

**Oracle® Hospitality Cruise Shipboard
Property Management System**
Online Credit Card Transfer - PayPoint Handling
Release 7.30.872
E82036-01

December 2016

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Preface

Online Credit Card Transfer is an interface that communicates with a Credit Card Service Provider at shore side to obtain card authorizations and settlements via batch transfers.

The following sections describes the setup, usage of Online Credit Card Transfer with PayPoint Handling using a Banksys Xenta payment terminal.

Audience

This document is intended for application specialist and users of Oracle Hospitality Cruise Shipboard Property Management System.

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

Revision History

Date	Description of Change
December, 2016	<ul style="list-style-type: none">• Initial publication.

Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirement to operate the PayPoint Credit card device/interface.

Prerequisite

- IFC Ship Transf.exe
- IFT Tools.exe
- Wrapper.dll
- SPMS Parameters
- CRUFLFC.dll version
- PaypointAPI.dll
- Interop.PAYPOINTAPILib.dll
- Paypoint.dll

Supported Systems

- Microsoft Windows 7 - 32-bit and 64-bit System

Compatibility

SPMS version 7.30.866 or later. For customer operating on version below 7.30.866, database upgrade to the recommended or latest version is required.

SPMS Parameters

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

PAR_GROUP General

Table 1 - PAR Group General

PAR Name	PAR Value	Description
Enable Signature Capture for Credit Card	0 or 1	0 – Disable Signature Capture for Credit Card 1 – Enable Signature Capture for Credit Card
Allow payment for Declined Authorization	0 or 1 or 2	0 – Do not allow payment if authorization is declined but allow when offline 1 – Allow payment if authorization is declined or offline. 2 – Do not allow payment if authorization is decline or offline
Allow posting for declined authorization	0 or 1	0 – Do not allow posting if credit card authorization is declined 1 – Allow posting
Online Initial Auth Amount	<Amount>	Specify Initial Authorization amount for all card types when card is swiped at the terminal with online mode
CC Type Not Supported	<Blank>	Do not include supported credit card
Auto Incremental Auth Amount	<Amount>	Minimum Incremental Amount
Specify Decline Error to Allow Payment	('FEIL VED KOMMUNIK ASJON','TIMEOUT')	This parameter is work with "Allow Payment for Declined Authorization". If payment do not allow due authorization is offline or decline, but with decline error specified in parameter, program will still allow to do payment

PAR_GROUP Interfaces

Table 2 - PAR Group Interfaces

PAR Name	PAR Value	Description
Specify Decline Error for Resend	('FEIL VED KOMMUNIK ASJON','TERM. ER OPPTATT','MISTET FORBINDELS E','TIDSAVBR UDD')	This parameter allows to identify the transaction to be resent. If the PayPoint response the error message, IFC Ship Transfer will update the CCT_STATUS = 0, CCT_QSTATUS = 8, and remove the CCT_NONAPPROVALTEXT for resent purpose.
Enable Auto Incremental Auth	0 or 1	This is used for OCC. When enabled, system will check for each debit posting amount if it is within the last approved auth amount. If not then an auth will be sent for with the amount specified in the parameter Auto Incremental Amount. 0 – Disable the automatic incremental authorization 1 – Enable the automatic incremental authorization

PAR_GROUP Not Specified

Table 3 - PAR Group Not Specified

PAR Name	PAR Value	Description
CC Transfer Format	PAYPOINT	Online Credit Card Format
CCard Interface Name	<Workstation IP/Name>	Workstation IP address/name which used to run IFC Ship Transfer

System Configuration

This section describes the various system codes setup within the **Administration module**.

1.1. Department Setup

A debit/credit department code of a credit card type is required for charge/posting and this is setup up in **Administration module, Financial Setup, Department setup**.

Credit/Debit Card Department Code Setup

1. Login to **Administration module** and select **Financial Setup, Department setup** from the drop-down list.
2. Click **New**, located on the bottom right of the screen to create a **Sub-Department** code.

The screenshot shows the 'Payments Setup' dialog box with the following details:

- Main Department:** 9030 MasterCard
- Payment Type:** CC Credit Card
- Department Code:** 9031
- Description:** MasterCard Micros
- Other Description:**
- Department Grouping:**
- Payment Type Details:**
 - Credit Card Digits:** -51-, -52-, -53-, -54-, -55-
 - Credit Card Id:** MC
 - Credit Card Internal Id:** M Master Card
 - Credit Card Merchant No:** 771033368
 - Credit Card Minimum Len:** 0
 - Foreign Currency Code:**
 - Floor Limit:** 0.00
 - Crew Floor Limit:** 0.00
 - Minimum Authorized Value:** 75.00
 - Crew Min Authorized Value:** 0.00
 - Commission Department:** None
 - Commission Rate:** 0.00
 - Daily Limit (0=No Limit):** 0.00
 - Debit Card No Commission charge
 - Commission is fix value
 - Rewards Card
 - Auto Balance (Interfaces)
 - Gift Card
- Payment Type in POS Subsystem:** 5
- POS Tender Type No:**
- System Account No:** 9030
- Incentives Payout Group:** (None)
- External Department Id:**
- External Itemizer Id:**
- For Micros POS Cabin Charge Only:**
 - Allow Posting to Guest Cabin
 - Allow Posting to Crew Cabin
 - Allow Posting to Gift Card
- General Ledger:**
 - G.Ledger Id:**
 - Enter proper general ledger account number. You may use special codes as below. General Ledger interface when run will replace the codes with proper values. Enter the code including greater/smaller than signs. <cr> - SCR_COMMENT;
- Non-Refundable
- Eligible Departments:**
 - (All)
 - (pre) All Bars
 - (pre) All Beverage
 - (pre) All Champagne
 - (pre) All Food
 - (pre) All Shops
 - (pre) All Tobacco
- Collector Department:**
- Reset Count Period:** (None)
- Redirection Account:**
- Apply Count:** 1
- Apply Value:** 0.00
- Department Security:**
 - Dept. Security Level:** Credit Department Level 1
- Payroll:**
 - Req. Signature During Folio Payout:** Not Specified
- Credit Card Disclaimer Note:** Credit Card Disclaimer. Secure by Master Card
- Payment Department Type:** Both Credit and Debit Card
- Department for routing
- OK** **Cancel**

Figure 1 - Department Code setup

3. Under the **Main Department section**, enter the credit/debit card information such as Payment type, department code and description.

