Oracle® Hospitality Suite8

Release Notes
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ORACLE

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Preface

The Oracle Hospitality Suite8 Hotel Property Management System supports all areas of your hotel while focusing on the guest. Use Suite8 to manage reservations, housekeeping, banqueting, sales, and marketing activities for your hotel.

Purpose

These Release Notes provide a brief overview of additions, enhancements, and corrections implemented in this software release. Their intent is informative, not instructional. Review the product documentation, including technical and application advisories for previous versions, for detailed information on installation, upgrade, configuration, and general use.

Audience

This document is intended for customers who use Oracle Hospitality Suite8 release 8.10.2

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 and any associated log files
- 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
May 2017	Initial publication

1 Features and Updates

The following sections contain a list of updates for all modules of Suite8 and the XML Interface.

Cashiering

- You can now activate the setting **Allow empty Overage Department** for advanced packages under **Setup > Configuration > Global Setting > Billing > Billing 1** tab. If this setting is enabled and an advanced package is used where no overage department code is defined, all postings against the package which exceed the allowance will be posted to the department code of the posting instead of the overage department code. You can also have packages both with and without an overage department code.

Catering and Conference Management

- You can now enter decimals in the percentage fields of resource rebate and booking Deposit & Cancellation.
- You can now import a participant list from Microsoft Excel to **Conference Booking > Options > Participant List > Excel Import**. Before importing you have to create a template first.
- The following views have been added to calculate the total amount of futures packages x the number of attendees:
  V8_CCM_YBEF_NO_YPKD
  V8_CCM_YBEF_YPKD
  V8_CCM_YBEF

Hotel Property Interface (IFC) Functionality

The following list contains the updates to the Hotel Property Interface.

- An Interface to create mobile keys is available now. For further information refer to the *Oracle Hospitality Suite8 Mobile Key Guide*.

Miscellaneous

Address Doctor

- The Address Doctor has been enhanced to new specifications of AddressDoctor an Informatica Company:
  Global Settings
  1. There is now only one `Service URL` on Profile 3 tab covering both individual validation and batch validation.
  The field `Allowed Validation Perc.` on Profile 3 tab was hardcoded before at 50 %. During the update it will be defaulted at 50 % to have the same behaviour but customers can now adjust it to their needs. When the address doctor validates the address data of Suite8 it returns a probability percentage of

address correctness. If this percentage of address correctness is < than the entered value in global setting than Suite8 will reject the changes.
NOTE: The old Service URL will no longer work. The new Service URL is pointing to a different service of address doctor. The old service (old URL's) will become obsolete at some point in the future.
Customers need to contact Informatica and request the new URL after the update otherwise the functionality will not work anymore.

General

- You can now export, group and counting by group the data of a customizable grid by selecting **Display in window** with right mouse click on these kind of grids.
- Lost and Found: You can now search for **Lost by** person and the **Found by** person. In addition you can find the section Lost and Found to the profile tree, allowing view, edit and creation of lost and found items

Reservation

- You can now use an upsell functionality when you check in guests. The configuration and handling is described in the *Oracle Hospitality Suite8 Upsell Manual*.
- Group Reservations: You can now see the guests added as multi guest in the grid by activating the flag **Multi guest**.
  With the Bed Management module you can also see bed related values such as bed type, bed number, etc.

  Note: Reservation related values, such as no. of persons or room rate will not change if you select to display **Multi Guest**.

- Reservation **Search > Advanced query**: You can now apply search items with no filter to enter to the reservation search by selecting the button Apply.
- You can now set up the Government evaluation under **Setup->Configuration->Reservations** as a percentage per room or room type when using Billing Periods with Apartment Rental Billing.
- Rate Header: You can now define different settings for base and dependent rate, e.g. base rate is set as yieldable and dependent rate is set as non-yieldable.

