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Opera Property Management System

South African VAT changes 1 May 2025

OPERA Cloud

Should you have any queries regarding the process prior to the 31 May 2025, please email hospitality.vatchanges@adaptit.com, noting this should only be used prior and the day of the change-over.

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1. Overview

This document explains the process required to convert your OPERA PMS system, to take into account the new VAT percentage which will come into effect on 1 May 2025. The person carrying out this task on behalf of the hotel, must have access to the administration area of OPERA.

2. When to make the changes

The changes can only be implemented once the End of Day routine has been completed for the 30 April 2025 and the system date is now showing at 1 May 2025. Once the Night Audit has completed, the following steps must be taken before any new postings are made or any check-outs are processed.

3. VAT Transaction codes

It is advised that the VAT transaction codes are reviewed in advance of the changes to ensure all is prepared to make the changes on the correct date.

From the OPERA Cloud menu select 'Administration' and go to Financial > Transaction Management and from the sub- menu select Transaction Codes.

Scroll down the codes until you reach the transaction codes which are used for VAT, traditionally these will be in the 7000 range but these may vary per site
In some cases there might be more than on VAT TRX code

Property	Code	Description	Group	Subgroup	Generates		
					Inclusive	Exclusive	
MICROS	7500	VAT	TAX	VAT	<input type="checkbox"/>	<input type="checkbox"/>	⋮
MICROS	7501	Tourism Levy	TAX	VAT	<input type="checkbox"/>	<input type="checkbox"/>	⋮
MICROS	7505	Accommodation VAT	TAX	VAT	<input type="checkbox"/>	<input type="checkbox"/>	⋮

The VAT TRX Codes are linked to Opera TRX Codes in order to post the VAT Percentage during postings and the END OF DAY Procedure.

If the description states 15% then update to field to VAT

- click on the Actions option and then "View"

Property	Code	Description	Group	Subgroup	Generates		
					Inclusive	Exclusive	
MICROS	7500	VAT 15%	TAX	VAT	<input type="checkbox"/>	<input type="checkbox"/>	⋮
MICROS	7501	Tourism Levy	TAX	VAT	<input type="checkbox"/>	<input type="checkbox"/>	⋮
MICROS	7505	Accommodation VAT	TAX	VAT	<input type="checkbox"/>	<input type="checkbox"/>	⋮

- Select "Edit"
- Update the Description
- Scroll down and Save

Manage Transaction Code

Inactive

*** Required Field**

Property MICROS Code 7500 * Description <input type="text" value="VAT"/> Manage Translations * Subgroup <input type="text" value="VAT"/>	Group TAX REVENUE Transaction Type Tax * Tax Code <input type="text" value="1"/> Fiscal Transaction Code <input type="text"/>	Adjustment Transaction Code <input type="text"/> Default Price <input type="text"/> ZAR Minimum Amount <input type="text"/> ZAR Maximum Amount <input type="text"/> ZAR	UPC <input type="text"/> Accounting Code <input type="text"/> Quantity Code <input type="text"/>
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4. Determining VAT Setup

From the OPERA Cloud menu select 'Administration' and go to Financial > Transaction Management and from the sub- menu select Transaction Codes.

Starting at the top of the list, generally code 1000 for Accommodation

- click on the Actions option and then "View",

Property	Code	Description	Group	Subgroup	Generates		
					Inclusive	Exclusive	
MICROS	1000	Banqueting Accommodation	ROOM	ROOM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	⋮
MICROS	1002	Accommodation	ROOM	ROOM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	⋮
MICROS	1005	No Show Charge	ROOM	ROOM	<input type="checkbox"/>	<input type="checkbox"/>	View
MICROS	1010	Cancellation Fee	ROOM	ROOM	<input type="checkbox"/>	<input type="checkbox"/>	Health Check
MICROS	1020	Late Check Out Fee	ROOM	ROOM	<input type="checkbox"/>	<input type="checkbox"/>	Delete
MICROS	1030	Day Use	ROOM	ROOM	<input type="checkbox"/>	<input type="checkbox"/>	⋮

