

Oracle® Hospitality BellaVita
Subscriptions Manual
Release 2.7

March 2016

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Contents

Preface	4
Audience	4
Customer Support	4
Documentation.....	4
Revision History	4
1 Subscriptions	5
Configuration.....	5
Master Data	9
Selling subscription	10
Redeeming subscription	11
Deleting subscription templates	12
Reports of subscriptions	12

Preface

This document has been created to explain the general use of subscriptions, the configuration and the templates, and the selling and redeeming functions in BellaVita.

Audience

This guide is intended for system administrators and support familiar with BellaVita.

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

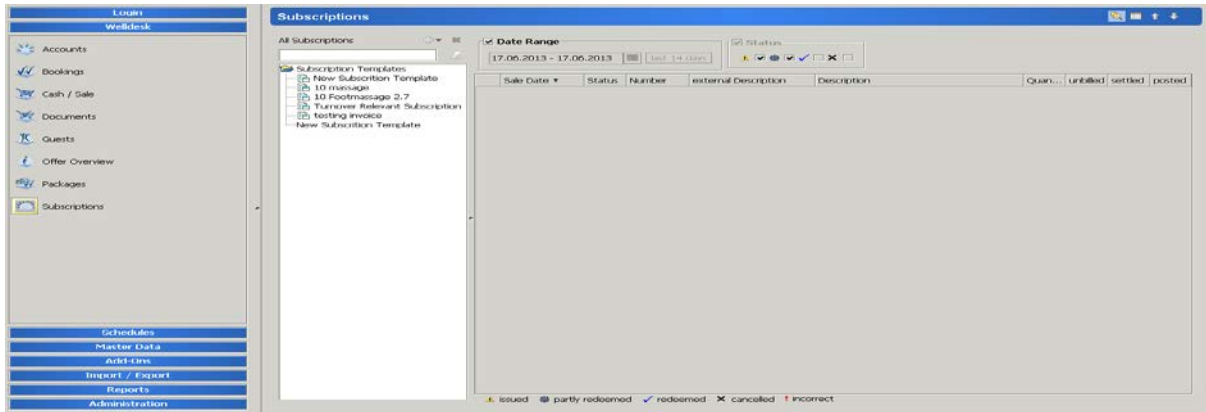
<http://docs.oracle.com/en/industries/hospitality/>

Revision History

Date	Description of Change
June 16, 2013	<ul style="list-style-type: none">• Initial publication. Document Version Number: 1.0

1 Subscriptions

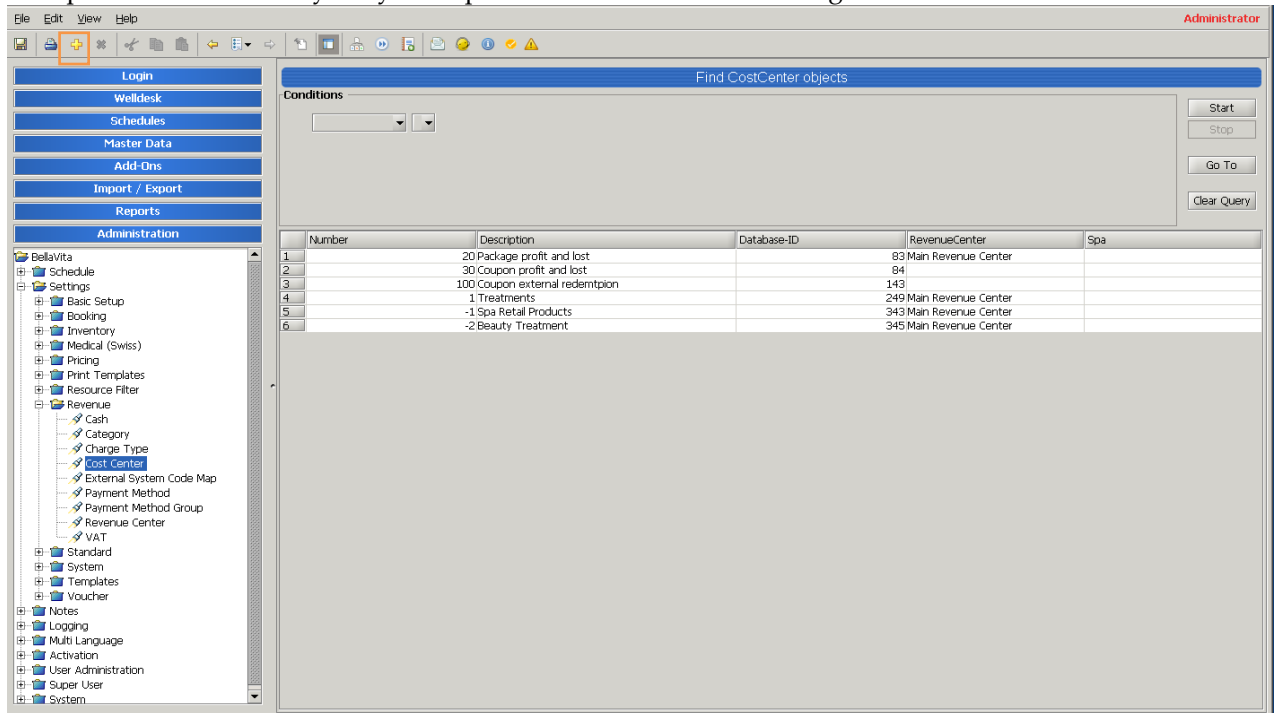
This option shows all the subscriptions issues and redeemed by category. Select the template of subscriptions on the left and all the subscriptions based on this template will be shown on the list. The code of each sign is shown in the bottom line.