-
4. Under the **Payment Type** details section,
 - a. Enter 2 digits of the first set of the credit card number in Credit Card digit.
 - b. Enter the **Credit Card ID**, for example MC – MasterCard, VI – Visa, etc.
 - c. Select the corresponding **Credit Card Internal ID** from the drop-down list.
 - d. Enter the **Credit Card Merchant Number** provided by Service Provider.
 - e. Select the **Commission department** from the drop-down list and update the **commission rate** in percentage value.
 - f. Check the **Debit Card No Commission** charge if commission is *not* applicable to debit card.
 5. Under the **Department Security** access section, select the relevant security level from the drop-down list.
 6. Select the relevant **Payment Type** under Payment Department Type section, either Both Credit and Debit card, Credit card or Debit card.

Note: This field will determine whether the payment type is a Credit Card or Debit Card.

7. Click **OK** to save the form.

1.2. Receipt Setup

System is able to generate a receipt upon payment and require a report template to be set up. A Standard Credit Card receipt template is available in **Administration module, System Setup, Report setup, _Receipts group**. Please contact your local support office if you would like to have a customized receipt format to be configured.

Supported Credit Card device

The Banksys XENTA and XENTISSIMO Payment Terminal is use for the purpose to register a credit card for PayPoint Credit Card Handling, and the device *does not* support signature capture.



Figure 2 – Banksys XENTA



Figure 3 – Banksys XENTISSIMO

XENTA / XENTSSIMO Device Setting

This section describes the configuration of the device.

1.1. Display and Keyboard

The keyboard has 16 regular keys and 3 function keys. The function keys are oval and located under the display. They can be used to enter the system configuration menu directly.

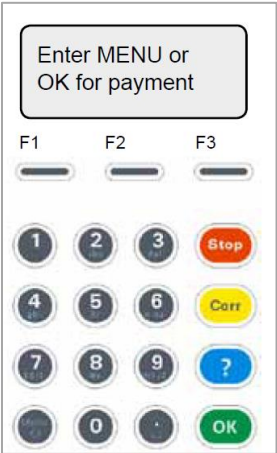


Figure 4 - Device Display and Keyboard

There are some slight differences between XENTA and XENTISSIMO Pay Terminal. On XENTISSIMO STOP, CORR and OK button are located at the bottom, and in XENTISSIMO, it does not have the question mark key.

The display will alternate between 'PAYPOINT' and 'Enter MENU or OK for payment' in standalone-mode, where as in integrated mode the display will alternate between 'PAYPOINT' and 'USE CARD'.

1.2. Device Configuration – Communication – XENTA

1. Press F1 and F3 to go from integrated to stand alone-mode.
2. To activate the correct communication type, activate it in the communication menu by selecting **(Menu + 5 (Administratrate) + 5 (Change parameter) + 2 (Installation) + 1 (communication))**.

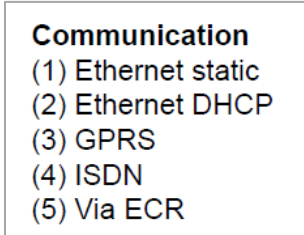


Figure 5 – Device Menu – Communication (Xenta)

3. After setting the right communication type, a restart of the terminal is required by exiting the menus. The terminal will start up with the chosen communication settings set to active.

1.3. Device Configuration – Communication – XENTISSIMO

1. Repeat the above step 1 and 2.

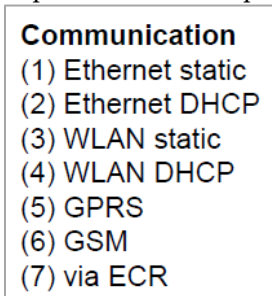


Figure 6 – Device Menu – Communication (Xentissimo)

2. An Access point for WLAN and terminal must be configured correctly before WLAN is activated. The terminal must be restarted before the settings that's place.

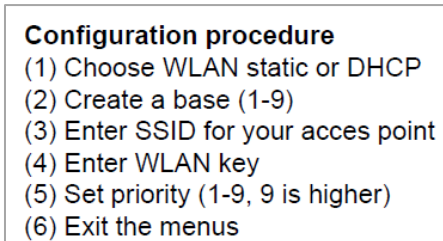


Figure 7 – Device Menu – Configuration procedure (Xentissimo)

-
- 4 After setting the right communication type, a restart of the terminal is required by exiting the menus. The terminal will start up with the chosen communication settings set to active.
 - 5 The IP address assigned to the device will be reflect in start-up screen, and this IP address is *required* to define in the SPMS program.

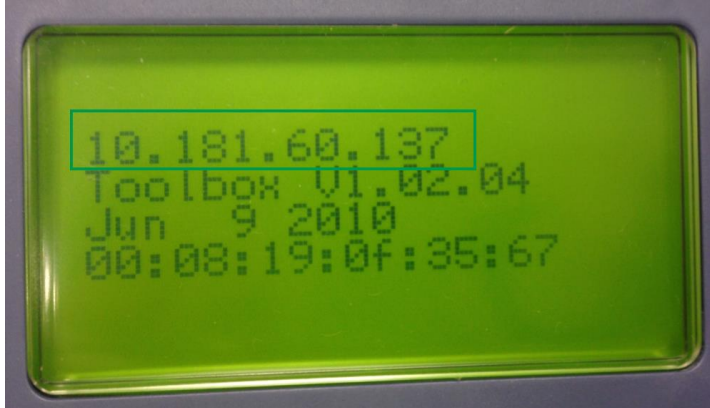


Figure 8 – Device Start-up screen

IFC Ship Transfer Setup

The IFC Ship Transfer Interface is an interface that sends authorization from SPMS to PayPoint Payment Gateway for credit card payments to be authorized using interface program **IFC Ship Transf.exe**.

