MICROS
Stored Value Card (SVC) Interface

Installation and Setup Guide
4.0

Declarations

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Printing History

New editions of this manual incorporate new and changed material since the previous edition. Minor corrections and updates may be incorporated into reprints of the current edition without changing the publication date or the edition number

Edition	Month	Year	Software Version
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Document Overview

Welcome

This document describes the installation and setup of the SVC Interface on the MICROS RES 3700 System.

How is this Document Organized

This document is organized with an overview of the SVC interface followed by the specific configuration items in the order that the SVC interface should be setup on the MICROS RES 3700 System.

Who Should Read This Document

This document is intended the following audiences:

> Installers
>
> Dealers
>
> Support personnel
>
> Trainers
>
> IT professionals

The reader should have experience with the following:

> Microsoft® Windows® operating systems such as Windows NT 4.0, Windows® 2000 Professional, or Windows® 2000 Server
>
> Relational database concepts
>
> MICROS RES 3700 systems

Contents

System Requirements

Minimum RES Versions

The following table lists the versions of RES 3700 that are supported:

RES Version	Required minimum service pack/hot fix
2.6	SP8 with Hot fix 4 or higher
3.0	SP 5 or higher
3.1	SP2 with hot fix 5 or higher
3.2	SP1 or higher Note – v3.2 SP5->Sp6hf2 are not recommended for gift card installations.
4.0	GR or higher

SVC4 no longer utilizes the custom table custom.svc_at_dtl to record gift card transactions. If your site has custom applications that are using this table, please make note that transactions are no longer written to this table.

Interface Limitations

The SVC Interface is not supported in:

Stand Alone Resiliency (SAR) mode

Backup Server Mode (BSM) mode

3700 POS Demo mode

The SVC Interface uses check info lines. If another SIM interface is using check info lines, they may be overwritten if gift card transactions are performed on the same guest check as the other SIM.

Cancel Order does not function properly and remove all gift card items from the check in some cases. A new Inquiry (75) has been added to prevent the user from performing Cancel Order if gift card items are present on the check

SVC Interface Overview

SVC provides a common user interface for all POS gift card and loyalty functions, and a transaction server that formats the gift and loyalty functions in an industry-standard XML format. Third-party vendors develop an SVC Host Adapter, which handles their host-specific formatting and communications requirements.
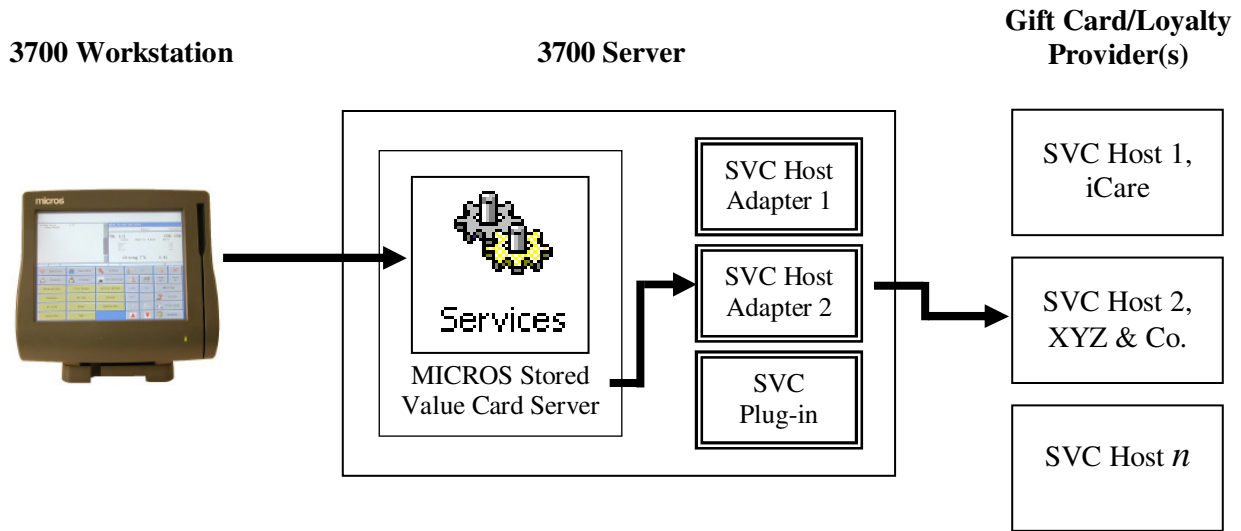
A 3700 system can have multiple host adapters installed, allowing it to perform gift card and/or loyalty transactions with multiple hosts.

Understanding The SVC Interface

Before proceeding with configuration of the SVC interface, you should have a good understanding on the gift card and loyalty program being implemented by your customer and the Host Adapter(s) they are choosing to implement.

SVC Transactions are implemented on the MICROS 3700 POS using SIM Inquire Events. For a complete listing of SVC Transactions and their corresponding inquire events, refer to page 46. Understanding the specific transactions (inquires) that will need to be configured will depend on the gift card and loyalty program(s) being implemented by your customer.

A POS Interface must be defined for each host adapter being implemented. A customer may have one host adapter that handles all of their gift card and loyalty transactions or one to implement their gift card transactions and another to implement their loyalty program.

It will also be necessary to obtain information from the gift card/loyalty host regarding any specific setup of the host adapter.

Implementing Loyalty Programs

Loyalty programs allow restaurants to track guest visits, reward frequent guests and provide an incentive to guests to dine more frequently. The following SVC Transactions implement loyalty transactions on the POS:

7: Issue Points

This inquiry allows the user to add points to a loyalty card. The system prompts the user to swipe the loyalty card and optionally for a points amount. The user can also enter the points amount prior to pressing the Issue Points button to default a specific points amount.

The Issue Points calculation is defined in the host application and can be based on the entered points amount, guest check total, guest check menu items, sales itemizers or visits.

8:Redeem Points

This inquiry allows the user to redeem from a loyalty account. The system prompts the user to swipe the loyalty card and optionally enter an amount. The Host will send a defined discount or tender item that will be applied to the guest check.

9: Points Inquiry

This inquiry allows the user to check the point balance of a loyalty card. The system prompts the user to swipe the card and then displays the balance. The system then prompts the user to print a balance chit.

12: Accept Coupon

This inquiry allows the user to prompt for a coupon number. If the coupon is accepted by the Host, the corresponding discount will be applied in the POS.

17: Issue Coupon

This inquiry allows the user to activate a coupon for a specific amount. The Coupon can be later redeemed using the Accept Coupon Inquiry.

19: Loyalty Activation

This inquiry allows the user to activate a loyalty card. The system prompts the user to swipe the card and optionally for an amount. Once the host has approved the transaction, a tender item is posted to the guest check.

Loyalty Program Configuration

For specifics on implementing the Loyalty program on the MICROS 3700 POS refer to the following sections:

Interface Definition

Loyalty Configuration

Discounts

Revenue Centers

Tender/Media

Touchscreen Designer

Employee Classes

Loyalty Issue Points Example

The following steps take place in an SVC Issue Points transaction:

1. The operator presses the Issue Points button (linked to Inquire 7 for the configured host adapter) on the POS touchscreen. The operator is prompted to enter or swipe the gift or loyalty card on the POS Workstation.

2. The SVC SIM on the POS workstation sends an Issue Points request to the MICROS Stored Value Card Server, a service running on the POS server.

3. The SVC service converts the Issue Points request to the POINT_ISSUE XML message, and sends it to the host adapter configured for the specific interface.

4. The host adapter sends a message to its host via the Internet or a dial up phone line, requesting the issue points transaction.

5. The host adapter receives the response (an authorization or decline) from the host, and transmits it to the SVC Server.

6. The SVC Server returns the appropriate response (approval, decline, etc…) message to the SVC SIM on the POS Workstation.

Implementing Gift Card Programs

Gift Card programs allow the restaurant to sell and redeem stored value gift cards   The following SVC Transactions implement gift card transactions on the POS:

1: Issue Card

This inquiry initiates the purchase of a new non-denominated gift card. The system prompts the user to swipe the card, and then prompts for the dollar amount to be issued. Once the host has approved the transaction, the menu item or service charge (Issue SVC item) is posted to the guest check for the transaction amount.

2: Activate Card

This inquiry initiates the purchase of a new denominated gift card. The system prompts the user to swipe the card. Once the host has approved the transaction, the menu item or service charge (Activate SVC item) is posted to the guest check for the pre-defined transaction amount.

3: Reload Card

This inquiry allows the user to add to the balance of a card that has been previously issued. The system prompts the user to swipe the card, and then prompts for the dollar amount to be reloaded. Once the host has approved the transaction, the menu item or service charge (Reload SVC item) is posted to the guest check for the transaction amount.

4: Cash Out

This inquiry allows the user to cash out a gift card account to a zero balance. The system prompts the user to swipe the card. Once the host has approved the transaction, the tender/media item (Cash Out SVC) is posted to the POS as a tender media paid out transaction. This function cannot be performed while a guest check is open. Therefore, the [Cash Out] key must be available to the user on a screen that the user can access outside of a transaction.

5: Balance Inquiry

This inquiry allows the user to check a card's account balance. The system prompts the user to swipe the card and then displays the account balance in the local currency. The system then prompts the user to print the gift card balance chit.

6: Balance Transfer

This inquiry allows the user to transfer an account balance to another card. The system prompts the user to swipe the new card, and then to swipe the old card.

10: Redeem

This inquiry acts as a payment key. The system prompts the user to swipe the card, and then prompts for the dollar amount to be redeemed. If configured, and the redemption amount is greater than the amount due, the system also prompts to confirm the tip amount. The system then sends a request to the host adapter. Once the host has approved the transaction (account balance is greater than or equal to the amount requested - guest check total plus tip, if applicable), a redemption chit prints and the tender/media (SVC Redeem) is posted to the check for the transaction amount. If the account balance is not sufficient to cover the amount requested, the account balance displays, and the system cancel the transaction.

11: Redeem Authorize

This inquiry operates like a credit card authorization. When this function is called, the system prompts the user to swipe the card, and performs an authorization request. If multiple gift cards will be authorized on one check (i.e., partial payments), the user should enter the dollar amount and then press Redeem Authorization. Otherwise, the first gift card will be authorized for the entire balance due.

13: Issue Batch

This Inquiry allows the user to issue a group of non-denominated gift cards. The user is prompted for the starting and ending gift cards in the group and an amount. All the cards must be issued for the same amount.

14: Activate Batch

This Inquiry allows the user to issue a group of denominated gift cards (i.e. 10.00, 25.00, etc). The user is prompted for the starting and ending gift cards in the group. The activation amount is returned from the Host. All the cards must be issued for the same amount.

