**Oracle® Hospitality Cruise Shipboard Property Management System**

Gift Card Handling

Release 8.0

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# Preface

A Cruise Ship operator may occasionally extend a pre-paid credit to its guest in a form of a Gift Card (GC) for the use whilst on-board. The GC can also be offer to Guest as consumer incentives through promotional programs, or integrated into a reward point program to increase the sales volumes.

## Audience

This document is intended for application specialist and users of Oracle Hospitality

Cruise Shipboard Property Management System (SPMS).

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at
http://docs.oracle.com/en/industries/hospitality/

## Revision History

| Date | Description of Change |
|------|----------------------|
| August 2018 | ▪ Initial publication. |

# Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirements for Gift Card features.

## Prerequisite

- OHC Administrator.exe
- OHC Management.exe
- OHC DGS Resonline.exe
- OHC Data Import.exe
- OHC Advanced Micros.exe
- The latest Web Service installed.
- For use in MICROS workstation
  - MICROS ISL Script version 1.30d or later
- For use in Simphony workstation
  - The latest OHCSPMSInterface.dll from each release folder and place at Simphony station
  "C:\Micros\Simphony\WebServer\wwwroot\EGateway\Handlers)"
  - The latest SIM Script (min version 1.08g) from OHC Simphony POS Setup Guide.

## Supported Operating Systems

- Microsoft Windows 10 - 32-bit/ 64-bit System

## Compatibility

- SPMS version 8.0 or later. For customer operating on version below 8.0, database upgrade to the recommended or latest version is required.

# 1     System Configuration

This section describes the setup of required GC system codes in the **Administration and Management module**. It also include an additional installation such as Web Service installation, which is required for use in Gift Card function.

## 1.1.   Setting up MICROS Server Connection

A connection to MICROS Server must be established in order to retrieve the data from MICROS Server, and below are the steps to setup the connection:
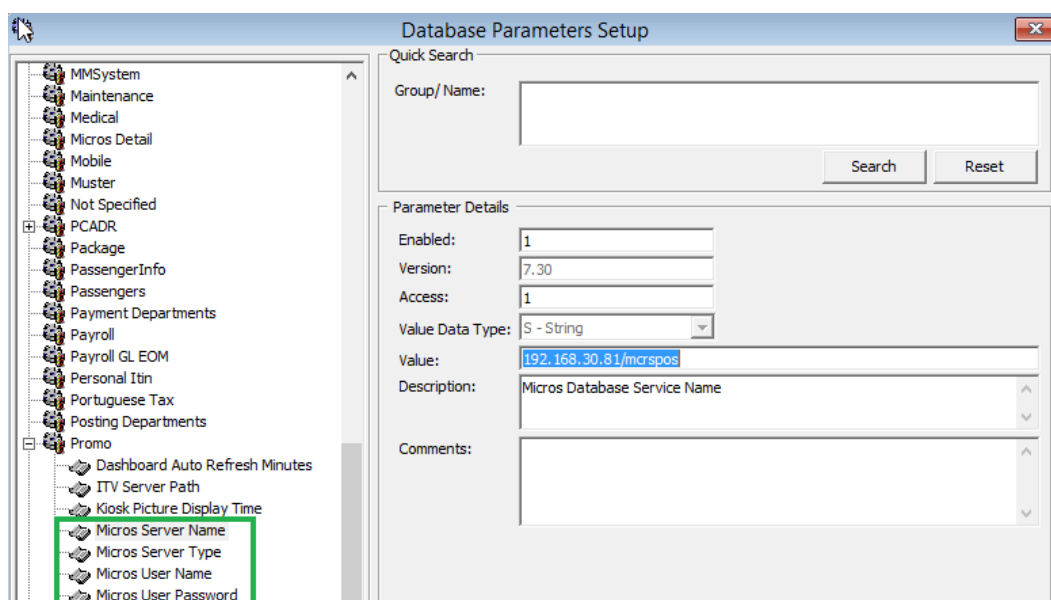


Figure 1-1 - MICROS Database Connection

**Note:** Prior to setting up the connection, the MICROS database ID (SID) *must* exist in *tnsname.ora*.

1. Login to **Administration** module, **System Setup, Database Parameters Setup**.
2. In the **Database Parameters Setup** screen, expand the **Promo** group.
3. Enter a value in the respective parameter field:

    - **MICROS Server Name** – Database Net Service name
    - **MICROS Server Type** – Set value to '0' for Oracle Server
    - **MICROS User Name** – Username to login into database
    - **MICROS Password** – Password to login into database

4. If the parameter entered is incorrect, the system will prompt an error *"MICROS Server is offline, MICROS setup will be disable"*.
5. Login to **Management** module and select **Options, General** tab.
6. Check the **''Enable Access to MICROS Database in Management"**, then click **Apply** to save.
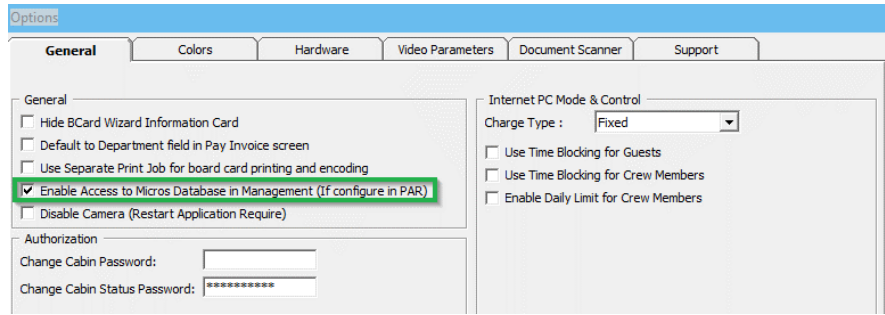
Figure 1-2 - Management, Options Setup

## 1.2. Department Setup

Any posting transaction pertaining to Gift Card such as a Gift Card purchase (actual card purchase), Gift Card value posting (purchase against Gift Card), or Gift Card balance (lookup) requires the appropriate financial department to be in place. A debit/credit department code of a gift card is required for charge/posting and this is setup up in **Administration module, Financial Setup, Department setup**.

### Setting up Credit Department Code

1. Login to **Administration** module and select **Financial Setup, Department Setup** from the drop-down list.
2. Click **New** at the bottom left of the screen to create a **Main Department** code.
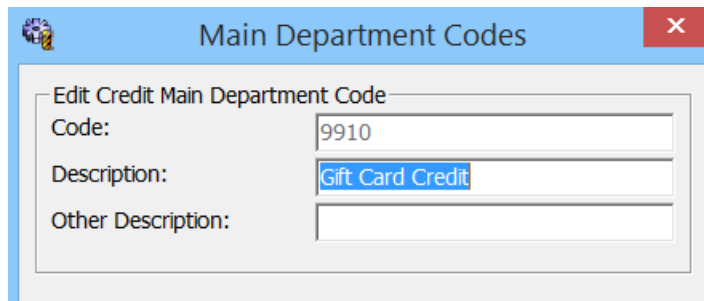


Figure 1-3 - Main Credit Department Code Setup

3. In the Department Code Setup window, click **New** at the bottom right of the screen to create a **Sub-Department** code.
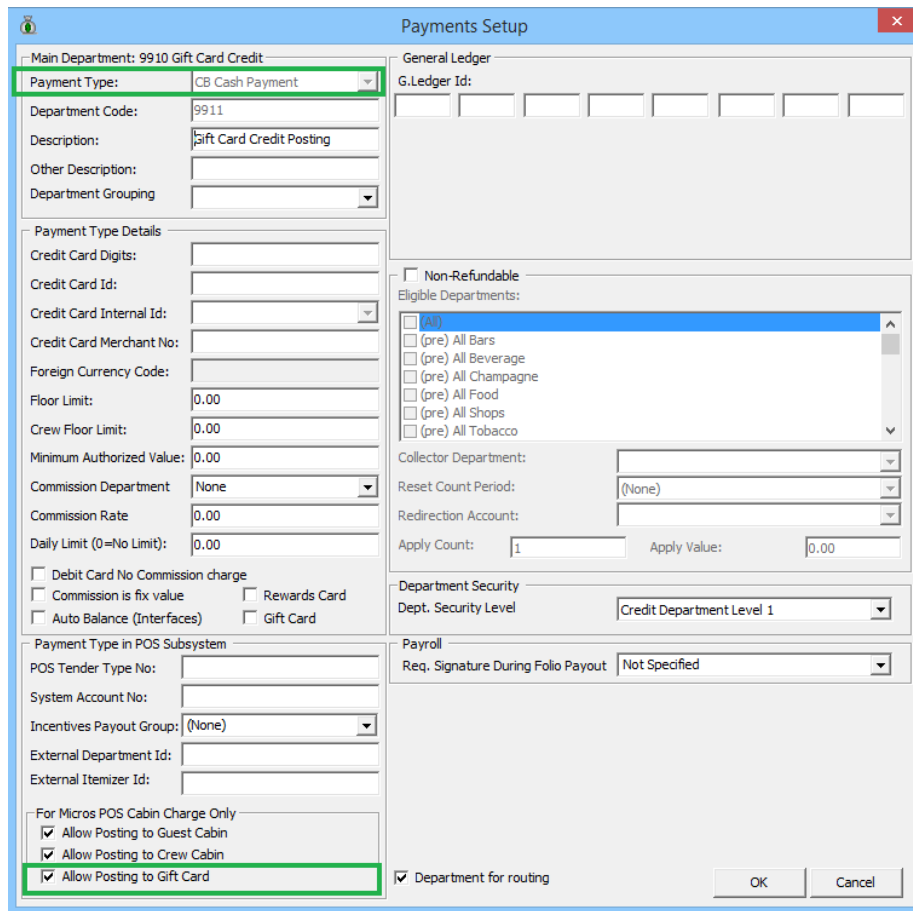
Figure 1-4 - Sub Credit Department Code Setup

4. In the **Payment Setup** screen, select
   a. **Payment Type** as CB Cash Payment
   b. Insert a unique **Department Code**
   c. Insert the sub-department **Description**
   d. Check **Allow Posting to Gift Card** checkbox to enable Gift Card posting in MICROS outlets.

## Setting up Debit Department Code

1. Select **Financial Setup, Department setup** from the drop-down list.

2. In the Main Department Setup screen, select the **Debit** tab and then click **New** at the bottom left of the screen.
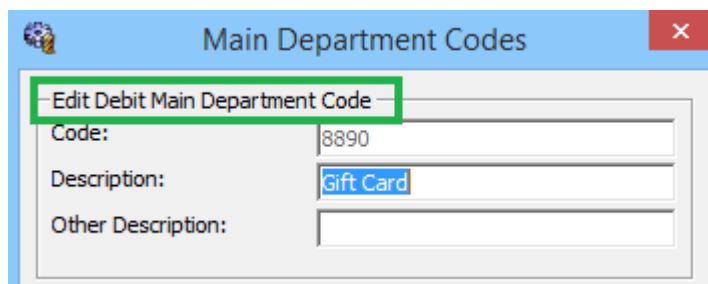


Figure 1-5 - Main Debit Department Code Setup

3. At the Department Code Setup window, click **New** at the bottom right of the screen to create a Sub-Department code.
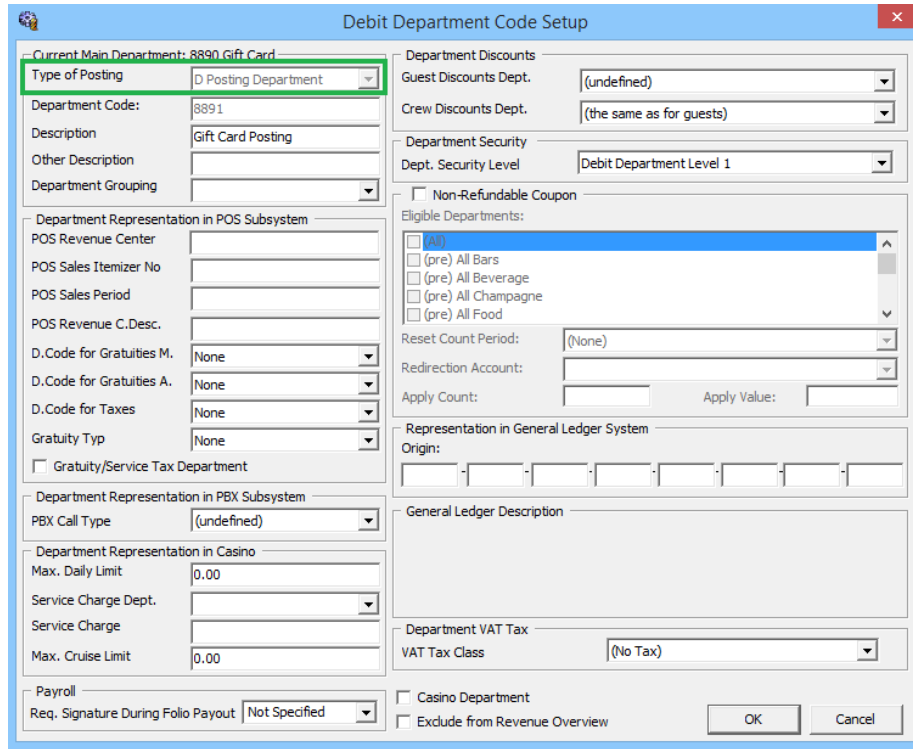
Figure 1-6 - Sub Debit Department Code Setup

4. At the Debit Department Code setup screen, select the **Type of Posting** as Posting Department, insert a unique Department Code and insert the sub-department Description.
5. Repeat above setup for the following sub department.

Table 1-1 - Gift Card Sub Department List

| Sub Department | Description |
| --- | --- |
| Gift Card Posting | Use for posting when selling Gift Card. |
| Gift Card Collector | Use for unused balance posting. Example: Gift Card expired with remaining balance. |
| Gift Card Discount | Use for posting of difference amount between Gift Card face value and selling amount. |
| Gift Card Second Posting | Use for split posting when selling Gift Card. |
| Gift Card Credit Posting | Use for Gift Card credit posting. |



Figure 1-7 - Gift Card Sub Debit Department Code Setup

## 1.3. System Account Setup

The System Accounts is required to capture the prepaid Gift Card posting and Gift Card collection posting, and the account is setup in **Management module, System**

**Account Handling** screen.
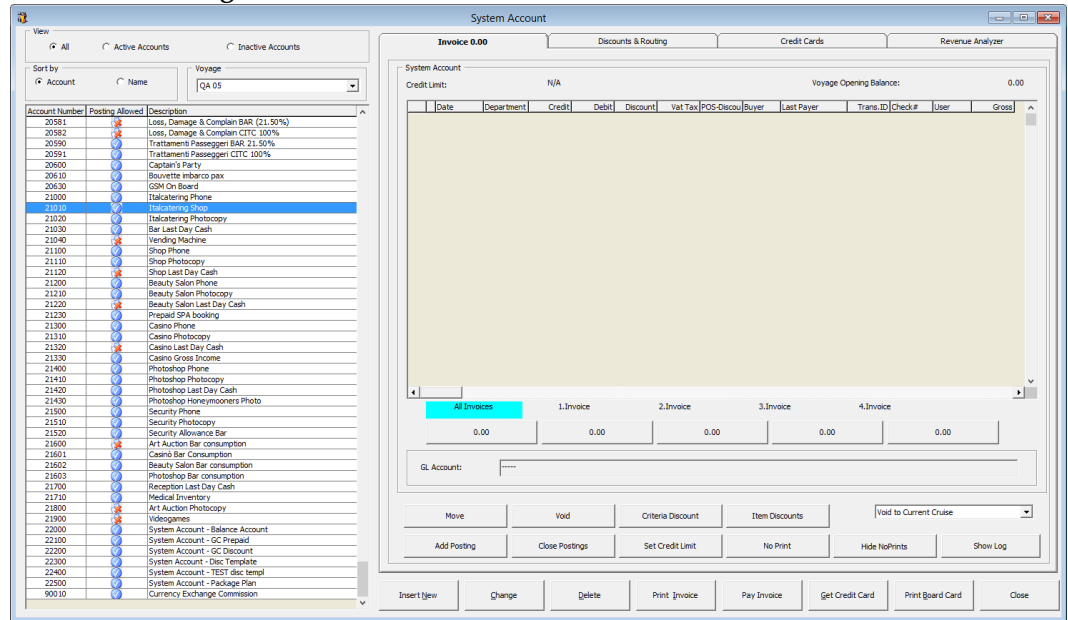


Figure 1-8 - System Account screen

1.  Launch the **Management** module, select **Cashier**, then **System Accounts** from the drop-down menu.

2.  In the System Account screen, select **Insert New**.



Figure 1-9 - System Account Entry form

3.  In the **System Account Entry** screen, insert a unique **System Account number, Name,** and select the **default payment department**, or create a different credit department to cater for pre-paid account balancing, and then check the **'Posting Allowed'** checkbox.