- Scroll down to the "Generates" section
 - if the Generated by displays *Group or Subgroup* then the VAT Percentage must be updated to 15.5% at that level – as per section 5



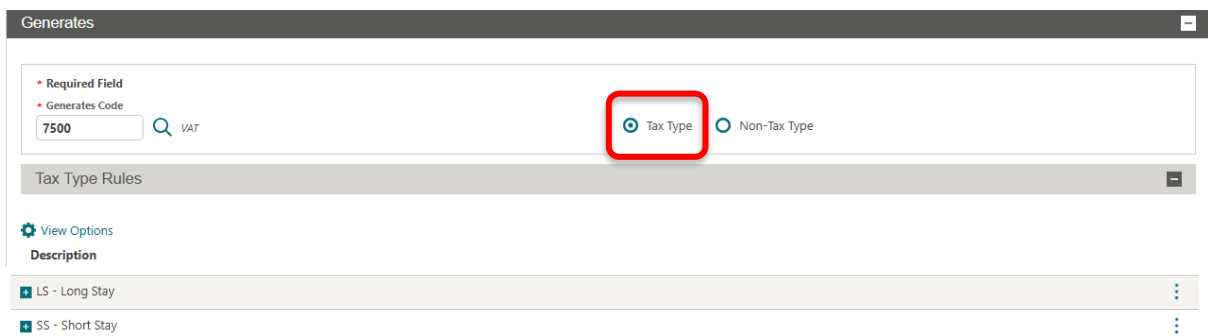
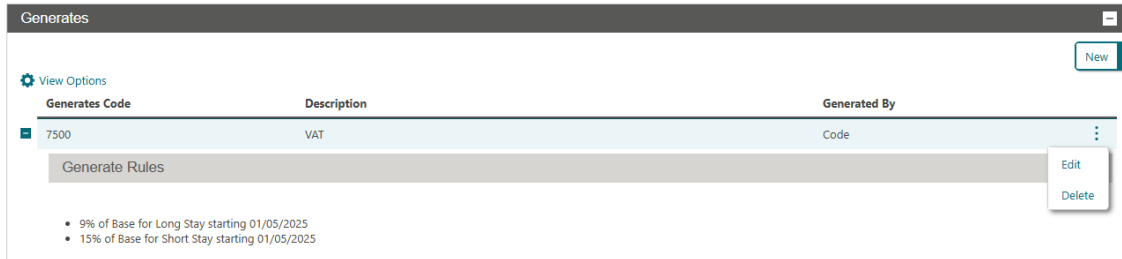
Generates Code	Description	Generated By
7500	VAT	Subgroup

- if the Generated by displays *Code* then the VAT Percentage must be updated to 15.5% at Transaction Code level – as per section 6



Generates Code	Description	Generated By
7500	VAT	Code

- Click on the Actions option and then “Edit”, to determine if Tax Types are in use



- if Tax Type is selected then the VAT Percentage must be updated to 15.5% by Type – as per section 7

5. Changing VAT on TRX Groups/Subgroups.

After the Night Audit on 30th April 2025, and as soon as possible on 1st May 2025, prior to any postings the changes below must be completed.

From the OPERA Cloud menu select 'Administration' and go to Financial > Transaction Management and from the sub- menu select Transaction Groups or Transaction Subgroups.

Select the Groups that have Generates configured

Property	Subgroup	Group	Description	Generates	Seq
MICROS	CLRI	NONR	Curios	<input checked="" type="checkbox"/>	6
MICROS	MNRV	NONR	Miscellaneous Non Revenue	<input type="checkbox"/>	
MICROS	OUTS	NONR	Outsourced Facilities	<input type="checkbox"/>	

- Click on the Actions option and then "Edit"
- Scroll down to Generates
- Click on the Actions option and then "Edit"

Generates

View Options

Generates Code	Description	Generated By
7500	VAT	Subgroup

Sub-Total 1

- Update the percentage from 15% to 15.5%
- Scroll down and Save

Generates

* Required Field

* Generates Code

7500 VAT

Tax Type Non-Tax Type

Posting Rule Details

Percentage Amount UDF Function

Percent: 15.5%

Calculation On: Base

Apply the above steps for all the applicable Revenue Groups and or Subgroups

6. Changing VAT on each TRX Code.

After the Night Audit on 30th April 2025, and as soon as possible on 1st May 2025, prior to any postings the changes below must be completed.