15: Manual Redemption

This inquiry allows the user to enter redemption transactions that have been performed through the host Integrated Voice Response (IVR) System. The system prompts for the gift card number, the dollar amount, and an authorization code received from the host. Upon approval from the Host Adapter, the tender/media (SVC Manual Redeem) is posted to the check for the transaction amount and a redemption chit prints.

This inquiry can be used when the POS is unable to communicate with the host or if transactions are performed thru the host IVR system that need to recorded on the POS.

Please refer to the host adapter documentation for support of this feature.

16: Offline Redemption

This inquiry allows the user to enter redemption transactions when the POS cannot communicate with the Host Adapter/Host. The system prompts for the card number and the dollar amount. The tender/media (SVC Manual Redeem) is posted to the check for the transaction amount and a redemption chit prints.

The user must contact their gift card vendor to manually redeem the amount from the gift card.

18: Void Cash Out

This inquiry allows the user to void a previous Gift Card Cash Out transaction. This transaction must be performed outside of a gift check.

Gift Card Program Configuration

For specifics on implementing the Gift Card program on the MICROS 3700 POS refer to the following sections:

Interface Definition

Gift Card Item Configuration

Menu Items (if site using menu item for gift card item)

Revenue Centers

Service Charges (if site using service charges for gift card item)

Tender/Media

Touchscreen Designer

Employee Classes

Gift Card Payment Example

The following steps take place in an SVC Redemption transaction:

1. The operator presses the gift card redemption button (linked to Inquire 10 for the configured host adapter) on the POS touchscreen. The operator is prompted to enter or swipe the gift card and redemption amount on the POS Workstation.

2. The SVC SIM on the POS workstation sends a redemption request to the MICROS Stored Value Card Server, a service running on the POS server.

3. The SVC service converts the redemption request to the SV_REDEMPTION XML message, and sends it to the host adapter configured for the specific interface.

4. The host adapter sends a message to its host via the Internet or a dial up phone line, requesting issue points request.

5. The host adapter receives the response (an authorization or decline) from the host, and transmits it to the SVC Server. If the transaction was successful on the host, the redemption amount will be deducted from the gift card balance on the host.

6. The SVC Server returns the appropriate response (approval, decline, etc…) message to the SVC SIM on the POS Workstation.

7. If the redemption transaction was approved by the host, the payment amount will be applied to the guest check.

Reporting

Gift Card Transaction Report

The SVC Report Viewer can be used to view the Gift Card Transaction Report. To access the report viewer, you can run or double click the Micros.Svc.ReportViewer.exe file in the \StoredValueCard folder.

The report viewer will prompt for the report parameters and then display the report for the selected range. A sample report is below.

Stored Value Transaction Report

Revenue Center Range:	1 - 9999999	
Employee Range:	1 - 9999999	
Date Range:	10/18/2006 - 10/18/2006	Printed on Tuesday, October 31, 2006 - 10:59 PM

Employee Number 365

msvc-paymentech

		Authorization Code	Amount	Check #	Date/Time	Transaction
	D			1961	2006-10-18 08:30:06 AM	Inquire
	D			1961	2006-10-18 08:47:38 AM	Inquire
	D			1966	2006-10-18 09:03:19 AM	Inquire
	D	20040		1967	2006-10-18 09:23:32 AM	Activate
		00000014	25.00	1967	2006-10-18 09:24:06 AM	Activate
V		00000015	(25.00)	1967	2006-10-18 09:28:52 AM	Activate
		00000016	100.00	1967	2006-10-18 09:29:36 AM	Reload
V		00000017	(100.00)	1967	2006-10-18 09:30:48 AM	Reload
		00000018	150.00	1967	2006-10-18 09:31:35 AM	Reload
		00000019	40.00	1967	2006-10-18 09:32:12 AM	Redeem
		00000020	56.00	1967	2006-10-18 09:35:44 AM	Redeem
		00000021	0.00	1967	2006-10-18 09:36:12 AM	Inquire
V		00000021	(56.00)	1967	2006-10-18 09:36:39 AM	Redeem
		00000022	232.00	0	2006-10-18 09:43:30 AM	Cash Out
V		00000023	(232.00)	0	2006-10-18 09:44:55 AM	Cash Out
		00000024	125.00	1968	2006-10-18 09:46:17 AM	Batch Activate
		00000025	0.00	1968	2006-10-18 09:50:42 AM	Inquire
		00000025	30.00	1968	2006-10-18 09:51:43 AM	Issue
		00000026	30.00	1968	2006-10-18 09:53:03 AM	Redeem
		00000027	50.00	1968	2006-10-18 10:03:37 AM	Reload
		00000028	50.00	1968	2006-10-18 10:05:48 AM	Redeem

Command Line Options

```
The following command-line parameters are supported:

 /Template=<template path/file name>
 /RvcBegin=<object number>
 /RvcEnd=<object number>
 /EmpBegin=<object number>
 /EmpEnd=<object number>
 /DateBegin=<yyyy/mm/dd>
 /DateEnd=<yyyy/mm/dd>
 /PrintAndExit
```

The PrintAndExit option would be used in an autosequence.

The when evaluating the report parameters the viewer checks for the environment variables that are set by AS/Reports. If these variables are found (see list below), then their values are used. A command-line setting takes precedence over the environment setting.

Running the Gift Card Transaction Report from an AutoSequence

The employee, revenue center and date ranges defined in the AutoSequence GUI can be passed to the report. To run the report from an autosequence, you need to setup an external program that allows employee prompting. The external program should use a command line similar to the following:

C:\Micros\ProfessionalServices\StoredValueCard4\Micros.Svc.ReportViewer.exe /PrintAndExit
/Template=C:\Micros\ProfessionalServices\StoredValueCard4\Reports\Svc4Transactions.rpt

Configure the 3700

Before proceeding with the POS Configuration, you should have a good understanding of the specific SVC Transactions the site will be implementing for gift card and loyalty processing, and which Host Adapter(s) they will be implementing.

Enabling the POS for SVC transactions involves the following POS configuration items:

> SIM Interface for each SVC Host Adapter
>
> Gift Card Item(s) – menu item or service charge
>
> Revenue Center options
>
> Loyalty Discount Item(s)
>
> SVC Tender Media Items
>
> SVC Touchscreen(s)
>
> Employee Classes

It may not be necessary to configure all of these items; the specific configuration settings will be dependent upon which SVC Transactions the site is using.

Interface Definition

Create an interface for each SVC adapter. This section describes required fields on the General and Interface tabs of the "Devices | Interfaces" form of POS Configurator.

Number
This is the object number assigned to the interface. This number is used when renaming the pms*X*.isl file, with *X* representing the object number.

Name
This is the name of the interface.

General Tab | Outgoing Message Name
This is the name of the interface that is included in messages sent by 3700. This name should be defined as the host adapter name that is supplied by the host adapter specific documentation. This value should also match the host adapter name defined in the SVC Server configuration file as defined on page 30.

The outgoing message name also determines the name of the log file that is located in the \MICROS\RES\POS\Etc directory.

General Tab | Network Node
This is the location of the interface. Select the MICROS 3700 server.

General Tab | Interface Type
This is the connection type that the interface uses. Select TCP.

General Tab | Timeout
This is the timeout, in seconds that the POS will use to wait for a response from the SVC Server. Recommendations for this setting as follows:

If the Host Adapter connects to its host via a TCP/IP connection, enter 30.

A longer timeout may be necessary, 30 seconds is the minimum recommended value. Testing of the specific connection is necessary. A value of 60 seconds is not a bad starting point even for TCP connections.

If the Host Adapter connects via dialup (or a combination of TCP/IP and dialup), enter 60.

The 60 second timeout value is subject to even more variability for dialup connections. Dialup to a ISP will normally require more time than to other a Compuserve type network (due to the additional time it takes to authenticate w/ an ISP). Try to determine the "average" connection time and then multiply by 1.5 or 2.

General Tab | Number of ID Digits
> This determines the length of the terminal id sent to SVC. Select 9.

General Tab | Log Transactions
> Enabling this option will create a SIM log in the \MICROS\RES\POS\Etc folder. This option can be used for troubleshooting when issues occur. Please note that if this option is enabled, it is up to the customer to rotate and/or delete log files.

General Tab | SIM Interface
> This option designates the interface as a SIM interface. Select this option.

Interface Tab | TCP Server Name
> This is the computer name of the system that is running the SVC service. The value can be either a host name or an IP address. If system obtains its IP address via DHCP then a host name should be used. Typically the SVC server is running on the POS server; in such a configuration the value can be either "localhost" or 127.0.0.1.

> If the server has more than one network adapter card (NIC), the actual IP address of the MICROS Server should be used.

Interface Tab | TCP Port Number
> This is the port number used by POS when sending transactions to the SVC Server. The default is 5199.   Note - if you are installing from a prior version of SVC, the default TCP port was 23230.

Gift Card Item Configuration

The following configuration items are only applicable if the site is utilizing SVC for gift card transactions.

Gift card sales transactions can be posted to the POS system as a menu item or service charge. There are sales reporting implications to using a menu item versus a service charge. When using a menu item, transaction amounts will post to net sales on existing MICROS Crystal reports. When using a service charge item, transaction amounts will post to service charges and total revenue, but not to net sales.

If a site is using a menu item and does not want SVC sales transactions to post to net sales on the reports, then all templates can be edited to mask out these transactions. Similarly, if a site is using a service charge item and does not want SVC sales transactions to post to total revenue, then all templates can be edited to mask out the transactions.

The site's reporting requirements should determine which is most appropriate manner to record gift card sales: a menu item or service charge.

Menu Items

Menu Item Class

Create an SVC Menu Item Class for the SVC card and configure the following fields:

Description Tab | Sales Itemizer
Select the appropriate Sales Itemizer selected from the drop down list.

Description Tab | Tax Class
Select the appropriate Tax Class. This is typically No Tax or the field is left blank.

Description Tab | Privilege
Set the privilege level to 0. If a site wants to enable privilege levels for gift card transactions, use SIM Privilege Levels by employee class.

General Options Tab | Reference Required
Select this option.

Menu Items

A single menu item can be used for the SVC Activate, SVC Issue, and SVC Reload functions. A site that wants to track each of them separately for reporting and reconciliation can set up a different menu item for each. The object number of each the menu item must match those defined in the Host. Refer to the Host configuration documentation for specific menu item configuration instructions.

The menu item(s) should not be available to users (as a button or within a SLU) on any touchscreen; they will be added to the guest check by the SVC interface.

Create the menu item(s) and configure the following fields for each menu item.

General Tab | Menu Item Class
> Select the SVC Menu Item Class.

General Tab | Menu Level Class
> Select the appropriate Menu Level. This is typically set to ALL Levels.

General Tab | Print Class
> Select a Print Class.

Reporting Tab | Major Group
> Select appropriate Major Group.

Reporting Tab | Family Group
> Select appropriate Family Group.