Bed Management

- Block Selection Grid: For a better distinction, you can see now **Rooms** and **Beds** in the grid headers and you can select the option **Room types only** or **Bed types only** to display accordingly in the grid. If no option is selected and both types are displayed, then the summary column shows **R/B** and according values for each day are displayed (no. of room / no. of beds).
- Block Grid: You can see now in new headers if a column concerns to rooms or beds and you can easily differ between rooms and beds if the block rate code is empty, or the rate code includes room and bed categories. The number of beds have to be entered with the **Rooms** button ticked. Select the **Beds** button only to

set up beds for room only types. To prevent wrong input, it is not possible to add bed values to bed type categories when **Beds**-button is ticked

- You can now check the room configuration if it does not comply with SmartHotel requirements. In **Setup -> Configuration -> Global Settings -> Reservation -> 8 Bed Management,** click the button **Validate for SmartHotel** to display inconsistencies. The information such as **Bed types linked to more than one room type or Room types with rooms of different size** are displayed then. The configuration setup needs to be adjusted accordingly to avoid inconsistent availability figures for online interfaces.
- Availability Screen (Ctrl+D): You can now see columns for **Rooms only** and **Beds only** data in the grid as well as the summed up values for bed and room data in the according columns of the control panel.
  Visible fields configuration: You can now filter the availability screen fields to you own needs as well as you can sort the fields in the configuration screen now in alphabetical order. This setting will be saved per user.
- Rate Selection and Blocks
  1. Rate Query (Ctrl+R) > Rate Selection: You can now select **Rooms**, **Beds**, or **Rooms and Beds** to display with this new filter in the reservation section. It is only available with an active bed management module.
  2. When you call up the rate selection out of a reservation (Rate code [...]), it will be displayed according to the used **Room type** or **Bed type** field by default and focuses on the booked category for existing reservations.
  3. Rate Selection & Blocks: Non usable room types (such as room types used for bed only room types) are not displayed anymore.
- Billing Search Screen (Ctrl+B): You can now search for multi guests when the setting **Multi guest** under **Setup > Configuration > Global Settings > Billing > Billing1** tab is active. The check box **Multi guest** in the Reservation section is selected by default then and all multi guests are listed in the grid.
- Group Reservation: You can now set multi guest attributes directly for guests without opening each reservation and multi guest grid one by one. Select the reservation of the group and select **Options > Attributes** to select and assign attribute templates. For non-bed type reservations, the **Attributes** option is greyed out. Multiple selection is done by using ctrl (single) or shift (range) + right mouse click. If multiple attributes are already attached to some selected reservations, the system will ask how to proceed. A message pops up to decide the replacement for each reservation.
  Note: Use the **Multi Guest** check-box to activate the display of multi guests to assign attributes to certain single guests accordingly. If some fields, such as attributes are not displayed accordingly, right click on grid and select **Show defaults**. This will maybe necessary to see new columns.
- Reservation Grid: You can now see the multi guest information when you search for reservations with or without multi guest flag to show profile related information for multi guest in the reservation result grid.
  Setup: Additionally to the view `V8_SYS_CUSTOMRESSEARCH` you need to copy the view, rename it to `V8_SYS_CUSTOMRESSEARCH_MULTI` and replace the according `YRES` fields to use `YRPE_YRES_ID` for relations.
  This is an example how to show the profile ID (mailing_xcms_id) for each multiguest:

```
1. create or replace force view v8_sys_customressearch as
```

```
select yres_id customressearch_yres_id, yres_xcms_id
mailing_xcms_id from yres;
2. create or replace force view
v8_sys_customressearch_multi as select yrpe_id
customressearch_yrpe_id, yrpe_xcms_id mailing_xcms_id from
yres,yrpe where yrpe_yres_id=yres_id;
```

- Room Rack (Ctrl+L):
  You can now see a VIP and Guarantee indicator on the room rack. It is displayed similar like the attributes but also with a **V** and **G** next to the guest name. The color is taken from **Setup > Configuration > CRM > Marketing Info > VIP Codes** and **Setup > Configuration > Reservation > Guarantee Codes**.
  You can de-activate the VIP and Guarantee icon by selecting the **Display VIP Icon** and **Display Guarantee code icons** in the **Attributes** side bar. For VIP Codes you can additionally color the whole guest-stay by selecting **Paint reservation to VIP**.
- You can now use the automatic room and bed assignment. Activate the parameter **Assign room if room type has only one room** under **Setup > Configuration > Global Settings > Reservation 1**. If there is only one room (without dedicated beds) setup for a certain bed type, the room number will be assigned automatically to all multi guests as soon the related bed type is selected in the reservation. If you change the bed type and there are already some beds assigned, a message appears if existing bed assignments should be removed or not.
- Enhanced Deposit Handling for Multi Guests: You can now select a guest name on the deposit posting/payment window. The name is stored with the posting and can be used later for printing or separating.
  If the multi guest name is needed on the bill (address), you need to adjust the billing window accordingly before you start the deposit postings.
  The Deposit button in the billing screen is disabled as soon as all guest of the reservation are checked in.
- You can now select a guest name for payments - similar to postings. The name of the guest is stored in the posting details and can be used e.g. for selection / transfer or printing etc.
- **Setup > Configuration > Global Settings > Generic 2 > Status bar > Configure**: You can now select new values to be displayed for the status bar, especially to differ between room and bed reservation. Additional fields to filter for rooms, adults, persons only and beds only are also available. The flag **Alphabetical** sorts all fields in alphabetical order
- **Billing > Multi Guest Check-out**: You can now check out the billing window owner only or all remaining guests as well as when you check out all remaining guests and you have to skip the Check-out the Close button on the payment window stops the Multi Guest Check-out routine and returns to the billing window.
  In Billing, after click on the button checkout, the system asks now if the checkout has to be done **for the billing window owner only**.
  Choosing **Yes**, only the current window will be checked out. If choosing **No**, another questions comes up if to check out all remaining guests, and the multi guest checkout routine will start as usual.
  If select check out and choose **more remaining guest**, and it is needed to skip the