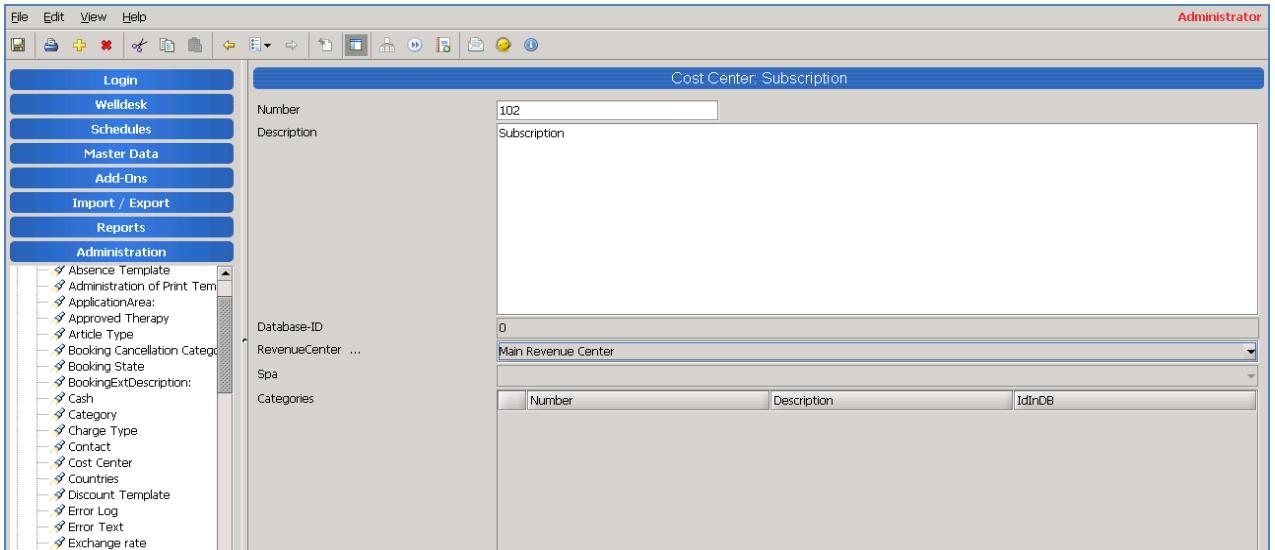
Configuration

To be able to set up subscription and to use them successfully, we need to set up a new charge type and payment method.

