Oracle[®] Hospitality Cruise Shipboard Property Management System

Gift Card Handling Release 8.0 E84862-01

August 2018



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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.

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

1

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:

13		rameters Setup 🗾
MMSystem Maintenance Medical Micros Detail Mobile Muster Not Specified PCADR Package PassengerInfo PassengerInfo PassengerS Paynoll Paynoll GL EOM Payroll Payroll GL EOM Personal Itin Portuguese Tax Posting Departments Promo Micros Server Type Micros Server Type	Quick Search Group/Name: Parameter Details Enabled: Version: Access: Value Data Type: Value: Description: Comments:	
Coshboard Auto Refresh Minutes Joshboard Auto Refresh Minutes JiTV Server Path Kiosk Picture Display Time Micros Server Name	Comments:	

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.

General	Colors	Hardware	Video Parameters	Document Scanner	Support
Default to Depart Use Separate Prir Enable Access to	d Information Card ment field in Pay Invo It Job for board card f Micros Database in Ma Restart Application Re	printing and encoding anagement (If configu		ernet PC Mode & Control arge Type : Fixed Use Time Blocking for Gue Use Time Blocking for Cre Enable Daily Limit for Cre	ests ew Members
Authorization Change Cabin Passwo Change Cabin Status		***			

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.

6	Main Departn	nent Codes
Edit C	redit Main Department Code	
Descri	ption:	rd Credit
	Description:	
	,	

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.

õ		Payments Setup				×
⊢Main Department: 9910 Gif	t Card Credit	General Ledger				
Payment Type:	CB Cash Payment 🔍	G.Ledger Id:				
Department Code:	9911					
Description:	Sift Card Credit Posting					
Other Description:						
Department Grouping	•					
Payment Type Details						
Credit Card Digits:						
Credit Card Id:		Non-Refundable Eligible Departments:				
Credit Card Internal Id:	_	(All)				
Credit Card Merchant No:		(pre) All Bars				
Foreign Currency Code:		(pre) All Beverage (pre) All Champagne				
Floor Limit:	0.00	(pre) All Food				
Crew Floor Limit:	0.00	(pre) All Tobacco				~
Minimum Authorized Value:	0.00	Collector Department:				-
Commission Department	None	Reset Count Period:	(None)			-
Commission Rate	0.00	Redirection Account:				-
Daily Limit (0=No Limit):	0.00	Apply Count: 1	Apply Value	2:	0.00	
Debit Card No Commissi	-	Department Security				
Commission is fix value Auto Balance (Interface	Rewards Card	Dept. Security Level	Credit Departme	nt Level 1		•
Payment Type in POS Subs	,	Pavroll				
POS Tender Type No:	system	Req. Signature During Folio Payout	Not Specified			-
System Account No:			,			
Incentives Payout Group:	(None)					
External Department Id:						
External Itemizer Id:						
For Micros POS Cabin Char	rge Only					
✓ Allow Posting to Guest Cabin						
Allow Posting to Crew Cabin					1	
Allow Posting to Gift C	au	Department for routing		OK	Cance	!

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.

🍓 🛛 Main D	Department Codes
-Edit Debit Main Departme	ent Code -
Code:	8890
Description:	Gift Card
Other Description:	
	,

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.

Q	Debi	t Department Code Se	etup	×
-Current Main Department:	8890 Gift Card	Department Discounts —		
Type of Posting	D Posting Department	Guest Discounts Dept.	(undefined)	•
Department Code:	8891	Crew Discounts Dept.	(the same as for guests)	•
Description	Gift Card Posting	Department Security		
Other Description		Dept. Security Level	Debit Department Level 1	•
Department Grouping	•	Non-Refundable Coup	pon	
Department Representati	ion in POS Subsystem	Eligible Departments:		
POS Revenue Center		(All)		^
POS Sales Itemizer No		(pre) All Bars		
POS Sales Period		🔲 (pre) All Champagne		
POS Revenue C.Desc.		(pre) All Food		~
D.Code for Gratuities M.	None	Reset Count Period:	(None)	
D.Code for Gratuities A.	None 🔻	Redirection Account:		
D.Code for Taxes	None	Apply Count:	Apply Value:	
Gratuity Typ	None	Representation in General Origin:	Ledger System	
🔲 Gratuity/Service Tax D)epartment			
Department Representati	ion in PBX Subsystem			I
PBX Call Type	(undefined)	General Ledger Description	n	
Department Representati	ion in Casino			
Max. Daily Limit	0.00			
Service Charge Dept.	-			
Service Charge		Department VAT Tax		
Max. Cruise Limit	0.00	VAT Tax Class	(No Tax)	•
Payroll		Casino Department		
Req. Signature During Folio	o Payout Not Specified 💌	Exclude from Revenue C	Overview OK C	ancel

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

Description
Use for posting when selling Gift Card.
Use for unused balance posting. Example: Gift
Card expired with remaining balance.
Use for posting of difference amount between
Gift Card face value and selling amount.
Use for split posting when selling Gift Card.
Use for Gift Card credit posting.