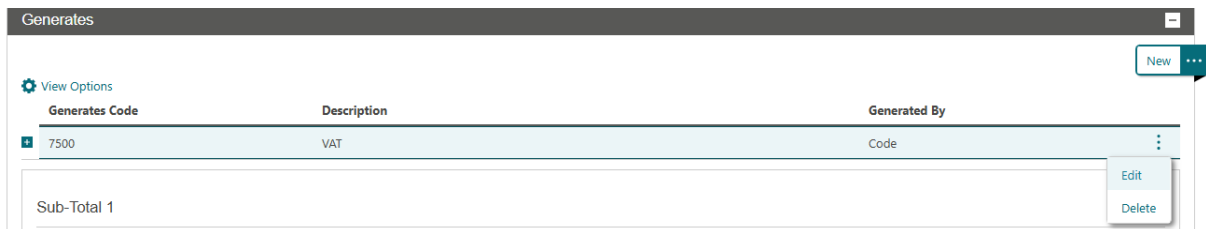
From the OPERA Cloud menu select ‘Administration’ and go to Financial > Transaction Management and from the sub- menu select Transaction Codes.

Starting at the top of the list, generally code 1000 for Accommodation

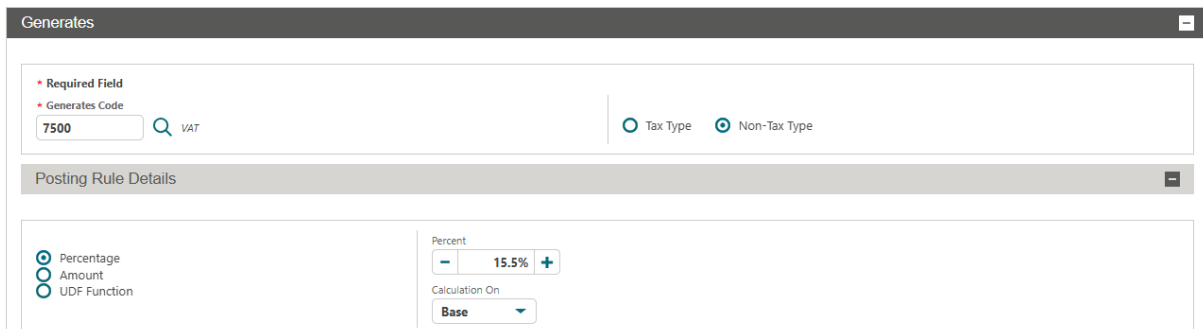
- click on the Actions option and then “View”,

Property	Code	Description	Group	Subgroup	Generates		
					Inclusive	Exclusive	
MICROS	1000	Banqueting Accommodation	ROOM	ROOM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	⋮
MICROS	1002	Accommodation	ROOM	ROOM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	⋮
MICROS	1005	No Show Charge	ROOM	ROOM	<input type="checkbox"/>	<input type="checkbox"/>	View
MICROS	1010	Cancellation Fee	ROOM	ROOM	<input type="checkbox"/>	<input type="checkbox"/>	Health Check
MICROS	1020	Late Check Out Fee	ROOM	ROOM	<input type="checkbox"/>	<input type="checkbox"/>	Delete
MICROS	1030	Day Use	ROOM	ROOM	<input type="checkbox"/>	<input type="checkbox"/>	⋮

- Scroll down to the “Generates” section and on the VAT line for 15% click on the Action button and “Edit”