> Separate tracking groups should be created to track SVC card transactions to facilitate ease of balancing gift card sales.

Revenue Centers

RVC Interfaces

System Interface Module (SIM) Tab | Number of info lines
> Set to 16. The SVC Interface uses all check info lines for Redeem Authorize functionality. If another SIM interface is using check info lines, they may be overwritten.
>
> If the Redeem Authorize feature is not implemented, then check information lines do not need to be configured by the SVC interface.

RVC Transactions

General Tab | Require Full Payment After Partial Tender
> Clear this option.

Service Charges

If a service charge is used instead of a menu item for gift card transactions, a regular service charge must be configured as the gift card item. Non-Revenue service charges are not supported.

One service charge can be used for SVC Activate, SVC Issue, and SVC Reload transactions. A site that wants to track each of them separately for reporting and reconciliation can set up a service charge for each. The object number of each service charge must match those defined in the Host. Refer to the Host configuration documentation for specific configuration instructions.

> The service charge(s) should not be available to users (as a button or within a SLU) on any touchscreen; they will be added to the guest check by the SVC interface.

Create the service charge(s) and configure the following fields:

General Tab | Type
Select Service Charge as the type for the SVC service charges.

Description Tab | Tax Class
Select the appropriate Tax Class. This is typically No Tax or the field is left blank.

General Tab | Print Class
Select a Print Class.

General Tab | Menu Level Class
Select the appropriate Menu Level. This is typically set to ALL Levels.

General Tab | Privilege
Set the privilege level to 0. If a site wants to enable privilege levels for gift card transactions, use SIM Privilege Levels by employee class.

Options Tab | Amount
Select this option.

Options Tab | Reference Required
Select this option.

Options Tab | Apply to Discount / Svc Chg Itemizer
Clear these itemizers.

Service Charge | Type
Select standard as the type of service charge. The interface does not support non-revenue service charges.

> Service Charge/Loyalty reporting options not specifically mentioned here do not effect the operation on the SVC interface and are completely user definable based on the site's reporting requirements.

Loyalty Configuration

The following discount configuration items are only applicable if the site is utilizing SVC for loyalty transactions.

One or more discounts can be configured for loyalty transactions. Refer to the Host configuration settings to determine which discounts have been configured for this particular customer.

For example, an "Open $ SVC" discount could be used to provide a variable amount reward to guests in a loyalty program. In this scenario, on the customers 10th visit, the host may respond with a discount for $5.00 off of the guest check total.

Another example, a "Fixed % SVC" discount (based on site visit criteria defined in the host) to guests in a loyalty program. In this scenario, the guest could receive 10% off the guest check total for each visit.

Discounts

Create the discount(s) and configure the following fields:

General Tab | Type
Select Discount as the type.

General Tab | Tax Class
Select the appropriate Tax Class. This is typically No Tax or the field is left blank.

General Tab | Print Class
Select a Print Class.

General Tab | Menu Level Class
Select the appropriate Menu Level. This is typically set to ALL Levels.

General Tab | Privilege
Set the privilege level to 0. If a site wants to enable privilege levels for gift card transactions, use SIM Privilege Levels by employee class.

General Tab | Percent
If this is a percentage discount, enter the appropriate percentage amount defined in the host configuration settings.

General Tab | Preset
If this is a percentage discount, select the option.

Options Tab | Amount
If this is an amount discount, select this option.

Options Tab | Reference Required
Select this option.

Options Tab | Apply to Discount / Svc Chg Itemizer
Select all itemizers.

You must ensure that discounts can be applied to checks because the MICROS SVC interface does not notify the gift card host if a discount cannot be applied to a check due to insufficient discount itemizer totals.

Tender/Media

Configure the appropriate Tender/Media items based on the site-specific SVC implementation. Configuration requirements and the specific Tender/Media items will vary based on which SVC Transactions the site has implemented.

The object numbers of the Tender/Media items must match those defined in the Host. Refer to the Host documentation for specific Tender/Media configuration instructions.

Create the applicable Tender/Media items for use with the SVC interface:

SVC Tender/Media	Type	Description	Gift Cards	Loyalty
SVC Send Order	Service Total	Commits current round items to the guest check	X	X
SVC Issue Points	Payment	Applies issue points tender media reference information to the guest check		X
SVC Redeem	Payment	Applies redemption tender payment to the guest check	X	
SVC Redeem Authorization	Payment	Applies redemption authorization approval to the guest check	X	
SVC Redeem Points	Payment	Applies points redemption to the guest check. Redeem points can also be a discount. If Redeem Points is setup as a discount, this keys is not needed.		X
SVC Offline Tender	Payment	Applies offline tender payment to the guest check	X	
SVC Manual Tender	Payment	Applies manual tender payment to the guest check	X	
SVC Cash Out	Pickup	Performs cash out transaction	X	

The Tender/Media keys should not be available to users (as a button or within a SLU) on any touchscreen; they will be added to the guest check by the SVC interface.

Create the applicable Tender/Media items (from the table above) and configure the fields on the following page.

General Tab | Type

Select Payment, Pickup, or Service Total, as required.

General Tab | Exempted Tax Class

Select the appropriate Tax Class. This is typically No Tax or the field is left blank.

General Tab | Print Class

Select a Print Class.

General Tab | Menu Level Class

Select the appropriate Menu Level. This is typically set to ALL Levels.

General Tab | Privilege

Set the privilege level to 0. If a site wants to enable privilege levels for gift card transactions, use SIM Privilege Levels by employee class.

Tender Tab | Reference Required

Select this option for the payment and pickup keys; clear this option for the service total key.

Tender Tab | Open Drawer

Select this option for the pickup keys; clear this option for the payment and service total keys.

Tender Tab | Require Amount Entry

Select this option for the pickup keys; clear this option for the payment and service total keys.

Tender Tab | Charged Tip

If the site will be accepting tips with gift cards, select the appropriate Charge Tip tender media item; clear this item if the site does not accept charge tips on gift cards.

PMS Tab | Post 0.00 amounts to PMS

Select this option for the payment and pickup keys; clear this option for the service total key.

PMS Tab | Allow 19 reference characters

Select this option for the payment and pickup keys; clear this option for the service total key.

PMS Tab | Property Management Interface

Select the MICROS SVC interface from the drop down list for the payment keys.

Printing Tab | Print Check Trailer

Select this option for the pickup keys; clear this option for the payment and service total keys.

Printing Tab | Print Check

Select this option for the pickup keys; clear this option for the payment and service total keys.

Printing Tab | Print Validation

Select this option for the pickup keys; clear this option for the payment and service total keys.

Service TTL Tab | Send Order

Select this option for the service total key; clear this option for the payment and pickup keys.

Service TTL Tab | Fire Order

The option must be selected for the service total keys; any setting can be defined for the payment and pickup keys.

Printing option requirements are site-specific, and are not defined here.

Touchscreen Designer

Add the touchscreen buttons for each SVC Transaction on a new or existing screen. In the example below, a new touchscreen, MICROS SVC was added with all of the SVC transaction buttons.

For each SVC Transaction the site is implementing, define a touchscreen button:

Category
> Select SIM/PMS Inquire.

Interface
> Select the interface for the Host Adapter that will handle the SVC Transaction.

Inquire Number
> Enter the Inquire Number defined for the SVC Transaction. Refer to page 46 for a complete listing of the SVC Transactions and corresponding Inquire Numbers. In the example below, this is 1 for Issue Card.

A new touchscreen was added to accommodate all the inquiries on one screen. It is recommended that this screen be accessible from the Function Screen and/or the Payment Screen.

Link each button to the correct interface and inquiry that corresponds to
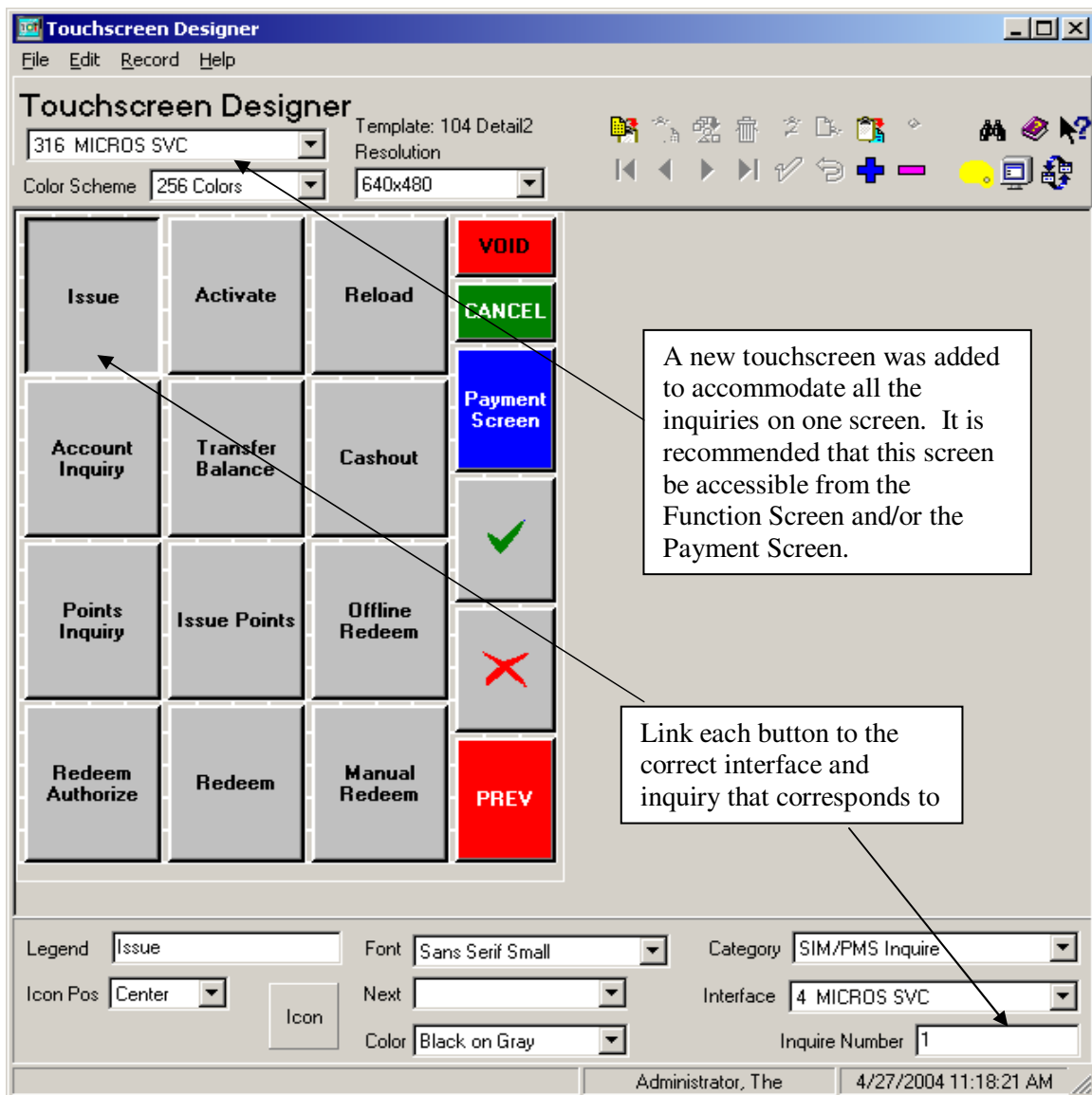
Employee Classes

SVC Transaction manager privileges are enabled using System Interface Module (SIM) privileges.