checkout, the close button in the payment window now stops the multi guest check out routine and retourns to the billing window.

- Room Rack (Ctrl + L): You can now see a hint when you hover the mouse over the **<<** (Hide sidebar) and **>>** (Show sidebar).
- Room Rack (CTRL+L): You can now add any profile attribute as a colored icon to the room rack. Setup can be done under **Setup** > **Configuration** > **CRM** > **Attribute Categories** > Attributes on room rack. Select which attribute should appear on the room rack, click **Make visible** or you can also simply double click to adjust visible <> non visible. Define a color in the related attribute(s) and the icon(s) appear next to the name and also on the room line on the room rack.

Spa and Leisure

- Using Suite8 XML Interface, you can now search for first name and last name of profiles by using wildcards, e.g. %artli will find any 'Hartlieb' profiles.

XML Interface

- The kiosk functionality supports now the scanning and reading of passports and identity cards. In this version only the icar passport scanners are supported. Refer to the *Oracle Hospitality Suite8 Kiosk Interface* documentation for further information.
- You can use now an export interface for the Travel Click demand 360. For further information refer to the *Oracle Hospitality Suite8 Export Interface Travel Click Demand 360 Manual*.

OTA XML Interface

- OTA XML Interface: the OTA XML interface has been enhanced to support the upload of housekeeping status messages to external vendors.
  To use the functionality the triggers for `Housekeeping Status` have to be activated in the Interface Trigger configuration.
  In the Translation Tables configuration screen a conversion needs to be set up for `Housekeeping Status`. In the OTA XML configuration screen on the communication tab a message type for `Inventory` with message name `OTA_HotelInvCountNotifRQ` needs to be set up.
- OTA XML Interface: the OTA XML interface has been enhanced to support the upload of Block (OTA_HotelInvBlockNotifRQ) and Statistic (OTA_HotelStatsNotifRQ) messages to external vendors.
  To use the functionality the triggers for **Block Reservation** and **Night Audit Statistic** have to be activated in the Interface Trigger configuration.
  In the Translation Tables configuration screen a conversion needs to be set up for **Block Codes**.
  In the Miscellaneous - Export configuration screen, report types need to be configured for the reports that should be uploaded.
  In the OTA XML configuration screen on the communication tab a message type for **Allotment** with message name `OTA_HotelInvBlockNotifRQ` and a message type for **NA Statistics** with message name `OTA_HotelStatsNotifRQ` need to be set up.

- OTA XML Interface: the OTA XML interface has been enhanced to support `OTA_HotelAvailNotifRQ` message download to receive messages from Yield vendors.
  The following messages are supported:
  HOVB House Overbooking Messages
  RTOVB Room Type Overbooking Messages
  BARByLOS Messages
  RTLRV Room Type Last Room Value Messages
- OTA XML Interface: the OTA XML interface has been enhanced to support `OTA_HotelRatePlanNotifRQ` messages to receive rate messages from Yield vendors.
  With this functionality it is possible to generate rate codes in Suite8 via the OTA XML interface. Children rates are supported. Weekend rates are not supported. If you want to support rate code creation but not allow updates of existing rates, you need to uncheck the tick box **Update Rate Plans** on the **Download** tab in the OTA XML interface configuration screen