Amend the percentage from 15% to 15.5% and scroll down to select Save



Apply the above steps for all the applicable Transaction Codes

7. Changing VAT with TAX TYPES

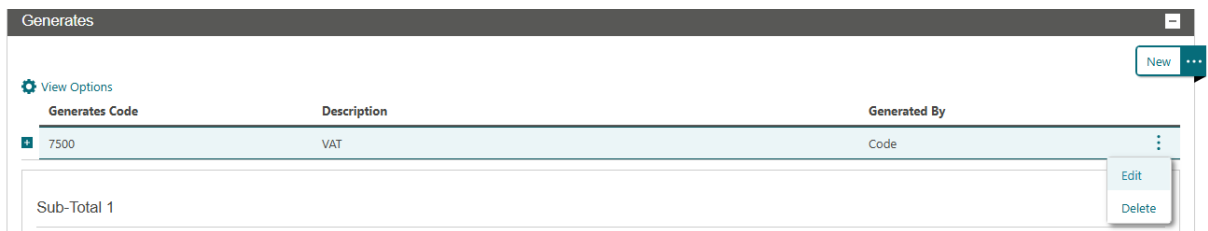
From the OPERA Cloud menu select 'Administration' and go to Financial > Transaction Management and from the sub- menu select Transaction Codes.

Starting at the top of the list, generally code 1000 for Accommodation

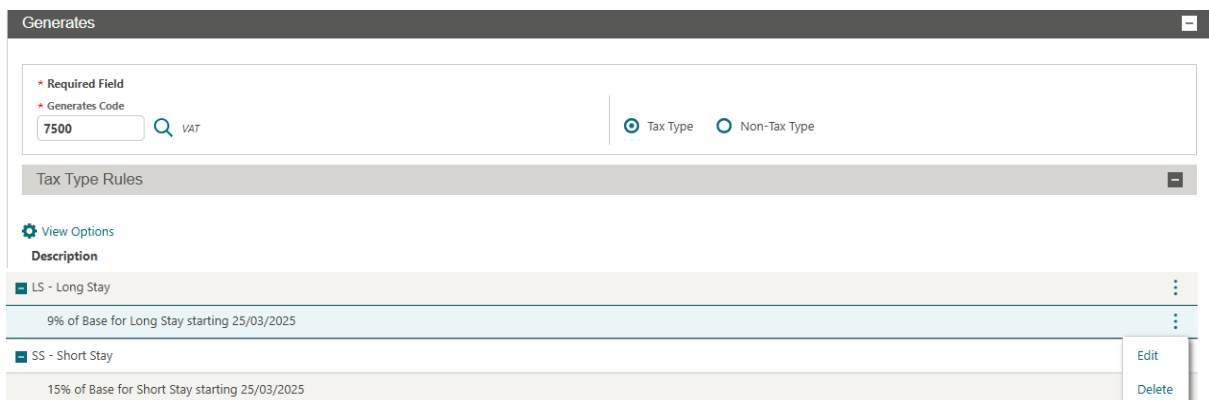
- click on the Actions option and then "View",

Property	Code	Description	Group	Subgroup	Generates		
					Inclusive	Exclusive	
MICROS	1000	Banqueting Accommodation	ROOM	ROOM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	⋮
MICROS	1002	Accommodation	ROOM	ROOM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	⋮
MICROS	1005	No Show Charge	ROOM	ROOM	<input type="checkbox"/>	<input type="checkbox"/>	View
MICROS	1010	Cancellation Fee	ROOM	ROOM	<input type="checkbox"/>	<input type="checkbox"/>	Health Check
MICROS	1020	Late Check Out Fee	ROOM	ROOM	<input type="checkbox"/>	<input type="checkbox"/>	Delete
MICROS	1030	Day Use	ROOM	ROOM	<input type="checkbox"/>	<input type="checkbox"/>	⋮

- Scroll down to the "Generates" section and on the VAT line click on the Action button and "Edit"



- Expand the LS- Long Stay section
- Select the 9% line and click on the Action button and "Edit"