Sub-Dept Code	Description	POS Revenue Center	POS Sales Itemizer	Acc GL Origin	Acc GL Dept	Acc GL Control Acc	Acc GL SubAccount	Acc GL Material	Acc GL Mpm Issue	Acc GL Voyage	Acc GL Spare
8891	Gift Card Posting										
8892	Gift Card Collector										
8893	Gift Card Discount										
8894	Gift Card 2nd Posting										
8895	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

					System Accou	int							
View (All	C Active Accounts	C Inactive Accounts		Invoice	0.00	Disc	ounts & Routing	,)		Credit Cards		Reven	ue Analyzer
Sort by		Voyage	Syst	em Account -									
Account	C Name	QA 05	Cred	it Linit:		N/A				Voyage	e Opening Balar	108:	0.00
iccount Number	Posting Allowed Descripti	on		Date	Department	Credit Debit	Discount	Vat Tax POS-D	iscou Buyer	Last Payer	Trans.ID	Check# User	Gross
20581		mage & Complain BAR (21.50%)											
20582		mage & Complain CITC 100%											
20590	Trattame	enti Passeggeri BAR 21.50%											
20591		enti Passeggeri CITC 100%											
20600	Captain's												
20610	Bouvette	imbarco pax											
20630	GSM On												
21000		ing Phone											
21010	Italcater												
21020		ing Photocopy											
21030		Day Cash											
21040	Vending												
21100	Shop Pho												
21110	Shop Pho												
21120		it Day Cash											
21200		alon Phone											
21210		alon Photocopy											
21210		alon Last Day Cash											
21220		SPA booking											
21230	Casino P												
21300													
21310		hotocopy ast Day Cash											
21320													
21330		ross Income											
21410		op Photocopy											
21420		op Last Day Cash											•
21430		op Honeymooners Photo		All Ir	rvoices	1.Invoice	2.	Invoice	3.Invo	ice	4.Invoic		
21500	Security												
21510		Photocopy							1		1		
21520		Allowance Bar			0.00	0.00		0.00		0.00		0.00	
21600		ion Bar consumption											
21601		ar Consumption											
21602		alon Bar consumption		GL Account:									
21603		op Bar consumption			1								
21700		n Last Day Cash											
21710		inventory											
21800	😪 Art Aucti	ion Photocopy			1						Moi	d to Current Cruise	-
21900	🙀 Videogan			Move		Void	Criteria	Discount	Item Dis	counts	1vo	a la content crube	
22000		Account - Balance Account											
22100	System A	Account - GC Prepaid		Add Postir		Close Postings		edit Limit	No P				Show Log
	System /	Account - GC Discount		Aud Postr	9	close Posidngs	set cr	eurumit	NO P	m	Hide No	ennts	SHOW LOG
22200													
22200 22300	Systen A	ccount - Disc Template											
22200		Account - Disc Template Account - TEST disc templ											
22200 22300	System A	Account - TEST disc templ		1		1	1	1		1			1
22200 22300 22400	System A System A		Insert	New	Change	Delete	Prin	t Invoice	Pay Invoice	Get	Credit Card	Print Board Card	Close

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.

🔄, System A	ccount Entry	×
Account No	222001	
Name	Gift Card Prepaid System Account	
	Payment by Credit Card	
Payment	22300 Cash	-
Access Priv	No privilege required	-
Posting A	Nowed POS Room ID:	
Disc Templat	e (not applicable)	-
GL Account		1
	<u>o</u> ĸ	<u>C</u> ancel

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.

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

Table 1-2 - Gift Card System Accounts

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

8		
Administration Reports Security	About E	xit
System Setup	•	
Financial Setup	•	
Itinerary Setup	•	
Crew Setup	•	
Safety Setup	•	
Stateroom Setup	•	
System Codes	•	
Package Plans	•	
Maintenance Setup	•	
Gift Card Setup	•	Gift Card Eligibility Group
POS Discount	•	Gift Card Eligibility Setup
Security Display Setup		Gift Card Template Group
Manual Authorization		Gift Card Template Setup
Visa Types Setup		Gift Card De-Activation Reason
Internet Rates Setup		Gift Card Re-Activation Reason
User Definable Field Setup		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.

Loading Micros Database, please wait	

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.

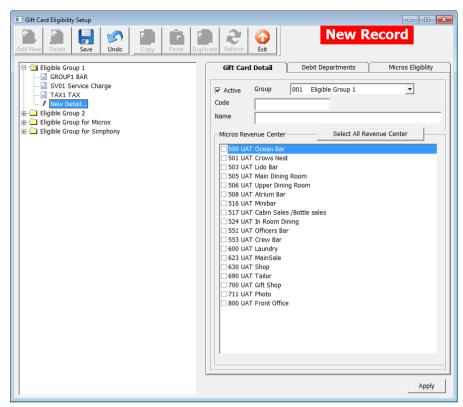


Figure 1-13 - Gift Card Eligibility Setup

- 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.

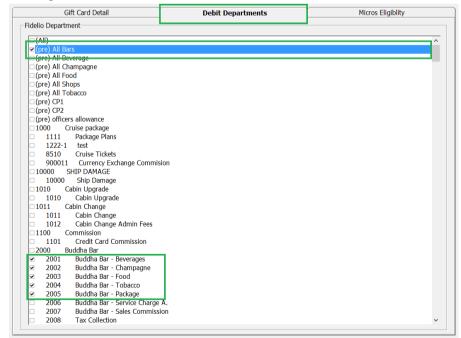


Figure 1-14 - Gift Card Eligibility Debit Department Setup

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.