4.  Repeat above steps to create the following System Account.

Table 1-2 - Gift Card System Accounts

| System Account | Description |
| --- | --- |
| Gift Card Prepaid System Account | For use of pre-sold Gift Card posting (apply when importing Gift Card records via Data Import / DGS ResOnline) |
| Gift Card Discount System Account | For use of posting the difference amount between promotional value of Gift Card and prepaid amount (Face value – Selling Price) |

## 1.4. Gift Card Setup

A Gift Card product is created based on following entitlement and this is setup in **Administration module**, **Gift Card Setup**.

- Gift Card Eligibility Group
- Gift Card Eligibility Setup
- Gift Card Template Group
- Gift Card Template Setup
- Gift Card De-Activation Reason
- Gift Card Re-Activation Reason
- Gift Card Cancellation Reason
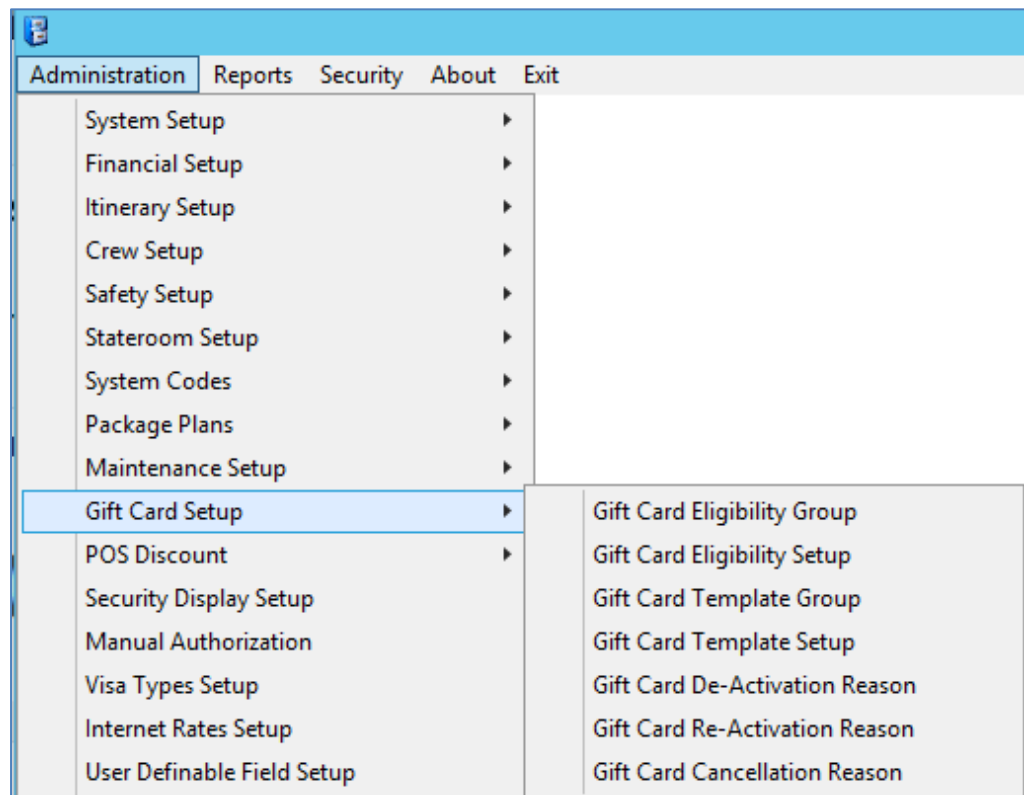


Figure 1-10 - Gift Card Setup

### 1.4.1. Setting up Gift Card Eligibility Group

The Eligibility Group defines the type of eligibility for each type of cards.
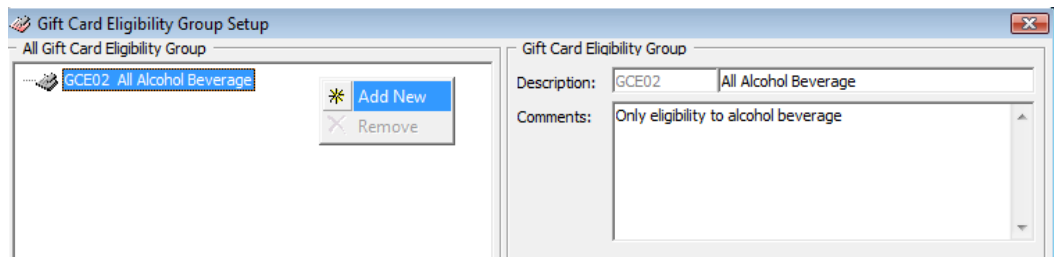
Figure 1-11 - Gift Card Eligibility Group Setup

1. From the **Administration, Gift Card Setup** menu, select **Gift Card Eligibility Group**.
2. In the Gift Card Eligibility Group Setup window, right-click on the left pane and select **Add New**.
3. Enter a short code and description in the **Description field**.
4. Enter a comment in the **Comments** field, if any.
5. Click **OK** to save.

## 1.4.2.    Setting up Gift Card Eligibility Setup

The GC is another mode of payment accepted at designated Food and Beverage (F&B) or Retail outlets on-board the ship.  A GC transaction may be limited to a range of items and this  is managed within the eligibility setup.   In order to retrieve the MICROS Sales Itemizer, ensure the connection to MICROS Database is established prior to setting up the Gift Card Eligibility Setup.  Refer *1.1 - Setting up MICROS Server Connection.*

### Adding New Record

1. From the **Administration, Gift Card Setup** menu, select **Gift Card Eligibility Setup**.   This launches a progress window while the system connects to the MICROS database.
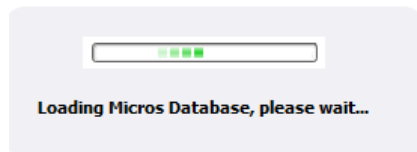


Figure 1-12 - MICROS Database Loading prompt

2. At the Gift Card Eligibility Setup window, click **Add New** at the ribbon bar to add a new record.
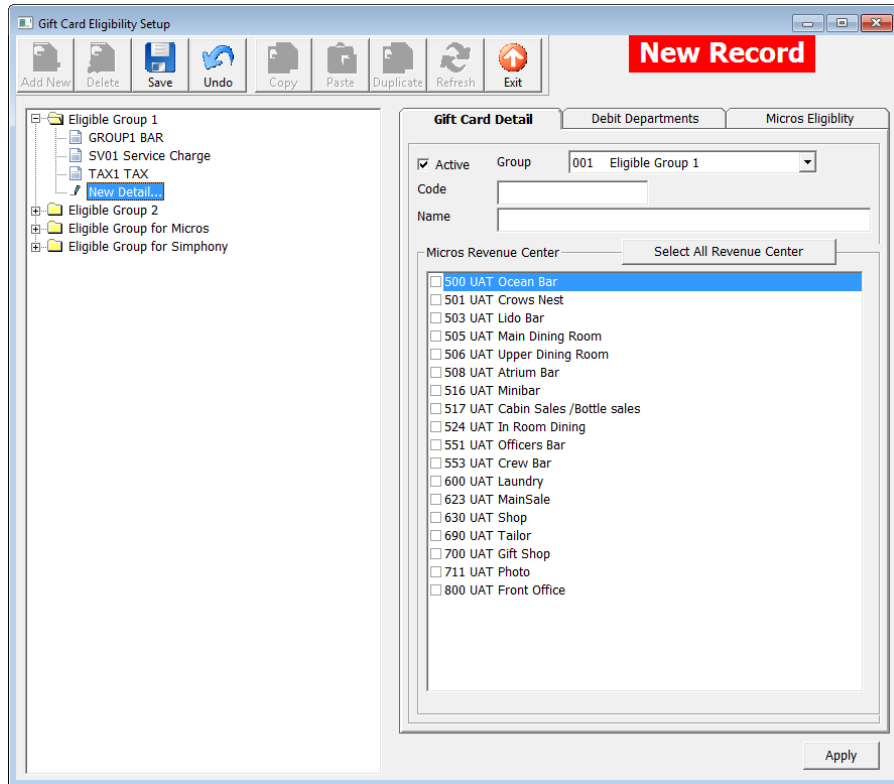
Figure 1-13 - Gift Card Eligibility Setup

3.  At the Gift Card Detail tab, select the **Group** from the drop-down list, insert a unique Gift Card code and name.

4.  Select the applicable **MICROS Revenue Centre** by checking the respective checkbox.

5.  Navigate to the **Debit Departments** tab and select the eligible **SPMS Posting Departments**. By checking the Main Department, this will also include all the sub-department codes.
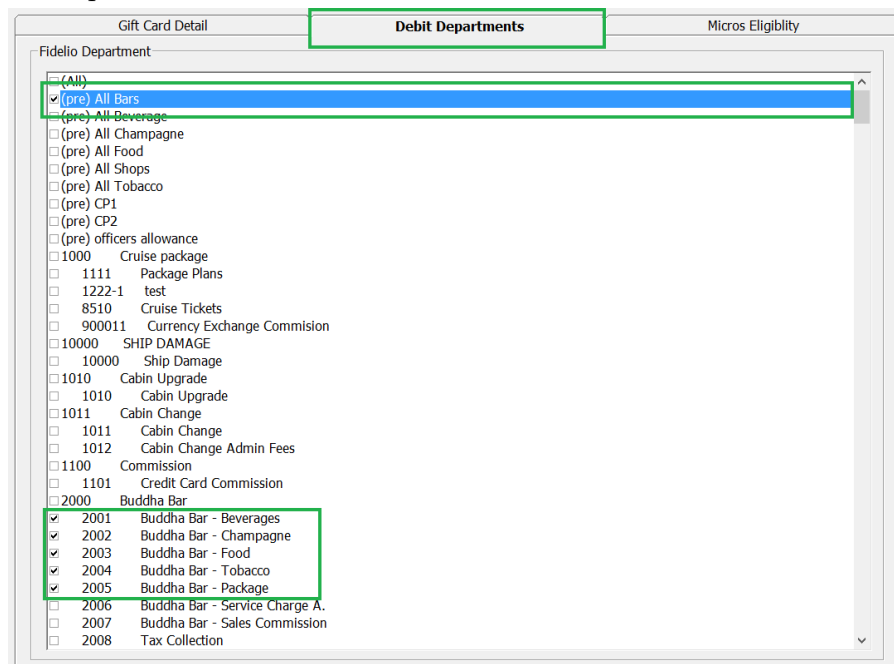


Figure 1-14 - Gift Card Eligibility Debit Department Setup

6. Click **Save** on the ribbon bar to save the record.

## Copying Eligibility Setup

An existing eligibility details may be copied to a new record using these simple steps.
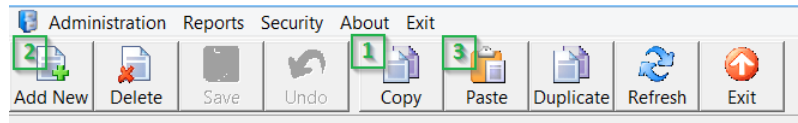


Figure 1-15 - Step to perform Copy & Paste

1. From the tree view of the Eligibility Group, select the code to copy and then click **Copy** at the ribbon bar.
2. Click **Add New**, followed by **Paste** from the ribbon bar.
3. Insert a unique code and make the necessary changes, if any, then click **Apply**.
4. Click **Save** to save the record.

## To Duplicate the group

1. Expand the tree view and select the eligibility to duplicate.
2. Click **Duplicate** at the ribbon bar.
3. The eligibility of the selected item is duplicated into a New Record form.
4. Insert a new code and click **Save** to save the new record.
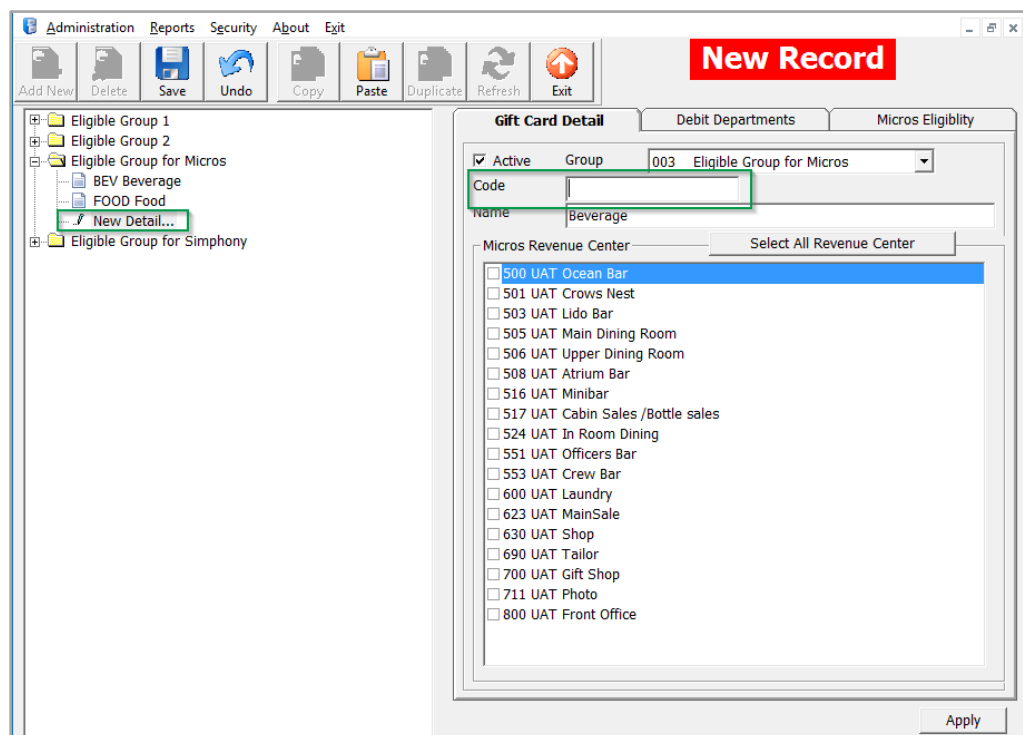


Figure 1-16 - Step to perform Duplicate

## Adding MICROS Sales Itemizer to GC Eligibility Setup

1. From the GC Eligibility Setup form, select the GC code.
2. Navigate to **MICROS Eligibility** tab and select the **MICROS Object Type** from the drop-down list.

3. Click the object drop-down list on the right to select the object, or use the search function by clicking the **Binocular** icon to open the MICROS Object Number list. Each of the GC can have up to 10 different MICROS family groups and are eligible to all outlets or all department
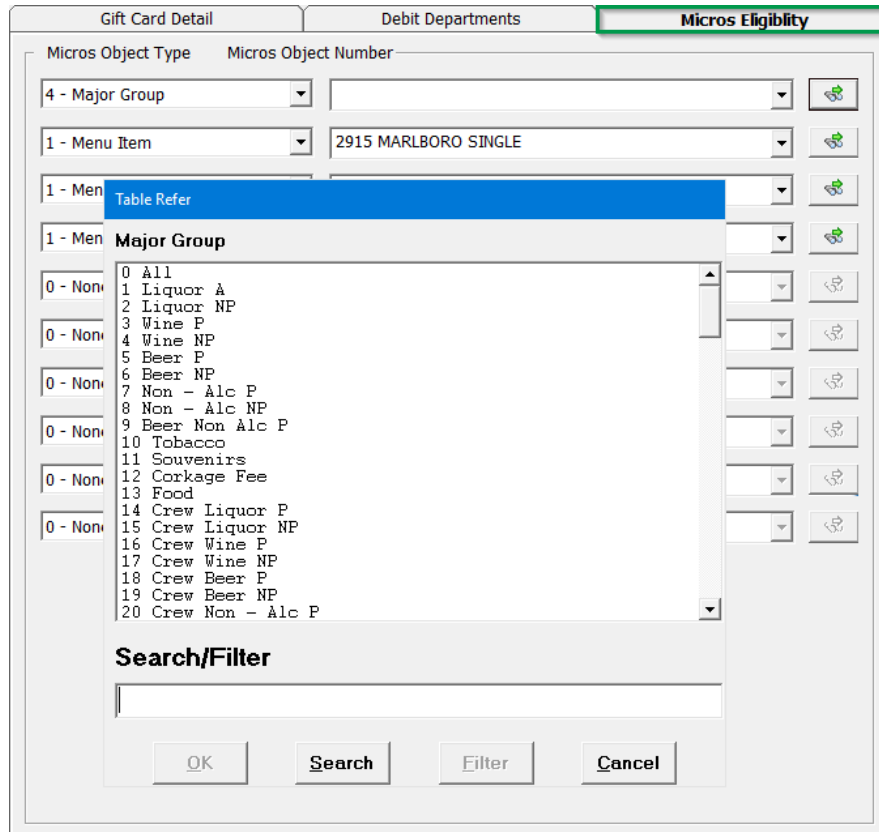


Figure 1-17 - MICROS Object Number List

### 1.4.3. Setting up Gift Card Template Group

The Gift Card template group is used to group the available templates. To setup, repeat steps in *1.4.1Setting up Gift Card Eligibility Group.*

