Oracle® Hospitality Guest Access
Product Management Explained Samples
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1 Introduction

Oracle Corporation acquired MICROS and all further references to MICROS should be considered as Oracle Corporation.

This documentation contains some examples of the most used products for access and cashless payment. It's explained and showed up what the relevant parameters for these products are. This should facilitate the product configuration at an installation or when creating a new product.

2 Product Management explained samples

2.1 Product Management overview

The product management page is located under "Admin/Product management".

Click "Add" to create a new product or select a product and click "Edit" to edit an existing product.

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In the product editing page / product creation you must insert or modify at least the mandatory fields, which are marked with an asterix ("*").
Click "Update" to save the changes.

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2.2 Access products

2.2.1 Single entrance product valid for 4 hours, which allows to enter in the sauna area only from 2pm to 8pm.

Since in the main entrance and in the sauna you have different entry times, you need to create two products. These two products will be both loaded on the RFID card or wristband or on the barcode ticket depending on the installation. Hereafter referred as "Medium".

Here the relevant points for the main entrance product:

Product type *	VOUCHER	VOUCHER = Single entry product
Usage in minutes *	240	Entrance is valid for 240 minutes (4hrs)
Alt. duration	840	You can have an alternative duration. For example if we want for the same product to have a different validity between weekend and weekdays, then with the micros 3700 tills, you can define two different product levels. For example level 1 (weekend) = 240 minutes and level 2 (weekdays) = 840 minutes. So in this case we set for Alt. duration = 840 minutes.
Duration in hours *	16	After loading the product on the medium, it is valid 16 hours before making the first entrance. After the first entrance, the product validity will be according to the value of "Usage in minutes" parameter.
Price *	0.00	Not relevant
Earliest entry (hh:mm) *	00:00	Entrance always possible, so set the time from 00:00 to 23:59.
Latest entry (hh:mm) *	23:59	

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Here the relevant points for the sauna product:

Product type *	VOUCHER	VOUCHER = Single entry product
Usage in minutes *	240	Entrance is valid for 240 minutes (4hrs)
Alt. duration *	240	In this case the alternative duration is also 240 minutes.
Duration in hours *	16	After loading the product on the medium, it is valid 16 hours before making the first entrance.
Price *	0.00	Not relevant
Earliest entry (hh:mm) *	14:00	**Entrance possible between 2pm to 8pm.**
Latest entry (hh:mm) *	20:00	

2.2.2 Subscription for 1 month

Product type *	VOUCHER TYPE 3 with MULTIF ▼	VOUCHER TYPE 3 with MULTIPLE ENTRY = Multiple entry product
Usage in minutes *	43200	Entrance is valid for 43200 minutes (1 month)
Alt. duration *	43200	
Duration in hours *	8760	Validity before making the first entry. Here for example 1 year, so you have 1 year to make the first entrance. After the first entrance the product is valid for "Usage in minutes" in this example 1 month. After the first entrance, the product validity will be according to the value of "Usage in minutes" parameter.

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2.2.3 Transit product

For example you have only access to the sauna area but for reaching the sauna you have to pass the bath area. In that case you create a transit product which allows to stay in the bath area i.e. 30 minutes.

Product type *	VOUCHER TIMEBALANCE	VOUCHER TIMEBALANCE = Only the time is counted while the guest entered in the mapped area (needs "chained device" configuration to make sure the previous area will be left)
Usage in minutes *	30	This product gives a credit of 30 minutes time for staying within the mapped area.

Now in the device mapping you can map this product with the bath area. It will count only the time that the guest spend in the bath area.

2.2.4 Staff access

Product type *	VOUCHER	VOUCHER TYPE 3 with MULTIPLE ENTRY = Multiple entry product
Usage in minutes *	525600	Entrance is valid for 1 year
Alt. duration	525600	
Duration in hours *	8760	Medium is valid for 1 year before making the first entrance
Target customer *	TEAM	As Target customer select "TEAM". With this target customer you can pass every turnstile (as far the device is mapped with this product). There is no access control rules/restrictions and TEAM access are not taken into account in the statistics.

2.2.5 On-The-Fly Product, Product loaded when buying an access to an additional area directly at the turnstile.

Product type *	VOUCHER	VOUCHER = Single entry product
Price *	7.00	Here you can set the price, which will be charged on the medium when accessing the chargeable area.

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In the "On-The-Fly Management" you can configure the On-The-Fly mapping (which main product triggers the right to load the above created product when accessing the chargeable area).