Badministration Reports Security About Exit	_ <i>8</i> ×
Add New Delete Save Undo Copy Paste Duplicate	New Record
Eligible Group 1	Gift Card Detail Debit Departments Micros Eligiblity
Eligible Group 2 Eligible Group for Micros FOOD Food Y New Detail Eligible Group for Simphony	✓ Active Group 003 Eligible Group for Micros Code
	Apply

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

Gift Card Detail	Debit Departments	Micros Eligiblity
Micros Object Type Micros Ob	ject Number	
4 - Major Group	•	- 3
1 - Menu Item	2915 MARLBORO SINGLE	- 3
1 - Men Table Refer		▼ 🕏
1 - Men Major Group		▼ ≪
0 All 1 Liquor A 2 Liquor NP		
0 - Non 4 Wine NP 5 Beer P		
0 - Non 7 Non - Alc P 8 Non - Alc NP		 ✓ ✓
0 - Non 10 Tobacco 11 Souvenirs		- 3
0 - Non 12 Corkage Fee 13 Food		▼ 3
0 - None 14 Crew Liquor P 15 Crew Liquor NP 16 Crew Wine P		▼ <\$
17 Crew Wine NP 18 Crew Beer P 19 Crew Beer NP		
20 Crew Non - Alc	Р	•
Search/Filter		
<u>0</u> K	Search Eilter	<u>C</u> ancel

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.

Gift Card Template Gift Card Template Game and the second s	Duplicate Refresh
Gift Card Value \$200 GC100 GC CARD GC200 Unlimited Beverage GC300 Beverage GC400 GC Card (G) for \$100 GC500 GC (P) for Lunch GC600 GC FOR SUPPORT GC700 GC FOR SUPPORT 2 GC5100 Beverage (Simp) GC5100 Beverage (Simp) GC5100 Beverage S0% New Details GC101 Gift Card for Food (P) GC011 Gift Card for Food (G)	Gift Card Detail Eligibility Top Up IF Active Group 002 Gift Card 50% Image: Code Name Image: Card Type Personalized Image: Card Pricing Image: Card Pri

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 Expi	ry 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 1 st 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.

Gift Card Detail	Eligibility	Тор Up
Gift Card Eligibility (Max 10 Selection)		
 ✓ BAR(Inactive) Beverage Beverage (Simphony) (Inactive) ✓ Drink Food ✓ Service Charge ✓ TAX 		
Gift Card Eligibility that need approval to activa	te	
(Not Applicable)		•

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.

Gift Card Detail	Eligibility	Тор Up
	Selling Price	Gift Card Face Value
Top Up Price 1	0.00	0.00
Top Up Price 2	0.00	0.00
Top Up Price 3	0.00	0.00
Top Up Price 4	0.00	0.00
Top Up Price 5	0.00	0.00
Top Up Price 6	0.00	0.00
Top Up Price 7	0.00	0.00
Top Up Price 8	0.00	0.00
Top Up Price 9	0.00	0.00
Top Up Price 10	0.00	0.00

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.

eservation Related Impo	t File Setup								
Excursion Wait List	^					Gift Card	Setun		
			ID Descripti	on	T	Length Data Type	Date Format	Reservation Ref	Gift Card Ref
Guest History Details			1 TEMPLAT			10 OTHERS			GC_GCTP_ID
.			2 PAX ID			10 OTHERS			GC_PAX_ID
Crew History Details			3 PRICE			10 OTHERS			GC_PRICE
			4 VALUE			10 OTHERS			GC_VALUE
Discount Details			5 V_GUEST	I ID		10 OTHERS		RES_V_GUESTID	GC_V_GUESTID
			6 BOARDC	C		10 OTHERS			GC_BOARDCC
Routing Details									
User Definable Fields									
User Definable Data									
SPA Retail Items									
SPA Treatments									
SPA Treatments SPA Packages									
<i>b</i>	l								
SPA Packages									
SPA Packages SPA Price Definition SPA Booking									
SPA Packages SPA Price Definition SPA Booking									
SPA Packages SPA Price Definition SPA Booking Credit Card Guest Complaint									
SPA Packages SPA Price Definition SPA Booking Credit Card Guest Complaint Gift Card	rents								
SPA Treatments SPA Packages SPA Price Definition SPA Booking Credit Card Guest Complaint	rents	4							

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**.

🐒 Gift Card Import Setup	- 🗆 X
X Field 1 X Field 2	Current Field No >> 1
X Field 3 X Field 4 X Field 5 X Field 6 X Field 7	Field Description : Field Length : 0 Select Field Type O Others O Date Type O Delete (To remove specified records) Data Format :
	Handle Type : Database Field Reference
	Gift Card Table Reference (GC1)
	Use for compare Add/Insert Delete Update
	Create New Save Save

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_GCE L_ID_SPECIAL	Gift Card special department enable

- 5. Navigate to **Data Import** menu and select **Prepaid Gift Card** from the dropdown 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'