### 1.4.4. Setting up Gift Card Template

The Gift Card Template allows you to predefine the gift card value, selling price and eligibility within a template, for use during Gift card sale.
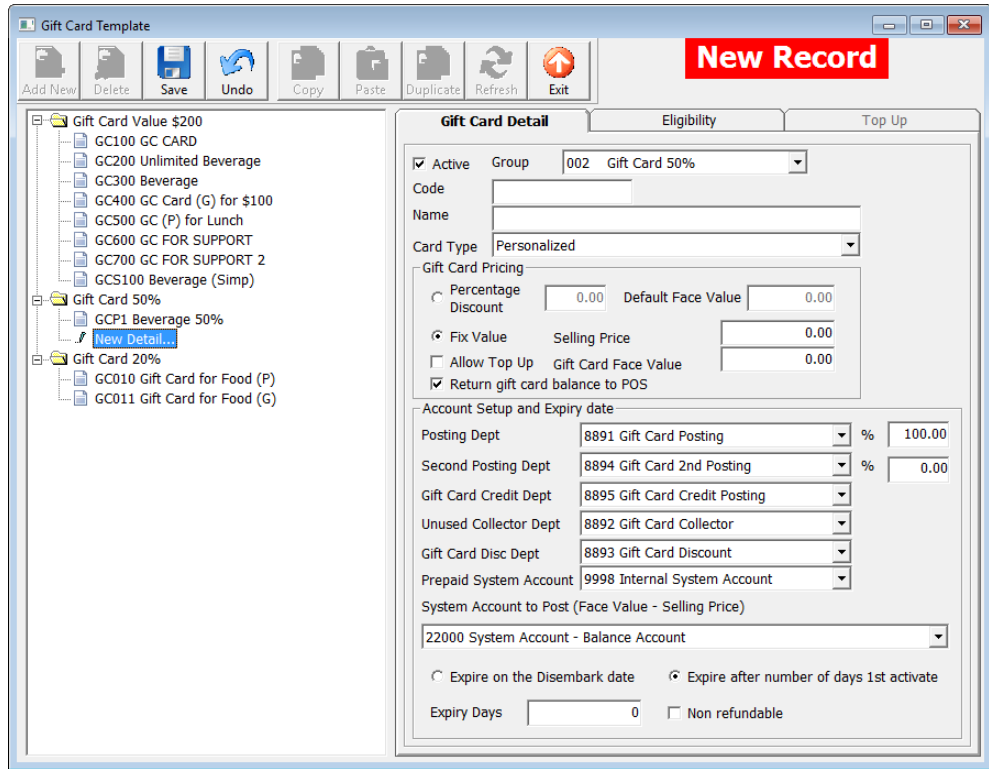
Figure 1-18 - Gift Card Template Setup screen

Table 1-3 - GC field description

| Field | Description |
|---|---|
| **Card Type** | |
| Generic | Not associated to a particular Guest and may be use by any holder. |
| Personalized | Associated to a particular Guest and may have guest name printed. |
| **Gift Card Pricing** | |
| Percentage Discount | Selling price is defined by Percentage of Default Face Value, for example; Default Face value is $300 with percentage set as 20%, therefore selling price of the card is $240. |
| Fix Value | GC selling price and face value is exactly the value indicated. |
| **Account Setup and Expiry Date** | |
| Posting Department | Primary debit department code for GC selling price. |

| Field | Description |
|---|---|
| Second Posting Dept. | Secondary debit department for Gift Card selling price is mainly use to capture portion of Percentage Discount posting. The percentage is not editable and auto update by the percentage value in Posting Dept. For example: If Gift Card selling price is $100, the percentage value defined in Posting Department is 85%, the Percentage of Second Posting Dept shall auto update to 15%. The Gift Card posting will split into $85 in Posting Department and $15 into Second Posting Department. |
| Gift Card Credit Dept. | Credit / Debit department for posting GC face value. |
| Unused Collector Dept. | Debit department that collects GC card refund amount. |
| Gift Card Discount Dept. | Debit department for posting differences between GC face value and selling amount. |
| Prepaid System Account | An account used to post pre-sold GC. |
| System Account to Post (Face Value – Selling Price) | An account used for posting differences between promotional value of GC and prepaid amount. |
| Expire on disembarkation date | Expiration date based on Guest disembarkation date. |
| Expire number of days 1st activate | Expiration date based on x days from period of activation. |
| Non Refundable | Define whether GC balance is refundable or not. |

1. From the **Administration, Gift Card Setup** menu, select **Gift Card Template**.
2. In the Gift Card Template Setup window, click **Add New** at the ribbon bar.
3. Navigate to the **Gift Card Detail** tab and select the **Group** from the drop-down list.
4. Enter a **unique code, name** and select the **Card Type** from the drop-down list.
5. In the Gift Card Pricing section, choose the pricing method from the drop-down list.
6. Check the **Allow Gift Card Top Up**, if applicable and **Return Gift Card Balance to POS (MICROS)** for GC balance to be printed on the bill image.
7. In the **Account Setup and Expiry date** section, select the respective **Posting Department** from the drop-down list.
8. Navigate to **Eligibility** tab and select the eligible department group and the maximum allowed is 10 department groups.  Inactive department group are marked with (Inactive).
9. In the **'Gift Card Eligibility that need approval to activate'** section, select the eligibility activation approval from the drop-down list.  This option is used in **Management module, Gift Card Handling, Special Department / Family group** when it is set to active.

Figure 1-19 - Gift Card Template Eligibility Setup

10. Navigate to **Top Up** tab and insert the **Selling Price** and **Gift Card Face Value**. This option is available whe*n* **'Allow Top Up'** is enabled in Gift Card Pricing section.



Figure 1-20 - Gift Card Top Up Setup

### 1.4.5.    Setting up Gift Card De-Activation and Re-Activation Reason

The De-Activation and Re-Activation Reason code is used for auditing purposes. When de-activating/re-activating a gift card, you are encouraged to select the appropriate reason. To enter a De-Activation/Re-Activation Reason, repeat steps in *1.4.1 Setting up Gift Card Eligibility Group*.

### 1.4.6.    Setting up Gift Card Cancellation Reason

Similarly, a Cancellation Reason code is used for auditing purposes when cancelling a gift card and you are encouraged to select the appropriate reason. To enter a De-Activation/Re-Activation Reason, repeat steps in *1.4.1 Setting up Gift Card Eligibility Group*.

## 1.5. Gift Card Report Setup

The system prints a Gift Card Receipt when guest purchases or activates their card and a Standard Credit Card receipt template is available in **Administration, System Setup, Report Setup, _Receipts** group.  Please contact Oracle Customer Support if you wish to configure a customized receipt format.

The following are the list of receipts required in GC Handling.
- **Gift Card Report**:    This is use to produce GC in Management module.
- **Gift Card Receipt**:   Generates upon purchase and activation.
- **Gift Card Refund Receipt**: Generates upon refund of Gift Card value.
- **Gift Card Top Up Receipt**: Generates upon GC top up.

# 2  Gift Card Handling

This section describes the features available in Gift Card handling within the Management module.

## 2.1.  Gift Card Import

GC sales records are importable via Data Import and DGS ResOnline module. The imported GC are flagged as Pre-Paid or Pre-Sold to Guests, and has an *Inactive* status shown.  These cards are activated upon first use at MICROS, Simphony and/or SPMS. Upon activation, the purchase is posted to the System Account.

### 2.1.1.  Importing Gift Card Data via IFC Data Import

Prior to performing an import, a Gift Card Import file setup with the seven (7) mandatory fields or more is required.
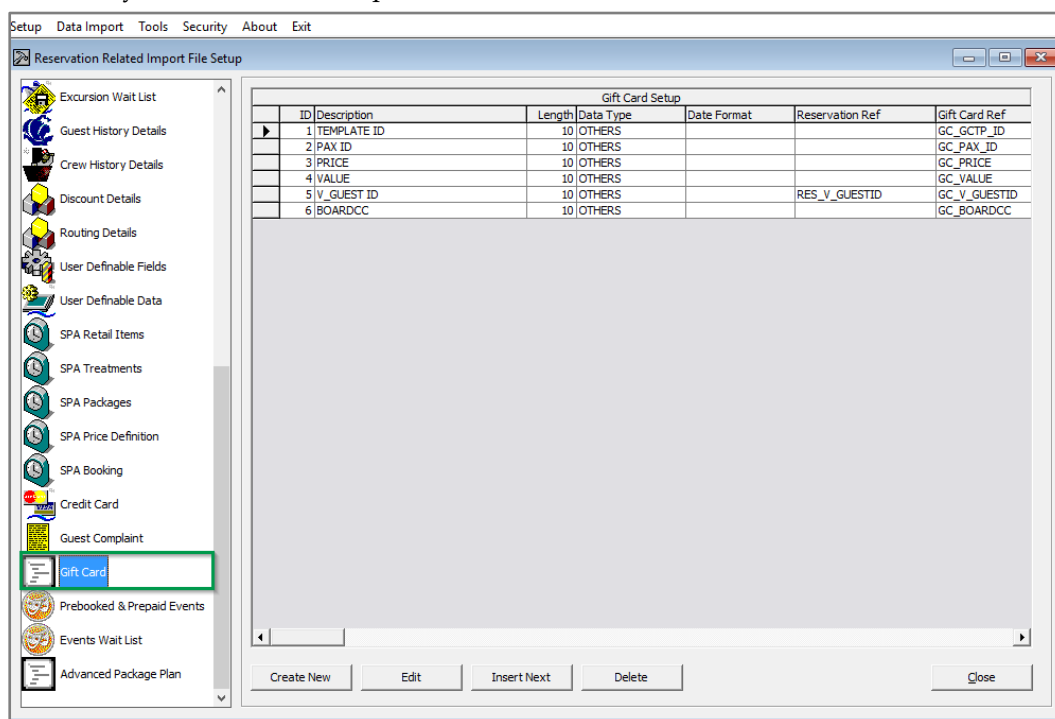


Figure 2-1 - IFC Data Import - Gift Card

1.  Launch **Data Import** program.
2.  From the **File** menu, select **Setup, Reservation Related**, and then **Gift Card**.
3.  Click **Create New** at the bottom of the screen and insert '7' in **the New Import File Setup** window, and then click **OK**.
4.  Insert the field description per below table, then click **Close**.
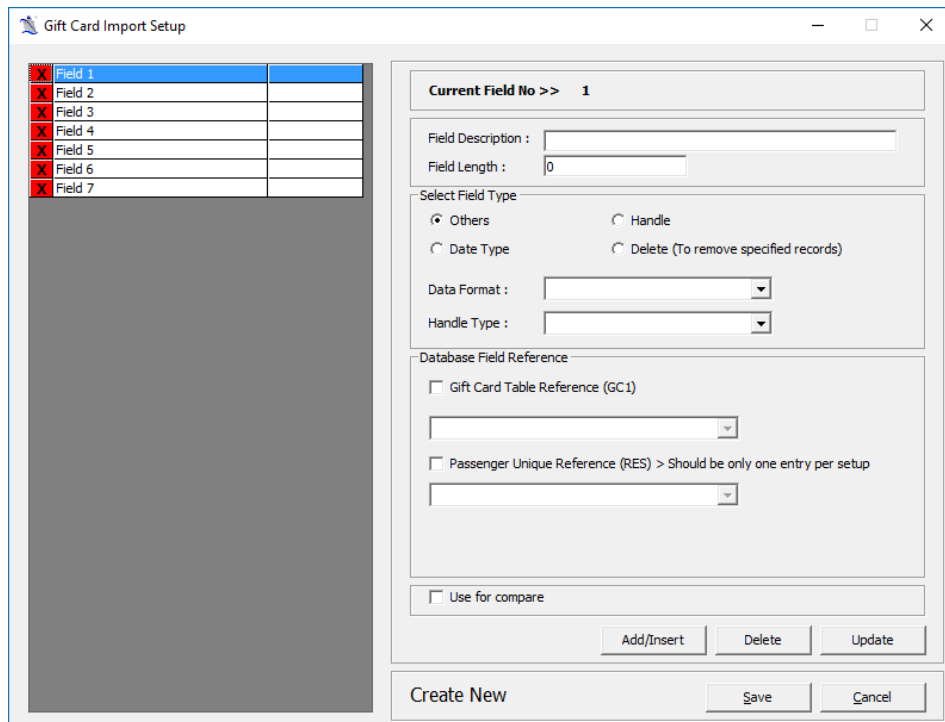
Figure 2-2 - Gift Card Import Setup fields

Table 2-1 - Gift Card Data Import Field Setup

| Field | Data Type (Length) | Database Field Reference | Description |
|---|---|---|---|
| GC Template | Text (10) | GC_GCTP_ID | Gift Card template code |
| GC Guest Account | Text (20) | RES_V_GUEST_ID or RES_BOARDCC | Guest association with Gift Card |
| GC Price | Text (10) | GC_PRICE | Gift Card selling price |
| GC Value | Text (10) | GC_VALUE | Gift Card face value |
| GC Number | Text (20) | GC_BOARDCC | Gift Card unique number |
| GC Card Remark | Text (30) | GC_REMARKS | Gift Card special message |
| GC Special Department Group | Text (2) | GC_ENABLED_GCEL_ID_SPECIAL | Gift Card special department enable |

5. Navigate to **Data Import** menu and select **Prepaid Gift Card** from the drop-down list.

6. In the **General Data Import** form, select the file name and click **Import** to process the data import. Refer *Appendix C – Sample Gift Card Data Import File Layout*

## 2.1.2. Importing Gift Card Data via DGS ResOnline

With the GC records being generated from FMS System, these records are transferred to SPMS via FMS Sender module. Once the record is imported, the records are stored in ship database table 'RESERVATIONS_MSGS' with MSSG_NOTES = RESERVATIONSDATA and the status is 'Inactive'

Figure 2-3 - DGS ResOnline Import

1. Launch **DGS ResOnline** program and wait for the import process to begin.
2. If the process does not start automatically, manually trigger the import from **Settings, Parameter** tab.

The GC records are linked to the guest reservation/amenity respectively by the fields provided in the XML file.

- Reservation: **<GIFT_CARD_RES_ID> = <RESERVATION_RES_ID>**
- Amenity: **<GIFT_CARD_OID> = <AMENITY_OID>**

The number of GC to import is based on the field **<GIFT_CARD_QUANTITY>** in XML file.

- If the field value is NULL, it imports 1 Gift Card.
- If the field value is 2, it imports 2 Gift Card.
- If the field value update from 2 to 1, it cancels 1of the Gift Card.
- If the field value update from 2 to 3, it inserts 1 more Gift Card.

See to *Appendix D - Sample Gift Card DGS RESONLINE File Layout* for detailed XML file format.

## 2.2. Gift Card Printing

The system provide few ways to print a GC, either by individual account or by batch, and the print task is perform in **Management** module.

## 2.2.1.  Printing GC via Advanced Board Card Printing

In order to print GC using Advanced Board Card Printing function, an additional setup is required in **Administration module**.

**Setting up Gift Card Template**
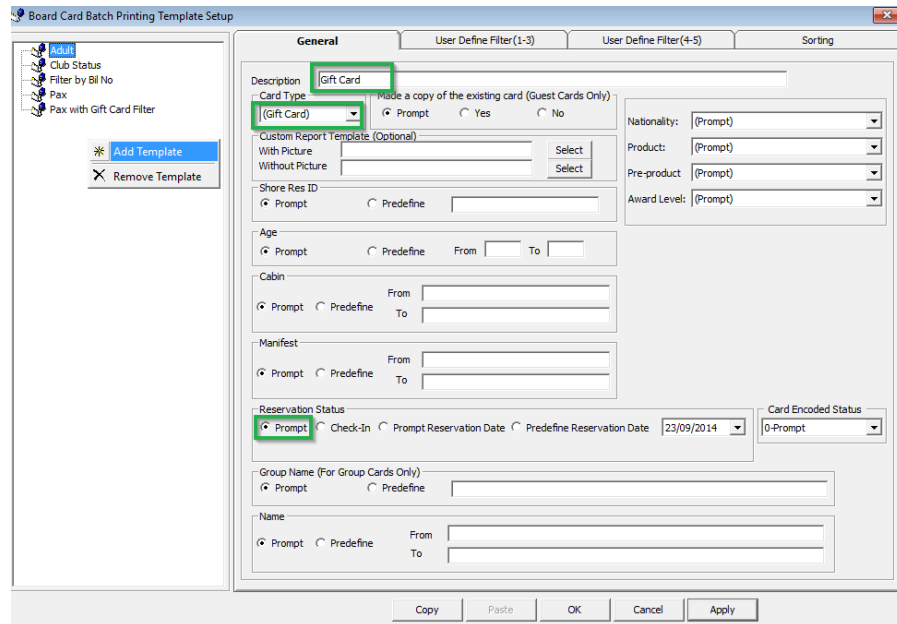


Figure 2-4 - Board Card Batch Printing Template Setup

1. Launch **Administration** program.
2. In **Administration** module, select **Board Card Printing Template**.
3. At the Board Card Batch Printing Template Setup, right-click on the left pane and select **Add Template**.
4. At the General tab description field, insert the template name, card type as Gift card and check the **Prompt** radio button under Reservation Status section.
5. Click **Apply** to save the template.

To print a Guest Onboard card that are linked to GC, additional setup is required in the GC Template.