Configure IFC Ship Transfer

1. Launch **IFC Ship Transf.exe**, then navigate to **Settings** tab.
2. Define the shore remote host IP address. The shore remote host is the *PayPoint terminal IP address*.

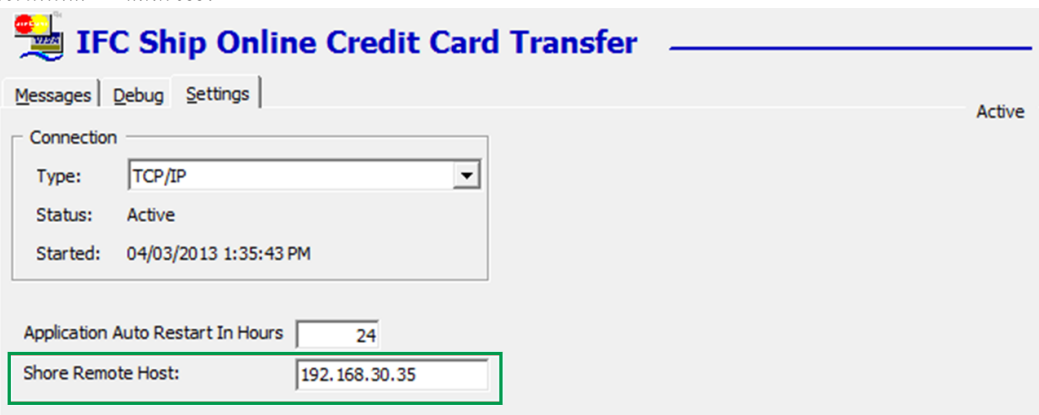


Figure 9 - IFC Ship Transfer – Setting screen

3. Once the connection is established, a *'Connected terminal with xxx.xxx.'* is indicated on screen, as per below figure.

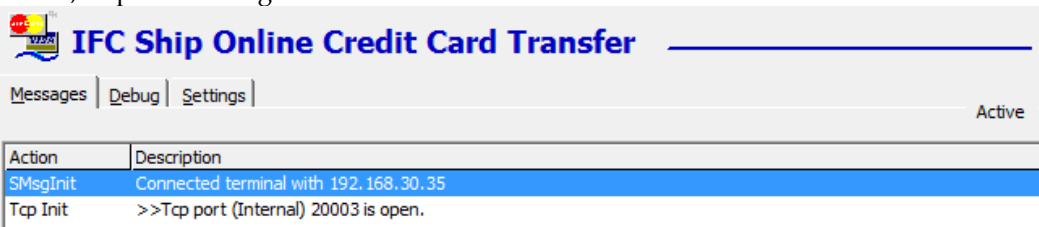


Figure 10 - IFC Ship Transfer – message screen

PayPoint Workflow

The SPMS applications communicate with PayPoint device thru IP address, which is stored in PayPoint device itself and the device will handle the PayPoint's host communication via its own network card. Further illustration of the integration workflow between Payment terminal (Xenta PayPoint device) to a SPMS application is shown in the diagram below.

Send Initial Authorization Request

An Initial Authorization request is sent when user enter the credit card details in Management module or Advance Quick Check-In, Get Credit card function via the PayPoint device, which then pass the request to PayPoint Payment Gateway.

Send Incremental / Settlement Authorization

When the credit reaches its limit or at the point of settlement posting in Management module, an incremental or settlement request will be sent to the IFC Ship Transfer Interface before it is being pass to PayPoint Payment Gateway to obtain an approval.

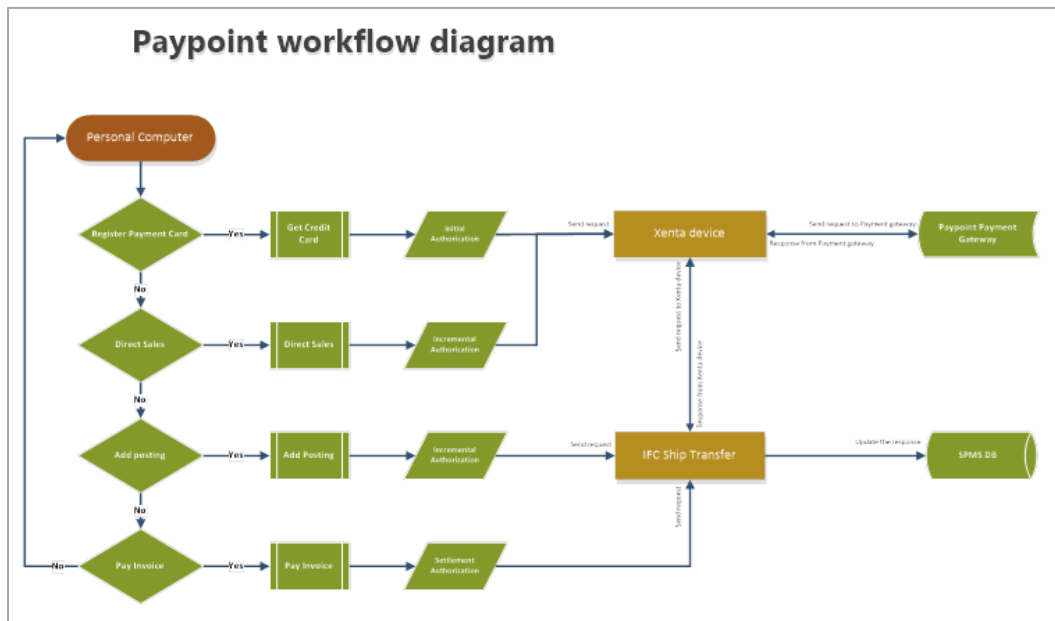


Figure 11 - PayPoint credit card handling workflow

PayPoint Handling

This section describes the PayPoint Credit Card handling using a Banksys Xenta / Xentissimo device in various SPMS modules.

