

SYNXIS CR STATIC & DYNAMIC PACKAGE FORM

DEFINITIONS & EXPLANATIONS

Concept	Definition
Static Package	Static packages are attached to a Rate or Group exclusively and are either included in the rate or in addition to the rate. This package type is supported with both SynXis Property Hub and OPERA. OPERA does require matching package element configuration, in order to work.
Dynamic Package	Dynamic packages are 'added value' (Add Ons) components that may be selected and attached to a reservation, during the time of booking. This feature is only supported through Voice Agent (Call Center), PMS (SynXis Property Hub - Add On, or OPERA - Sell Separate Package), and the Brand Website for OPERA CLOUD.
Dynamic Package - Channel Assignment	PMS: Selecting the PMS channel enables the package item (aka Add On) to display and be available to associate to bookings from the PMS. VOICE: Selecting the Voice channel enables the Call Center to display and sell the package to customers booking their reservation through the Call Center method. BWS: Selecting the BWS channel enables the package item to display on the brand website for customers to review and select just prior to finalizing their reservation.
Dynamic Package - Rate Specific	Setting a Dynamic Package as Rate Specific allows the user to select the package only when specific rates are associated to the reservation.
Dynamic Package - Room Specific	Setting a Dynamic Package as Room Specific allows the user to select the package only when specific rooms are associated to the reservation.
Package Image	Stock images used to apply a visual element to each brand website package. Review these images by clicking HERE .

IMPORTANT CONSIDERATIONS | ALL HOTELS

The form should be opened and filled out with Adobe Acrobat Reader to optimize all interactive features. Please ensure you are using the most up-to-date version of Adobe Acrobat Reader. All boxes in red are required fields and must be filled out.

- To **build** a new Static or Dynamic Package, open a new MyRequest case using *Dynamic Package/Add-On* as the Request Type, and *Create* as the Request Type Details.
- To **modify / remove** a Static or Dynamic Package, open a new MyRequest case using *Dynamic Package/Add-On* as the Request Type, and *Update* as the Request Type Details.
- For **all other requests** involving Static and Dynamic Packages, open a new MyRequest case using *Dynamic Package/Add-On* as Request Type, and *Other Request* as the Request Type Details.

IMPORTANT CONSIDERATIONS | OPERA FULL TWI HOTELS

The hotel must configure packages separately in OPERA. For added instructions on package setup, please reference detailed job aid on packages within Wyndham Community named **OPERA Package Management**.

- Dynamic packages for the brand website will also be available via voice and pms channels.
- Dynamic packages will display the total package price, including any taxes and fees, on the brand website for the consumer.
- To cancel the dynamic package portion of their reservation, the consumer will need to call the property directly.

CONTACT INFORMATION

Submission Date:	Phone Number:
Contact Name:	Email Address:

REQUEST INFORMATION

Property Site #:	PMS Type:
Property Name:	<i>*Package Use within SynXis CR is only supported for hotels with an OPERA Full TWI connection to SynXis CR or hotels with SynXis Property Hub PMS.</i>

FORM DETAILS

Complete the available fields for each package item. **Please note** the form fields will adjust, based off of the PMS Type and Package Type selected.

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COMMENTS:

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