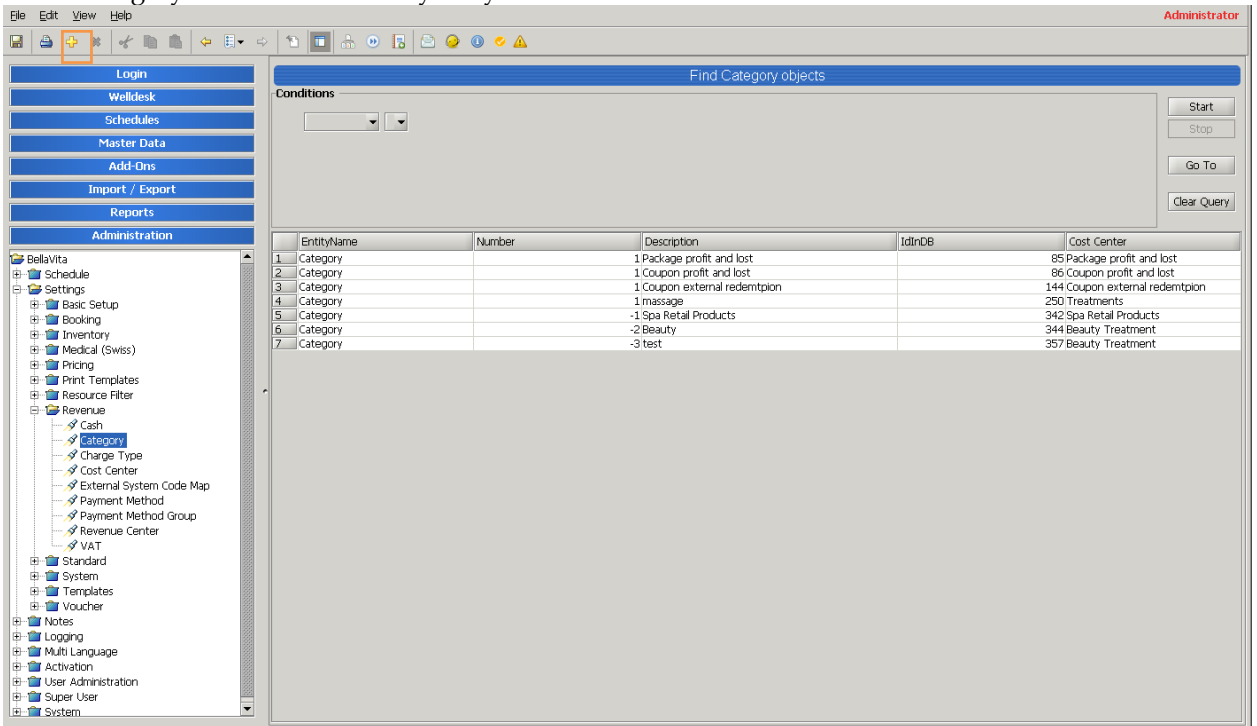
Set up a new cost center by the yellow plus in Administration – Settings – Cost Center.



Add a description and select the revenue center.



Add a category in this cost center by the yellow cross.



Give a description and select the cost center.

Category: Beauty

EntityName: Category
 Number: -2
 Description: Beauty

IdInDB: 344
 Cost Center ...: Beauty Treatment

Description	ExtDescription	Database...	Description	Active	Cost Center
1 Beauty Treatments			5 Beauty Treatments	<input checked="" type="checkbox"/>	Beauty Treatment

Add a new charge type by the yellow cross.

File Edit View Help Administrator

Find ChargeType objects

Conditions

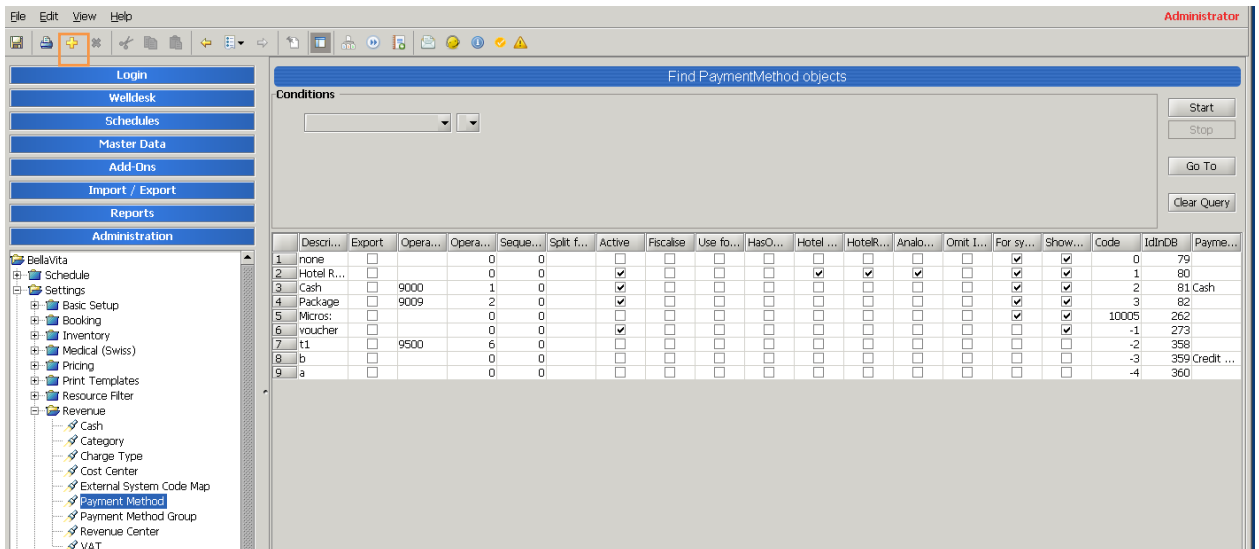
Description	ExtDescription	Database-ID	Description	Active	Category	Cost Center
1 massage			2 massage	<input checked="" type="checkbox"/>	massage	Treatments
2 Package Profit and Loss			3 Package Profit and Loss	<input checked="" type="checkbox"/>	Package profit and lost	Package profit and lost
3 Spa Retail Products			4 Spa Retail Products	<input checked="" type="checkbox"/>	Spa Retail Products	Spa Retail Products
4 Beauty Treatments			5 Beauty Treatments	<input checked="" type="checkbox"/>	Beauty	Beauty Treatment
5 Coupon External Redemption			26 Coupon External Rede...	<input checked="" type="checkbox"/>	Coupon external redem...	Coupon external redem...