Default Transaction Status

Table 4 - Default Transaction Status

Status	Description
Initial Authorization	
CCA_OPERATION	1
CCA_MTYPE	0 =Online initial auth, 1=Offline initial auth
CCA_STATUS	0 =Outstanding/pending, 1 =Approved, 2 =Declined
CCA_QSTATUS	0 =Pending, 8=Completed
Incremental Authorization	
CCA_OPERATION	2
CCA_MTYPE	4=Online incremental auth, 5=Offline incremental auth If CCA_MTYPE = 5 <ul style="list-style-type: none"> • When parameter '<i>Allow Posting For Declined Authorization</i>' is set to 0. The incremental authorization is created during system cruise change. • When parameter '<i>Allow Payment For Declined Authorization</i>' is set to 2. The incremental authorization is created during pay invoice/quick billing.
Settlement	
CCT_STATUS	0=Outstanding, 1=Approved, 2=Declined
CCT_QSTATUS	0=Pending, 2=when <i>Process</i> is clicked in FC Management, Credit Card Batch Settlement , 8=Completed
Direct Payment	
CCA_MTYPE	6
CCA_STATUS	1 =Approved, 2=Declined
No Settlement transaction created	

Management module

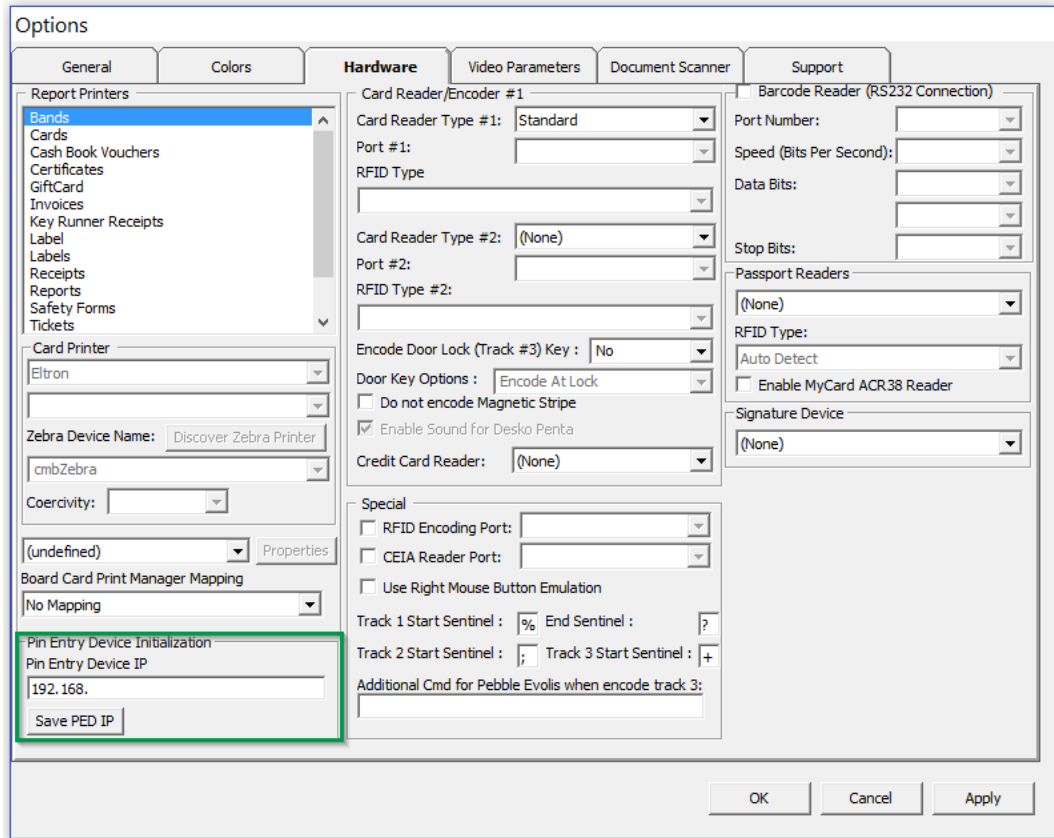


Figure 12 – Management – Options – Pin Entry Device IP

1. Launch Management module.
2. From the **File menu**, select **Options**, then navigate to **Hardware** tab.
3. Enter the Xenta / Xentissimo device IP address into **Pin Entry Device Initialization** column, then click **Save PED IP**.

Note: This field is enabled with Parameter, '*Not Specified*', '*CC Transfer Format*', '*PayPoint*'.

4. Upon clicking **Save PED IP**, program will launch a communication test between Management module and the Xenta / Xentissimo device.

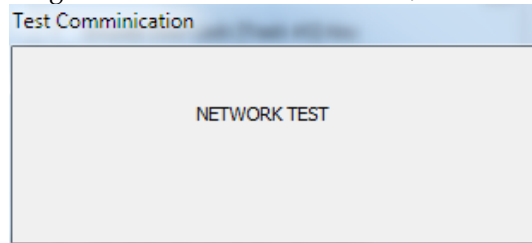


Figure 13 – Management – Test Communication – In progress

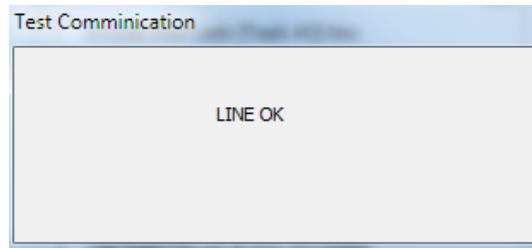


Figure 14 – Management – Test Communication – Connection OK

5. When **Get Credit Card** in Management module is click, program will communicate with the Xenta / Xentissimo device and then prompt user to insert/swipe a credit card.