- Amend the Posting Rule Details to reflect the new percentage
 - Start Date to 1st May 2025
 - Percent to 9.3%
- Scroll down and Save

Posting Rule Details

* Required Field

Percentage
 Amount
 UDF Function
 Do Not Post

* Start Date: 01/05/2025  Thu
 Percent:


Calculation On:

Add Calculated Amount to

- On the VAT line click on the Action button and “Edit”
- Expand the SS- Short Stay section
- Select the 15% line and click on the Action button and “Edit”

Generates

* Required Field




* Generates Code:  VAT

Tax Type Non-Tax Type

Tax Type Rules

[View Options](#)

Description


LS - Long Stay	9% of Base for Long Stay starting 25/03/2025	
SS - Short Stay	15% of Base for Short Stay starting 25/03/2025	 Edit  Delete

- Amend the Posting Rule Details to reflect the new percentage
 - Start Date to 1st May 2025
 - Percent to 15.5%
- Scroll down and Save

Posting Rule Details

* Required Field

Percentage
 Amount
 UDF Function
 Do Not Post

* Start Date: 01/05/2025  Thu
 Percent:

Calculation On:

8. Checking your setup with VAT

To make sure you have completed the changes correctly, log into OPERA Cloud application and go to Reports and Manage Reports. In the 'Report Group' select 'Configuration' and locate the report Transaction Codes by Transaction Code (which has the REP name of 'CF_TRXCODES2').

Click on "Preview/Download" and on each transaction code where 15.5% VAT should be applied you will get the following:

Trn.	Description	Rev	Cash	Man	Def	Gen	Class1	M
		Value			Flat / Percentage			
1000	Room Charge	Y		Y		Y		
	Generate 1			20.00				P

If any of the codes reflect that there is no percentage or the 15% value still exists please go back to the [transaction code](#) and update it.

Please ensure, that codes which genuinely should have 0% tax are not amended.

It is advised that a resync of the inventory is ran for the changes to be reflected in the forecast reports. To complete a resync, access Toolbox in the side bar menu. From here navigate to Utilities > Synchronization > Inventory. Enter the property code (if not already populated), From Date and To Date then click start. It is recommended to run the resync from the current system date until 31/12/25.

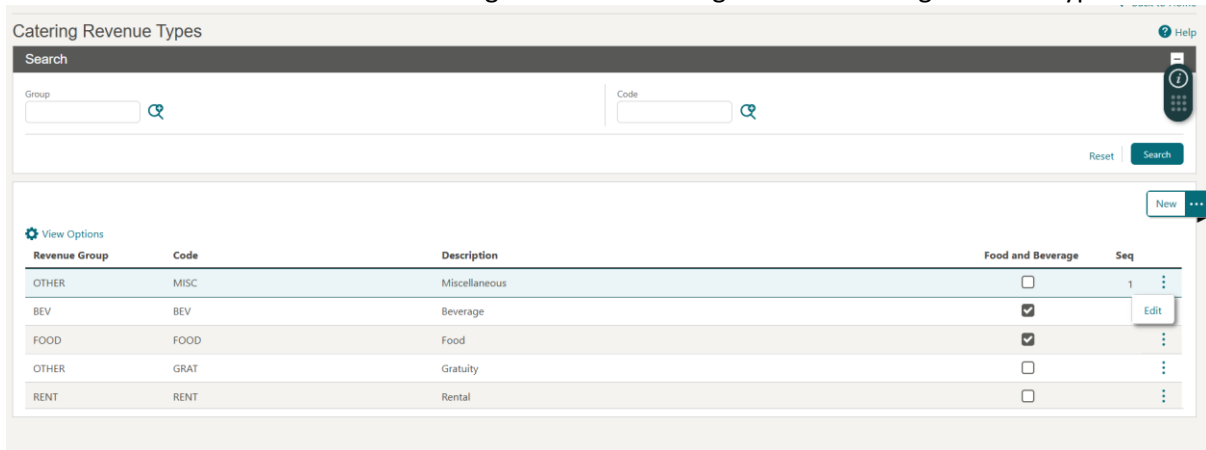


Your system is now ready to be used with the new VAT rate in place

9. Hotels using Opera Sales & Event Management

If the hotel is using the Sales and Event Management, the VAT % needs to be amended for Revenue Types

