issues arise
- Audit mappings regularly, especially after adding new values or making configuration changes
- Treat mapping as a foundational setup requirement, not a one-time task

PMS Visibility in Tripleseat**How It Works**

Tripleseat displays key PMS-related fields for reference and reconciliation, including:

- PMS Group ID
- Rate Plan Code

These fields are read-only in Tripleseat and are populated by the integration. They help teams confirm that the Tripleseat booking/block is connected to the correct OPERA record.

Best Practices

- The presence of a PMS Group ID on the block in Tripleseat, confirms that Opera received the block and they are connected.
 - Use PMS Group ID when troubleshooting or reconciling records between Tripleseat and OPERA
 - Use Rate Plan Code to confirm which OPERA rate plan was selected for the block
 - Train sales, revenue, and finance teams to reference these fields during audits or issue resolution
 - Do not attempt to edit these values in Tripleseat; updates must come through the integration
-

Overselling Room Types

How It Works

Room Types can be oversold and sent to Opera IF:

- Oversell is configured in Tripleseat on a room type
 - Settings>Locations>Guest Room Types>Edit>Check off "allow overbook"
- Oversell is configured in Opera
- The Tripleseat Integration user has rights to oversell

Best Practices

- Only use oversell if you have a strong SOP in place to manage inventory
-

Sync Log & Error Visibility

How It Works

The Sync Log provides visibility into integration activity and errors between Tripleseat and OPERA.

The Sync Log may include:

- Booking-level sync errors
- Connection-level integration issues
- OPERA error messages and descriptions
- Mapping and configuration-related failures
- Duplicate message prevention for repeated failures

Errors and integration messages can also appear directly within Tripleseat for operational review.



Best Practices

- Review Sync Log errors regularly to identify issues before they impact operations
- Resolve missing mappings and required fields promptly to prevent repeated sync failures
- Use OPERA error messages to guide troubleshooting and escalation
- Limit configuration and mapping changes to trained integration administrators
- Allow queued sync activity time to process before retrying actions