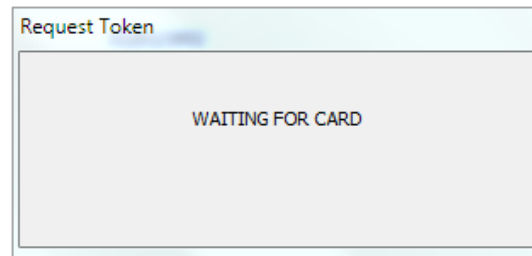


Figure 15 – Management – Get Credit Card

Advance Quick Check-In module

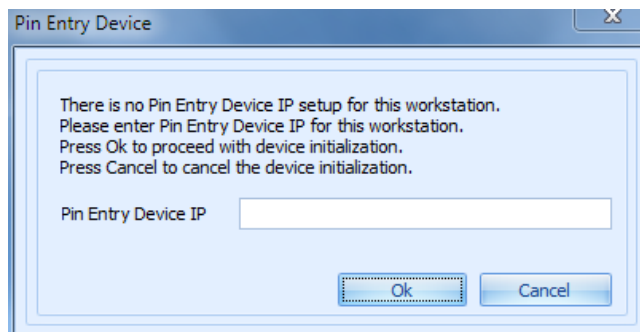


Figure 16 – Advance QCI – Pin Entry Device – without IP address

1. Launch **Advance Quick Check-In** module.
2. At the program startup, the Pin Entry Device window will prompt a blank form if the module has never connect/configure for Xenta / Xentissimo device before. Enter the device's IP address into the **Pin Entry Device IP** field.
3. Click **OK** to save.
4. When **Advance Quick Check-In** program had connected to the Xenta / Xentissimo device before, previous IP address is stored in the Pin Entry Device field. Click **PED Overwrite** to change the device's IP address if it is different.



Figure 17 – Advance QCI – Pin Entry Device – with IP address

5. Click **OK** to save the new IP address and program will run a communication test between Advance Quick Check-In and Xenta / Xentissimo device.

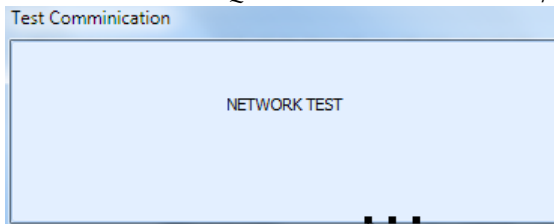


Figure 18 – Advance QCI – Test Communication – In progress

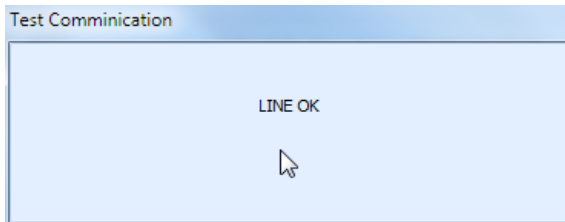


Figure 19 – Advance QCI – Test Communication – Connection OK

6. To change or test the connection again, go to **Setup** tab and
7. Click **Credit Card PED IP Setup** on the ribbon bar and then click **PED Overwrite** to enter the new IP address when prompt.

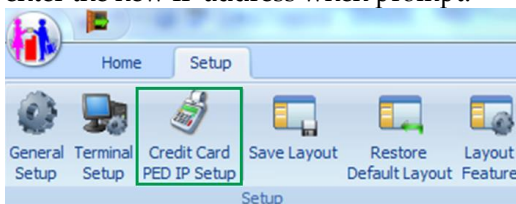


Figure 20 – Advance QCI – Credit Card PED IP Setup

Viewing authorization amount in Management module

1. Login to **Management** module and navigate to **Guest Handling** screen.
2. In the **Search Panel**, browse for the guest account.
3. Navigate to the **Credit Card** tab in the guest account. The registered card will be in *Inactive* mode.

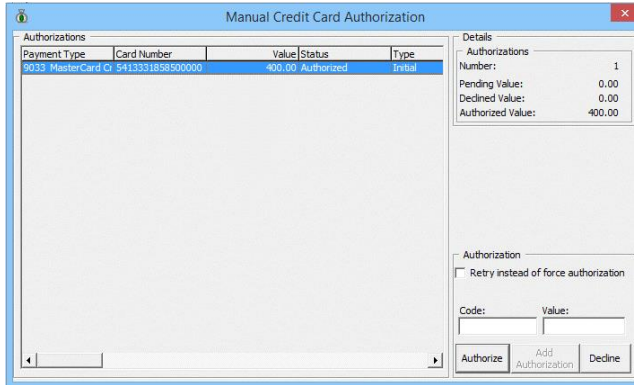


Figure 21 - Management Credit Card tab

4. To display the initial authorization, select the credit card and click **View Authorization**.
5. The *Authorized Value* in View Authorization screen will show the last authorization amount and this *does not* include the amount from Direct Sales.