Determine the employee classes that will be allowed to perform SVC management functions. For each of these employee classes, define a SIM privilege level that will be used to designate manager functions (1-4).

Employees | Employee Classes | Privileges | Privilege Options | System Interface Module

Select the SIM Privilege Level that will be designated for management functions. This value must match the **ManagerSimPriviledge** parameter in the *svcServer.cfg* file. Please refer to page 37 for a complete listing of parameters in the SVC Server Configuration File.

Only one privilege level is supported, so all classes must contain the same value if they are to be considered a manager.

For more information on configuring SVC Transaction Privileges, refer to page 35.

In the example below, the Assistant Manager employee class has been given the SIM privilege level of 3; therefore, they are able to run all manager functions as defined in the **ManagerOperations** parameter in the *svcServer.cfg* file. Please refer to page 37 for a complete listing of parameters in the SVC Server Configuration File.

106 Asst Manager

System Interface Module

☐ SIM privilege 1
☐ SIM privilege 2
☑ SIM privilege 3
☐ SIM privilege 4

In the example above, the Assistant Manager employee class has been given the SIM privilege level of 3; therefore, they are able to run all manager functions.

SVC Interface Installation

This section describes installing and configuring the SVC Interface.

Install the Activation Codes

SVC requires RES PMS/SIM and SVC Interface activation codes in order to operate. If the site is not already licensed for PMS/SIM, an activation code can be obtained along with the SVC Activation code at no additional charge when ordering SVC.

Both activation codes can be found on the RES code sheet produced by the Smart Key System

The PMS/SIM code should be entered into License Manager.

The License Manager application has not been updated in all versions to support entry of the SVC Interface code. A utility, SVCLICENSING.exe has been included in the SVC installation zip file to simplify the process of adding the license codes to the registry. To run the utility,

1. Enter the following at a command prompt:

   SVCLICENSING.exe

2. Enter the license code provided on the RES code sheet.

The SVC Licensing utility can also be used to view or modify the current license code.

Prepare the 3700

1. Open the 3700 Control Panel.

2. Set the restaurant to Database.

3. Close the Control Panel.

Run SVC Setup Wizard

1. Unzip the *MicrosSvc4_Setup.exe* to the server's temp folder.

2. Launch *MicrosSvc4_Setup.exe*. The following screen will display:

3. Click **Next** to continue.

4. Read the License Agreement and click **Yes** to accept it. The *Select Destination Directory* screen displays.

5. Select a folder for the SVC files that will be extracted, or click **Next** to accept the default folder \MICROS\ProfessionalServices\StoredValueCard.

6. Click **Finish** when the installation has completed. The setup Wizard closes.

Install the PCWS Software

Rename the svc.isl file (located in SVC installation folder) to *pmsX.isl*, where *X* represents the object number of the SVC Interface in the "Devices | Interfaces" form in POS Configurator as described on page 16. For example, if the value of the **Number** field is 3, rename the file to pms3.isl.

1. If the 3700 has PC workstations with hard drives, copy *pmsX.isl* to the \MICROS\RES\POS\Etc folder on **each** workstation.

2. If the 3700 system uses WS4s and/or HHTs, copy *pmsX.isl* from the install folder to the \MICROS\RES\CAL\WS4\Files\CF\Micros\Etc folder on the MICROS 3700 server.

Configure the Services

1. Launch the Services window from the Microsoft Control Panel.

2. Scroll down to the MICROS SSF Service Launcher.

3. Confirm that the service is running, and that it is set to start Automatically.

4. If dialup is the primary connection type, confirm that that Telephony service is running, and is set to start Automatically.

5. Close the Services window.

SVC Configuration

SVC Server Configuration File

The server configuration file, *svcServer.cfg* defines the configuration settings for the SVC Interface. The file can be edited with a text editor such as Notepad. A complete listing of the configuration parameters and their definitions can be found starting on page 37. The majority of the fields are defined with default settings. Before editing the file, you should have a good understanding of the site requirements and the parameters that will need to be modified.

If the SVC Server detects that changes have been made to the to the server configuration file, *svcServer.cfg*, it will notify the POS client that there are pending configuration changes. Prior to performing the next SVC transaction, the POS client will update its configuration information.

SVC Server Configuration Form

The SVC SIM Server GUI allows for the definition of the SVC settings. In addition, the SVC Server GUI will allow you to edit the configuration settings for a "Plug in" style Host Adapters and general parameters for both Plugin and stand-alone Host Adapters.

To access the configuration utility, double click or run the file Micros.Ssf.UI.exe. The following form will display:
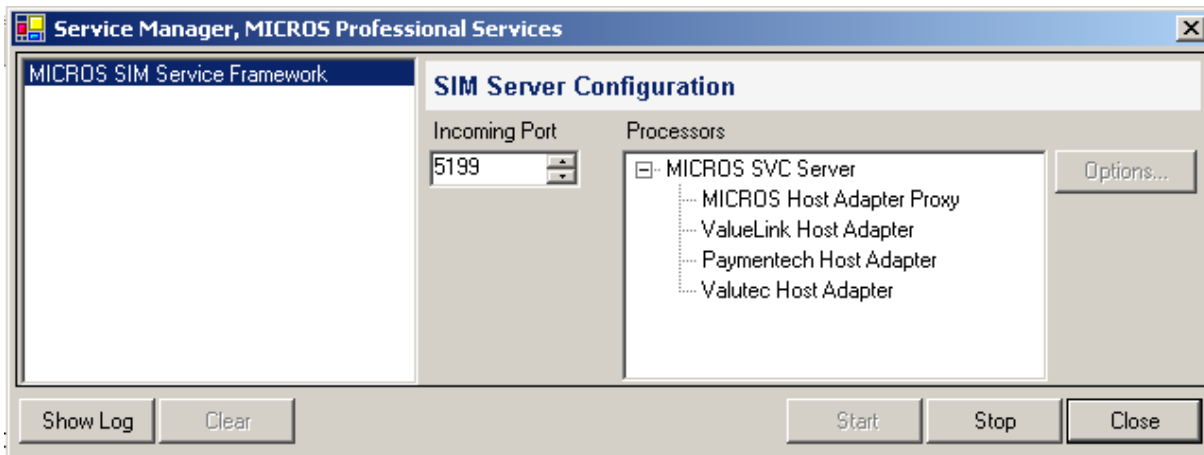
Processors

Displays the list of installed Plugin Host Adapters. In the example above, the ValueLink, Paymentech and Valutec Host Adapters are installed.

Incoming Port

Defines the port that SVC will listen for requests. This field must match the port defined for the SVC interface in POS Configurator | Interfaces. The default port is 5199.

Stand-alone Host Adapter Configuration

A stand-alone Host Adapter runs as a separate service and has its own configuration utility.

Plugin Host Adapter Configuration

Configuration of plugin Host Adapters can be performed by selecting the Host Adapter from the SSF GUI and pressing the Options button. Note, you must install the Plugin Host Adapter in order for it to be accessible from the SSF GUI.

Host Adapter Message Name

SVC communicates with the Host Adapter using a defined TCP/IP address and port. Each Host Adapter must be defined with a unique message name.
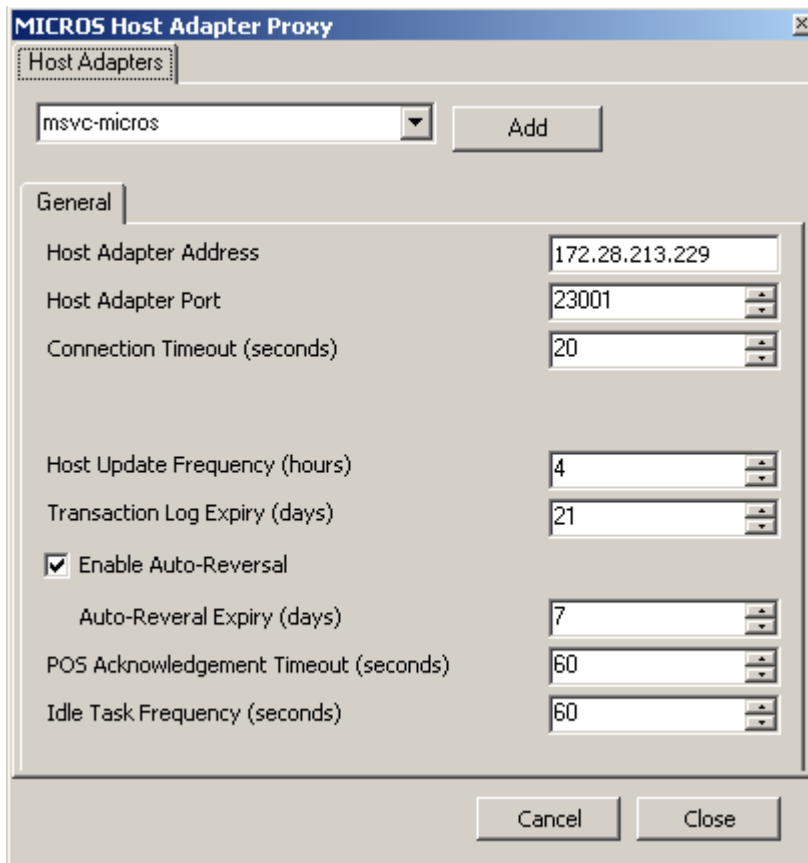
The following host adapter names have been reserved for current or future host adapters:

AAFES - msvc-aafes

Fifththird - msvc-fifththird

Givex - msvc-givex

Mercury Payment Systems – msvc-mps

MICROS iCare - msvc-micros

Nova – msvc-nova

OPT - msvc-opt

PaymentTech - msvc-paymentech

SVS - msvc-svs

Value Link - msvc-vlink

Valutec – msvc-valutec

Please refer to the Host Adapter Documentation if a specific Host Adapter is not listed in the list above.

General Host Adapter Parameters

The Host Adapter Proxy Form contains the general Host Adapter configuration parameters. To access this form, select Host Adapter Proxy from the SVC Server GUI then press the Options button.