Online Interface

- Online Interface - Ideas mapper: a new interface mapper is now available to connect Suite8 with Ideas.
  For all installation and functionality details please consult the documentation Configuring Suite8 Online Interface for Ideas.
- Miscellaneous - Exports: on the Suite8 configuration screen for exports a new pick box called **Report Type** is available. This is needed for upload of statistic reports to Yield vendors via OTA XML interface or Suite8 Online Interface for Ideas.
  This pick box only shows on the following conditions:
  License for CRS TWO WAY - Ideas is active or license for CRS XML Interface Two Way is active and interface triggers for Night Audit Statistics have been enabled
- Online IFC - Smarthotel Mapper: the reservation download functionality now supports children numbers in the reservation files from Smarthotel.
  For that to work, a conversion setting for **Child Age Category** needs to be configured like the following:
  CRS code '7' = PMS code 'Baby'
  CRS code '8' = PMS code 'Child'
  CRS code '9' = PMS code 'Teenager'

webConnect

- Rate Query (CTRL+R) > Selling limit: Web limit is now available for Suite8 webConnect. If a rate code is defined with a selling limit of e.g. 10 and already 10 reservations exists for this rate code, you cannot book it anymore via webConnect.
- You can enter now additional information on Setup > Configuration > Reservations > Policies to be displayed on the Suite8 webConnect. You can see the short description as a hyperlink and when you click on **Show More** you expand the long description.
- WebConnect - New Generation has been redesigned for **Book a SPA/Leisure**. You can now display a small picture next to each offer. Click on it will enlarge

this picture.
You can expand/collapse additional information text by click on the **I** (Information-Button) next to the treatments offer text. This text will appear below the header text of the treatments.

- Suite8 webConnect: You can now offer to book a higher room type after a guest a rate / room type combination. Up to 3 different room types from a higher category will be displayed.You need to activate the setting hotel.showUpSellRooms = true to activate the upsell functionality.
- You can now book conference and meetings via the Suite8 webConnect.

2 Resolved Issues

The following table lists the resolved issues for this release.

Table 1 – Resolved Issues

Product	Bug DB	Description
Cashiering	25311461	No valid billing periods were linked to reservations with a voided billing period.
	25494031	Postings from MFPOS are getting transferred to Suite8 Accounts Receivable now.
	24688270	The reservation screen could not be closed if opened via Billing screen and billing screen was closed. This resulted in the error message **A call to an OS function failed.**
	24742149	Postings in foreign currency: Foreign amount in payment screen could be changed to 0, while amount in base currency remained.
	24845817	Error **Attempt to read non existing profile. Requested profile with ID 0** occurred when adding Billing instructions to FA before saving it.
	24385152	An invoice will not be sent to the fiscal printer (HTTP Interface) anymore when the payment department code is disabled for fiscal printer.
	24957627	**Cashiering** > **Billing**: Postings have been made to the wrong user when a user has been entered an amount on the payment screen, locked the screen without posting the amount and another user logs in and clicks the posting button. In this case the posting appeared for the user who entered the amount and not for the one who did the posting.
	25209242	Revenue has been created twice if a reservation was created with billing periods and linked packages, marked as **Print separate** and the sum of the package amount has been posted when a billing period invoice is created.
	25209598	**Cashiering** > **Billing Period**: All attached packages of a created billing period were printed separately, even if the packages were not configured as print separate = true
	25208911	Not included taxes have not been settled in the Appartment Billing module. Since Tax/VAT setup can vary from from country to country it may be necessary to adapt folio views and layout. It is recommended to use a dedicated folio style for Appartment Billing invoices