Give a description and select the cost center and category.

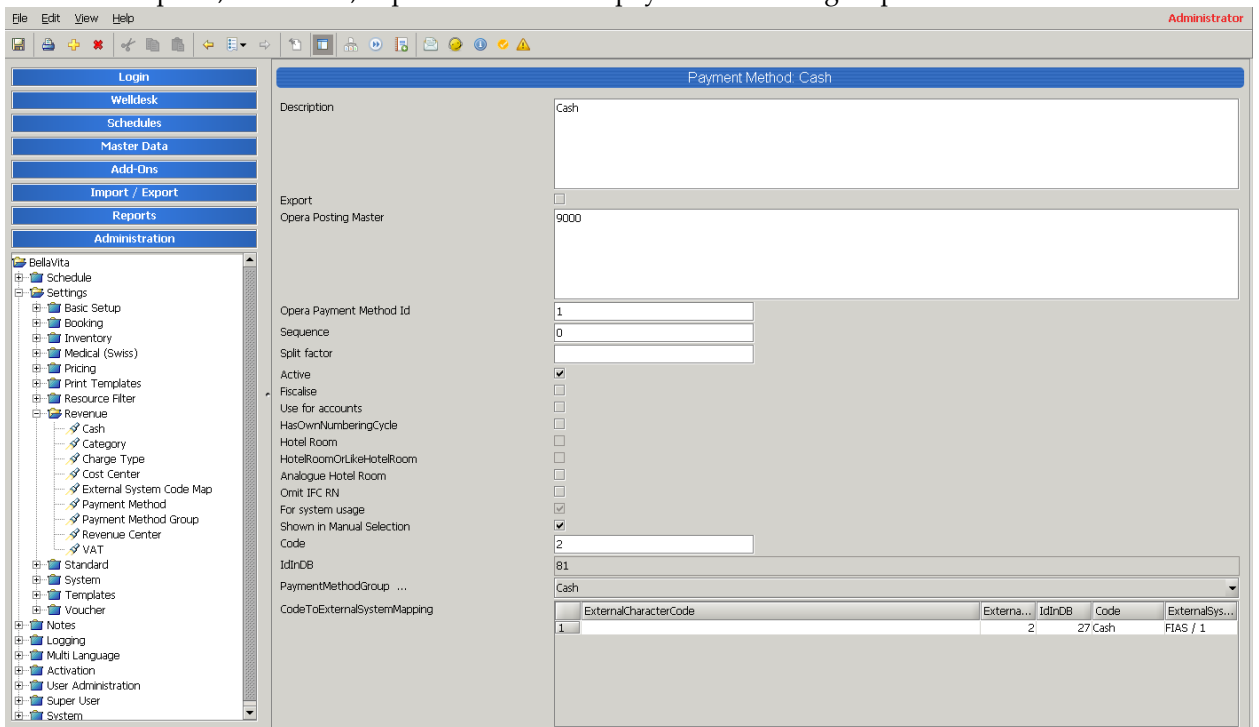
Charge Type: Package Profit and Loss

Description: Package Profit and Loss
 ExtDescription:
 Database-ID: 3
 Description: Package Profit and Loss
 Active:
 Category ...: Package profit and lost
 Cost Center ...: Package profit and lost
 PricingRuleOfChargeTypes: PricingRule Spa

Now we need to set up a new payment method by the yellow cross in Administration – Settings – Payment method.



Add a description, tick active, export and select the payment method group.