- Go into Administration – Booking – Resource Management – Catering Revenue Types



Catering Revenue Types

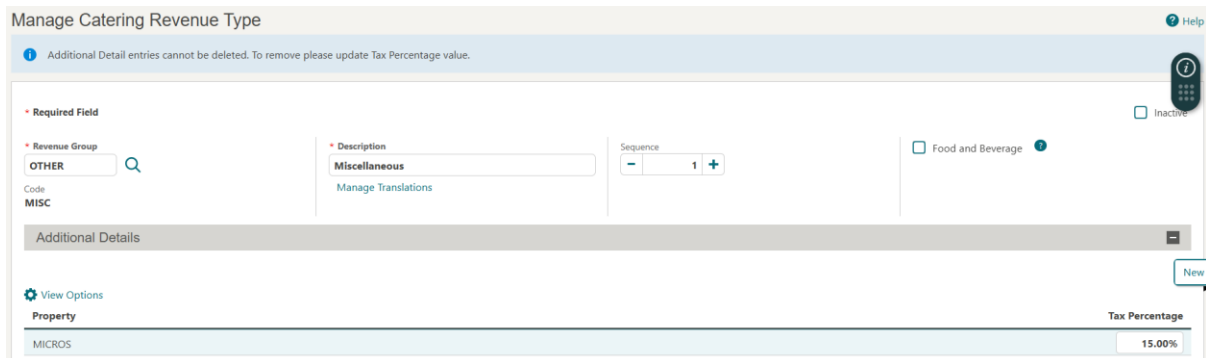
Search

Group Code

Reset Search

Revenue Group	Code	Description	Food and Beverage	Seq
OTHER	MISC	Miscellaneous	<input type="checkbox"/>	1
BEV	BEV	Beverage	<input checked="" type="checkbox"/>	Edit
FOOD	FOOD	Food	<input checked="" type="checkbox"/>	
OTHER	GRAT	Gratuity	<input type="checkbox"/>	
RENT	RENT	Rental	<input type="checkbox"/>	

- Edit Catering Revenue Types
- Update Tax Percentage to 15.5%



Manage Catering Revenue Type

Additional Detail entries cannot be deleted. To remove please update Tax Percentage value.

Required Field

Revenue Group: OTHER
Code: MISC

Description: Miscellaneous
Manage Translations

Sequence: 1

Food and Beverage:

Additional Details

Property: MICROS
Tax Percentage: 15.00%

10. Hotels using Opera commissions Handling

If your hotel uses the Commission module the Tax in here also needs updated to 15.5%, as shown below.

From the OPERA Cloud menu select 'Administration' and go to Financial > Commission Management and from the sub-menu select Commission Codes; click "Search".

Code	Description	Based On	Amount	Tax %	Default
10P	10% Commission	REVENUE		20.00%	<input checked="" type="checkbox"/>
12P	12 Percent Commission	REVENUE			<input type="checkbox"/>
CB10	C&B 10 Percent Commission	REVENUE			<input type="checkbox"/>
NON	Non Commissionable	RESERVATION			<input type="checkbox"/>

If none of the commission codes have a Tax% value shown then you can skip this section.

If on the screen you have any items shown with a Tax % of 15%, click on the actions button for that line and "Edit", change the Tax %, showing as 15% below, to 15.5% and then click on "Save" at the bottom of the screen, repeating for any other codes

*** Required Field**

Property
LONDON

Code
10P

* Description
10% Commission

* Sequence
- 1 +

Hold Status
 Always
 Accounts Receivables
 Prepaid

Reservation History Records

Commission Paid
 Per Night Per Stay

Amount
 Percentage ▼

Commission Calculation

Based On
 Reservation Revenue

Tax %
 12.50%