	Online Reservation Data Import					
	lessages Debug Settings					
	Parameters Alert e-mail List eOne					
	Online Reservation Data Import Parameters					
	Refresh Interval	60	Seconds (Minimum 15 seconds)			
	Delete Reservation Data Older than	60	Days	Stop Reservation update x days before embarkation	n 0	
	Stop Bookable Update	3	day(s) before next cruise start	Log Changes into chglog		
	Interval to send alert email (in minutes, 0=disable)	0		Enable Shore Excursion Language Import		
	Stop Update on Embarkation Day (Ctrl-Del to clear ar	nd disable)	÷	Enable Over Weight Bookings Price Increase		
	☑ Log Sql Statement	date packa	ge after guest check-in (B2B)	Allow Update Flights for Check-In Guest		
	Enable Update of Shorex Bookable and Template			Do not allow import zero price shorex prepaid/pro	ebook transactions	
	Mutiply Pre-posting Quantity to Unit Price			Only update cruise id, department, net price and sales price for excursion		
Stop Process When QCI Offline Sync is enable				Allow Change Excursion Date for the same tour		
	Do not import cruise (SCR), only import cruise det	tails (SCD)		Validate ENOAD Data	Allow Update Value to NULL	
	Credit Card Encryption Key					
	Passphrase 1 Pass	phrase 2		Save Credit Card Encryption Key		
	Confirm Passphrase 1 Con	firm Passph	rase 2		\searrow	
	Allow Field Update for B2B Guest					
	Disembarkation Date					
			2	7.		
				Import Now	Apply	
				·		

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 1 of 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

Adult	General	User Define Filter(1-3)	User Define Filter (4-5)	Sorting
Code Status Code Status Filter by Bi No Par Par with Gift Card Filter * Add Template * Remove Template	Description Gift Card Card Type Fit (Gift Card) Fit </th <th>Ne a copy of the existing card (Guest Car Prompt (° Yes (° No bona) Sele sele redefine From To From To From To Prompt Reservation Date (° Predefine</th> <th>ds Only) Nationality: [Prompt) Product: [Prompt] Award Level: [Prompt]</th> <th>Card Encoded Status</th>	Ne a copy of the existing card (Guest Car Prompt (° Yes (° No bona) Sele sele redefine From To From To From To Prompt Reservation Date (° Predefine	ds Only) Nationality: [Prompt) Product: [Prompt] Award Level: [Prompt]	Card Encoded Status
	Name • Prompt C Predefine	From To		

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

Avanced Board Card Printing			8
elect BCard Template Gift Card			•
Card Type Card Type Guest Crew C Group C Visitor Gift Card Made a copy of the existing card (For Guest Cards Only) Group ID Group ID Age Age From To Cabin From Cabin To	Nationality: Product: Pre-product Award Level: User Define Filt	(AII) (AII) (AII) (AII) (AII) ter Management There is total 4 records to print. Do you want to continue?	
Manifest From Manifest To Reservation Status C Check-In C Reservation 22/09/2014 Group Name (For Group Cards Only) Group Name	Sorting Sorting 1: Sorting 2: Sorting 3: Sorting 4: Sorting 5: Sorting 6: Sorting 7:	Yes No None None None None None None None	
Card Encoded Status Card Encoded Status Card Encoded Status Card Conly Card that had been encoded Conly Card Name From To To	ard that had not b	Deen encoded Request Doorlock Co Only without Print Cancel Prin	

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.

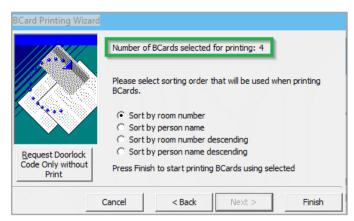


Figure 2-6 - BCard Printing Wizard

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.

Create New Gift Card	- 0	×
Number of Card to Create(1-100)	1	
Select Gift Card Template	GC010-Gift Card for Food (P)	•
Value on Card	185	
Selling Price	148	
Special Message		
Expiry Date	21/11/2008	-
C Generic	Personalize	
🔲 Special Department/Family Gro	oup not configure	
Account Posting/Linking		
1023 1023 TESTER P	Y LEE	-
	Advan	ced
Post to System Account		
		-
Post, Print & Create & Pri Activate Card Card	int Create Card Cancel Printing	Exit

Figure 2-7- Create New Gift Card

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 <i>not</i> 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 <i>not possible</i> to activate the Gift Card.
Advanced	Enable selection of multiple guest reservation. The number of GC printed <i>must</i> 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.

Table 2-2 - Field description of Gift Card form

4. Cards created will be shown in GC Listing in following tabs.

- Inactive
 - 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.

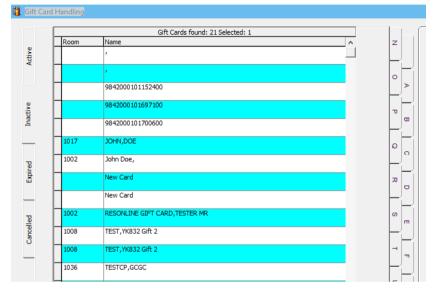


Figure 2-8 - Gift Card Account Listing

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'.

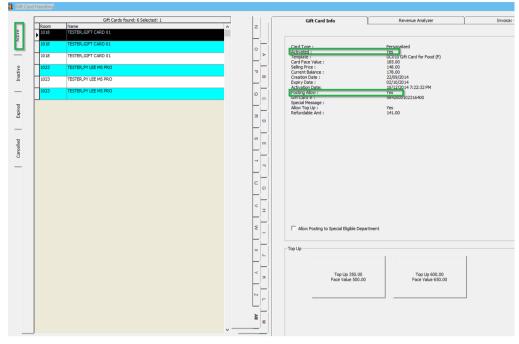


Figure 2-9 - Gift Card Details

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.