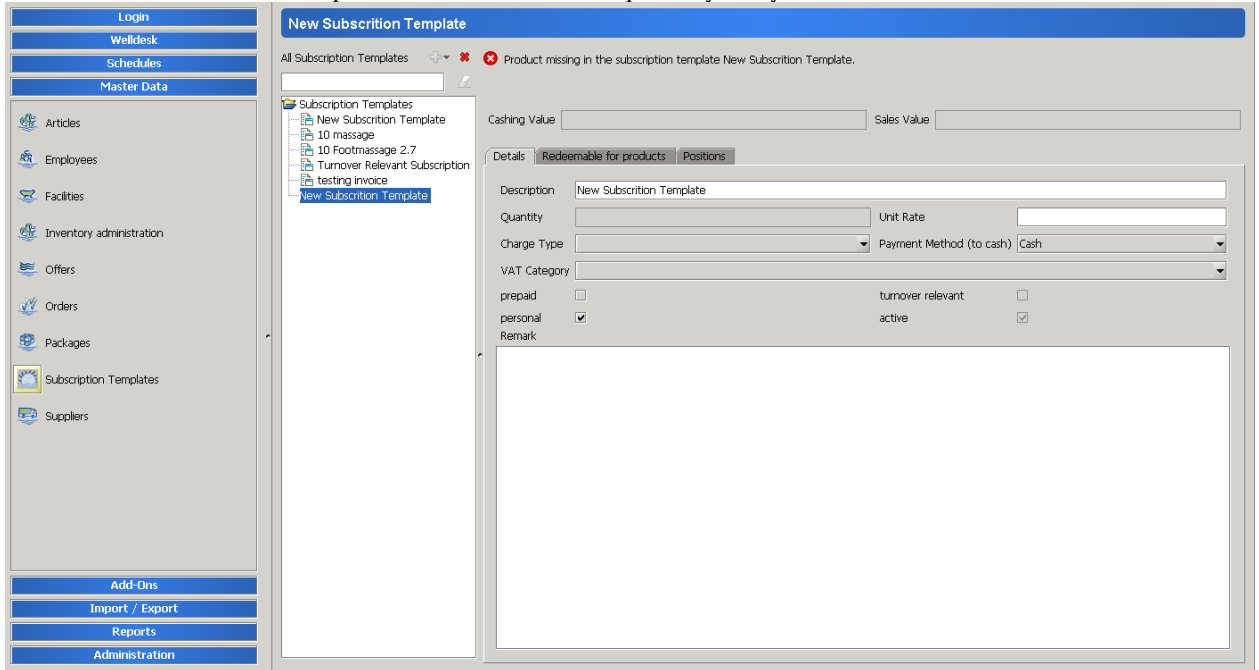
The new charge and payment types have to be mapped to the PMS transaction codes by interface specialist.

Master Data

Subscription templates are set up in Master Data. This is where we have to set up the subscriptions that can be sold later.

If a subscription can be redeemed for an offer/article that can be sold for other method of payments as well, duplicate the original item to a new group that is called subscription and change the sale price to 0.00.

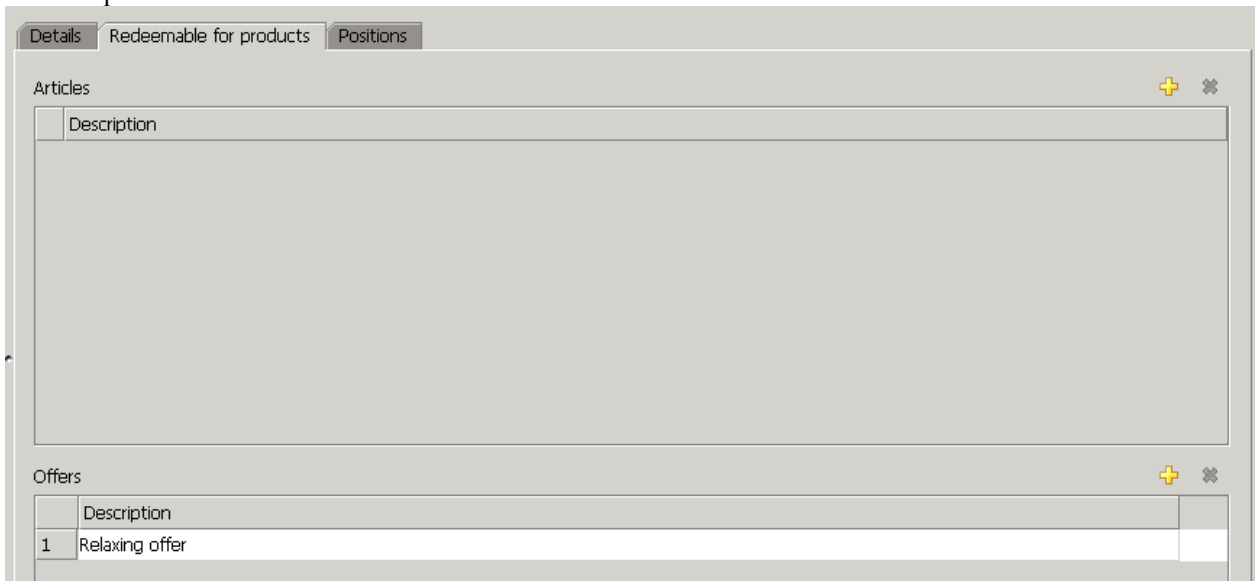
Go to Master Data – subscriptions. Create a new template by the yellow cross.