1. Navigate to **User Definable Filter** tab and insert the following

   - **Field name:** `EXISTS (SELECT ROWNUM FROM gcdt, gctp WHERE gcdt_pax_id = res_acc AND gcdt_gctp_id = gctp_id AND gctp_code <DATA>)`
   - **SQL:** `SELECT gctp_name, gctp_code FROM gctp ORDER BY gctp_code`

**Printing of Gift Card**



Figure 2-5 - Advanced Print Gift Card

1. Login to **Management** module and navigate to **Front Desk, Advanced Board Card Printing**.

2. At the Advanced Board Card Printing screen, select the **BCard Template** from the drop-down list.

3. Under the Reservation Status section, select **Reservation** to print inactive Gift Card, or **Check In** to print activated GC, and then choose the date to print.

4. Click **Print** to execute the printing job and select **Yes** when prompt.

## 2.2.2. Printing via Board Card Wizard

The Board Card Wizard is a guided function that allow GC to be printed quickly and easily.

1. In Management module, select **Front Desk** and then **BoardCard Wizard** from the drop-down list.

2. Click **Next** to begin the print process.

3. At the 'What type of BCards would you like to print?' screen, select Gift Cards and then click **Next**.

4. At 'Would you like to print BCards ….. ' screen, select one of the option, and then click **Next**.

5. Select the additional print criteria, if any, and then click **Next**.

6. Select the preferred sort order and then click **Finish** to process the print job.
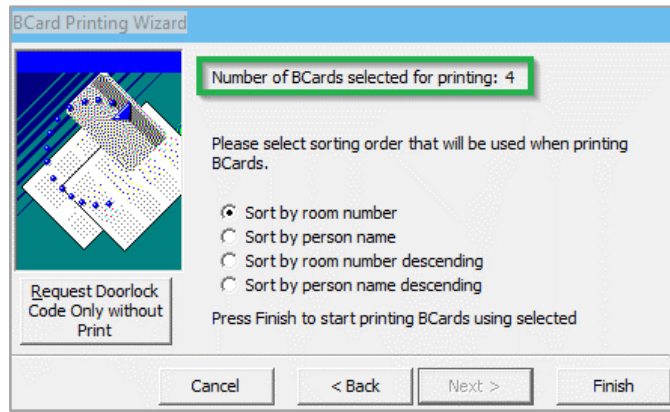
Figure 2-6 - BCard Printing Wizard

### 2.2.3. Printing Individual Gift Card

Individual GC can be printed from **Management, Cashier, Gift Card** function.  Refer to *Gift Card Creation* section for more details.

## 2.3. Gift Card Creation

Users with access rights to Gift Card Handling are allowed to create and print the physical GC without associating it to a GC template. Apart from that, new GC purchase may be created, printed and activated in real-time, and posted to Guest Account.

1. Login into **Management** module, **Cashier, Gift Card**.
2. At the bottom of the GC Handling screen, click **New Gift Card**.
3. At the **Create New Gift Card** screen, enter all relevant information in the respective fields.
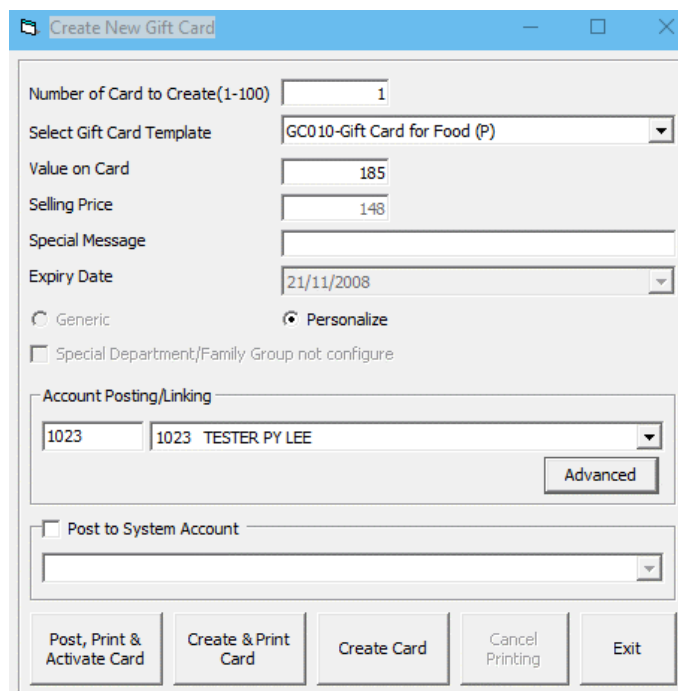


Figure 2-7- Create New Gift Card

Table 2-2 - Field description of Gift Card form

| Field Name | Description |
|---|---|
| Number of Card to Create | Defines number of card to create |
| Gift Card Template | Refers to **Gift Card Template Setup**. When a template is selected, the predefined settings populates accordingly. |
| Value on Card | Defines the card value if card is a **Percentage** pricing type. The system recalculates the **Selling Price** based on the value entered. |
| Selling Price | The **Selling Price** is re-calculated based on the value entered, unless template selected is a **Fix Valu**e type, then field is greyed out. |
| Special Message | Special notification message. |
| Expiry Date | Expiry Date auto calculates based on the setup and *not* editable. |
| Generic/Personalize | Define the type of card: Generic or Personalize. |
| Enable Usage for Special Department/Family Group | Define if GC is allowed for use in special eligibility department. |
| Account Posing/Linking | Account Posting/Linking of guest account is optional during creation. However, if no account is linked, it is *not possible* to activate the Gift Card. |
| Advanced | Enable selection of multiple guest reservation. The number of GC printed *must* be set to 1, else it prompt an error message '**When select multiple guest, the number of card must set to 1'**. |
| Post to System Account | Check when prepaid GC is imported. The system post the purchase to System Account and a buyer is assigned to Guest Account when it is selected manually. |
| Post, Print & Activate Card | Post, print and activate card when GC template is assigned. |
| Create & Print Card | Creates and print GC without activation. However, You can activate the GC when it is sold to customer. GC purchased will be printed and encoded. |
| Create Card | Create GC without activation or print. |
| Cancel Printing | Abort the print job. Applicable when printing more than 1 card. |

4. Cards created will be shown in GC Listing in following tabs.
   - Inactive
     o New Cards with and without guest account assigned

- Cards created with 'Create & Print Card', and carry the GC number. When the guest checks out, a message prompt 'Account has 1 Unposted Gift Card(s)!' when guest is linked to Inactive Gift Card. The GC remains as inactive if **Yes** is clicked to check out guest.

- Active
  - Cards created using 'Post, Print & Activate Card' function and guest name will be shown. The GC creation and activation is available to 'Expected Guests' only.



Figure 2-8 - Gift Card Account Listing

## 2.4. Gift Card Activation

The physical Gift Card does not carry any value until it is sold, which is when a Cashier or agent selects a pre-defined value or manually enter the credit amount purchased onto the card by way of creation and activation. A card must a least have a cabin associated to it, and only those guest with cabin assigned can be activated. All Gift Cards generated without activation are shown in **Inactive** tab, and changes to the Guest account as well as Gift Card template is allowed.

1. At the **Gift Card Handling** screen, select the **Gift Card** from the list and click **Activate Card**.
2. The system will prompt an **Edit Gift Card** form for Guest Account or GC template to be assign if they are not present.
3. The card information is transposed to the **Active** tab upon activation.
4. The GC balance and posting status is also reflected in Gift Card Info tab, and the amount purchased being posted to the guest account as 'Gift Card Posting'.
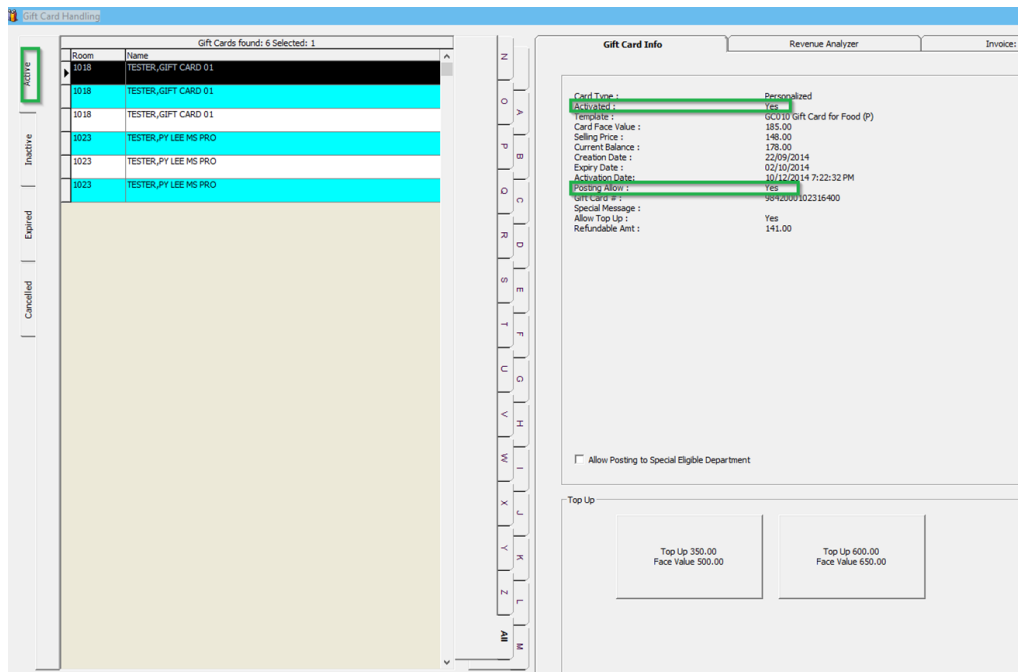
Figure 2-9  - Gift Card Details

5.  Under the **Guest Info** tab in the **Guest Handling** screen, select the guest account and click **Gift Card** to associate the card.  This feature is enabled only when you are granted with Security Access right #843 – Gift Card Handling.



Figure 2-10 - Gift Card Button

## 2.4.1.    Reprinting of cards

A Guest may request for a reprint of the card if it is lost/misplaced.  This process deactivates the earlier issued card.

1.  At the **Gift Card Handling** screen, click the **Print Gift Card** button.  The Gift Card will print with an incremented GC number and disables the previously printed Gift Card.

    **Note:** Changing of Guest Account or GC Template is not allowed since the detail of the card has been initialized earlier.

2.  Click **Eligibility** tab to view the eligible department in SPMS and MICROS for the selected gift card.

Figure 2-11 - Gift Card Eligibility

3. The program will not activate the gift card if the associated guest account exceeds its credit limit, and posting is disabled or under expected status.

## 2.5. Gift Card De-Activation and Re-Activation

A Guest may request to de-activate the Gift Card for various reason. The De-Activate functionality is only available when a GC has been activated, and Re-activation is only possible when the card is associated to an existing Guest account.

1. At the **Gift Card Handling**, **Active** tab, select the card and click the **De-Activate Card** at the bottom of the screen.
2. Select the **De-Activation reason** from the drop-down list or enter a reason using the free text option. The card information is then transposed into the **Inactive** tab.



Figure 2-12 – Select Gift Card De-Activate Reason

3. To re-activate the card, click **Re-Activate Card** and select the **re-activation reason** from the drop-down list.
4. The De-Activation & Re-Activation process only changes the GC status and posting allow status instead of re-posting the transaction.

## 2.6.  Gift Card Cancellation

A GC may be cancelled by guest due to inactivity or other reasons.  Once the card is canceled, the process is not reversible, and cancellation is only permissible to *activated card with zero balance*.

1.  At the **Active** tab, select the GC and click **Cancel Card**.
2.  At the confirmation prompt, click **OK** to continue. This will disassociate the guest details from the card and no posting will occur in the guest account
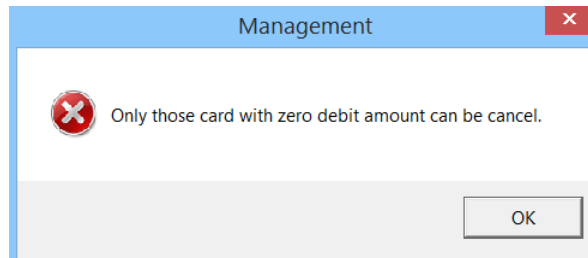


Figure 2-13 - Message for Cancel Gift Card without zero debit amount

3.  At the 'There is no undo to cancel card operation, do you want to proceed?' prompt, select **Yes**.
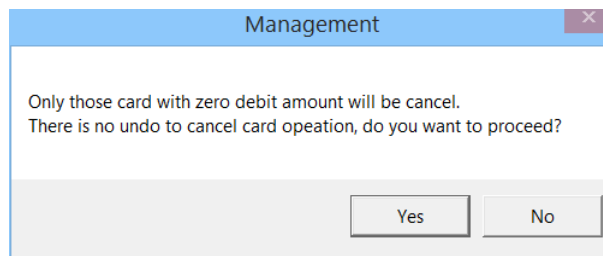


Figure 2-14 - Message to Confirm Gift Card Cancellation

4.  Select the **Cancellation Reason** from the drop-down list or manually enter the reason, then click **OK** to proceed with cancellation.
5.  The card information is transposed to **Cancelled** tab, with its status shown as Cancel.

6.  At Inactive tab, click Cancel Card. This feature is enabled only when you are granted with Security Access right #849 – Cancel Gift Card.

## 2.7.  Gift Card Expiration

As GC cards are sometimes lost or forgotten, they are no longer valid for posting after its expiration.  To minimize fraud, the remaining balance will not be refunded to the Guest or Crew.  The expiration trigger is either based on *System Cruise Change* or *System Date Change* as defined in System Parameter Setup.  Once the card expiry date ispast system date, the GC status is automatically changed to expired, and information are transposed to **Expired** tab in Gift Card Handling screen.

The following activities occurs upon expiry of the card:
- The system automatically sets the posting to *Posting Not Allow*.
- Remaining balances is transferred to System Account as define in **Financial Department Setup, Gift Card Template setup**.



Figure 2-15 - Gift Card Expiration Information

- It is also possible to alter the card expiry of an Activated Gift Card, provided the expiry date is greater than or equal to current workstation date.



Figure 2-16 - Edit Gift Card Expire Date

## 2.8. Gift Card Top Up

A value top up on active card is permissible and the process is similar to Gift Card purchase, with the top up charges posted to the guest account.
There are ten (10) top up options available for guest to choose, and each top up option may have different selling price and value based on the setup in GC Template. However, the top up option is not available to those expired, inactive, and cancelled GC.
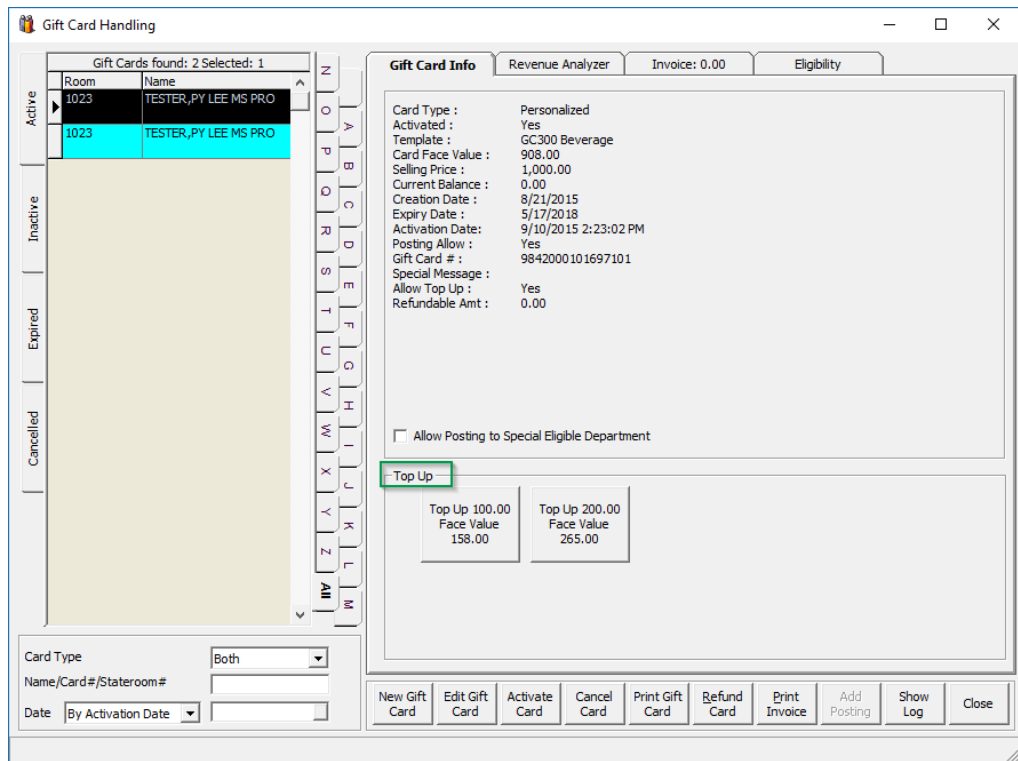
Figure 2-17 - Gift Card Top Up Option

**To Top up the value**

1. Select the guest account from the **Active** tab.
2. At the **Top Up** section in **Gift Card Info** tab, select the top up value, and then click **Yes** at the confirmation prompt.
3. A receipt will be printed and a charge is posted to the guest account with the top up value added to the card.
4. A top up charges can only be voided from the Gift Card Handling screen. Voiding the top up charge in Guest Handling screen shall trigger a message prompt 'Please void the Gift Card top up in Gift Card module'

# 2.9. Gift Card Refund

The system has the capability to handle a refund of the remaining gift card balance to either the buyer account, or the selected passenger account and prints a refund receipt for passenger. Refund is only allowable if these criteria are met:

- Card is still active and not expired.
- Has a credit balance after deducting the discounts given.