Remove from Disembark Group	Service Charge	Gift Card
Cancel Reservation	New Reservation	Edit Information

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.

Gift Card Info Revenue Analyzer Invoice: -4	Eligibility	
Fidelio Eligibility		Micros Eligibility
00000 Communications 00001 CBand - Guest Revenue		10 BLUE LAGOON TEST Menu Item
00004 CBand - Non Guest Revenue	Ξ	1010002 MIX SALAD
00007 Other - Guest Surcharge 00008 Other - Guest Revenue		1010003 CHEESE ROLLS 1010004 VEG SAMOSA
00009 Other - Guest Cost Satellite		1010005 CAESAR SALAD

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.

🖪 Gift Card De-Ac	tication Reason - 984	4200010233240	– 🗖 🗙
Reason Select Reason	Card Rejected		_
User Define Reason			
		ОК	Cancel

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

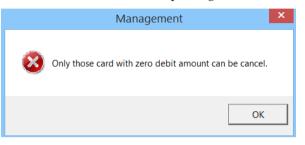


Figure 2-13 - Message for Cancel Gift Card without zero debit amount

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

Management	×
Only those card with zero debit amount will be cancel. There is no undo to cancel card opeation, do you want to proceed?	
Yes No	

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.

Gift Card Info	Revenue Analyzer
Card Type :	Personalized
Activated :	Yes
Template :	GC010 Gift Card for Food (P)
Card Face Value :	185.00
Selling Price :	148.00
Current Balance :	178.00
Creation Date :	22/09/2014
Expiry Date :	02/10/2014
Activation Date:	10/12/2014 07:22:32 PM
Posting Allow :	Yes
Gift Card # :	9842000102316400
Special Message :	
Allow Top Up :	Yes
Refundable Amt :	141.00

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.

⊐ Edit Gift Card - 9842000	1023	164	100 f	for g	jues	st - 1	ΓE	- • ×
Card Balance:			178					
Select Gift Card Template	GC010-Gift Card for Food (P)							v
Value on Card			185					
Selling Price			148					
Special Message								
Expiry Date	02/1	02/10/2014						•
C Generic	October 2014							
🔲 🗖 Special Department/Family Gro	u <u>Mon</u>	Tue	Wed		Fri	Sat	Sun	
Account Posting/Linking	29	30 7	1 8	2	3 10	4 11	5 12	
1018 TESTER G	13	14	15	16	17	18	19	_
	20 27	21 28	22 29	23 30	24 31	25 1	26 2	Advanced
	3	4	5 1ay: 2	6	7	8	9	, and lood
- Post to System								

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.

	Gift Cards found: 2 Selected: 1	71_1	Gift Card In	Revenu	e Analyzer	Invoice: 0.00	Fligi	bility	
ľ	Room Name A		Gift Card In					2 mc)	
-	1023 TESTER, PY LEE MS PRO 1023 TESTER, PY LEE MS PRO		Card Type : Activated : Template : Card Face Va	Yes GC30 Je: 908.0					
		B C D E	Selling Price : Current Balar Creation Date Expiry Date : Activation Da Posting Allow Gift Card # : Special Messa Allow Top Up	: 8/21/ 5/17/ e: 9/10/ : Yes 98420 ge: Yes	2015	М			
		T F G H	Refundable A	nt: 0.00					
		× -		ing to Special E	ligible Departm	ent			
-			Face		p Up 200.00 Face Value 265.00				
	d Type Both	- <u>-</u>							

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.

Gift Card Refund						
Current Balance : 65.00 Refundable Amount : 35.00 Gift Card Number : 984 L200 Please select account for the Gift Card Refund to be applied to						
Refund to buyer account (/) Refund to below selected account						
<u>Refund</u> <u>Refund & Print Receipt</u>						

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.

Refund of unused amount will disable the						Gift Card Selection Gift Card Expiry Date: Sunday , August 30, 2015				
gift card, this operation is not reversable,					Gift Card Te		Template	•		
please use with care.					✓ Include Unactivated Prepaid Gift Card Search Gift Card					
					Induce of activated Preparation Cand Image: State of the cand Image: State of the cand					
elected	Card Number	Activated	Template	Refund Amount	Card Value	Purchase Pri	ce	Buyer Name	•	
			Unlimited Beverage	360.00	400.00		DO TESTER,YK 1			
			GC CARD	350.00	380.00		00 TEST,GC Cancel			
			Unlimited Beverage	360.00	400.00		DO TESTER,YK 1			
			Unlimited Beverage	360.00	400.00		DO TESTER,YK 1			
			Unlimited Beverage	360.00	400.00		00 TESTER,YK 1			
			Unlimited Beverage	360.00	400.00		00 TESTER,YK 1			
			Unlimited Beverage	360.00	400.00		DO TESTER,YK 1			
			Unlimited Beverage	360.00	400.00		DO TESTER,YK 1			
			Unlimited Beverage Unlimited Beverage	360.00	400.00		00 TESTER,YK 1 00 TESTER,YK 1			
			Unlimited Beverage	360.00	400.00		DU TESTER, TK 1			
			Unlimited Beverage	360.00	400.00		DO TESTER, YK 1			
			Unlimited Beverage	360.00	400.00		DO TESTER, TK 1			
			Unlimited Beverage	360.00	400.00		DO TESTER,YK 1			
			Unlimited Beverage	360.00	400.00		D0 TESTER,YK 1			
			or mining of beverage	300.00	100.00					
al Records:	15									
									500	

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.