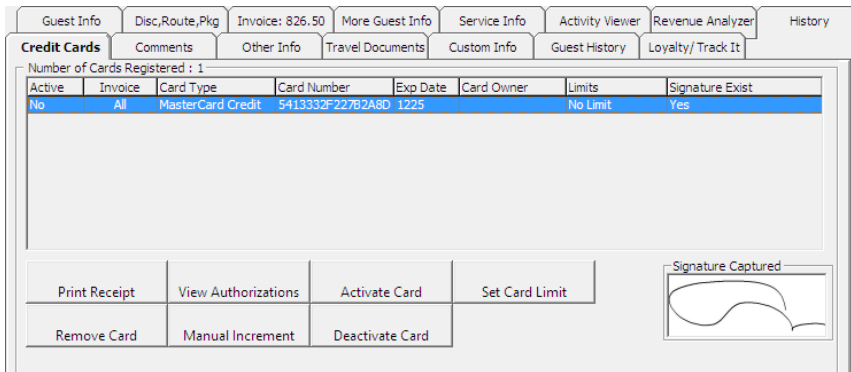


Figure 22 - Management View Authorization

6. Navigate to the **Invoice** tab to display the earlier settlement using this credit card.

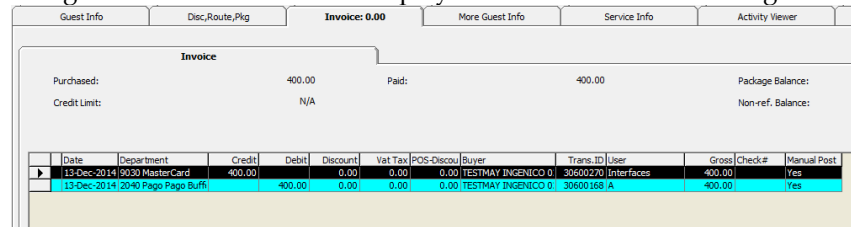


Figure 23 - Authorization display on Invoice – Credit card

7. If the card is a Debit Card, the amount is *automatically* credited onto the Invoice.

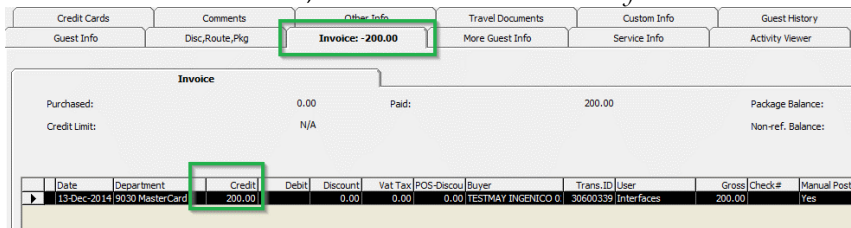


Figure 24 - Management Authorization display on Invoice – Debit card

IFC Ship Transfer (Sample Response Message)

Below are the sample response messages received in IFC Ship Transfer.

1. Send Authorization

The screenshot shows the 'IFC Ship Online Credit Card Transfer' interface with a log of messages. The 'Messages' tab is selected, and the status is 'Active'. The log contains the following entries:

Action	Description
SMsgInit	Connected terminal with 192.168.30.35
Tcp Init	>>Tcp port (Internal) 20003 is open.
IMsgInit	Connected Internal with 192.168.30.142 on remote port 60630 was established.
IMsg Send	Ok "1"
IMsgRcv	PingFrom "PYLEE"
IMsgRcv	Authorize: 13563 4 1010 995629 "E0458FAA974A044F6CADD5A385701C19D52EAE95504AB76E39F ..more
Approve	Authorization ID 13563 is approved

Figure 25 – IFC Ship Transfer – Send Request Message – Send Authorization

2. Send Settlement

The screenshot shows the 'IFC Ship Online Credit Card Transfer' interface with a log of messages. The 'Messages' tab is selected, and the status is 'Active'. The log contains the following entries:

Action	Description
SMsgInit	Connected terminal with 192.168.30.35
Tcp Init	>>Tcp port (Internal) 20003 is open.
IMsgInit	Connected Internal with 192.168.30.142 on remote port 60630 was established.
IMsg Send	Ok "1"
IMsgRcv	PingFrom "PYLEE"
IMsgStop	Internal connection with remote computer was terminated.
Approve	Settlement ID 141472 is approved

Figure 26 – IFC Ship Transfer – Send Request Message – Send Settlement

3. Send Refund

The screenshot shows the 'IFC Ship Online Credit Card Transfer' interface with a log of messages. The 'Messages' tab is selected, and the status is 'Active'. The log contains the following entries:

Action	Description
SMsgInit	Connected terminal with 192.168.30.35
Tcp Init	>>Tcp port (Internal) 20003 is open.
IMsgInit	Connected Internal with 192.168.30.142 on remote port 60630 was established.
IMsg Send	Ok "1"
IMsgRcv	PingFrom "PYLEE"
IMsgStop	Internal connection with remote computer was terminated.
IMsgInit	Connected Internal with 192.168.30.142 on remote port 50821 was established.
Approve	Settlement Refund ID 141473 is approved

Figure 27 – IFC Ship Transfer – Send Request Message – Send Refund

Scenario

The following section describes the various scenarios in PayPoint Handling.

1.1. Register Credit/Debit Card & Get Initial Authorization

No	Test Case	Expected Result
1	Use <i>Insert Method</i> to register credit card and invoice balance = 0	<ul style="list-style-type: none"> Send Initial Authorization amount = <i>Online Initial Auth Amount</i> CRD_MANUAL = I (I = Insert, M = Manual Enter, A = Swipe)
2	Use <i>Insert Method</i> to register credit card and invoice balance = \$100 (or more than ' <i>Online Initial Auth Amount</i> ')	<ul style="list-style-type: none"> Send Initial Authorization amount = \$100 CRD_MANUAL = I
3	Use <i>Swipe method</i> to register credit card	<ul style="list-style-type: none"> Send Initial Authorization amount = <i>Online Initial Auth Amount</i> CRD_MANUAL = A
4	Initial Authorization accepted by issuing bank	<ul style="list-style-type: none"> Initial Authorization status updated to 1 (CCA_STATUS) Message prompt <i>Card is received and saved into database</i> Change payment type to <i>registered credit card</i> Initial Authorization created with status = 0
5	Initial Authorization is rejected by issuing bank	<ul style="list-style-type: none"> Message prompt <i>Not accepted</i> Does not save credit card Does not create initial authorization Payment type remains as default payment type
Message prompt <i>This credit card is already registered in the system</i> is use for payment card registration checking regardless of parameter <i>Check Credit Card Registration</i> is enable.		
6	Register same payment for same guest 1. Register Payment Card A 2. Register payment card A again	Card and Authorization created <ul style="list-style-type: none"> Prompt message <i>This credit card is already registered in the system.</i> No Card and Authorization create.
7	Register same payment card for same person, and manually deactivate the payment card 1. Register Payment Card A	Card and Authorization created