1. At the **Gift Card Handling** screen, click the **Refund Card** located at the bottom of the screen.
2. At the Gift Card Refund window, choose to whom to refund the balance to.
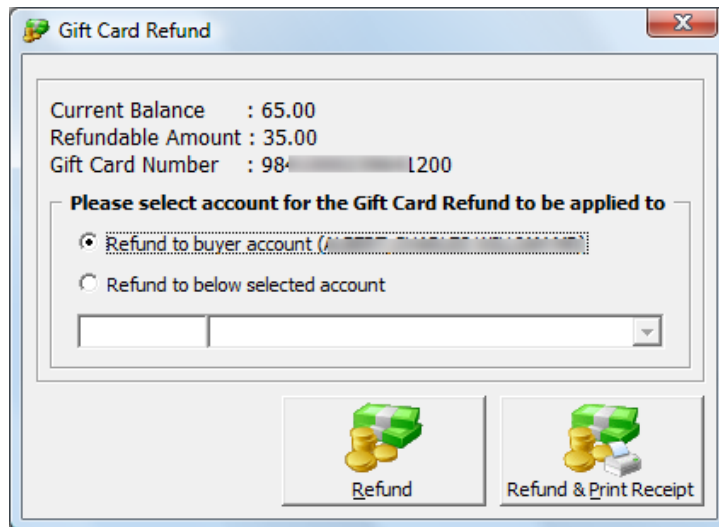
Figure 2-18 - Gift Card Refund window

3. Click the **Refund** or **Refund & Print Receipt** to print a refund receipt.
4. Once the gift card balance is refunded, the gift card will automatically become expired.

**Note:.**

- For GC that has multiple top up transactions, the program will refund the first top up selling price. If it still has balance, the next top up selling price will be fully refund.
- The refund value is calculated based on *[Face Value – Total Posting] – [Face Value – Selling Price]*.
- If the current balance is less than *[Face Value – Selling Price]*, refund amount will be 0. For more refund scenarios, refer to appendix – Gift Card Refund scenarios.

## 2.10. Gift Card Quick Refund

The Gift Card Quick Refund allows you to refund unused gift card balance based on the selection criteria.
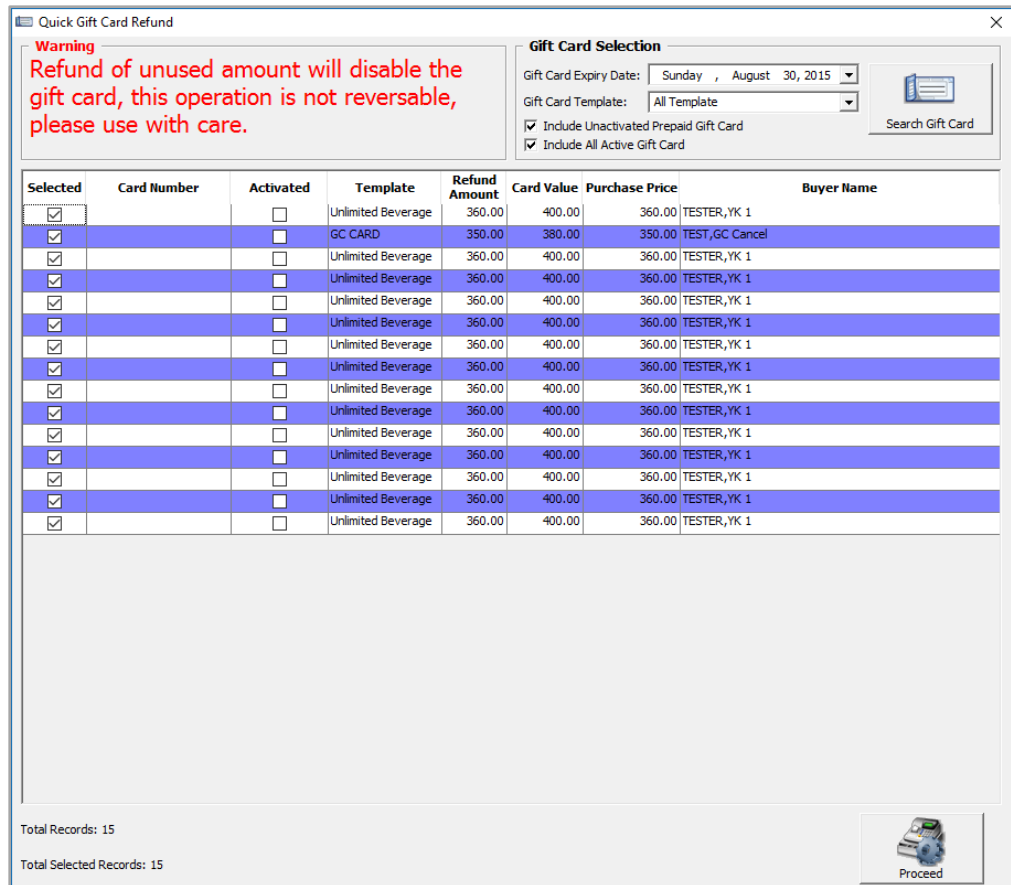
Figure 2-19 - Gift Card Quick Refund

Table 2-3 - Quick Gift Card Refund

| Field | Description |
|---|---|
| Gift Card Expiry Date | Filter to display cards where the expiry date is same or lesser than date defined. |
| Gift Card Template | Display active cards of selected template. |
| Include Unactivated Prepaid Gift Card | Include prepaid gift card (GCDT_PREPAID=1) linked to guest account where the gift card expiry date is based on the guest's disembarkation date. |
| Include All Active Gift Card. Description = Include GC with Refundable amount is $0 and Balance is $0 | Included gift card with refundable amount = $0 and balance is not $0. |

1. Login into **Management** module, **Cashier**, **Gift Card Quick Refund**.

2. Click **Search Gift Card** to search for all valid gift card, or use the filters to select the desired information.

3. At the guest list **Selected** column, uncheck the checkbox of cards to exclude from the refund process.

4. Click on **Proceed** to set all selected gift card to **Expired** and refund the amount to the default buyer account. The process is not reversible.

## 2.11. Gift Card Quick Collect

The Gift Card Quick Collect enables the Chief Purser to make a quick collect of unutilized gift card amount at end of cruise. All unutilized amount collected will be posted to the gift card revenue department and a report will be generated. Once processed, it is not reversible.



Figure 2-20 - Gift Card Quick Collect

1. Login in **Management** module, **Cashier**, **Gift Card Quick Collect**.
2. At the Quick Gift Card Collection Unutilized Amount screen, click **Search Gift Card** to populate valid gift cards into the grid list.
3. The **Gift Card Expiry Date** field is by default set to current System date, and is disabled to avoid user from accidentally collecting unused gift card balance when guest have not disembarked. The system will filter the GC where gift card's expiry date is same or smaller than the default date.
4. Select the **Gift Card Template** from drop-down box, to only populate GC by selected template.
5. Check the **Include Unactivated Prepaid Gift Card** to included not activated prepaid gift cards.
6. Uncheck the **Selected** checkbox of each gift card to skip the account, if any.
7. Click **Proceed** to post unutilized GC amount to GC revenue department as cruise revenue and set card as **Expired**.

## 2.12. Gift Card Posting

GC may be posted from various modules such as Management, Casino, Shore Excursion or FCUI. As each of the posting steps may vary, please follow below described steps for each module.

### 2.12.1. Gift Card Posting from Management module

1. Login to **Management** module, and select from the menu **Cashier, Gift Card**.
2. At the Gift Card Handling screen, select **Add Posting**.
3. At the **Add Posting** form, only the eligible departments is shown in the department drop-down list. Select the **department** and enter the value in the respective sub-department, then click **Add**.
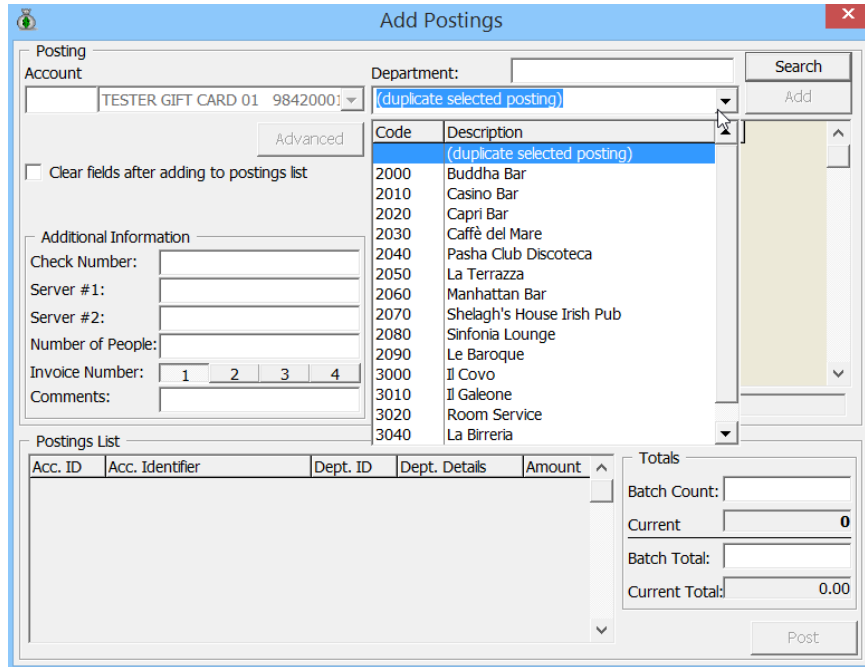
Figure 2-21 - Add Gift Card Posting in Management module

4. Clicking **Post** confirms the posting and deducts the sales from the GC account.
5. Once the GC balance becomes zero, the **Add Posting** button is disabled.
6. When a transaction is **Void**, the amount is credited back to the GC account.
7. When a discount is applied, the **Item Discount** or **Criteria Discount** on sales transaction is credited to the GC account.
8. **Move and Route** transactions from another account is acceptable in GC posting. For more posting scenarios, refer *Appendix F - Gift Card Posting in Management Module.*

## 2.12.2. Gift Card Posting from Casino Module
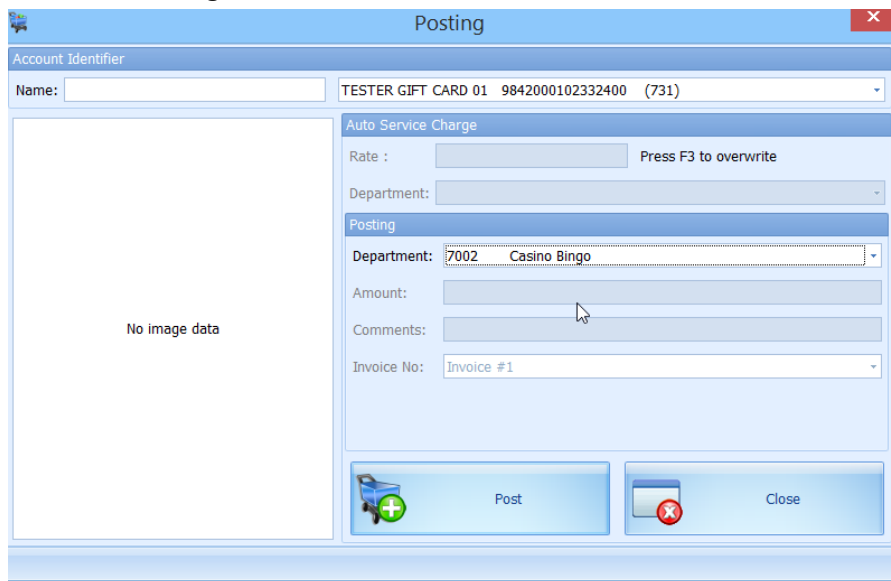


Figure 2-22- Gift Card Posting in Casino Module

1. Login to **Casino** module, **Cashier or Posting**.
2. At the posting screen name field, enter the name or swipe the GC.

3.  Select the **Casino posting department** from the drop-down list, enter the **amount**, and then click **Post** to post the charge.

    For more posting scenarios, refer to *Appendix G - Gift Card Posting in Casino Module.*

## 2.12.3.   Gift Card Posting from Shore Excursion



Figure 2-23 - Gift Card Posting in Shore Excursion Module

1.  Login into **Shore Excursion module** and select **Bookings** or **Quick Bookings** from the Book menu.
2.  At the **Search box**, enter the name/cabin or swipe the GC to purchase an excursion. Excursion purchased will be deducted from the GC account.

    **Note:**

    - Multiple Account Bookings is disabled upon swiping the Gift Card.
    - When enabling the Prepaid Booking option, you are able to route posting to selected payer. Payer can be a System account, Gift Card account or Guest account.
    - Waitlist is not allowed for Gift Card.
3.  The system credits the GC account when the purchased is voided, and post the Cancellation fee, if any.
4.  Transaction purchased with GC can be view in:
    a.  **Excursion Handling**, **Account / Control No Handling**, and **Batch Ticket Printing** screen.
    b.  All posted excursions by GC can be viewed in
        - **View**, **Handling List**
        - **View, Account/Control No. Handling** screen.
        - **Batch Ticket Printing and Export** screen.

    More posting scenario, refer to *Appendix H - Gift Card Posting in Shore Excursion Module*

## 2.12.4.   Gift Card Posting from FCUI

Third party vendors whose systems works with FCUI may require to change their System in order to handle gift cards transactions. Thus, you must ensure that such

vendors received the appropriate technical specifications that include GC message handling from SPMS Installer. The Universal Interface is capable of accepting Inquiry messages from an external system, based on the variable passed into SPMS.

1. The Inquiry message must be set to *ACT= Z* for GC type.
2. Define GC status in ACS per below.

   ▪ Define **ACS = C** for enquiry about activated, de-activated & cancelled GC balance
   ▪ Define **ACS = R** for enquiry about inactive GC balance
   ▪ Define **ACS = Z** for enquiry about expired GC balance
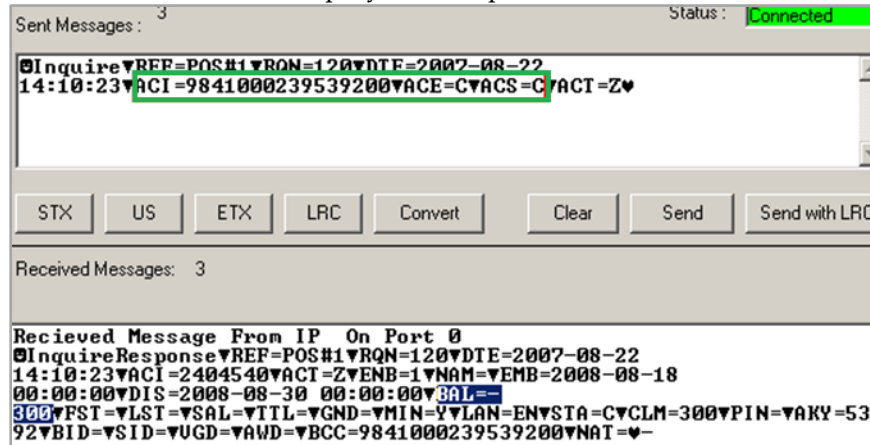


Figure 2-24 - Gift Card Posting in Universal Interface

3. Define the GC number in ACI, the balance shows the current value when message is received.
4. The Universal Interface is capable of accepting **Posting, Book Excursion and Book Excursion Packages** from external system.
5. Any purchases performed will deduct against the Gift Card account.
6. The Universal Interface does not allow any postings to be make against the invalid GC.

For more posting scenarios, refer to *Appendix I - Gift Card Posting in Universal Interface*.

# 3      Gift Card Handling in MICROS/Simphony POS

GC may be sold, activated or top up from MICROS or Simphony POS System, with its postings transferred to SPMS.   Both systems would require the latest ISL Script patch and these are described in the Prerequisite, Supported Systems, and Compatibility section.

The following section describes the Gift Card Handling in MICROS System and handling may be different in Simphony POS System.

## 3.1.    Purchasing New Gift Card

Purchase or activation of GC at MICROS terminal requires a guest cabin card and this is limited to card type that are:

- **Personalized**:  without any guest account assignment.
- **Generic**: with or without guest account assignment.

Purchase of GC is not permissible when:

- The gift card type is 'Personalized' and already assigned to guest account. The system will prompt '**This is a Personalized Card'**
- The gift card is 'Prepaid'.  The system prompts '**This is a prepaid Gift Card'**.

**Note:**  This function requires option 'Use 10 digits account ID (require SIM scripts Version 1.00 Beta 13 and above) and the SIM Scripts' enabled in OHC Advance Micros.