Host Adapter Address
> IP Address of server where the Host Adapter is installed. This setting only applies to stand-alone Host Adapters.

Host Adapter Port
> Listening port where Host Adapter is installed. This setting only applies to stand-alone Host Adapters.

Connection Timeout (seconds)
> Amount of time SVC will wait when establishing a connection with a stand-alone Host Adapter. This setting only applies to stand-alone Host Adapters.

Host Update Frequency (hours)
> Length of time in hours before SVC will request a configuration update from the Host Adapter. Range is 1-24. Default is 4 hours.

Transaction Log Expiry (days)

    Number of days that transaction log will be retained.

Enable Auto-Reversal

    When enabled, SVC will automatically reverse any transactions that are not confirmed by the POS.

Auto-Reversal Expiry (days)

    Number of days that SVC will attempt to send automatic reversal transaction when the interface is offline. If the transaction is past the defined number of days, it will not be sent to the host. Default is 7 days.

POS Acknowledgement Timeout (seconds)

    Amount of time in seconds that SVC will wait for an acknowledgement from the POS before sending an automatic reversal. Default is 60.

Idle Task Frequency (seconds)

    Amount of time in seconds that SVC will wait between the execution of idle tasks for a Host Adapter. Range is 1 to 1200. Default is 60.

Host Adapter Configuration

The SvcServer.cfg file must be edited for Host Adapter Specific settings. A Host Adapter will either be defined as a stand-alone or Plugin Host Adapter. Please refer to the Host Adapter Installation Documentation to verify the version of SVC required.

Stand-alone Host Adapter Configuration

Each Standalone Host Adapter must be defined in the Server configuration file. The host adapter specific settings are:

xxxx-xxxxxx -send-check-summary

xxxx-xxxxxx -prompt-for-points

xxxx-xxxxxx -offline-tender

xxxx-xxxxxx -allow-tip-on-redeem

Note - the specific service charge, menu item, tender, and discount items are defined in the SVC Host Adapter.

Plugin Host Adapter Configuration

An SVC Plugin requires the following Host Adapter specific entries in the SVCServer.cfg file:

xxxx-xxxxxx -send-check-summary

xxxx-xxxxxx -prompt-for-points

xxxx-xxxxxx -allow-tip-on-redeem

xxxx-xxxxxx -action-activate

xxxx-xxxxxx -action-issue

xxxx-xxxxxx -action-reload

xxxx-xxxxxx -action-redeem

xxxx-xxxxxx -action-redeemauth

xxxx-xxxxxx -action-redeemmanual

xxxx-xxxxxx -action-cashout

xxxx-xxxxxx -action-pointactivate

xxxx-xxxxxx -action-pointissue

xxxx-xxxxxx -action-pointredeem

xxxx-xxxxxx -action-redeemoffline

xxxx-xxxxxx -action-offline-tender

xxxx-xxxxxx -send-check-summary

xxxx-xxxxxx -prompt-for-points

xxxx-xxxxxx -allow-tip-on-redeem

xxxx-xxxxxx -prompt-for-auth-on-reversal

xxxx-xxxxxx -timeout

For a definition of these fields, refer to the Host Adapter Specific Settings on page 43.

SVC4 can support both traditional host adapters and plugin host adapters.

SVC Transaction Privileges

Privileges for employee classes are defined in the svcServer.cfg file and in POS Configurator | Employees | Employee Classes | Privileges | Privilege Options.

Each SIM inquiry event can be defined as a management function, which enables the site to define what gift card functions are allowed by an employee class and/or a manager class. For more information regarding the setup of employee classes, please refer to page 26.

In the example below, SIM events 1, 3, 4 and 13 are functions that only the manager employee classes are able to perform. Thus, the remaining SIM inquiry events not included in the list (2, 5, 6, 7, 8, 9, 10, 11, 12, 15, 16, etc..) non-manager employees can access. If both configuration options are set to 0, then both employee classes can perform all gift card transactions.

svcServer.cfg   **Employee Classes**

```
ManagerSimPrivilege      3
ManagerOperations        1,3,4,13
```

| 106 | Asst Manager |

System Interface Module

☐ SIM privilege 1
☐ SIM privilege 2
☑ SIM privilege 3
☐ SIM privilege 4

In this example, Inquires 1,3,4 and 13 are manager Functions.

In the example above, the Assistant Manager employee class has been given the SIM privilege level of 3; therefore, they are able to run all manager functions.

Refer to pages 46 - 51 for a complete listing of the SVC Transactions/SIM inquiry events.

SVC Special Functions

Store and Forward

The Store & Forward feature is invoked when communications cannot be established with the host. Based on a configurable threshold/floor limit amount with the host adapter, an authorization response will be provided to the POS system allowing the card redemption transaction to complete. For example, if the floor limit is set to $10.00, then all redemption transactions that are less than $10.00 will automatically be processed even if communications are down (see offline transaction). At a later time when communications have been restored, the stored (queued) transactions will be forwarded to the host adapter for processing. Please review the host adapter documentation for support of this feature.

Automatic Reversal

Automatic Reversal is a process that automatically sends void transactions if it is determined that a sale has not been successfully posted on the POS System. This process is enabled by selecting the using the **EnableAutoreversal** parameter on the Host Adapter Proxy form.

SVC Server Configuration File Field Definitions

The svcServer.cfg file copied to the hard drive by the Install Wizard contains a number of parameters that can be customized for the site. This section describes the fields listed in this file.

msvc-server-port
> This field is now obsolete with SVC 4.0.

IdleTaskFrequency
> This field is now obsolete with SVC 4.0. This field is now defined for each Host Adapter in the Host Adapter Proxy Form.

SendOrderItem
> This field defines the object number of the "send order SVC" tender/media described on page 22. This value must be set to the object of the SVC Send Order item. The range is 0 to 9999999, and the default is 70099.

VoidReasonNumber
> This field defines the object number of the reason code used for a gift card void (i.e., Void Activation, Void Reload, etc.) If the site does not use reason codes for voids, then this field should be set to 0 (zero). The default value is 100.

LocalLanguage
> This field defines the language that host adapters use for responses. The default is en-US (U.S. English).

LocalCurrency
> This field defines the ISO-4217 alpha-currency code for the local currency used by the POS. The default is USD.

LogLevel
> This field is now obsolete with SVC 4.0.

AuditTrailDaysToKeep
> This field is now obsolete with SVC 4.0.

ConfigUpdateFrequency
> This field is now obsolete with SVC 4.0. This field is now defined for each Host Adapter in the Host Adapter Proxy Form.

ManagerSimPrivilege

This field defines the SIM Privilege option that enables management privileges for an employee. The SIM Privilege is configured in POS Configurator | Employees | Employee Classes | Privileges | Privilege Options Tab. If this field is not defined, or is not in the range of values 1 – 4, then all employees have management privileges. The range is 0 to 4 and the default is 0 (all users can perform all functions).

ManagerOperations

This field defines a list of SIM inquire numbers that are considered management functions. Only employees with the ManagerSimPrivilege set can perform them. The range is 1 to 16 and the default is blank (all users can perform all functions).

AllowManualAccountEntry

This field indicates if non-manager employees are allowed to manually enter account numbers.

ManagerAllowManualAccountEntry

This field indicates if manager employees (assigned to employee class that has SIM Privilege equal to ManagerSimPrivilege defined in svcServer.cfg) are allowed to manually enter account numbers.

These two fields determine which employees can enter gift and loyalty card account information at the POS.

Employees allowed manual entry:	Everyone	Everyone	Managers	No one
AllowManualAccountEntry	Y	Y	N*	N
ManagerAllowManualAccountEntry	Y	N	Y*	N

*Default values

IgnoreAllowManualAccountEntryRules

This field defines the SIM inquire numbers that should ignore the AllowManualAccountEntry field. For example, if the AllowManualAccountEntry is set to "Y" and the SIM inquire number 1 is listed in this field, than an employee can issue a card by manually inputting the account information. The valid range of inquiries is 1 to 16 and the default is configured to be blank in the svcServer.cfg file. See listing of SVC Transactions on page 46.

SvcChitPrinter

This field indicates the printer at which SVC chits print.

Print Code	Printer
C	guest **C**heck printer (the default setting)
J	**J**ournal printer
R	customer **R**eceipt printer
V	**V**alidation printer
O*n*	*n*th remote **O**rder device. For example, O3 prints to the third remote order device listed.

SvcChitBitmap

This field defines a bitmap to print at the top of SVC chits. Enter the filename (not the complete path) of a bitmap file located in the \Micros\RES\POS\Bitmaps directory. The file should exist on the hard drive of each client that needs to print it.

- 3700 version 3.0.0.2 or later is required to print bitmaps.

- IDN firmware version 014 or higher is required to print to an IDN printer.

Bitmap printing is not supported in 3700 version 3.2 when printing on a WS/4, or when the printer is connected to the WS/4.

PosPrinterWidth

This field defines the width of a line on the POS printer that prints SVC chits. Allowed values are 32 or 40, and the default is 32.

DefaultAuthChitText

This field defines what is printed in the "host" area of the authorization chit if the host does not supply any text. The "|" (vertical pipe) character indicates the end of a line when printed on the authorization chit. The "\" (backslash) character at the beginning of the line indicates that it is a continuation of the previous line. Centering and text formatting are not supported. Maximum number of characters, including the "|" line termination is 512. The default entry in this field is:

```
#                 Ruler  123456789 123456789 12
DefaultAuthChitText |
                    \ Tip :  _____|
                    \ |
                    \ Charge:_____|
                    \ |
                    \ Signature :
                    \ |
                    \ |
                    \ |_____|
                    \ |
                      \ Thank you for your
                      \ patronage. |
```

DisplayMessageOnInquire

This field determines if the gift card account balance displays on the POS. Allowed values are "Y" (the default) and "N.

AutomaticallyPrintOnInquire

This field determines if an Account Balance Inquiry chit prints without requiring user confirmation. If set to "Y", the chit prints without prompting the user for confirmation. Allowed values are "Y" (the default), and "N".

WarnIfRedeemAmountLessThanRequest

This field determines if a prompt displays to indicate that the balance due is greater than the account balance. If this option is set to 'Y', then the message "Actual redemption amount is less than requested amount" displays on the POS. (This is MSG106 in the SvcMessage-en.US.txt file, as listed on page 62.) The system prompts the user to swipe the card, and then ask the guest for the dollar amount to be redeemed, and the tip amount to be posted (if applicable). The system redeems the maximum available dollar amount from the account and then leaves the remaining balance on the check to be tendered.

**PrintAccountOnIssuePoint**

This field determines if the account number prints and displays during an Issue Points transaction. Set the field to "Y" (the default) to print and display; set to "N" to suppress.

UnmaskedAccountNumberDigits

This field determines the number of digits that will be unmasked. Value values are 4 and 6. Any other value will result in 4 digits being unmasked. Default is 4.

