

## Dynamic Packages - Frequently Asked Questions

Dynamic Packages are exclusive to OPERA PMS, OPERA Cloud, and SynXis Property Hub hotels only.

### What is a dynamic package?

Dynamic packages currently exist in SynXis CRS and are a type of package that can be attached to a reservation at any time, separate from the room rate, as an added value item. In the current state, dynamic packages can only be sold via Voice and PMS channels. With the launch of this project, dynamic packages will now have the option to be sold on the brand website, in addition to Voice and PMS channels, using the dynamic basic package functionality in SynXis CRS.

### What is the difference between a static package and a dynamic package?

A static package is attached to a specific rate code and pricing is included in the rate. A dynamic package is booked separate from the room rate and displays as a separate line item.

### I want to create a new package. What steps do I take?

#### SynXis Property Hub

To request an add-on, follow the path Wyndham Community > Quick Links > MyRequest. This will take you to the MyRequest page in Wyndham Community. Under the MyRequest Resources section in the bottom right corner of the MyRequest page, select the SynXisCR Static & Dynamic Package Form to open the form. Please be aware that you need to download the form in PDF format and save to your desktop. Select SynXis Property Hub as your PMS and Dynamic Enhanced as your package type and complete the remaining fields. Once the form is complete, you will attach the document to your MyRequest ticket and submit to have MyRequest build the package for you.

#### OPERA PMS/OPERA Cloud

The first step to creating a new package is to create the package in your individual PMS. Please click [here](#) to find the job aid on how to set up a package in OPERA Cloud or [click here](#) to find the job aid on how to set up a package in OPERA PMS v5. Once you have created the package in your PMS, you will complete the SynXis CR Static & Dynamic Package Form located on Wyndham Community, using the information you used to create the package in the PMS. Once the form is complete, you will submit it as a ticket to have MyRequest build the package for you in the CRS.

Review the table below to understand the fields names between OPERA and SynXis CR Static & Dynamic Package Form.

SynXis CR Static & Dynamic Form - Dynamic Basic Field Name	OPERA Package Code Field Name	Notes
Package Type	Sell Separate	Dynamic Basic must be selected to book on the Brand Website
Package Code	Package Code	VALUES must match
Package Item Scheduling	Posting Rhythm	
Package Name	Short Description	
Package Description	Description	Click here for more information on Package Description
Start Date	Begin Sell Date	
End Date	End Sell Date	
Is the package RATE or ROOM SPECIFIC?	-	OPERA, package attaches to the Rate Code
Package Category	-	
Category Type	-	
Tax Included	Tax Included	OPERA, verify taxing rules on Transaction Code
Dynamic Charge Type	Calculation Rule	
Package Item Price	Price	
Quantity Limit Per Reservation	-	
Daily Inventory Allotment	-	
Channel Assignment	-	
Package Taxable	-	OPERA, verify taxing rules on Transaction Code
Tax Type	-	OPERA, verify taxing rules on Transaction Code
Tax Value	-	OPERA, verify taxing rules on Transaction Code
-	Transaction Code	
-	Forecast Group	
-	Posting Type	
-	Forecast Next Day	

### How will I know if my package is supposed to be tax inclusive/exclusive? Is there training/documentation that I can reference?

**OPERA PMS / OPERA Cloud only:** Package elements must be associated to a transaction code in the PMS.

The applicable taxes, if any, are associated to the transaction code and will automatically calculate based on the rules set up by the property in the PMS. Please refer to the "Managing Tax and Service Charge Generates" document by clicking [here](#).

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## Dynamic Packages - Frequently Asked Questions, Continued

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### **Is the price that I set going to be the price that displays on the brand website, regardless of whether it is tax inclusive?**

Yes. The total package price, including the taxes and fees, will display on the brand website for the consumer. Please remember that package taxes must reflect your local tax policies. ([OPERA PMS/OPERA Cloud](#) - Please remember that package taxes are set up individually in your PMS).

### **Can I sell my package only on brand web, and not on voice/PMS?**

When setting up a package, you will have the option to choose either PMS only, Voice and PMS, or all three channels (Voice, PMS and brand web). If you choose to have your package displayed on the brand website, you must also include the Voice and PMS channels.

### **What is a package category and why do I need to choose one?**

Package categories have been set up in SynXis CRS to prevent packages that have previously been created from displaying on the brand website. For example, if a hotel has previously set up a package charge code (OPERA) or add-on (SPH) in their PMS to charge for a smoking fee, it will not automatically display on the brand website when this functionality goes live, as it is not attached to a package category. You must choose a category for your package to be sold on our brand website. Please keep in mind that package categories are in SynXis CRS only. Package categories do not exist in OPERA PMS, OPERA Cloud or SynXis Property Hub.

### **How will I know which category to choose?**

The package categories that have been created are high level. You can choose the category in which your package will reside. We recommend that you choose the category that makes the most sense for your package. For example, a breakfast package should reside in the food and beverage category, and not in meetings and facilities.

### **What is a package subcategory and why do I need to choose one?**

Within each package category, there will be a list of package types. Package subcategories were created for Wyndham to be able to assign an image to each package type. You can choose the package type that most accurately reflects your package when you complete the SynXis Static & Dynamic Package Form on the MyRequest homepage.

### **How do I choose a picture for my package? Do I get to upload my own?**

Wyndham has created a library of stock images. Each image will be assigned to a package subcategory. When you choose the appropriate package type on the form, the associated image will be automatically included with your package.

### **What if I cannot find a package subcategory/image that accurately reflects the package I want to sell?**

If a package type/image is not available that accurately reflects your package, you may note this in the comments section of the SynXis Static & Dynamic Package Form. The Wyndham team is responsible for sourcing images.

### **Can my package cancellation policy be different from my rate policy?**

No. The brand website does not have the capability to display package specific cancellation policies. Should the cancellation policy of your package differ from your hotel or rate cancellation policy, you must note this in the description of your package.

### **How does a guest cancel a package they have already booked?**

The guest must call the hotel directly or the 1-800 call center number. Guests cannot cancel packages online at this time.

### **Can I put a maximum on the number of packages I want to sell?**

Yes, when you are completing your package form, you may specify a maximum number of packages to be sold on any given day by clicking on the Daily Inventory Allotment and selecting 'daily', then specifying the maximum number of packages to be sold. This will limit the number of packages sold on a given day. The system considers packages sold over multi-night stays. Should you wish to limit the total number of packages sold over an active package season, you would select 'total inventory' and define the amount. If you do not wish to limit the number of packages sold, you may select 'unlimited'. Please keep in mind that this feature exists only in SynXis CRS and cannot be configured in SynXis Property Hub. OPERA PMS / OPERA Cloud hotels can use Item Inventory to limit the number of packages available in the PMS.

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