**To purchase a card at MICROS outlets,**

1. At the bottom section of MICROS main screen, select **Buy Gift Card**.
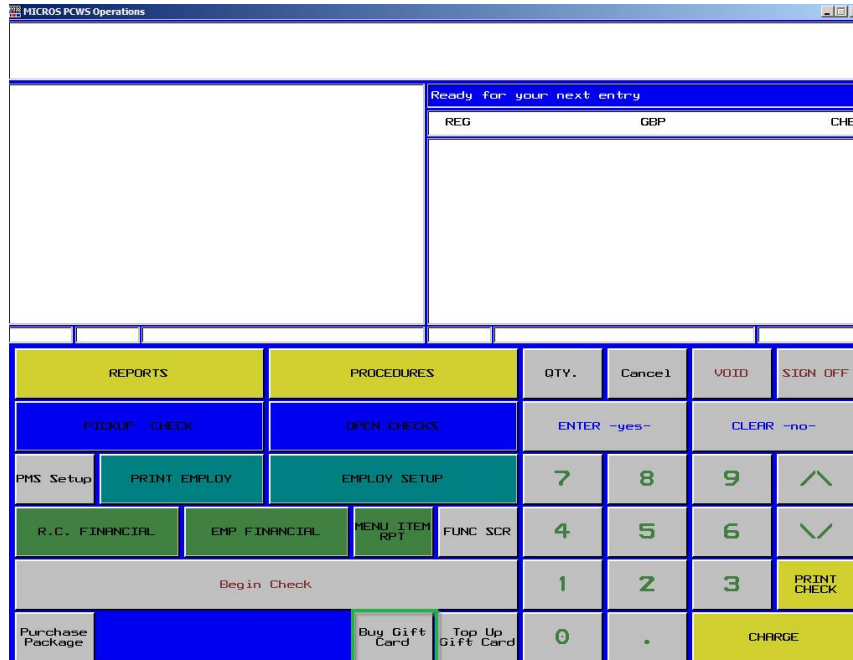
Figure 3-1 - Buy Gift Card in MICROS Workstation

2. Swipe the pre-printed GC on the magnetic card swipe.  If the new GC is valid, the GC transaction is added to the purchase list. The **maximum** allowable purchase per individual is 10 gift card transaction.
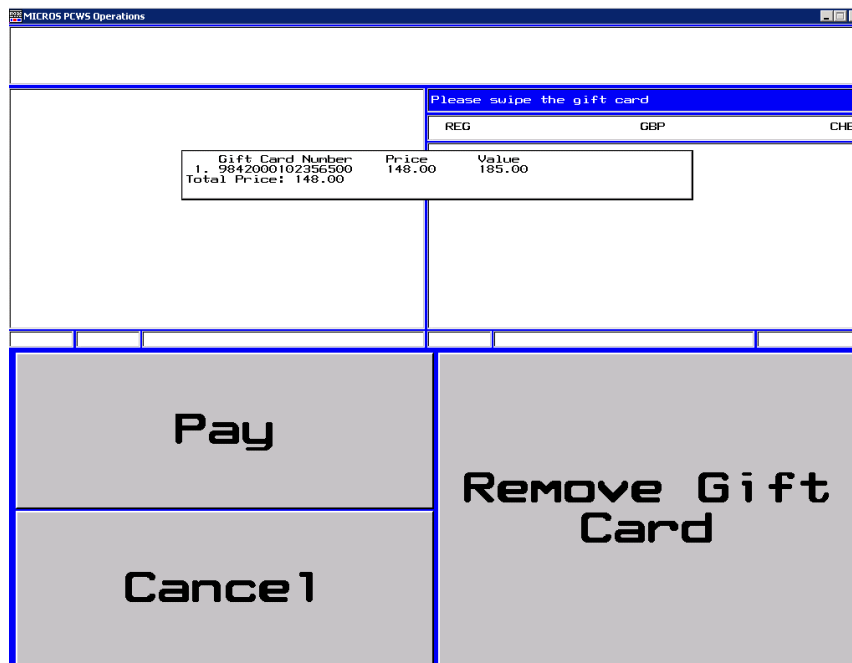


Figure 3-2 - Swipe Gift Card in MICROS Workstation

3. Press **Remove Gift Card** to remove the GC from purchase list.
4. Press **Cancel** to cancel the transaction.
5. For more purchases, swipe another GC and the valid card will be added onto the purchase list.
6. If the new GC does not have a pre-defined template, the **Gift Card Template menu** will appear.

7. Enter the **Gift Card value** if GC pricing type is pre-defined as a 'Percentage'. This can only be defined after the value is provided as MICROS System defaults the value to 2 decimal points.

8. Press **Pay** to confirm the transaction. When making payment for the gift card, user *must* first swipe the guest's boarding card at the MICROS terminal for purchase to be posted the guest's account and receipt to be printed.

## 3.2. Activating Gift Card

A GC may be purchase from the Front Desk and activate via MICROS terminal. Such GC *cannot* be activated via '**Cabin Inquiry**' when:

- The Gift Card type is 'Generic' whether with or without guest account assigned. Only the gift card information is shown when swiped.
- The Gift Card type is 'Personalized' without guest account assign, and only gift card information is shown when swipe.

A GC can be activated via '**Cabin Inquiry**' when:

- The gift card type is 'Personalized' with guest account assigned.
- The gift card is 'Prepaid'. The Prepaid Gift Card must match with guest account assigned.

1. At the MICROS terminal, select the **Cabin Inquiry**.
2. Swipe the **pre-printed gift card** at the MICROS Account number prompt, followed by swiping the guest board card to verify that the gift card belongs to the same guest account.
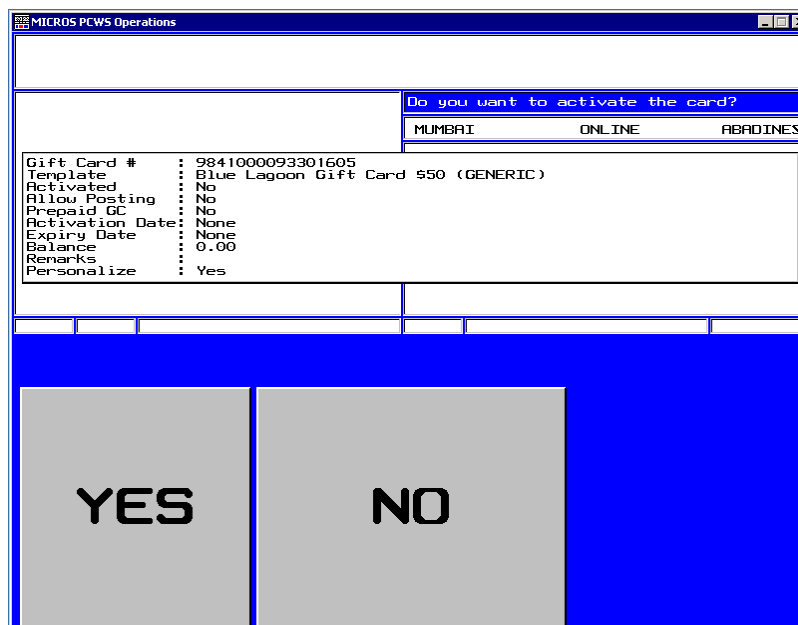


Figure 3-3 - Activate Gift Card in MICROS workstation

## 3.3. Gift Card Posting
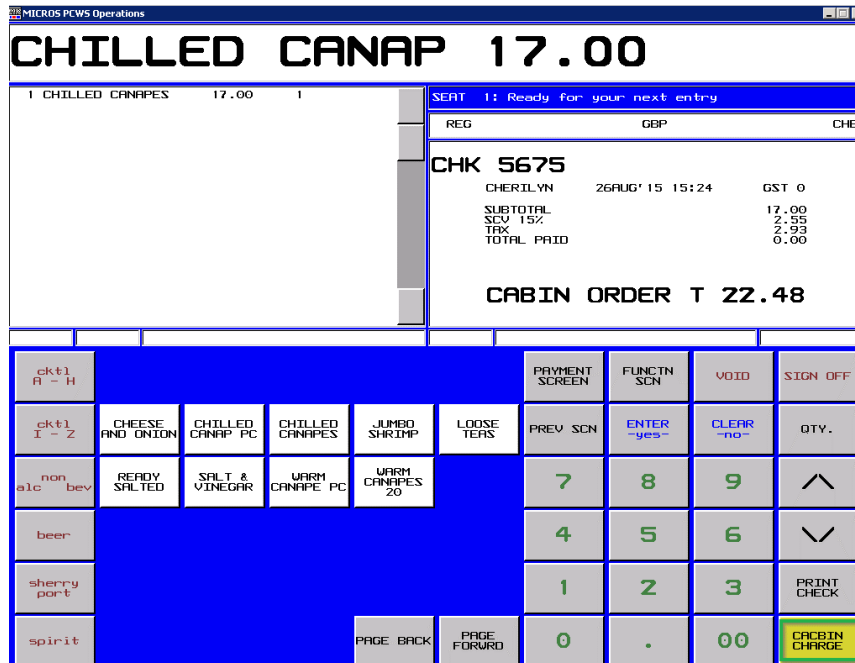


Figure 3-4 - Gift Card Posting in MICROS Workstation

1. In MICROS terminal, select the **Cabin Inquiry**.
2. Click **Cabin Charges** at the bottom of the screen once to confirm the transaction. Do note that GC need to be activated before begin check else. Otherwise error "GC is newer than check" shall prompt.
3. Swipe the GC, followed by Guest card for validation.
4. If the GC is not a prepaid GC and/or not activated yet, a message '**Gift Card Not Activated'** shall prompt.
5. Posting amount will be deducted against GC account if GC is eligible for the selected posting. Swipe the GC again to complete the posting and print the purchase receipt.
6. In **Advanced MICROS Interface**, **Setting** tab, select the option '**Return name and cabin for Gift Card during posting**' to print Guest Name and Cabin Number on the check.
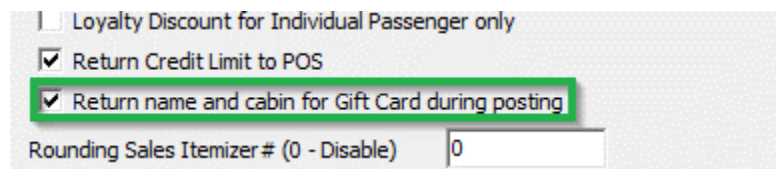


Figure 3-5 - Advanced MICROS Interface setting for Gift Card Posting

**Note:** In order to display the cabin number for posting, ensure the **MICROS ISL** setup, under system parameter – **Hide Cabin Number from Posting Response** is unchecked.
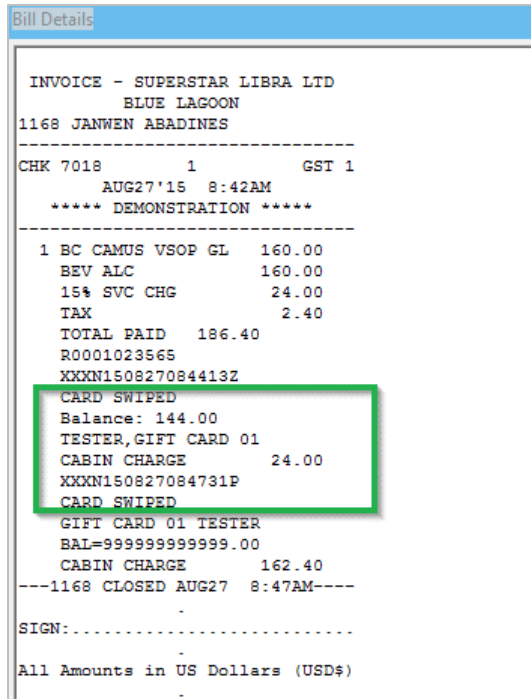
Figure 3-6 - Bill Image of Gift Card Posting in MICROS Workstation

## 3.4. Prepaid Gift Card Posting

A MICROS posting may be settled using a Prepaid GC.  When the system validates that the GC as inactive during **Cabin Charge**, an activation message will appear, prompting for an activation.
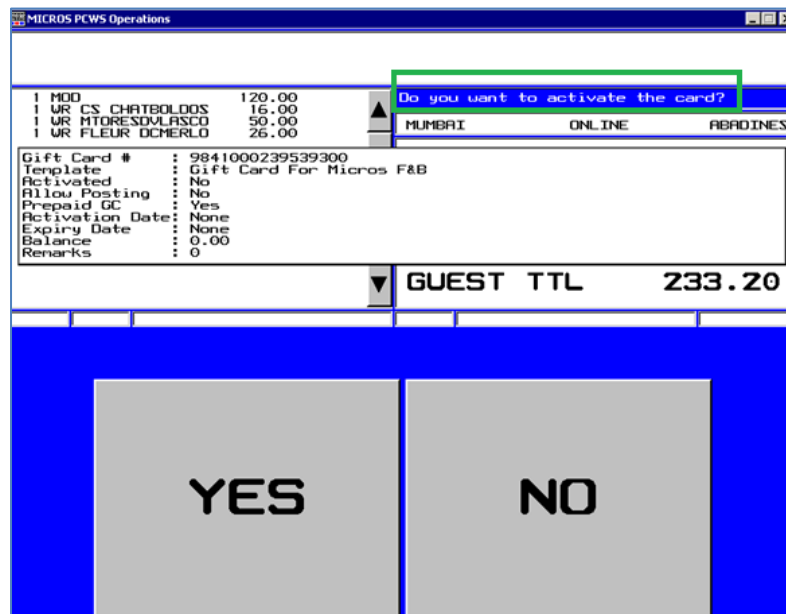


Figure 3-7 - Activate Prepaid Gift Card in MICROS Workstation

1. To activate the GC, the prepaid GC holder must be the associated to the Guest account. Therefore, the Guest card must be swiped in order to perform the GC Card activation.
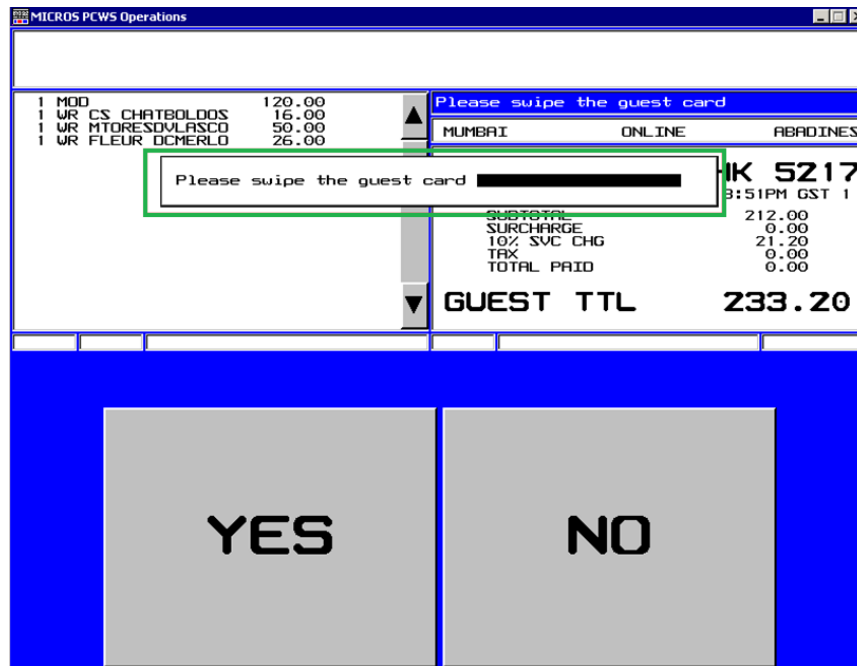


Figure 3-8 - Swipe Guest Card when activate Prepaid Gift Card

2. A message prompting '**Pax account not match with Prepaid Gift Card**' when the GC owner does not match the selected Guest account.

3. Upon a valid Guest card swipe, the MICROS System will post the item(s) to the GC account.

4. An activation receipt is printed and the GC purchased is posted to System Account.

## 3.5. Multiple Gift Card Posting

Upon settlement of check and the amount is higher than the remaining balance of the GC or certain transactions are not eligible to the GC, the Guest's card is swiped to settle the remaining balance of the Guest check, or to settle by Cash prior to disembarkation.