ReadTrackOneAndTwo

This field determines if data is read from track one in addition to track two when a mag card is swiped. Allowed values are "Y" and "N" (the default). By default, only track two is read and sent to the host. If both tracks are read, the 3700 displays an input window on the workstation. In some cases this may require that the touchscreen layout be altered to avoid having the input windows superimposed over touchscreen keys.
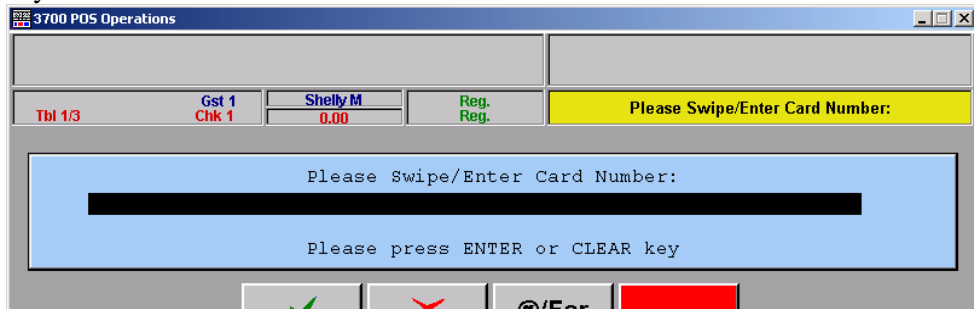
SVC Transaction Touchscreen

The **touchscreen** fields define the object number of the touch screen that displays when the user performs specific functions. For each field, the range is 0 to 9999999 and the default is 0. If the value is not set, or is set to zero (0), then the default alphanumeric touch screen is used. If the value is set to an invalid object number, then the screen does not change. Depending on the layout of the screen from which the function is launched, this may or may not be desirable. Pop-up touch screens are not currently supported.

Touch screen	SVC function/prompt
CardTouchscreen	Account number
AmountTouchscreen	Amount
AuthCodeTouchscreen	Authorization code
AuthSelectionTouchscreen	Redemption authorization finalization
CouponTouchscreen	Coupon code
ProgramCodeTouchscreen	Program code

EnableAutoreversal

This field is now obsolete with SVC 4.0.

AutoreversalTimeout

This field is now obsolete with SVC 4.0.

RoundPoints

This field rounds points to the nearest whole number for print and display. Set the field to "Y" to round points (13.6 becomes 14), or to "N" (13.6 prints and displays as 13.6.). When this option is enabled, the currency code will not display.

MaxPointIssueTransPerCheck

This field defines the maximum number of issue point transactions allowed per guest check. The range is 0 to 99 and the default is 0 (no limit).

Host Adapter Specific Settings

In the settings below, replace the xxxx-xxxxx with the unique message name defined for the Host Adapter. A sample list was detailed on page 31.

Stand-alone Host Adapter configuration

Each Stand-alone Host Adapter must be defined in the Server configuration file. The host adapter specific settings are:

xxxx-xxxxxx-protocol-version
> This field is reserved. Do not modify.

xxxx-xxxxxx-send-check-summary
> This field determines if check summary information is sent to the host adapter. Allowed values are "Y" (send check summary information), and "N" (strip out summary information from the message sent to the host adapter.)

xxxx-xxxxxx-prompt-for-points
> This field defines the text used when prompting for an amount (i.e., dollar amount) in an Issue Points transaction to "Please Enter Points Amount". ". Allowed values are "Y" (prompt for points), and "N" (don't prompt for points.)

xxxx-xxxxxx-offline-tender
> This field defines the "Offline Redeem SVC" tender/media object number described on page 22. This allows the site to post a gift card tender to a check while the POS is out of communication with the SVC host. An offline tender is always approved—there is no connection to the host.

xxxx-xxxxxx-allow-tip-on-redeem
> This field allows the user to add a tip to a check by over-tendering the check. Set this field to "N" to prevent over tendering a check when a gift card is redeemed.

Plugin Host Adapter Configuration

An SVC Plugin requires the following Host Adapter specific entries in the SVCServer.cfg file:

xxxx-xxxxxx-send-check-summary

This field determines if check summary information is sent to the host adapter. Allowed values are "Y" (send check summary information), and "N" (strip out summary information from the message sent to the host adapter.)

xxxx-xxxxxx-prompt-for-points

This field defines the text used when prompting for an amount (i.e., dollar amount) in an Issue Points transaction to "Please Enter Points Amount". ". Allowed values are "Y" (prompt for points), and "N" (don't prompt for points.)

xxxx-xxxxxx-allow-tip-on-redeem

This field allows the user to add a tip to a check by over-tendering the check. Set this field to "N" to prevent over tendering a check when a gift card is redeemed.

xxxx-xxxxxx -action-activate

Designates the default POS item and type that will be applied when an SVC Activation transaction is performed.

xxxx-xxxxxx -action-issue

Designates the default POS item and type that will be applied when an SVC Activation transaction is performed.

xxxx-xxxxxx -action-reload

Designates the default POS item and type that will be applied when an SVC Reload transaction is performed.

xxxx-xxxxxx -action-redeem

Designates the default POS item and type that will be applied when an SVC Redeem transaction is performed.

xxxx-xxxxxx -action-redeemauth

Designates the default POS item and type that will be applied when an SVC Reload transaction is performed.

xxxx-xxxxxx -action-redeemmanual

Designates the default POS item and type that will be applied when an SVC manua Redeem transaction is performed.

xxxx-xxxxxx -action-cashout

Designates the default POS item and type that will be applied when an SVC Cashout transaction is performed.

xxxx-xxxxxx -action-pointactivate

Designates the default POS item and type that will be applied when an SVC Points Activate transaction is performed.

xxxx-xxxxxx -action-pointissue

Designates the default POS item and type that will be applied when an SVC Points Issue transaction is performed.

xxxx-xxxxxx -action-pointredeem

Designates the default POS item and type that will be applied when an SVC Points Redeem transaction is performed.

xxxx-xxxxxx -action-redeemoffline

Designates the default POS item and type that will be applied when an SVC Redeem Offline transaction is performed.

xxxx-xxxxxx -action-offline-tender

Designates the default POS item and type that will be applied when an SVC Offline Tender transaction is performed.

xxxx-xxxxxx -action- activatebatch

Designates the default POS item and type that will be applied when an SVC Activation Batch transaction is performed.

xxxx-xxxxxx -action- issuebatch

Designates the default POS item and type that will be applied when an SVC Issue Batch transaction is performed.

xxxx-xxxxxx -prompt-for-auth-on-reversal

Designates is SVC should prompt for an authorization when performing a reversal. Refer to the Host Adapter specific settings to determine the appropriate setting.

SVC Transactions

The following transactions are supported by tbe SVC interface. They are implemented on the POS as SIM Inquiries. To enable the SVC transaction on the POS, define a touch screen button and link the inquiry to the desired SVC transaction. The inquiry number precedes the SVC Transaction Name in the list below as in the example:

Inquiry Number: SVC Transaction

1: Issue Card

This inquiry initiates the purchase of a new non-denominated gift card. The system prompts the user to swipe the card, and then prompts for the dollar amount to be issued. Once the host has approved the transaction, the menu item or service charge (Issue SVC item) is posted to the guest check for the transaction amount.

2: Activate Card

This inquiry initiates the purchase of a new denominated gift card. The system prompts the user to swipe the card. Once the host has approved the transaction, the Activate SVC item, (menu item or service charge) is posted to the guest check for the transaction amount.

The Activate Card inquiry can optionally prompt the user for the dollar amount if required by the host. Refer to the host/host adapter specific documentation for specific prompting requirements.

3: Reload Card

This inquiry allows the user to add to the balance of a card that has been previously issued. The system prompts the user to swipe the card, and then prompts for the dollar amount to be reloaded. Once the host has approved the transaction, the menu item or service charge (Reload SVC item) is posted to the guest check for the transaction amount.

4: Cash Out

This inquiry allows the user to cash out a gift card account to a zero balance. The system prompts the user to swipe the card. Once the host has approved the transaction, the tender/media item (Cash Out SVC) is posted to the POS as a tender media paid out transaction. This function cannot be performed while a guest check is open. Therefore, the [Cash Out] key must be available to the user on a screen that the user can access outside of a transaction.

```
--------------------------------
          Gift Cards DB
         Cashout Account
--------------------------------
Today's date      : 25-MAR-2004
Card # ending     : 4712
Authorization     : 9868437
Account Balance   : 0.00
Amount redeemed   : 4.00
--------------------------------
```

5: Balance Inquiry

This inquiry allows the user to check a card's account balance. The system prompts the user to swipe the card and then displays the account balance in the local currency. The system then prompts the user to print the gift card balance chit.

```
--------------------------------
          Gift Cards DB
         Account Inquiry
--------------------------------
Today's date       : 25-MAR-2004
Card # ending      : 4608
Account balance    : 10.00 (USD)
--------------------------------
```

6: Balance Transfer

This inquiry allows the user to transfer an account balance to another card. The system prompts the user to swipe the new card, and then to swipe the old card. When the transfer is complete, a message displays:

7: Issue Points

This inquiry allows the user to add points to a loyalty card. The system prompts the user to swipe the loyalty card. The Issue Points calculation is defined in the host application and can be based on guest check menu items, sales itemizers or visits.

In the example below, each point has been defined as a visit to the restaurant:

```
--------------------------------
          Gift Cards DB
          Issue Points
--------------------------------
Today's date       : 25-MAR-2004
Card # ending      : 0069
Balance            : 1.00

--------------------------------
      You now have 1 visit(s)
       Expires May 31, 2005
```

8: Redeem Points

This inquiry allows the user to redeem points from a loyalty card. The system prompts the user to swipe the loyalty card and for an amount. The Issue Points calculation is defined in the host application and can be based on guest check menu items, sales itemizers or visits.

In the example below, each point has been defined as a visit to the restaurant:

```
--------------------------------

          Redeem Points
--------------------------------
  Today's date    : 17-AUG-2006
  Card # ending   : 4762
  Authorization   : 26073216
  Balance         : 167
--------------------------------

```

9: Points Inquiry

This inquiry allows the user to check the point balance of a loyalty card.

The system prompts the user to swipe the card and then displays the balance. The system then prompts the user to print a balance chit.

```
--------------------------------
          Gift Cards DB
          Points Inquiry
--------------------------------
Today's date        : 25-MAR-2004
Card # ending       : 0069
Balance             : 1.00
--------------------------------

     ** AWARD TRACKING **
    Start month: Mar 2004
   You now have 1 visit(s)
    Expires May 31, 2004
```

10: Redeem

This inquiry acts as a payment key. The system prompts the user to swipe the card, and then prompts for the dollar amount to be redeemed. If configured, and the redemption amount is greater than the amount due, the system also prompts to confirm the tip amount.