Warning Collection of unutilized amount will disable the gift card, this operation is not reversable, please use with care.					Gift Card Selection Git Card Expiry Date: 01 October 2014 Git Card Expiry Date: All Template F include Unactivated Prepaid Git Card Produce Self Card With Relard Amount = 0 and Balance > Search Git Card			
						Sift Card with Ref	und Amount = 0 and Balance >	
Selected	Card Number	Activated	Template	Unused Amount	L_0	Sift Card with Ref	und Amount = 0 and Balance > Buyer Nan	
Selected			1		L_0	Purchase Price		
Selected	Card Number		Template	Amount	Card Value	Purchase Price 780.00	Buyer Nan	

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**.

õ	Add P	ostings				×
Posting Account	Departme	ent:				Search
TESTER GIFT CARD 01 98420001	(duplicate	e selected po	osting)		•	Add
Advanced	Code	Description) selected posti		Z.	^
Clear fields after adding to postings list	2000 2010 2020	Buddha Ba Casino Bar Capri Bar	r	.97		
Additional Information Check Number:	2030 2040 2050	Caffè del M Pasha Club La Terrazza	Discoteca			
Server #1: Server #2: Number of People:	2060 2070 2080	Sinfonia Lo	louse Irish Pu unge	b		
Invoice Number: 1 2 3 4 Comments:	2090 3000 3010 3020	Le Baroque Il Covo Il Galeone Room Serv				~
Postings List	3040	La Birreria	lice		•	
Acc. ID Acc. Identifier Dept. II) Dept	Details	Amount \land	Totals		
	<u> </u>			Batch Count: Current		0
				Batch Total:		
				Current Tota	:	0.00
			~			Post

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

₩ ₩	Posting	x
Account Identifier		
Name:	TESTER GIFT CARD 01 9842000102332400 (731)	•
	Auto Service Charge	
	Rate : Press F3 to overwrite	
	Department:	Ŧ
	Posting	
	Department: 7002 Casino Bingo	•
	Amount:	
No image data	Comments:	
	Invoice No: Invoice #1	Ŧ
	Post Close	

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

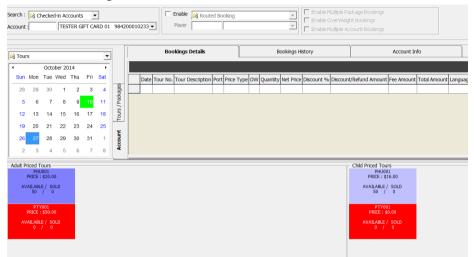


Figure 2-23 - Gift Card Posting in Shore Excursion Module

- 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

Sent Messages : 3	Status :	Connected
©InquireTREF=POS#1TRON=120TDTF=2007-08-22 14:10:23TACI=9841000239539200TACE=CTACS=CTACT=ZV		<u> </u>
		*
STX US ETX LRC Convert Clear	Send	Send with LRC
Received Messages: 3		
Recieved Message From IP On Port 0 ©InquireResponseTREF=POS#1TRQN=120TDE=2007-08-22 14:10:23TACI=2404540TACI=ZTENB=1TNAM=TEMB=2008-08- 00:00:00TDIS=2008-08-30 00:00TBAL== 000TFSI=TLSI=TSAL=TIL=TGND=TMIN=TTLAM=ENTSIA=CTCL 92TBID=TSID=TUGD=TAWD=TBCC=9841000239539200TNAT=+-	 M=300▼F	PIN= ₩ AKY=53

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.

III MICROS PCWS Operations								
				Ready for y	jour next e	entry		
				REG		GBP		CHE
REPORTS			PROCEDURE	s	QTY.	Cancel	VOID	SIGN OFF
PICKUP CHECK			IPEN CHECK	2	ENTER -yes-		CLEAR -no-	
PMS Setup PRINT EMP	PLOY) (E	MPLOY SET	JP	7	8	9	\sim
R.C. FINANCIAL	EMP FIN	IANCIAL	MENU ITEM RPT	FUNC SCR	4	5	6	\sim
	Begin Check				1	Z	З	PRINT CHECK
Purchase Package	Purchase Package Buy Gift Card				0		CHF	IRGE

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.

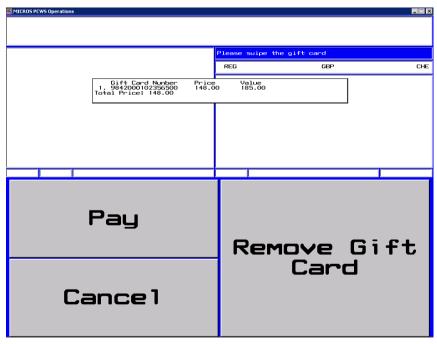


Figure 3-2 - Swipe Gift Card in MICROS Workstation

- 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.