Add a description, tick turnover relevant and active.

Tick personal if the only person who can redeem this is the buyer.

Go to Redeemable for products tab and add the treatment or article that this can be redeemed for – the 0.00 priced one.



Go back to details tab and set the quantity of the selected treatment/article that this template should be redeemed for.

10 massage

All Subscription Templates

- Subscription Templates
 - New Subscription Template
 - 10 massage
 - 10 Footmassage 2.7
 - Turnover Relevant Subscription
 - testing invoice
 - New Subscription Template

Cashing Value 100.00 EUR Sales Value 97.00 EUR

Details Redeemable for products Positions

Description 10 massage

Quantity 10 Unit Rate 10.00 EUR

Charge Type massage Payment Method (to cash) voucher

VAT Category 10.0

prepaid turnover relevant

personal active

Remark

Selling subscription

Go to Welldesk – cash/sale choose guest and add the subscription to the bill by the little icon:

SPA cashier

Description SPA cashier Main Register

Current Session List of Sessions

Sale No positions as

Guest Passerby New

Receipt Date 17.06.2013

Employee Micros Fidelio

Document Positions prepaid

Select Subscription Template

- All Subscription Templates
 - Subscription Templates
 - New Subscription Template
 - 10 massage
 - 10 Footmassage 2.7
 - Turnover Relevant Subscription
 - testing invoice
 - New Subscription Template

Receiver Passerby New

Print receipt Note...

New Sale Confirm Settle Remove

New Redemption Cancel

Amount **0.00 EUR**

Received 0.00 EUR

Returned 0.00 EUR

Enter the sale price manually for the right amount:

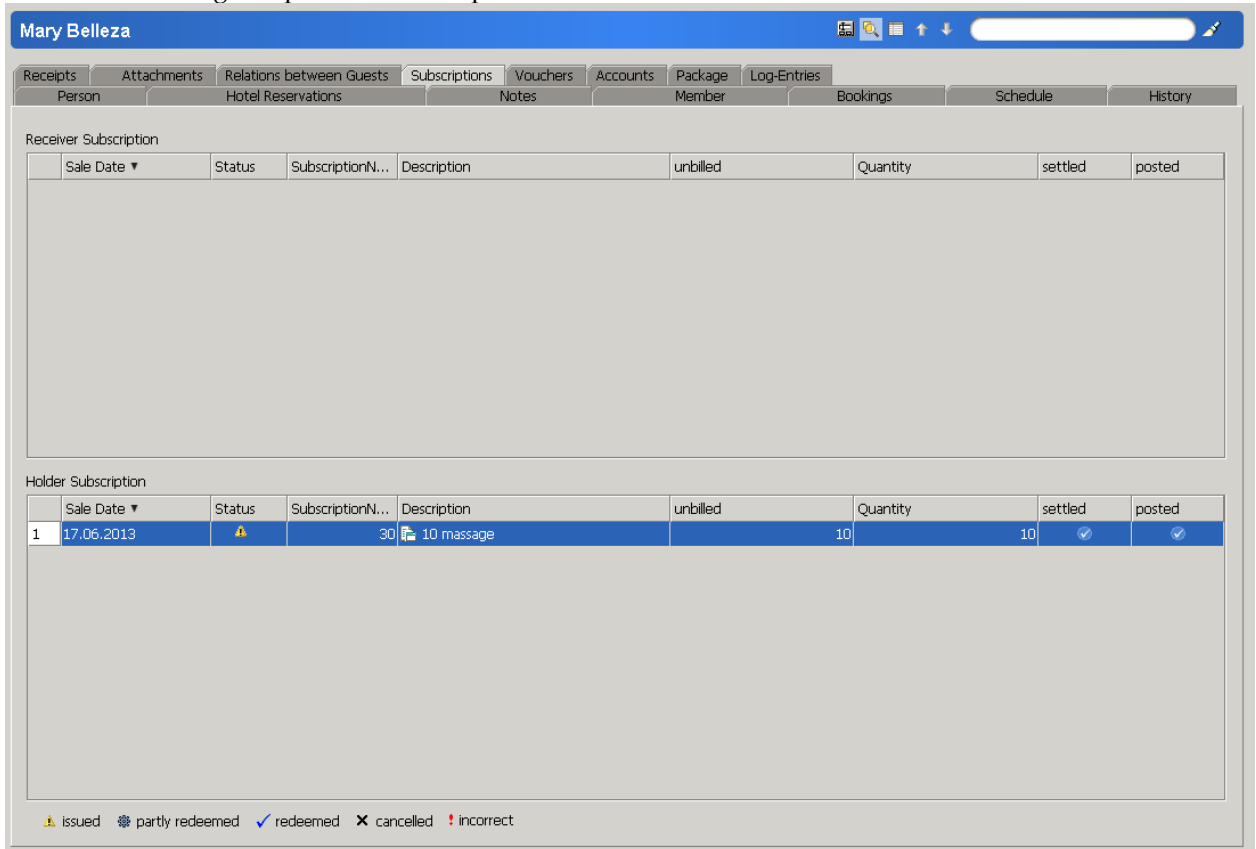
Document Positions Payment Details Positions Employee Guest Note