If there are prior authorizations on the check, the system prompts the user to confirm the gift card number and dollar amount.

The system then sends a request to the host adapter. If the account balance is greater than or equal to the amount requested (guest check total plus tip, if applicable), the transaction amount is redeemed from the account, the payment is applied to the guest check and a redemption chit prints.

```
------------------------------
           Gift Cards DB
           Redeem Account
------------------------------
Today's date        : 25-MAR-2004
Card # ending       : 8409
Authorization       : 115508
Balance             : 2.00
Amount Redeemed     : 10.00
------------------------------
```

If the account balance is not sufficient to cover the amount requested, the account balance displays, and the system cancels the transaction.
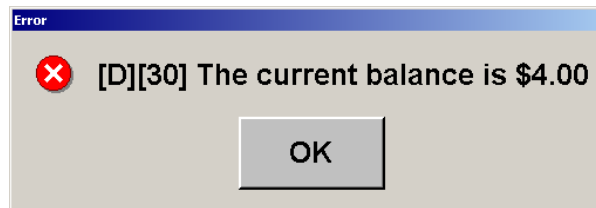
```
Error
  ❌  [D][30] The current balance is $4.00

              OK
```

11: Redeem Authorize

This inquiry operates like a credit card authorization. When this function is called, the system prompts the user to swipe the card, and performs an authorization request. If multiple gift cards will be authorized on one check (i.e., partial payments), the user should enter the dollar amount and then press Redeem Authorization. Otherwise, the first gift card will be authorized for the entire balance due of the check. When more than one gift card is authorized, a message displays prompting the user to select an existing authorization or a new gift card. See example below:

```
Please select gift card:
1. New gift card
2. 0010001000108409 [5.93]
```

Once the process is complete, two vouchers print—one for the guest and one for the merchant.

```
--------------------------------
          Gift Cards DB
        Redeem Authorization
--------------------------------
Check #            : 831
Table #            : 2
Today's date       : 25-MAR-2004
Card # ending      : 8409
Authorization      : 963093
Check Total        :   5.93
Balance            :  65.00
Authorize Total    :   5.93
--------------------------------


Tip                : _____

Charge             : _____

SIGNATURE :


--------------------------------
Thank you for your patronage.
--------------------------------
           GUEST COPY
```

12: Accept Coupon

This inquiry allows the user to validate a coupon number. The system prompts for a coupon number and sends a request for approval to the host adapter. If the Host/Host Adapter approves the Accept coupon request, the coupon amount is applied to the guest check. Please refer to the host adapter documentation for support of this feature.

13: Issue Batch

This Inquiry allows the user to issue a group of non-denominated gift cards. The user is prompted for the starting and ending gift cards in the group and an amount. All the cards must be issued for the same amount. If the Host/Host Adapter approves the transaction, the total amount of the batch is applied to the guest check. Please refer to the host adapter documentation for support of this feature.

14: Activate Batch

This Inquiry allows the user to issue a group of denominated gift cards (i.e. 10.00, 25.00, etc). The user is prompted for the starting and ending gift cards in the group. The activation amount is returned from the Host. All the cards must be issued for the same amount. If the Host/Host Adapter approves the transaction, the total amount of the batch is applied to the guest check. Please refer to the host adapter documentation for support of this feature.

15: Manual Redemption

This inquiry allows the user to enter redemption transactions that have been performed through the host Integrated Voice Response (IVR) System. The system prompts for the gift card number, the dollar amount, and an authorization code received from the host. Upon approval from the Host Adapter, the tender/media (SVC Manual Redeem) is posted to the check for the transaction amount and a redemption chit prints.

This inquiry can be used when the POS is unable to communicate with the host or if transactions are performed thru the host IVR system that need to recorded on the POS.

Please refer to the host adapter documentation for support of this feature.

```
------------------------------
          Gift Cards DB
          Manual Redeem
------------------------------
Today's date       : 25-MAR-2004
Card # ending      : 3411
Balance            : 0
Trans Amount       : 7.50
------------------------------
```

16: Offline Redemption

This inquiry allows the user to enter redemption transactions when the POS cannot communicate with the Host Adapter/Host. The system prompts for the card number and the dollar amount. The tender/media (SVC Manual Redeem) is posted to the check for the transaction amount and a redemption chit prints.

The user must contact their gift card vendor to manually redeem the amount from the gift card.

```
------------------------------
          Gift Cards DB
          Offline Redeem
------------------------------
Today's date       : 25-MAR-2004
Card # ending      : 8409
Balance            : 0
Trans Amount       : 5.93
------------------------------
```

18: Void Cash Out

This inquiry allows the user void a previous Gift Card Cash Out transaction. This transaction must be performed outside of a guest check.

75: Cancel Order

This inquiry will prevent the user from performing a Cancel Order function if there are any gift or loyalty transactions on the check. If the check does contain gift and loyalty transactions, they will receive the error message "Cancel Order not allowed. Please void all gift card transactions and try again." If there are not any gift and loyalty transactions on the check, the user will be allowed to perform the Cancel Order function.

76: Void Closed Check

This inquiry will prevent the user from performing a Void Closed Check operation if there are any gift or loyalty transactions on the closed check. If the check does contain gift or loyalty transactions, the user will receive an error message. If there are no any gift or loyalty transactions on the check, the user will be allowed to perform the Void Closed Check operation. This inquire should be used in place of the built-in Void Closed Check function.

Void Functions

(NO SIM Inquires are used for these functions)

Void Functions are handled through a Touch Void operation. An inquiry key performs these operations. These transactions can only be processed while in the existing check or through the Edit Closed Check Function. Press the void key, highlight the SVC transaction, and then press void again.

Void Redeem

The system prompts for authorization, and then prompts to swipe the card. When the transaction is complete, a message displays, "Redeem transaction was successfully reversed."

Void Issue

The system prompts for authorization, a reason code, and then to swipe the card when the transaction is complete, a message displays, "Issue Account transaction was successfully reversed."

Void Reload

The system prompts for authorization, a reason code, and then to swipe the card when the transaction is complete, a message displays, "Reload Account transaction was successfully reversed."

SVC Error and Status Messages

The following messages may display during SVC transactions. Each message listed in this section is followed by a brief explanation.

A letter and number may precede the messages. The letter indicates the origin of the message:

> (no letter) – POS Operations
>
> **P** – SIM Script
>
> **S** – SVC Server
>
> **E** – Host Adapter
>
> **D** – Data Center
>
> **X** – External Host

POS Operations Messages

Amount entered is not valid.
> This error message is a result of swiping the SVC card when prompted to enter a dollar amount while issuing, activating and reload a gift card.

Balance transfer successful
> A gift card balance was transferred to another gift card.

Bind Error
> The Interface Server is not running in MICROS Control Panel or the TCP Server Name in POS Configurator | Devices | Interfaces | Interface Tab is not defined correctly. The TCP Server Name should be the same name as the MICROS Server.

Cannot cancel after charge posting
> This error message occurs when trying to cancel the transaction after a tender/media payment (SVC card redemption) has been posted to the check. The check must be paid in full or service totaled.

Check info amount is full
> The number of info lines is not configured correctly in POS Configurator | Revenue Center | RVC Interfaces. The '**number of info lines**' should be set to 16 for each revenue center that uses the SVC interface.

Interface SW not licensed
> The site doesn't have a PMS/SIM code in POS Configurator | System | Licensing. This code is required for the gift card interface.

Invalid Entry
> This message results from trying to issue, activate or reload a gift card with the "SVC Card" menu item class (or service charge) configured incorrectly. This might also be a result of the Issue SVC, Activate SVC or Reload SVC menu item not being linked to the "SVC Card" menu item class.

ISL error: No Check Info Area Exists

The number of info lines is not configured correctly in POS Configurator | Revenue Center | RVC Interfaces. The '**number of info lines**' should be set to 16 for each revenue center that uses the SVC interface.

ISL error: No SIM File

The touchscreen buttons are not linked to the correct PMS/SIM Interface in POS Configurator | Devices | Touchscreen Designer.

ISL error: No Match For Event EVENT INQ: 75

Ensure that build 4.1.0.207 patch 1 or higher is applied.

No Response To Message

This error can have several causes. Confirm that the MICROS SVC Server service has started. Then open the MICROS Control Panel and confirm that the Interface Server has started. Next, confirm that the TCP Servername is correct in POS Configurator | Devices | Interfaces. Lastly, confirm the svcServer.cfg file is located in the \\MICROS\ProfessionalServices\StoredValueCard directory or selected installation directory.

No SIM File

The workstation does not have the SIM script (pmsX.isl) file loaded in the \\micros\res\pos\etc directory. This might also be caused if the SIM script is loaded on the workstation, but has not been renamed from pmsX.isl to its proper name; for example, pms3.isl.

Receive Timeout

An Outgoing Message is not configured in POS Configurator | Devices | Interfaces. This message typically appears as soon as OPS is started. Any changes made to this form require a restart of the Interface Server in MICROS Control Panel.

Tender Required

The user tried to print or service total the guest check when processing a gift card pre-authorization. The message displays only if the tender/media key is configured to require full payment after a partial tender.

Workstation PMS ID Too Large for Interface Configuration

The Number ID Digits is set to 2 instead of 9 in POS Configurator | Devices | Interfaces. Any changes made to this form require a restart of the Interface Server in MICROS Control Panel.

SVC SIM Error Messages

 The %X in the message indicates that this value will be filled in with appropriate text by the SVC interface.

[P6] %1 transaction not allowed for employee in training mode.
SVC transactions cannot be posted while the employee is in training mode.

[P7] %1 transaction requires an open check.
This SVC transaction cannot take place outside of a guest check transaction.

[P8] Employee not authorized to execute %1 transaction.
SIM privileges may not be set to allow this employee to perform this transaction.

[P9] %1 transaction not allowed while filtering seats.
SVC transactions are not allowed when seats are filtered. Clear seat filtering and attempt the transaction again.

[P11] %1 transaction not allowed while editing closed check.
The Issue, Activate, Reload, Balance Inquiry, Transfer Balance, Points Inquiry or Issue Points transactions cannot be performed while in Edit Closed Check Mode.

[P12] %1 transaction not allowed in void mode.
SVC transactions cannot be performed while POS Operations is in void mode. For example, the operator pressed Void and then Issue Gift Card.

[P13] Logic Error. %1
The SVC SIM script has encountered an error. Please contact support.

[P14] No amount to tender. %1 transaction not allowed.
An SVC redemption cannot be performed without a balance due on the check.

[P23] Please select within the range '%1' to '%2'.
The user entered a value outside of the expected range.

[P25] %1 is not implemented.
The SVC function attempted is not supported, either by SVC or the host adapter.