No	Test Case	Expected Result
	2. Manually deactivated Payment Card A 3. Swipe Payment Card A	CRD_ACTIVE = 0 <ul style="list-style-type: none"> • Prompt message <i>This credit card is already registered in the system.</i> • No Card and Authorization create. • User has to click activate button to reactivate the payment card manually.
8	Register same payment card for same person, and deactivate the payment after settlement 1. Register Payment Card A 2. Pay Invoice (Payment Card deactivated) 3. Register Payment Card A again	Card and Authorization created Settlement created <ul style="list-style-type: none"> • No message prompt • The payment card is reactivated automatically. • Initial Authorization sent for approval
9	Register same payment card for different person 1. Guest A register card A 2. Guest B register card A	Card and Authorization created. <ul style="list-style-type: none"> • No message prompt • Card and Authorization created • Payment card registered successfully
10	Register same payment card for different person, and deactivate the card manually 1. Guest A register card A 2. Guest A's card A deactivated manually 3. Guest B register card A	<ul style="list-style-type: none"> • Card and Authorization created • CRD_ACTIVE = 0 • No message prompt • Card & Authorization created • Payment card registered successfully
11	Register same payment card for different person, and payment card deactivated after settlement 1. Guest A register card A 2. Guest A perform settlement (payment card deactivated after settlement) 3. Guest B register card A	<ul style="list-style-type: none"> • Card and Authorization created • Settlement created • No message prompt • The card is register successfully. • Multi credit card register if assign payment for different invoice
12	Register different payment card for different invoice	

No	Test Case	Expected Result
	<ol style="list-style-type: none"> 1. Guest A register payment card A for invoice 1, & 2 2. Guest A register payment card B for invoice 3, & 4 3. Manually deactivate payment card A 	<ul style="list-style-type: none"> • Invoice is assigned to payment card A • Invoice is assigned to payment card B • All invoice assigned to payment card B
13	<p>Where same card is registered in both guest payment and guest with direct sales, in Management module using Pay By PayPoint with Receipt</p> <ol style="list-style-type: none"> 1. Guest A register payment card A 2. Guest B pay by Direct Pay via payment card B 	<ul style="list-style-type: none"> • Card and Authorization created • Payment successful • Payment card A is saved in Guest B profile, and the card is deactivated.
14	<p>Where same card is registered for guest payment and direct payment for other guest in Advance Quick Check-In</p> <p>Guest A register payment card A New Guest register payment card A</p>	<ul style="list-style-type: none"> • Card and Authorization created • If direct pay using same payment card, the payment card is activated after check-in • If direct pay using different credit card, the credit card is deactivated automatically after check-in. the pre-registered after credit card remain activated.

No	Test Case	Expected Result
Register Payment Card with Signature Capture device		
1	Signature capture device not connected when SPMS program starts up	<ul style="list-style-type: none"> ▪ Message prompt <i>The signature pad is offline. Kindly check the device</i>
2	Click Cancel on the signature capture device during payment card registration in Management module	<ul style="list-style-type: none"> • Message prompt <i>User Cancel Signature Action</i> • Do not register payment card
3	Click Cancel on the signature capture device during payment card registration in Advance Quick Check-in module (Walk-in screen)	<ul style="list-style-type: none"> • Message prompt <i>Transaction reverse</i>
4	Click Cancel button on the signature capture device during payment card registration in Advance Quick Check-in module (Direct sales)	<ul style="list-style-type: none"> • Message prompt <i>Nothing to reverse</i>

No	Test Case	Expected Result
5	Disconnect signature capture device when processing card registration in Management module	<ul style="list-style-type: none"> Message prompt <i>No compatible device connected or the connection to a device has been cut</i>
6	Disconnect signature capture device before process card registration in Advance Quick Check-in module (main and walk-in screen)	<ul style="list-style-type: none"> Message prompt <i>Cannot detect Signotec Device</i>
7	Disconnect signature capture device before process card registration in Advance Quick Check-in module (direct sales screen)	<ul style="list-style-type: none"> Message prompt <i>The signature pad is offline. Kindly check the device</i> Reservation process able to continue
8	Register credit card with pin in Advance Quick Check-in module (Direct sales screen)	<ul style="list-style-type: none"> No signature capture required.
9	Register credit card without pin for direct sales in Management module	<ul style="list-style-type: none"> Signature capture is required

1.2. Incremental

No	Test Case	Expected Result
<p>Please take note that from version 861 onward, the incremental authorization is send by daily operation instead of send upon adding a posting.</p> <p>Ship Transfer Interface will send the incremental authorization when system date change is perform.</p>		
1	Add posting less than initial authorization <ol style="list-style-type: none"> Initial authorization amount = \$40 1st posting amount = \$20 2nd posting amount = \$10 System date change 	Do not send increment amount
2	Add posting more than Initial Authorization amount <ol style="list-style-type: none"> Initial authorization amount = \$10 1st posting amount = \$500 2nd posting amount = \$200 3rd posting amount = \$500 System date change 	<i>Auto Incremental Auth Amount = 1000</i> Send incremental authorization amount \$1190

No	Test Case	Expected Result
3	Add posting if previous incremental authorization status is either <i>Outstanding</i> or <i>Declined</i> .	<ul style="list-style-type: none"> Ship Transfer Interface picks up the incremental authorization and send to PayPoint service via PayPoint device during system date change.
4	Add posting less than <i>minimum incremental authorization amount</i> Invoice balance = \$240 Auto incremental Auth Amount = \$100 1. Add posting \$40	<ul style="list-style-type: none"> Sends an incremental authorization amount \$340 during system date change.

1.3. Pay Invoice

No	Test Case	Expected Result
Settlement transaction will pick up by Ship Transfer Interface and sent to PayPoint services when CCA_QSTATUS = 8		
1	Pay Invoice with enough authorization	<ul style="list-style-type: none"> Settlement record created Message prompt <i>Settlement is done. The card is currently deactivated</i> Payment type changed to default payment type Ship Transfer Interface pick up Settlement transaction and send to PayPoint services via PayPoint device
2	Pay invoice with outstanding authorization where authorization return approved response	<ul style="list-style-type: none"> Ship Transfer Interface picks up the outstanding authorization and sends to PayPoint services via PayPoint device (get approved response) Settlement record created Message prompt 'Settlement is done. The card is currently deactivated' Payment type changed to default payment type Ship Transfer Interface pick up Settlement transaction and send to PayPoint services via PayPoint device
3	Pay invoice with outstanding authorization where authorization return declined response	<ul style="list-style-type: none"> Message prompt <i>Authorization denied/failed. Please use another payment type / Credit card payment is not allowed with pending or declined auth (this handling is depend on the parameter Allow Payment for declined authorization</i> Do no settle the invoice balance Remain the payment type as Credit Card CCT_CCA_ID and CCT_APPCODE are getting from the last authorization