MICROS PCWS Operations				
		<mark>Do you want</mark>	to activate the	card?
		MUMBAI	ONLINE	ABADINES
Gift Card # : 984100 Template : Blue L Rotivated : Blue L No Prepaid GC : No Rotivation Date : None Expiry Date : None Balance : 0.00 Remarks : Yes	0093301605 agoon Gift Carc	" ∃550 (GENER]	E)	
YES	N	10		

Figure 3-3 - Activate Gift Card in MICROS workstation

3.3. Gift Card Posting

micros pews o	perations								
CH]		ED	CA	NAF	7 1	7.0	0		
1 CHILLE) CANAPES	17.00	1		SEAT 1: Re	eady for yo	our next er	itry	
				[REG		GBP		CHE
	CHK 5675 CHERILYN 26RUG'15 15:24 GST 0 SUBTOTAL 17.00 STR 2.55 TRX 2.55 TRX 2.55 TRX 2.55 CABIN ORDER T 22.48								
					<u> </u>				
cktl A - H	1			P		PRYMENT SCREEN	FUNCTN SCN	VOID	SIGN OFF
cktl I - Z	CHEESE AND ONION	CHILLED CANAP PC	CHILLED CANAPES	JUMBO SHRIMP	LOOSE TEAS	PREV SCN	ENTER -yes-	CLEAR -no-	QTY.
non alc be∨	READY SALTED	SALT & VINEGAR	WARM CANAPE PC	Warm Canapes 20		7	8	9	~
beer						4	5	6	\sim
sherry port						1	Z	З	PRINT CHECK
spirit				PAGE BACK	PAGE FORWRD	Ο	•	00	CACBIN CHARGE

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.

Loyalty Discount for Individual Passe	enger only
Return Credit Limit to POS	
Return name and cabin for Gift Card	during posting
Rounding Sales Itemizer # (0 - Disable)	0

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.

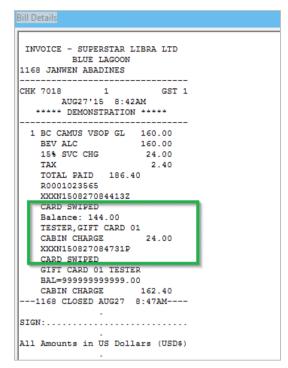


Figure 3-6 - Bill Image of Gift Card Posting in MICROS Workstation

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.

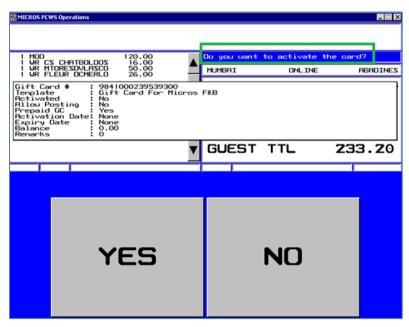


Figure 3-7 - Activate Prepaid Gift Card in MICROS Workstation

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.

micros PCV	75 Operations		_ 🗆 ×
1 MOD		Please swipe the guest car	д
I UR M`	LEUR DCMERLO 26.00	MUMBAI ONLINE	ABADINES
	Please swipe the guest c	ard	IK 5217 3:51PM GST 1
		SUBTOTAL SURCHARGE 10% SVC CHG TAX TOTAL PAID	212.00 0.00 21.20 0.00 0.00
		GUEST TTL	233.20
	YES	NO	

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.

🚟 MICROS PC	WS Operations	5							_	
CA	BI	N	CH	AR	GE!	: 1	38	3.Z	20	
CRRU Bala CRBI XXXN R023 CRRU Bala CRBI XXXN R023 CRRU Bala CRBI XXXN CRCU BALA	95295 NCHRGE 08081916 95394 SWIPED 08081916 08081916 95393 SWIPED 08081916 08081916 08081916 08081916 08081916 SWIPED	0608Z	46.80 380.00 66.50		MUMBRI JANVEN I SUR SUR TOX TOX	16/1 READINES TOTAL CHARGE SVC CHG	RUG19'0	CHK 8 4:02P 665 66 731	M GST 1	DENONSTRATION
	HONG HIA N CHARGE	ing tan I	38.20		0022					XXXXN080819160424Z R02395395 CARD SWIPED
1	2	З	4	5	6	7	8	9	0	Balance: 0.00 CABIN CHARGE 146.80 XXXN080819160608Z E02395394
Q	M	E	R	т	Y	U	I	0	Р	CARD SWIPED Balance: 0.00 CABIN CHARGE 380.00
A	S	D	F	G	н	L	к	L	•	XXXX10808191606262 R02395393 CARD SWIPED Balance: 233.50
z	×	С	V	в	N	м	1	BRCK	HELP LIST	CABIN CHARGE 66.50 XXXN080819160700 CARD SWIPED
CRNCEL	CLEAR -no-			SPf	ACE			EN	TER	Mr CHONG HIANG TAN CABIN CHARGE 138.20 1168 CLOSED AUG19 4:07PM
SAVE	ÆXIT	\sim	~	<	>	PAGE BACK	PAGE FRWRD	-ye	25-	Brint Gose

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.