[P26] The '%1' is not supported on the MICROS %2.
The SVC Interface is not supported on the installed MICROS POS product.

[P27] Unsupported version installed. '%1' is required.
The SVC Interface is not supported on the installed version of the MICROS POS product.

[P32] Error sending ACK for transaction. Trace ID is '%1'.
The SVC was unable to acknowledge the SVC transaction. This may result in an out-of-balance situation.

[P38] %1 transaction not allowed on an open check.
The requested function is allowed only while outside of a transaction.

[P40] Host returned transaction amount of zero.
The host requested the POS to post a discount or a service charge for an amount of 0 (zero). If this happens the POS reports the error to the user and does not add a discount or service charge to the current transaction.

[P58] Timed out waiting for response from SVC Server.
> The POS is unable to communicate with the SVC Server. Verify that the SVC Server is running. Verify that the TCP Server Name and TCP Port Number setting on the Interface form in POS Configurator are correct. Verify that the POS server is able to access the system listed in the TCP Server Name field (this can be done w/ the PING command).

[P61] Employee Signin required.
> SVC transactions require that an employee be signed in. Placing SVC operations on screens that are not accessible unless an employee is signed in will prevent this error.

[P62] Invalid Response from Host. The ItemType '%1' is not valid.
> The host adapter replied with an invalid response (i.e., the value of the ItemType element is not valid). If the problem continues the site should contact the help desk.

[P63] SIM version '%1' does not match server version '%2'.
> The SIM script and the SVC service are not from the same software release. This error can occur if the software on the server is updated and the updated SIM script (svc.isl) is not updated on each hard-drive equipped workstation and the WS4 directory that resides on the MICROS Server.

[P68] %1 exceeds maximum of %2 transactions allowed on a check.
> The Issue Points transaction was used on a check that already has the maximum number of Issue Point transactions allowed. The MaxPointIssueTransPerCheck setting in the SvcServer.cfg file controls the maximum number of Issue Points transaction allowed on a check, as described on page 42.

[P69] %1 transaction not supported by host.
> The SVC Host does not support the requested transaction. Contact support.

[P73] Manual entry of card data not allowed.
> The employee is not allowed to manually enter data for the current transaction. The rules governing when manual account entry is allowed are controlled by the AllowManualAccountEntry, ManagerAllowManualAccountEntry and IgnorAllowManualAccountEntryRules configuration settings, as described on page 38.

[P74] %1 transaction does not allow overtendering.
> The user tried to over tender a check using an SVC redemption function when the msvc-XXXX-allow-tip-on-redeem line in the svcServer.cfg file is set to 'N'. This option must be set to 'Y' for a check to be over tendered via a gift card redemption key, as described on page 43.

[P75] Invalid configuration setting. %1
> An invalid configuration setting was detected. The <Details> portion of the message indicates which option contains the invalid setting.

[P86] No additional amount to authorize. Sum of prior authorizations match total due.
> This error occurs during a Redeem Authorization transaction if (a) the user does not specify an amount to be authorized and (b) the sum of prior authorizations on the check is greater than or equal to the total due on the check. To correct this error, enter an authorization amount prior to executing the Redeem Authorization function.

[P87] Amount entered is not valid.
> The user swiped a card when prompted to enter the transaction amount.

[P88] %1 transaction not allowed in stand-alone mode.
SVC transactions are not allowed when the POS client is in stand-alone mode.

[P89] The account number does not match the transaction being voided.
The user was reversing/voiding a transaction and entered an account number that does not have the same last four digits as account number entered for the original transaction.

[P90] %1 transaction not allowed with CA auth in same round.
The user attempted to issue, activate or reload a gift card after a credit card authorization was been applied to the check in the same round. Service total the check and then pick it up again.

[P91] Void of multiple items is not allowed.
The user attempted to void more than one tender in a single void operation. To correct this problem only, select a single item of detail prior to pressing the 'Void' key.

[P92] Unexpected SIM Message Version. Expected '%1' and received '%2'.
There is a mismatch between the installed SIM script and the SVC Server. This error can occur if the software on the server is updated and the updated SIM script (svc.isl) is not updated on each hard-drive equipped workstation and the WS4 directory that resides on the MICROS Server.

[P94] Unable to connect to the SVC Server.
This error indicates that the SVC Server is not reachable. The problem is most likely due to an incorrect configuration. Verify configuration settings for the SVC interface.

[P95] Unexpected response from SVC Server. Received '%1' expected '%2'
This error indicates a communication failure has occurred. Contact support if the problem persists.

SVC Server Error Messages

[S1] Invalid XML String
[S2] Unexpected response code: XXXX
[S3] Unexpected sequence number: XXXX

> Each of these messages indicates that the SVC server received invalid data from a host adapter. If the problem persists, the site should contact the help desk.

 [S4] Unable to connect to the SVC host-adapter

> The SVC server could not connect to the host adapter.

> The outgoing message name in POS Configurator Interfaces definition may be incorrect. The names must match exactly, and are case sensitive.

> The host adapter is not running, or the settings for the <hostAdapter>-address , <hostAdapter>-port in the SvcServer.cfg file are invalid.

[S5] SVC Server timed out while processing the request
[S6] Failed while sending message to SVC host-adapter
[S7] Failed while reading response from SVC host-adapter

> Communication errors occurred after the SVC server connected to the host adapter. The Host adapter could be taking too long to process the request. If so, adjusting the timeout settings may help eliminate this error. A temporary network error can also cause this error.

Host Adapter Messages

Refer to the specific Host Adapter documentation for a listing of their possible data center error messages.

Data Center Messages

Refer to the specific Host Adapter documentation for a listing of their possible data center error messages.

External Host Messages

Refer to the specific Host Adapter documentation for a listing of their possible data center error messages.

User Prompt Messages

The following prompts may be displayed during any of the SVC transactions. These prompts are in the svcMessage.en-US.Original.txt file. If the site chooses to make changes to the messages, rename this file to svcMessage.en-US.txt and then edit the desired messages.

> The %X in the message indicates that this value will be filled in with appropriate text by the SVC interface. This value should not be removed or modified.

ID	Message
MSG1	Issue Account
MSG2	Activate Account
MSG3	Print balance chit
MSG4	Please Swipe/Enter Card Number:
MSG5	Please Enter Amount:
MSG6	%1 transaction not allowed for employee in training mode.
MSG7	%1 transaction requires an open check.
MSG8	Employee not authorized to execute %1 transaction.
MSG9	%1 transaction not allowed while filtering seats.
MSG10	Reload Account
MSG11	%1 transaction not allowed while editing closed check.
MSG12	%1 transaction not allowed in void mode.
MSG13	Logic Error. %1
MSG14	No amount to tender. %1 transaction not allowed.
MSG15	No Beverage Entered?
MSG16	Credit Auths Exist, Abort Payment?
MSG17	Tip amount is %1?
MSG18	Cashout Account
MSG19	Please press ENTER or CLEAR key
MSG20	New gift card
MSG21	Please select gift card:
MSG22	Select gift card
MSG23	Please select within the range '%1' to '%2'.
MSG24	Balance is %1 (%2).
MSG25	%1 is not implemented.
MSG26	The '%1' is not supported on the MICROS %2.

ID	Message
MSG27	Unsupported version installed. '%1' is required.
MSG28	Finalize %1 for %2?
MSG29	Account Inquiry
MSG30	Please Swipe/Enter New Card Number:
MSG31	Please Swipe/Enter Old Card Number:
MSG32	Error sending ACK for transaction. Trace ID is '%1'
MSG33	Balance Transfer was successful.
MSG34	Please Enter Points Amount:
MSG35	Points:
MSG36	Requesting SVC text…
MSG37	Requesting SVC configuration…
MSG38	%1 transaction not allowed on an open check.
MSG39	Transfer Balance
MSG40	Host returned transaction amount of zero.
MSG41	Please press ENTER to continue
MSG42	Issue Points
MSG43	Today's date :
MSG44	Card # ending :
MSG45	Balance : %1 (%2)
MSG46	Amount redeemed :
MSG47	Balance : %1
MSG48	Check Total :
MSG49	Tip : _____
MSG50	Redeem Points
MSG51	Points Inquiry
MSG52	Guest Copy
MSG53	Merchant Copy
MSG54	Check # :
MSG55	Table # :
MSG56	Redeem Account
MSG57	Redeem Authorization
MSG58	Timed out waiting for response from SVC Server.
MSG59	Sending POS Acknowledgement...
MSG60	SVC Sending %1

ID	Message
MSG61	Employee Signin required.
MSG62	Invalid Response. The ItemType '%1' or ItemNumber '%2' is not valid.
MSG63	SIM version '%1' does not match server version '%2'.
MSG64	Please enter manual authorization code:
MSG65	Batch Issue
MSG66	Batch Activate
MSG67	Manual Redeem
MSG68	%1 exceeds maximum of %2 transactions allowed on a check.
MSG69	%1 transaction not supported by host.
MSG70	Authorize Total :
MSG71	Void auth %1? [%2]
MSG72	Authorization :
MSG73	Manual entry of card data not allowed.
MSG74	%1 transaction does not allow over-tendering.
MSG75	Invalid configuration setting. %1
MSG76	SVC Interface
MSG77	%1 transaction was successfully reversed.
MSG78	JAN|FEB|MAR|APR|MAY|JUN|JUL|AUG|SEP|OCT|NOV|DEC
MSG79	Inquire Information
MSG80	Please Swipe/Enter First Card Number:
MSG81	Please Swipe/Enter Last Card Number:
MSG82	Yes
MSG83	No
MSG84	Enter
MSG85	Clear
MSG86	No additional amount to authorize. Sum of prior authorizations match total due.
MSG87	Amount entered is not valid.
MSG88	%1 transaction not allowed in stand-alone mode.
MSG89	The account number does not match the transaction being voided.
MSG90	%1 transaction not allowed with CC trans. in same round.
MSG91	Void of multiple items is not allowed.
MSG92	Unexpected SIM Message Version. Expected '%1' and received '%2'.
MSG93	Offline Redeem
MSG94	Unable to connect to the SVC Server.

ID	Message
MSG95	Unexpected response from SVC Server. Received '%1' expected '%2'
MSG96	ACK
MSG97	Load Settings
MSG98	Load Text
MSG99	The %1 is not licensed.
MSG100	Exchange Rate Information
MSG101	Account currency :
MSG102	Account balance :
MSG103	Exchange rate :
MSG104	Local currency :
MSG105	Local balance :
MSG106	Actual redemption amount is less than requested amount.
MSG107	Reversal
MSG108	Please enter coupon:
MSG109	Accept Coupon
MSG110	Please select the program code:
MSG111	Program Code Selection
MSG112	[Unavailable]
MSG113	%1 transaction not allowed on a reopened check.
MSG114	%1 transaction not allowed without an order-type.