The MICROS System is able split the payment method by cash or other Gift Cards in any eligible department. If the Guest holds multiple GCs which are eligible for the item(s) department, partial payment is allowed by swiping each GC during the posting.
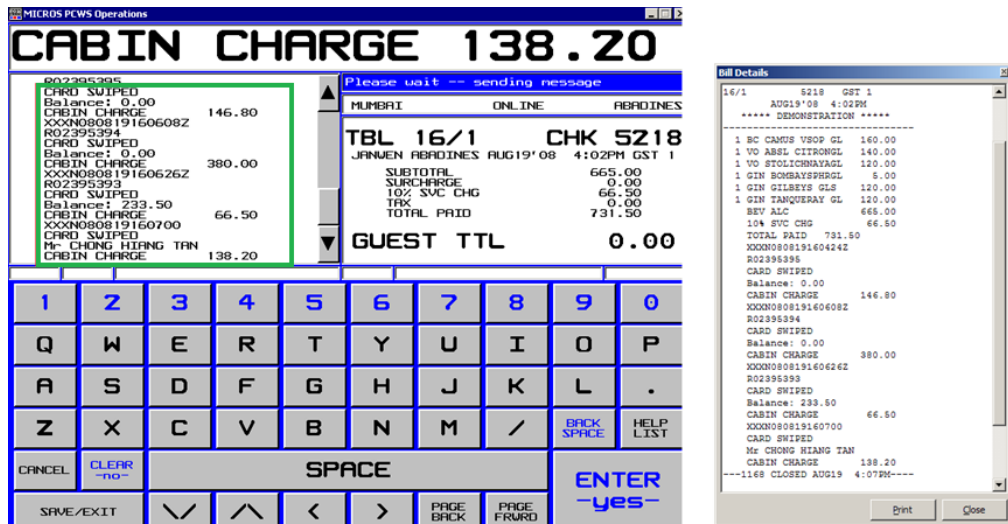
Figure 3-9 - Gift Card Partial Payment

1. Swipe the GC followed by Guest card through the magnetic swipe. If both card is valid, the system will deduct the amount against GC account, followed by the subsequent card for the remaining balances.
2. The remaining balance is only allowed to be posted against GC that are in eligible departments. If the GC is not eligible for the posting, then the Guest card is use to settle the remaining balance.

## 3.6. Voiding a Gift Card Posting

The MICROS System allows GC postings to be voided before the cabin is charged, and credit the amount to the GC account accordingly by highlighting the sales transaction and selecting **VOID**.

1. Select **Cabin Inquiry** and then swipe the GC to display the balances.
2. Re-Open the closed check and void the posting.

   **Note:** Voiding can only be done on the same transaction posting day. Otherwise you are required to open a new check, select the same sales items and then post a negative payment to the GC account.
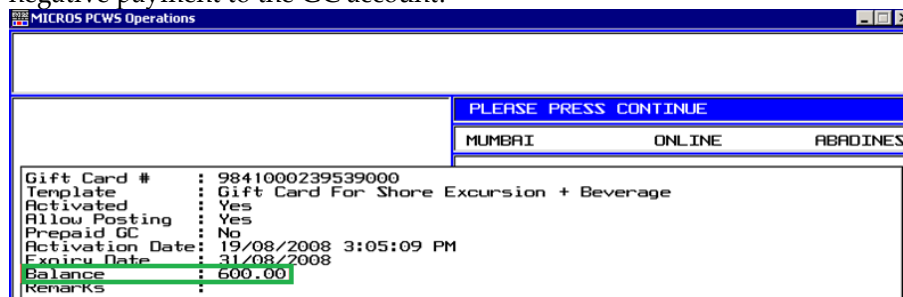


Figure 3-10 - Void Gift Card Posting in MICROS Workstation

## 3.7. Gift Card Top Up in MICROS

A Gift Card Top Up is available at MICROS Terminal. Refer to *Appendix J - Setup Gift Card Top Up Function in MICROS.*

1. At **MICROS Terminal**, click **'Gift Card Top Up'** located in the middle section of the screen.
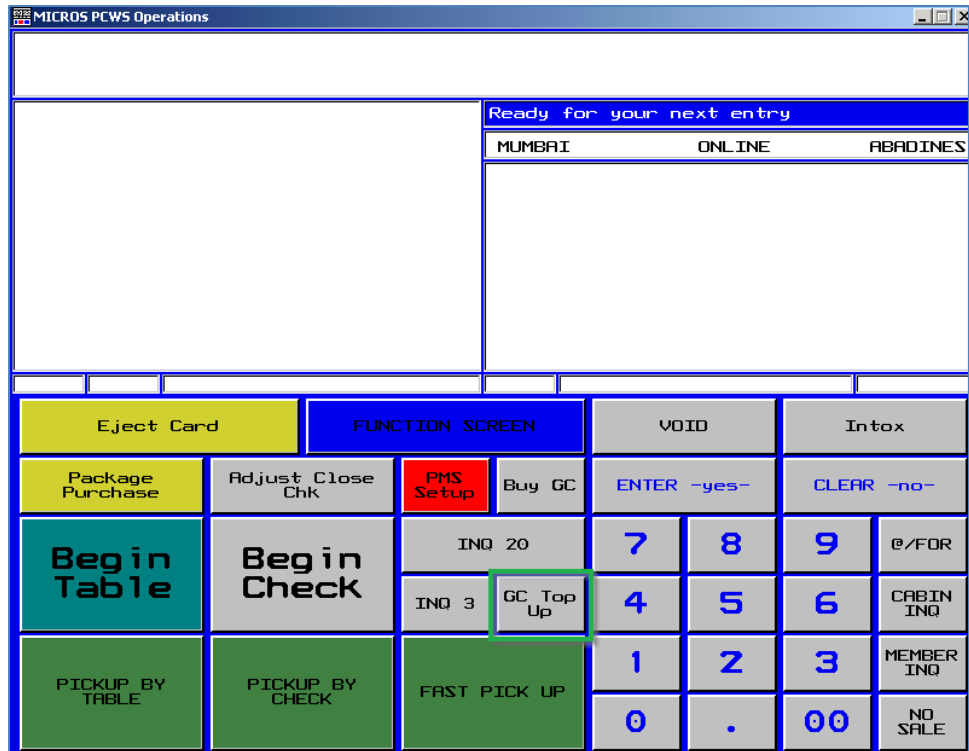


Figure 3-11 - Gift Card Top Up in MICROS Workstation

2. You will be prompt to swipe the GC.
3. Select the Top Up value from the selection list. If the GC does not allow Top Up, message prompt '**Top Up not allow**'.
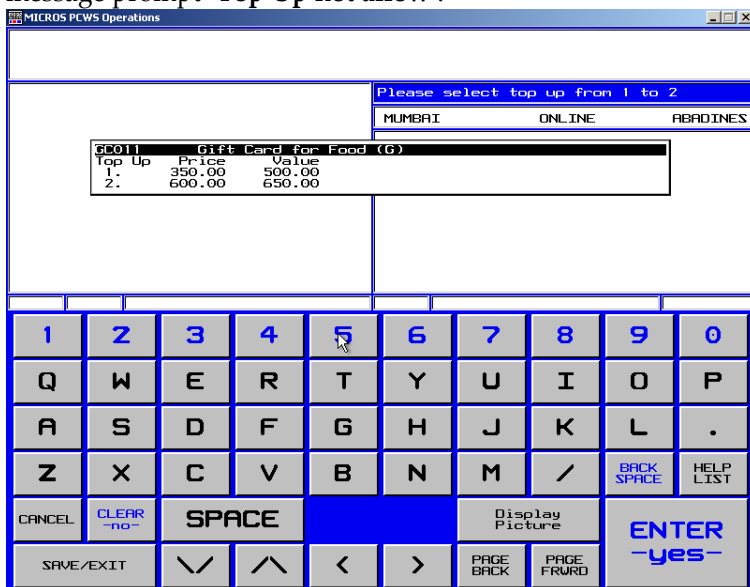


Figure 3-12 - Gift Card Top Up Selection in MICROS Workstation

4. Swipe the Guest Board card to confirm. If the board card does not match the account, the system prompts '**Pax ID not match'**.
5. Upon successful top up, the charge is posted to the guest account and a receipt is printed automatically.

6. Program allows you to void a top up transaction if they were accidentally done. This only apply when the top up amount is more than current invoice balance. If top up amount is less than current invoice balance, message '**voiding of top up value more than balance xx**' shall prompt.

## 3.8. Gift Card Top Up in Simphony

A Gift Card Top Up is also available at Simphony Terminal.

1. The Top Up call the Web Service custom Function (WSF) 'GetTopUpValue'. Below error prompts if WSF does not exist. Please run Database Installer to create the WSF.
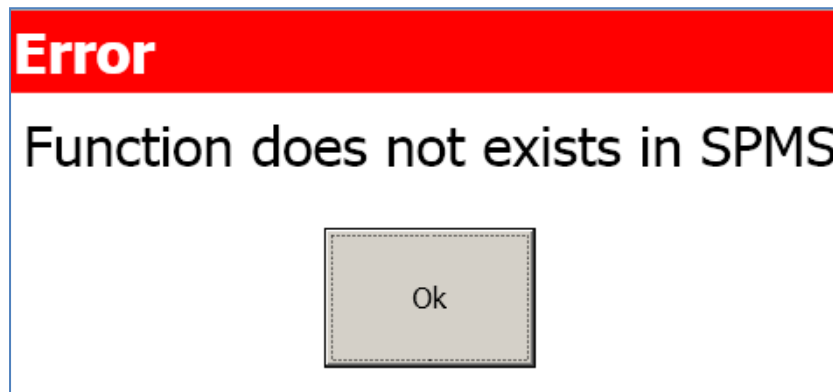


2. Open the Simphony Client and click the **Top Up Gift Card** button. Consult Simphony Support on how to configure this button.

3. Swipe the GC card at the Swipe Gift Card window when prompt.



Figure 3-13 - Simphony Swipe Gift Card Window

4. If the top up is allowable for the GC, the top up screen shall appear. The top up value setting refers to value setup in **Administration** module**, Gift Card Setup**. Select the top up value.



5. If a top up is not allowed on the GC, the system prompts an error message **'Top Up Not Allow'**.
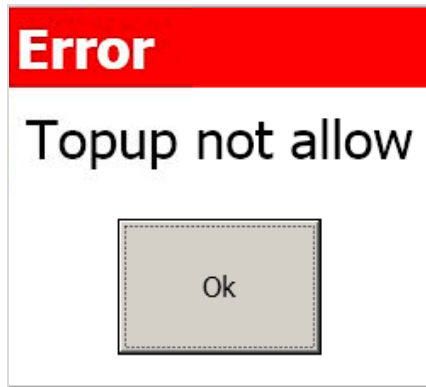
6. Once the value is selected, you are required to swipe guest board card. If the GC holder matches the guest board card, then top up is successful.

# Appendices

The following appendices will assist you in identifying the required system files for use with the latest SPMS version.

# Appendix A.  **User Security Group**

This section describes the User Security Group available to Gift Handling module and they are accessible through **OHC Launcher, Utilities, Security**.

Table A-1 – User Security Group

| User Group No | Security Reference No | Description |
|---|---|---|
| Modules\Administration\Menu\Administration\Gift Card Setup | 838 | Gift Card Eligibility Setup |
| | 839 | Gift Card Template Setup |
| | 840 | Gift Card De-Activation Reason |
| | 841 | Gift Card Re-Activation Reason |
| | 842 | Gift Card Cancellation Reason |
| | 894 | Gift Card Eligibility Group Setup |
| | 895 | Gift Card Template Group Setup |
| Modules\Data Import\Data Import | 3059 | Prepaid Gift Card |
| Management\Menu\Cashier | 3065 | Gift Card Quick Collect |
| | 3066 | Gift Card Quick Refund |
| Management\Menu\Cashier\Gift Card | 843 | Gift Card Handling |
| | 844 | Create New Gift Card |
| | 845 | Edit Gift Card |
| | 846 | Activate Gift Card |
| | 847 | De-Activate Gift Card |
| | 848 | Re-Activate Gift Card |
| | 849 | Cancel Gift Card |
| | 874 | Print Gift Card |
| | 875 | Print Gift Card Invoice |
| | 876 | Add Posting |
| | 877 | Void Posting |
| | 878 | Criteria Discount |
| | 879 | Item Discount |
| | 880 | No Print |
| | 881 | Close Posting |
| | 882 | Move and Route |
| | 883 | Show/Hide No Print |
| | 884 | Show Revenue Analyzer |
| | 885 | Show Invoice |
| | 886 | Show Balance ( Balance in Gift Card Info tab is auto hide ) |

| User Group No | Security Reference No | Description |
|---|---|---|
| | 887 | Enable Special Eligible Department |
| | 3064 | Refund Gift Card |
| | 3025 | Top Up Gift Card |

# Appendix B.  **SPMS Parameters**

This section describes the **Parameters** available to Management module and they are accessible in **Administration module, System Setup, Parameter**.

## PAR_GROUP General

Table B-1 - PAR Group General

| PAR Name | PAR Value | Description |
|---|---|---|
| Gift Card Expiration Process | 0 , 1 | **0 – During Change System Date**<br>Gift card expires after the system date. For example, Gift Card Expiry Date on 19/08/2008. Gift card expires when system date switch to 20/09/2008.<br>**1 - During Change System Cruise**<br>Gift card expires after system cruise has change. For example, Gift Card Expiry Date on 19/08/2008. Gift Card expires when system cruise change to 19/08/2008. |
| Expiry Date for prepaid un-activate card | | Number of days after guest disembark. |
| Action For Open Balance Gift Card during check-out | 0, 1, 2 | Option to not to allow guest check out if there is a gift card linked to the guest with open balance.<br>Parameter value = 2<br>▪ If gift card has already expired and with negative balance, check out guest is allowed.<br>▪ If gift card is still active and with balance, check out guest is not allowed.<br>Parameter value = 1<br>▪ If gift card is already expired and with negative balance, check out is allowed and no message prompt.<br>▪ If gift card is still active and with balance, prompt message to decide allow or disallow check out.<br>Parameter = 0<br>▪ Always allow check out even gift card have open balance |

| PAR Name | PAR Value | Description |
|---|---|---|
| Auto Post to Guest Acc when insufficient GC Bal | | Gift Card balance = 0, System prompt "The gift card balance is zero". |
| | | If the posting amount > gift card balance, System post the balance amount to guest account. |
| | | When voiding, System void the transaction and revert amount to the same transaction payer. |
| | | If check credit limit PAR ON, by posting the insufficient GC balance to guest account, System prompt credit limit exceeded. |

| PAR Name | PAR Value | Description |
|---|---|---|

# Appendix C.  **Sample Gift Card Import File Layout**

This section describes the file layout of GC data import, imported via Data Import or DGS ResOnline module.

Sample Data Imported to OHC Data Import

```
GC200     1046454   780       900       1046454   9941000252764906
GC200     1046405   780       900       1046405   9941000251764909
```

