



Juno Universal Token (JUT) — frequently asked questions

Answers to the questions we've heard most from customers since announcing the JUT rollout to Oracle Opera properties.

Q

Does this change anything for my front desk or reservations team?

No. From an operational standpoint, nothing changes for your team. JUT simply replaces the token generation engine in the background to make card capture much faster and eliminate timeout errors, particularly for pre-arrival OTA virtual cards (VCCs).

Q

Does tokenizing a card guarantee or hold the funds?

No. Tokenization ensures the card details are captured securely, but it does not guarantee or hold funds on the card. Your front desk team should continue validating and pre-authorizing stored cards at guest check-in, exactly as they do today.

Q

Will my existing tokens still work, and will anything look different in Opera or the 934 platform?

Yes, existing tokens remain fully valid. There are no conflicts between old and new tokens, and card/token display in OPERA Cloud and the 934 platform remains unchanged.

Q

Do we need to make any configuration changes or perform any updates in OPERA Cloud?

No. JUT is enabled seamlessly in the background by our team. There are no configuration changes, system updates, or technical adjustments required in OPERA Cloud or on your property's side.

Q

Will this change affect how payment links or web booking engine cards are tokenized?

The guest experience remains completely identical. Guests entering card details on your booking engine or payment links will notice no difference. JUT simply speeds up the back-end processing of that entry to prevent session timeouts.

IN SHORT This is an **underlying performance upgrade** — it requires **zero changes or retraining** for your staff.