2.2.6 Single entrance product valid for 4 hours, but should only be valid until 10pm.

Product type *	VOUCHER	VOUCHER = Single entry product
Usage in minutes *	240	Entrance is valid for 240 minutes (4hrs)
Alt. duration *	240	
Validity time limit (hh:mm)	22:00	**Validity time limit until 10pm.**

2.2.7 Device mapping

On the right side of the product configuration you have the device mapping. You can defined on which device the selected product has access:

Device mapping

☑	Entry Bath	+
☐	Entry Sauna	+
☑	Exit Bath	
☐	Exit Sauna	

By clicking on the "+" symbol, you can define for entrance devices the following values:

- Delay Entry = After how many minutes you can reenter with this product?
- Max Entry = How many entrances per day are possible with this product?

	Entry Bath	–
☑	Delay Entry (min):	5 ▼
	Max Entry:	2 ▼

Both parameters are only for multiple entry products.

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2.2.8 RVC mapping

RVC: You can define on which Revenue Center (Till station) you can redeem a voucher (cash/gift voucher or a service voucher)

Revenue Center (RVC)

☐ Reception till 1 (RVC1)   ☐ Reception till 2 (RVC2)

☐ Wellnes till (RVC3)

2.2.9 Season mapping

At bottom of the product configuration you have the season mapping. Here are displayed all available seasons (Seasons are created under "Admin/Season management". For more information about the season management, please see the guest access user manual)

In this example you have the season "Week season" and "Weekend season". So you can select "week season" if the product should be valid only on week days, "Weekend season" if the product should be valid only on weekend days or you can also select both for tickets being valid 7 days a week.

Season mapping

☑ Week season   ☐ Weekend season

2.2.10 Third party mapping

At the bottom of the product configuration you have the "Third party mapping". For example you can have here the "POS8" mapping (Only in case Suite 8 POS8 is used as POS system). If you select for example here "POS8", then on POS8 side you have the selected product

Third party mapping

☐ POS8

available for the mapping with a POS8 product.

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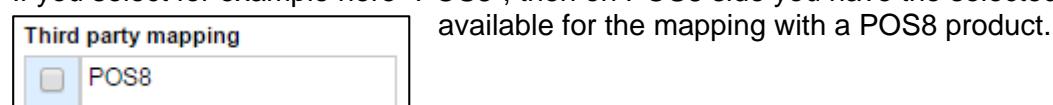
2.3 Cashless payment products

2.3.1 Service Voucher (F&B Voucher or a voucher for an access product)

Product type *	VOUCHER	Select "Voucher" as product type
Name *	Breakfast voucher	As name for example "Breakfast voucher"
Price *	0.00	Price should be 0, other value will be ignored.
Target customer *	VOUCHER	As target customer select "VOUCHER".

You can also create a voucher for an access product, for example "Name = Adult day voucher". Then you need the corresponding access product (see 2.2 Access products, for how to create an access product)
Important: As soon as you have the needed voucher products you have to create the voucher mapping (see "Voucher mapping" in the "guest_access_user_manual_rev12a.pdf").

2.3.2 Cash/Gift Voucher

Product type *	VOUCHER	Select "Voucher" as product type
Name *	Voucher_100EUR	As name for example "Voucher_100EUR"
Price *	0.00	Price should be 0. The price is given by the mapped POS article.
Target customer *	VOUCHER	As target customer select "VOUCHER".

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2.3.3 Credit limit

To set a credit limit on a medium you can either load an access product with the desired credit limit / target customer configuration (can be done in the target customer configuration) or you can load a credit limit product on the medium. Here a credit limit product example:

Product type *	CASH VARIABLE PRICE	Select "Cash Variable price" as product type.
Name *	Credit Limit 100	As name for example "Credit Limit 100"
Price *	0.00	Price should be 0. The Credit limit is set in the target customer configuration menu.
Target customer *	CREDIT_100	Select the corresponding target customer. In this example it's "CREDIT_100". If the needed target customer isn't available, you can create a new one in the targer customer configuration menu.

2.3.4 Deposit product

Product type *	DEPOSIT	Select "Deposit" as product type.
Name *	Deposit_5EUR	As name for example "Deposit_5EUR"
Price *	5.00	Insert the desired amount that will be charged when the deposit product is loaded on the medium.
Target customer *	ADULT	For the deposit product, the target customer is irrelevant. So you can take the default one or create for example a new one "DEPOSIT" .

All entry time parameters are also irrelevant for the deposit product.

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2.3.5 Deposit return product

Product type *	DEPOSIT	Select "Deposit" as product type.
Name *	Deposit_Return_5EUR	As name for example "Deposit_Return_5EUR"
Price *	-5.00	Insert the desired **negative** amount that will be charged when the deposit product is loaded the medium.
Target customer *	ADULT	For the deposit product, the target customer is irrelevant. So you can take the default on or create for example a new one "DEPOSIT".

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