# Appendix D. Sample Gift Card DGS RESONLINE File Layout

Below is the sample XML file for Gift Card import via DGS RESONLINE module.

```xml
<FCResOnLine:DataSetReservations
xmlns:FCResOnLine="http://www.fcruise.com/schemas/FCResOnLine/DataSet
Reservations.xsd">
  <MESSAGE_TYPE
xmlns="http://www.fcruise.com/schemas/FCResOnLine/DataSetReservations
.xsd">
    <MSSG_CONTENT>RESERVATIONS</MSSG_CONTENT>
    <MSSG_XFRSHIP>22</MSSG_XFRSHIP>
    <RESERVATION>
      <RESERVATION_RCDID>12908128</RESERVATION_RCDID>
      <RESERVATION_XFRSHIP>10</RESERVATION_XFRSHIP>
      <RESERVATION_XFRSTATUS>I</RESERVATION_XFRSTATUS>
      <RESERVATION_RCDMODDATE>2010-04-21T16:45:59-
08:00</RESERVATION_RCDMODDATE>
      <RESERVATION_RES_ID>9M4JMJ01W048</RESERVATION_RES_ID>
      <RESERVATION_PAX_GUID>J000-J535-ibne-0000-00000000-
000000066078486</RESERVATION_PAX_GUID>
      <RESERVATION_TYPE>P</RESERVATION_TYPE>
      <RESERVATION_CABIN>1002</RESERVATION_CABIN>
      <RESERVATION_CABIN_SHARING>N</RESERVATION_CABIN_SHARING>
      <RESERVATION_STATUS>A</RESERVATION_STATUS>
      <RESERVATION_EMBARK>2015-08-01T00:00:00</RESERVATION_EMBARK>
      <RESERVATION_DEBARK>2015-08-10T00:00:00</RESERVATION_DEBARK>
      <RESERVATION_VDSKINGNO1>9M4JMJ01W048</RESERVATION_VDSKINGNO1>
      <RESERVATION_VDSKINGCODE>G</RESERVATION_VDSKINGCODE>
      <RESERVATION_VDSKINGDATE>2014-08-
28T00:00:00</RESERVATION_VDSKINGDATE>
      <RESERVATION_V_GUESTID>9M4JMJ01W048</RESERVATION_V_GUESTID>
      <RESERVATION_VIP>N</RESERVATION_VIP>

<RESERVATION_GROUP_ID>TNB012N1234567894566</RESERVATION_GROUP_ID>
      <RESERVATION_ACATEGORY xml:space="preserve">
</RESERVATION_ACATEGORY>
      <RESERVATION_PCATEGORY>VA</RESERVATION_PCATEGORY>
      <RESERVATION_PRODUCT>NN</RESERVATION_PRODUCT>
      <RESERVATION_PREPRODUCT>HALW air
from:SEA</RESERVATION_PREPRODUCT>
      <RESERVATION_CRUISE_FARE>0</RESERVATION_CRUISE_FARE>
      <RESERVATION_TRAVEL_TYPE>C</RESERVATION_TRAVEL_TYPE>
      <RESERVATION_PPD_TAG>PAXGEN</RESERVATION_PPD_TAG>
      <RESERVATION_OPERATOR>0</RESERVATION_OPERATOR>
      <RESERVATION_AGENTID>26895164</RESERVATION_AGENTID>
      <RESERVATION_CREDITLIMIT>0</RESERVATION_CREDITLIMIT>
      <RESERVATION_EMBARKPORTCODE>BOO</RESERVATION_EMBARKPORTCODE>
      <RESERVATION_DEBARKPORTCODE>VDS</RESERVATION_DEBARKPORTCODE>
      <RESERVATION_INSURANCE>N</RESERVATION_INSURANCE>
```

```xml
        <RESERVATION_INSURANCETYPE>N</RESERVATION_INSURANCETYPE>
        <RESERVATION_PORTCHARGES>0</RESERVATION_PORTCHARGES>
        <RESERVATION_AIR_COST>0</RESERVATION_AIR_COST>
        <RESERVATION_AIR_US_TAX>0</RESERVATION_AIR_US_TAX>
        <RESERVATION_AIR_FOREIGN_TAX>0</RESERVATION_AIR_FOREIGN_TAX>
        <RESERVATION_AIR_TICKET_NO>0</RESERVATION_AIR_TICKET_NO>
        <RESERVATION_REFERENCE xml:space="preserve">
</RESERVATION_REFERENCE>
        <RESERVATION_NOOFCRUISES>1</RESERVATION_NOOFCRUISES>
        <RESERVATION_NOOFCRUISEDAYS>7</RESERVATION_NOOFCRUISEDAYS>
        <RESERVATION_TIER_LEVEL xml:space="preserve">
</RESERVATION_TIER_LEVEL>
        <RESERVATION_PINCODE>0</RESERVATION_PINCODE>
        <PROCESS_STATUS>IN-PROCESS</PROCESS_STATUS>
        <BATCH_CONTROL_RECDID_MSG>16181595</BATCH_CONTROL_RECDID_MSG>
        <RESERVATION_SALES>74.31</RESERVATION_SALES>
        <ACCOUNT>
          <ACCOUNT_RCDID>12908128</ACCOUNT_RCDID>
          <ACCOUNT_XFRSHIP>10</ACCOUNT_XFRSHIP>
          <ACCOUNT_XFRSTATUS>I</ACCOUNT_XFRSTATUS>
          <ACCOUNT_RCDMODDATE>2010-04-21T03:28:06-
08:00</ACCOUNT_RCDMODDATE>
          <ACCOUNT_RES_ID>9M4JMJ01W048</ACCOUNT_RES_ID>
          <ACCOUNT_PAX_GUID>J000-J535-ibne-0000-00000000-
000000066078486</ACCOUNT_PAX_GUID>
          <ACCOUNT_TYPE>P</ACCOUNT_TYPE>
          <ACCOUNT_NAME>RESONLINE GIFT CARD </ACCOUNT_NAME>
          <ACCOUNT_FSTN>TESTER             </ACCOUNT_FSTN>
          <ACCOUNT_MNAME xml:space="preserve">
</ACCOUNT_MNAME>
          <ACCOUNT_SALUTATION>MR   </ACCOUNT_SALUTATION>
          <ACCOUNT_GENDER>M</ACCOUNT_GENDER>
          <ACCOUNT_HANDICAPPED>0</ACCOUNT_HANDICAPPED>
          <ACCOUNT_BIRTHDATE>1972-11-13T00:00:00</ACCOUNT_BIRTHDATE>
          <ACCOUNT_AGE>0</ACCOUNT_AGE>
          <ACCOUNT_BIRTHPLACE xml:space="preserve">
</ACCOUNT_BIRTHPLACE>
          <ACCOUNT_BIRTHNATION>MY</ACCOUNT_BIRTHNATION>
          <ACCOUNT_NATIONALITY>MY</ACCOUNT_NATIONALITY>
          <ACCOUNT_WEIGHT>60</ACCOUNT_WEIGHT>
          <ACCOUNT_TRAVEL_BAGS>0</ACCOUNT_TRAVEL_BAGS>

<ACCOUNT_TRAVEL_TRANSFER_PRICE>0</ACCOUNT_TRAVEL_TRANSFER_PRICE>
          <ACCOUNT_SMOKING>0</ACCOUNT_SMOKING>
          <ACCOUNT_ACCT_POSTING>0</ACCOUNT_ACCT_POSTING>
          <ACCOUNT_ACCT_CLOSED>0</ACCOUNT_ACCT_CLOSED>
          <ACCOUNT_GRP>PAX</ACCOUNT_GRP>
          <ACCOUNT_DENY>0</ACCOUNT_DENY>
          <ACCOUNT_NAT_ID>MY</ACCOUNT_NAT_ID>
          <ACCOUNT_PINCODE>0</ACCOUNT_PINCODE>
          <ACCOUNT_PASSPORT_NO>401181997      </ACCOUNT_PASSPORT_NO>
          <ACCOUNT_PASSPORT_ISSUEDATE>2002-07-
17T00:00:00</ACCOUNT_PASSPORT_ISSUEDATE>
```

```
        <ACCOUNT_PASSPORT_EXPIREDATE>2012-07-
17T00:00:00</ACCOUNT_PASSPORT_EXPIREDATE>
        <ACCOUNT_PASSPORT_ISSUEPLACE>MY</ACCOUNT_PASSPORT_ISSUEPLACE>
        <ACCOUNT_FREQ_CRUZ>066078486 </ACCOUNT_FREQ_CRUZ>
        <ACCOUNT_SUFFIX xml:space="preserve">      </ACCOUNT_SUFFIX>
        <ACCOUNT_PKG_POSTING>0</ACCOUNT_PKG_POSTING>
        <ACCOUNT_AIRSEA>HALW air from:SEA</ACCOUNT_AIRSEA>
        <ACCOUNT_CREDITLIMIT>0</ACCOUNT_CREDITLIMIT>
        <ACCOUNT_FREQUENT_CRUZID>0</ACCOUNT_FREQUENT_CRUZID>
        <PROCESS_STATUS>TOBEPROCESSED</PROCESS_STATUS>
    </ACCOUNT>
  <GIFT_CARD>
  <GIFT_CARD_TEMPLATE>GC010</GIFT_CARD_TEMPLATE>
  <GIFT_CARD_RES_ID>9M4JMJ01W048</GIFT_CARD_RES_ID>
  <GIFT_CARD_RCDID>12</GIFT_CARD_RCDID>
  <GIFT_CARD_PRICE>185</GIFT_CARD_PRICE>
  <GIFT_CARD_VALUE>250</GIFT_CARD_VALUE>
  <GIFT_CARD_REMARKS>GIFT CARD IMPORTED FROM
RESONLINE</GIFT_CARD_REMARKS>
  <GIFT_CARD_ENABLE_SPECIAL_GROUP>001</GIFT_CARD_ENABLE_SPECIAL_GROU
P>
  <GIFT_CARD_XFRSHIP>10</GIFT_CARD_XFRSHIP>
  <GIFT_CARD_XFRSTATUS>I</GIFT_CARD_XFRSTATUS>
  <GIFT_CARD_RCDMODDATE>2012-10-02T03:11:31-
08:00</GIFT_CARD_RCDMODDATE>
  <GIFT_CARD_XFRDATE>2012-01-02T03:11:31-08:00</GIFT_CARD_XFRDATE>
  <GIFT_CARD_OID>9M4RVN01W012N199430905</GIFT_CARD_OID>
      </GIFT_CARD>
 </RESERVATION>
</MESSAGE_TYPE>
</FCResOnLine:DataSetReservations>
```

# Appendix E.   **Gift Card Refund Scenarios**

- Scenario 1:  no posting and no top up. Full refund the selling price

Selling price= 780
Face value= 900
Refundable amount = 780


- Scenario 2: no posting and have top up. Full refund for both gift card and top up selling price

Selling price = 780
Face value = 900
Top up selling price = 140
Top up face value = 200
Refundable amount = 920


- Scenario 3: with posting and no top up

Selling price = 780
Face value = 900
Posting amount = 113
Refundable amount =  667 [(900-113) - (900-780)]


- Scenario 4: with posting and top up. Refund from the first gift card, if still have balance from the first gift card, the next top up selling price will fully refund.

Selling price = 780
Face value = 900
Top up selling price = 140 x 2 = 280
Top up face value = 200 x 2 = 400
Posting amount = 121 + 123 + 125 = 369
Refundable amount = 691

*$1^{st}$ card refund = (900 – 369) – (900 – 780) = 411*
*$2^{nd}$ refund from top up = 280*


- Scenario 5: with posting more than original purchase amount and with top up. Refund for first gift card purchase is offset. The rest of top up will get full refund.

Selling price = 780
Face value = 900
Top up selling price = 140 x 2 = 280
Top up face value = 200 x 2 = 400
Posting amount = 800
Refundable amount = 280

*$1^{st}$ refund from card: (900 – 800) – (900 – 780) = -20 No refund*
*$2^{nd}$ refund from top up: 280*

- Scenario 6: with posting more than original purchase amount and top up amount. Nothing to refund from first gift card purchase, refund from the first top up + fully refund on 2$^{nd}$ top up

  Selling price = 780
  Face value = 900
  Top up selling price = 140 x 2 = 280
  Top up face value = 200 x 2 = 400
  Posting amount = 800 + 170
  Refundable amount = 210

  *1$^{st}$ refund from card: (900 – 900) fully utilized. The remain 70 will refund from 1$^{st}$ top up*
  *2$^{nd}$ refund from 1$^{st}$ top up: (200 – 70) – (200 – 140) = 70*
  *3$^{rd}$ refund from 2$^{nd}$ top up: 140*

- Scenario 7: nothing refund due to posting exceeded refundable amount

  Selling price = 780
  Face value = 900
  Top up selling price = 140 x 2 = 280
  Top up face value = 200 x 2 = 400
  Posting amount = 800 + 170 + 280 = 1250
  Refundable amount = 0

  *1$^{st}$ refund from card: (900 – 900) fully utilized. The remain 350 will refund from 1$^{st}$ top up*
  *2$^{nd}$ refund from 1$^{st}$ top up: (200 – 200) fully utilized. The remain 150 will refund from 2$^{nd}$ top up*
  *3$^{rd}$ refund from 2$^{nd}$ top up: (200 – 150) – (200 – 140) = -10 No refund*

- Scenario 8: Void Top Up and get refund

  Selling price = 780
  Face value = 900
  Top up selling price = 140 x 2 = 280
  Top up face value = 200
  Posting amount = 750
  Refundable amount = 140
  Refundable amount = 0 after void top up

- Scenario 9: Refund where Gift Card Balance was fully utilize

  Gift Card Refundable Amount show 'Not defined'. Refund button disabled

- Scenario 10: Refund where Gift Card is prepaid and un-activated

  Gift Card Refundable Amount show 'Not defined'. Refund button

# Appendix F.Gift Card Posting in Management Module

- Scenario 1: Posting when credit limit is exceeded

  System does not allow posting when Gift Card account is exceeded credit limit.
  **Result:** Message prompt shows Gift Card has exceeded its credit limit

- Scenario 2: Move posting to Gift Card is exceeded credit limit

  System does not allow Move Posting to Gift Card when the credit limit is
  exceeded.
  **Result:** Message prompt shows Gift Card's balance is not sufficient.

- Scenario 3: Move Posting to Inactive, Expired & Cancelled Gift Card

  System does not allow Move & Route to Expired, Cancelled & Inactive Gift Card.
  **Result:** Message prompt upon swiping expired, inactive & cancelled Gift Cards
  in Search box when attempting to Move & Route sales transaction

- Scenario 4: Move posting to non-eligible department

  System does not allow move Gift Card posting to non-eligible department.
  **Result:** Message prompt Move & Route is not allowed to post in non-eligible
  department

# Appendix G.  **Gift Card Posting in Casino Module**

- Scenario 1: Add posting to Gift Card is over limit

  The program first checks the credit limit department (if defined in Financial Department setup) follows by Gift Card balance.
  **Result:** Message prompts when posting in Gift Card balance is less than zero.

- Scenario 2: Add Gift Card posting to non-eligible department

  System does not allow adding a Gift Card posting to non-eligible department
  **Result:** message prompt shows Gift Card is not eligible for that department.

- Scenario 3: Add posting to Expired, Inactive & Cancelled Gift Card

  System does not allow add posting to Inactive Gift Card.  Expired & cancelled Gift Card are not able to search upon swipe Gift Card in Search box.
  **Result:** Message prompt shows Gift Card not activated.

# Appendix H.  **Gift Card Posting in Shore Excursion Module**

- Scenario 1: Post Gift Card posting to non-eligible department

  System does not allow add Gift Card posting to non-eligible department.
  **Result:** Message prompt shows Gift Card is not eligible in shore excursion department and any attempted posting will be canceled.

- Scenario 2: Add posting to Gift Card is exceeded credit limit

  System does not allow add posting to Gift Card is exceeded credit limit.
  **Result:** Message prompt shows Gift Card has exceeded its credit limit.

- Scenario 3: Add posting to Expired, Inactive & Cancelled Gift Card

  System does not allow add posting to Inactive, Expired & Cancelled Gift Card upon swipe Gift Card in Search box.
  **Result:** Message prompt upon swipe expired, cancelled or inactive Gift Card in Booking or Quick Booking screen > Search box.

# Appendix I. **Gift Card Posting in Universal Interface**

- Scenario 1: Add posting to Gift Card is exceeded credit limit

  System does not allow add posting to Gift Card that has exceeded its credit limit. **Result:** Message prompt will indicate that Gift Card has exceeded its credit limit

- Scenario 2: Post Gift Card posting to non-eligible department

  System does not allow add Gift Card posting to non-eligible department. **Result:** Message prompt will indicate that Gift Card is not eligible to the department.

- Scenario 3: Post Gift Card posting to De-Activated Gift Card

  System does not allow add Gift Card posting to de-activated Gift Card. **Result:** Message prompt will indicate that Gift Card is disabled.

- Scenario 4: Post Gift Card posting to Expired Gift Card

  System does not allow add Gift Card posting to expired Gift Card. **Result:** Message prompt will indicate that Gift Card is expired on a given date 'dd/mm/yyyy'.

- Scenario 5 Post Gift Card posting to Inactive Gift Card

  System does not allow add Gift Card posting to expired Gift Card. **Result:** Message prompt will indicate that Gift Card is not activated.

- Scenario 6 Post Gift Card posting to Cancelled Gift Card

  System does not allow add Gift Card posting to a cancelled Gift Card. **Result:** Message prompt will indicate that Gift Card is had cancelled.

# Appendix J.Setup Gift Card Top Up Function in MICROS

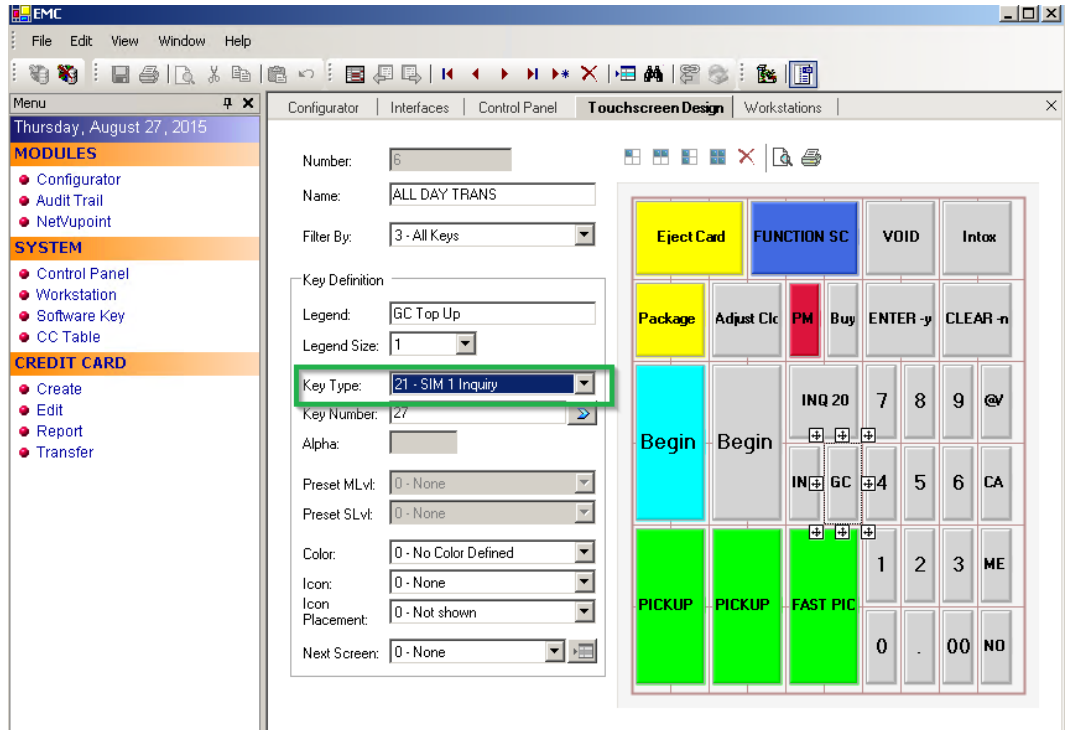This section shows the Gift Card Top Up option in MICROS Server is using **Key Type = 21-Sim 1 Inquiry**.



Figure J-1 - MICROS Key Type Sim INQ