Product	Bug DB	Description
Hotel Connector	25215502	Hotel Connector: The monthly and yearly amount was incorrect in the master hotel for postings from different hotels with different department codes but the same ID existed.
	24695458	**Setup** > **Configuration** > **Global Setting** > **Billing** > Currency to configure currencies was not accessible with License Central Head Office
Reservation	25427639	The availability of virtual rooms showed 0 rooms in CTRL+D although available virtual rooms exists.
	24495624	Blocks: The performance after making changes on the block grid was very slow to save before the application responded again.
	23099390	**Front Desk** > **In-house Guests** > **Options** > **Room Key** > Make new key: when selecting this option the command **Duplicate key** instead of **New key** has been executed.
	25353074	Availability (CTRL+D): The availability of room types was wrong when a limit group was selected and out of order (OOO) rooms exist.
	25462588	User rights: When the user right **Ignore rate header restrictions** has been set to **Deny** it was not possible to e.g. change the room number of a reservation or to separate shared reservation.
Bed Management	24855627	Room Rack (CTRL-L) month-bar tabs at the bottom was not shown.
	25827305	Postings were duplicated when parameter **Rate amount per guest** and **Disable posting per guest** on Global Settings > Reservation 2 are activated Another parameter is now available to differ between **Disable postings per guest** for room reservations or for bed reservations. The Parameter **Disable posting per guest for bed reservations** is only shown if bed management is turned on.
	25611086	Blocks: The link of the block was removed from the reservation when changing a room type to bed type or vice versa and the other room/bed type existed in the reservation as well.
	25674098	Blocks: You can only select bed types or room types belonging to the target types of bed or room when using the block borrow functionality. In addition the block grid shows now the total column separated by rooms and beds (**R/B**).
Spa & Leisure	23609937	When upgrading from Version 2.4.x to a 8.x.x.x. version the guest entries are not linked to the existing bookings properly. This has been fixed with the provided Install Shield.

Product	Bug DB	Description
Suite8 POS8	25415252	1. In case of checks with zero revenue (no articles booked) the check number was missing from the GPDU export. We now include those checks. 2. Articles defined as modifiers but with a price are now included. In this way the total revenue of the checks will always reflects to the sum of the revenue of the articles sold. 3. The field intrechnugsnummer is now available in the export file and represents the internal sequence number of the invoice. With this extra field it is possible to prove there are no gaps in the invoices to eventual auditors.
	24808644	From this version onwards, all configuration changes made for menu articles are logged when you update or configure a new menu article.. The following data is available in the table MFARTICLELOG ARTICLELOGID Sequential number of log operation DBUSER Database User, OLDPRICE Old price of the article NEWPRICE New price of the article OLDNAME Old Article Name NEWNAME New Article Name TERMINAL Name of workstation where the article has been added, updated CHANGEDATE Date and time of the update, insert operation ACTION UPDATE / INSERT / DELETE OUTLETID Identifier of the outlet, UDARTICLENO Article Number MENUARTICLEID Menu Article number
	25128357	The error message **Error by posting to room. ProfileID doesn't belong to the specified reservation** occurred when posting to Financial Accounts. The view V8_POS_RESERVATIONSEARCH has been changed accordingly.
	25771440	In some cases the auto update procedure for POS 8 update and patch versions did not run correctly. A new version of MFAUTOINST.exe is available and needs to be reinstalled In some cases the auto update procedure for POS 8 update and patch versions did not run correctly. A new version of MFAUTOINST.exe is available and needs to be reinstalled

Product	Bug DB	Description
	26043617	A splitter was implemented to customize the screen layout on the POS 8 form. It is now possible to change and save those large screens using the button ¿Save screen settings¿ under the special section. Settings will be saved on combination of user/workstation level. **Note:** The flag startup maximized on the workstation configuration must be active
	25805669	When you voided an invoice before Z-Reading in Change Invoice Menu, the person count was calculated + 50 instead of voiding with - 50.
XML Interface	25391279	Bed Management: The XML request did not respond with data if the reservation was done for bed type.
	25379582	The field `ZPOS_LEDGERSTATUS` for Financial Account postings will now be filled with 1, only if `ZFAC_ACTVALIDFROM` is null /empty. Postings sent as article via XML Interface do not have `ZPOS_ZDCO_ID`=0 anymore.
OTA XML Interface	24407005	In the OTA XML availability upload when the setting **Always send message for all Room Types when Hotel is fully booked** was switched on, the uploaded availability figures were not correct.
	25788869	You can see now the correct availability in OTA XML Interface when availability for e.g. 2 different periods are identical and you change for both the availability within the sync interval.
	25444189	In some circumstances the OTA XMLInterface Upload process on the Fidelio server gets freezed with the error **Cannot rollback transaction** due to a backup process. The new global setting **Enable interface trigger backup** under **Setup** > **Configuration** > **Global Settings** > **Interfaces** > **4 Misc. Interface** enables the backup process. **Note:** This should only be activated in case asked by support
Hotel Property Interface	24828704	When closing Suite8 client on a Windows 10 OS or on Windows server 2012 OS no more error message **Oracle Hospitality Suite8 has stopped working** occurs.
Miscellaneous	25365171	Import of Ideas file with IsDifferential=true failed.
	24796369	After a recent Windows update, different areas in Suite8 were performing slower than before