Note	prepaid	Quantity	Description	Charge Type	Rate Category	Rate	VAT in %	Total Amo...	Discount	Manual Total A...
1		1	10 massage	massage		100.00 EUR	10.00 %	100.00 EUR		100.00 EUR
2		1	New Discount ...			-3.00 EUR	10.00 %	-3.00 EUR		-3.00 EUR
3		1	Discount from ...		test	-48.50 EUR	10.00 %	-48.50 EUR		-48.50 EUR

Make sure you select the guest and the right payment method and confirm the sale.

After this, the subscription will appear under the right category in Welldesk – Subscription:

As well as on the guest profile's subscriptions tab.



Receiver Subscription

	Sale Date ▼	Status	SubscriptionN...	Description	unbilled	Quantity	settled	posted

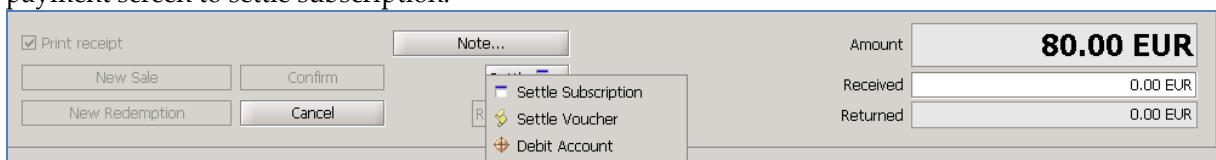
Holder Subscription

	Sale Date ▼	Status	SubscriptionN...	Description	unbilled	Quantity	settled	posted
1	17.06.2013	⚠	30	10 massage	10	10	✓	✓

⚠ issued ⚙ partly redeemed ✓ redeemed ✕ cancelled ! incorrect

Redeeming subscription

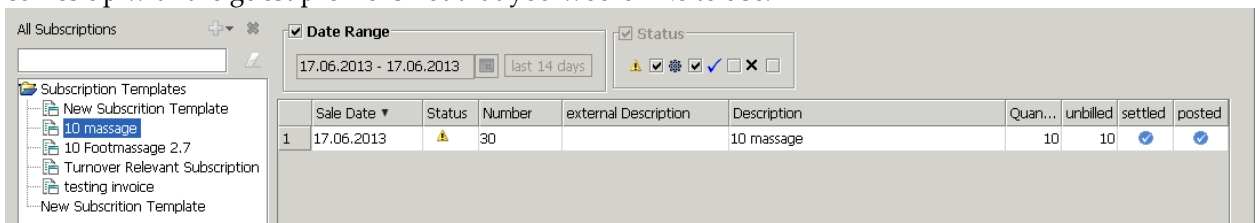
Book the treatment (or select the product) you would like to settle (0.00 price!) with the subscription and instead of selecting the payment method, use the option at the bottom of the payment screen to settle subscription.



Print receipt Note... Amount: **80.00 EUR**
 Received: 0.00 EUR
 Returned: 0.00 EUR

[Settle Subscription] [Settle Voucher] [Debit Account]

Select the subscription that belongs to the person – search by number/category if the one that comes up with the guest profile is not that you would like to use.