HICROS PCWS Operations			<u>_ 🗆 ×</u>
	PLEASE PRES		
	PLEHSE PRES	22 CONTINUE	
	MUMBAI	ONLINE	ABADINES
Gift Card # 984100023953 Template : Gift Card For Activated : Yes Prepaid GC : No Activation Date: 19/08/2008 3: Expiru Date : 31/08/2008 Balance : 600.00 Renarks :	Shore Excursion + E	Beverage	

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.

WICROS PCWS Operations	;						<u> </u>	
Ready for your next entry								
			MUMBAI		ONLINE	1	ABADINES	
Eject Car	d <mark>FUN</mark>		TON SCREEN			In	Intox	
Package Purchase	Adjust Close Chk	PMS Setup	Buy GC	ENTER	-yes-	CLEAR -no-		
Begin	Begin	ING	20	7	8	9	@/FOR	
Table	Check	INQ 3	GC Top Up	4	5	6	CABIN INQ	
PICKUP BY	PICKUP BY PICKUP BY TABLE CHECK		ICK UP	1	2	З	MEMBER INQ	
TABLE				0	•	00	NO SALE	

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**'.

🎬 MICROS PC	∰MICROS PCWS Operations								
	m 1 to 2	2							
					MUMBAI ONLINE			1	ABADINES
	5001 Top Up 1. 2.	Gift Price 350.00 600.00	7 Card fo Valu 500.(650.(30	(G)				
1	2	З	4	2	6	7	8	9	Ο
Q	M	E	R	т	Y	U	I	0	Р
A	S	D	F	G	н	L	к	L	•
Ζ	×	С	v	в	N	Μ	/	BRCK SPACE	HELP LIST
CANCEL	CLEAR -no-	SPf	ACE			Dis Pic	olay ture	EN.	TER
SAVE	ÆXIT	$\overline{}$	~	<	>	PAGE BACK	PAGE FRWRD	-ye	25-

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.

 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.



ccount	Numbe	-								
				5	Swipe G	Gift Card	ł			
	1	2	3	4	5	6	7	8	9	0
	Q	w	E	R	Т	Y	U	I	ο	Р
			_							
	A	S	D	F	G	Н	J	к	L	•
	z	x	С	v	В	N	м	1	<-	x
			Spa	ace			Can	icel	0	к

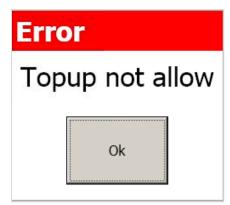
3. Swipe the GC card at the Swipe Gift Card window when prompt.

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.

aft Card Topup		
Topup 100.00 Face Value 158.00	Topup 200.00 Face Value 265.00	
		Cancel

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.

Account	Account Number										
	Guest Account for Gift Card										
	()										,
	1	2	3	4	5	6	7	8	9	0	
	Q	w	Е	R	т	Y	U	Ι	0	Р	
	Α	S	D	F	G	н	J	К	L	•	
]
	Ζ	X	С	V	В	Ν	М	1	<-	Х	
	Space Cancel OK										

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\Me	838	Gift Card Eligibility Setup
nu Administration Gift Card	839	Gift Card Template Setup
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	0,1	0 – During Change System Date
Process		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.
		1 - During Change System Cruise
		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	0, 1, 2	Option to not to allow guest check out if there is a gift card linked to the guest with open balance.
during check-out		<u>Parameter value = 2</u>
		 If gift card has already expired and with negative balance, check out guest is allowed.
		 If gift card is still active and with balance, check out guest is not allowed.
		Parameter value = 1
		 If gift card is already expired and with negative balance, check out is allowed and no message prompt.
		 If gift card is still active and with balance, prompt message to decide allow or disallow check out.
		Parameter = 0
		 Always allow check out even gift card have open balance

PAR Name	PAR Value	Description
Auto Post to Guest Acc when		Gift Card balance = 0, System prompt "The gift card balance is zero".
insufficient GC Bal		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.

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.

```
<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-0000-0000000-
00000066078486</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>
```

```
<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-0000-0000000-
00000066078486</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>
```

```
Sample Gift Card DGS RESONLINE File Layout
```

```
<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</pre>
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 = $140 \times 2 = 280$ Top up face value = $200 \times 2 = 400$ Posting amount = 121 + 123 + 125 = 369Refundable amount = 691

1st card refund = (900 – 369) – (900 – 780) = 411 2nd 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 \times 2 = 280
Top up face value = 200 \times 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 2nd top up

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

1st refund from card: (900 – 900) fully utilized. The remain 350 will refund from 1st top up 2nd refund from 1st top up: (200 – 200) fully utilized. The remain 150 will refund from 2nd top up 3rd refund from 2nd 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.

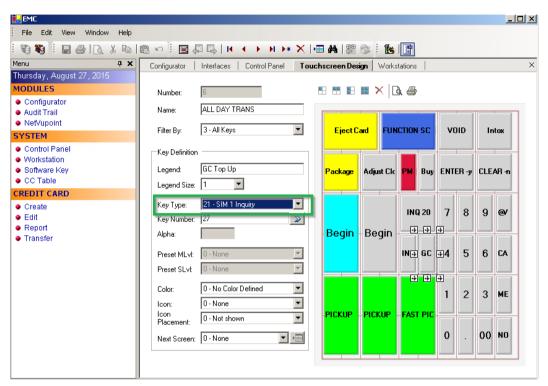


Figure J-1 - MICROS Key Type Sim INQ