All Subscriptions

Date Range: 17.06.2013 - 17.06.2013 last 14 days Status: ⚠ ✓ ⚙ ✕

Subscription Templates
 - New Subscription Template
 - 10 massage
 - 10 Footmassage 2.7
 - Turnover Relevant Subscription
 - testing invoice
 - New Subscription Template

	Sale Date ▼	Status	Number	external Description	Description	Quan...	unbilled	settled	posted
1	17.06.2013	⚠	30	external Description	10 massage	10	10	✓	✓

You will need to make sure it is a subscription that is redeemable for this specific settlement:

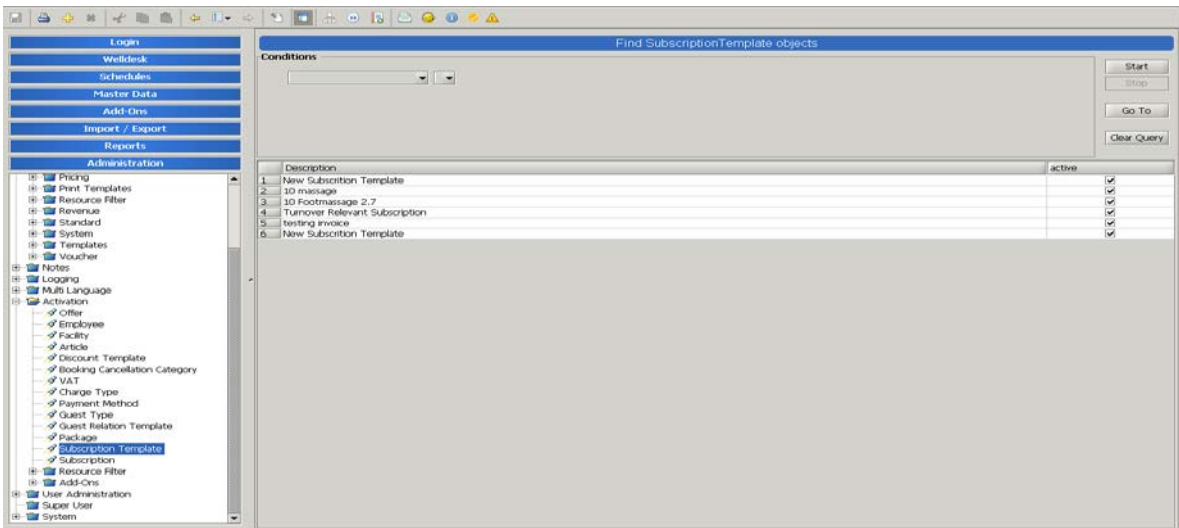
Document Positions				Help		
Editable Positions				Non-Editable Positions		
Se...	Quantity	Description	Manual Amount...	Quantity	Description	Manual Amount incl. ...
<input checked="" type="checkbox"/>	1.0	Aromawickel/Cellulite-Behandlu...	160.00 CHF			

And the subscription will be automatically updated – so you can see how many more are still to be redeemed.

The revenue will be posted at the time of purchasing the subscription and as we are settling 0.00 price treatment later, the revenue is not posted at each booking.

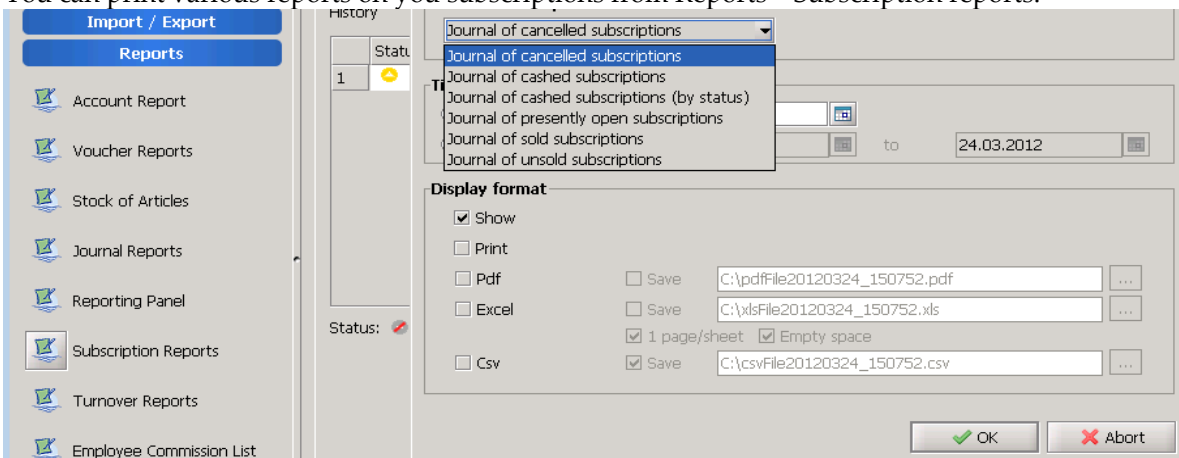
Deleting subscription templates

You cannot delete subscription templates once sold, however it is possible to deactivate them in Administration – Activation:



Reports of subscriptions

You can print various reports on you subscriptions from Reports – Subscription reports:



Fully redeemed subscriptions will automatically change status.