No	Test Case	Expected Result
4	Pay invoice by other payment type (Cash)	<ul style="list-style-type: none"> ▪ Settle the invoice balance via cash payment type ▪ Do not create incremental or settlement transaction ▪ Remain payment type as credit card
5	Pay invoice where total authorized amount is more than total invoice balance	<ul style="list-style-type: none"> ▪ Do not send reversal for extra authorization
6	Perform quick billing	<ul style="list-style-type: none"> ▪ Settlement record created ▪ Credit card deactivated ▪ Payment type changed to default payment type ▪ Ship Transfer Interface picks up Settlement transaction and send to PayPoint services via PayPoint device
7	Pay Invoice by other payment type (Pay By Credit Card/Debit Card'	<ul style="list-style-type: none"> ▪ Send Initial Authorization amount which same as total invoice balance to PayPoint services via PayPoint device ▪ Credit card info is saved into database and deactivated ▪ Payment type changed to default payment type

1.4. Direct Sales

No	Test Case	Expected Result
<p>Change schedule or change cabin direct settle by credit card/debit is called Direct Sales. Direct sales transaction creates a Card and Authorization transaction only, no Settlement will be added.</p>		
1	Register credit card in Advance Quick Check-in module (walk in screen), and cancel the reservation process on payment screen	<ul style="list-style-type: none"> ▪ CCA_STATUS = 2, CCA_NONAPPROVALTEXT = Authorization Removed
2	Register credit card in Advance Quick Check-in module (walk in screen), and choose payment type as cabin charge on payment screen	<ul style="list-style-type: none"> ▪ Payment post into guest invoice account ▪ Registered Credit card still in active status
3	Register credit card in Advance Quick Check-in module (walk in screen), and choose payment type as cash on payment screen	<ul style="list-style-type: none"> ▪ Payment is settled ▪ Registered Credit card still in active status

No	Test Case	Expected Result
4	Register credit card in Advance Quick Check-in module (walk in screen), and choose 'pay by credit card', then swipe the same credit card	<ul style="list-style-type: none"> ▪ Payment is settled ▪ Registered Credit card still in active status
5	In Management module, Initial Authorization is <i>declined</i> . Then perform cabin change/schedule change, and <i>pay by PayPoint</i> with same registered credit card	<ul style="list-style-type: none"> ▪ Payment will not go through ▪ Message prompt <i>card had been reversed</i> due to payment is not allowed with pending or declined authorization

1.5. Void Payment and Send Refund Authorization

No	Test Case	Expected Result
1	Void the direct sales payment	<ul style="list-style-type: none"> • Message prompt <i>You are not allow to void the direct sales payment.</i>
2	Perform pay invoice via registered credit card, then void the payment via Void button	<ul style="list-style-type: none"> • Credit card deactivated after completed the payment. • Credit card reactivate automatically without Initial Authorization once perform void transaction • Send refund authorization (Settlement transaction created) • Default payment type shown as credit card
3	Apply discount for the guest after settlement	<ul style="list-style-type: none"> • Send refund when pay invoice again
4	Invoice balance = \$150 And pay invoice = \$200	<ul style="list-style-type: none"> • Settlement created, CCT_AMOUNT = \$200 • Invoice show for the guest is '-\$50' • Settlement authorization is declined • Message prompt <i>Settlement ID XXX is declined due to authorization amount Too Small.</i>
5	Invoice balance = \$0 Pay invoice = -\$120	<ul style="list-style-type: none"> • Settlement created, CCT_AMOUNT = -\$120 • Invoice show for the guest is '\$120' • Settlement authorization is declined • Message prompt <i>Settlement ID XXX is declined due to NOT ALLOWED.</i>

1.6. Activate Credit Card

No	Test Case	Expected Result
1	Activating credit card in Management module, that was removed from Advance Quick Check-in module	<ul style="list-style-type: none"> Message prompt <i>Settlement/reversal has done for this card. Please get credit card again</i>
2	Activate a card deactivated during settlement.	<ul style="list-style-type: none"> Message prompt <i>Settlement/reversal has done for this card. Please get credit card again</i>
3	Activate a card deactivated by direct sales transactions.	<ul style="list-style-type: none"> Message prompt <i>Activation not allow for direct sales credit/debit card</i>
4	Activate a card that was manually deactivated.	<ul style="list-style-type: none"> Allow to reactivate

1.7. Deactivate Credit Card

No	Test Case	Expected Result
1	Deactivate the credit card via <i>Deactivate</i> function in Management module	<ul style="list-style-type: none"> Payment type changed to default payment type CCA_HIDE update to 1 CCA_STATUS update to 2 If more than one Authorization transaction, only the last authorization is updated in CCA_NONAPPROVALTEXT = <i>Authorization Removed</i>
2	Deactivate the credit card via <i>Remove</i> from Advance Quick Check-in module (main screen)	<ul style="list-style-type: none"> Message prompt <i>Reverse authorization is done for pre-authorization amount</i> from PayPoint device Initial/last authorization's status update to declined (CCA_STATUS = 2) CCA_NONAPPROVALTEXT = <i>Authorization Removed</i>
3	Deactivate the credit card via <i>Remove</i> from Advance Quick Check-in module (walk in screen)	<ul style="list-style-type: none"> Message prompt <i>Reverse authorization is done for pre-authorization amount</i> from PayPoint device Initial/last authorization's status update to declined (CCA_STATUS = 2) CCA_NONAPPROVALTEXT = <i>Authorization Removed</i>

Troubleshooting

This section describes the troubleshooting steps in resolving known errors in PayPoint Credit Card Handling.

1.1. General

Known Issue	Solution
Tracing PayPoint error log	Log file is saved in Fidelio Cruise folder . \Program Files (x86)\Fidelio Cruise <ul style="list-style-type: none">• PayPoint.log• PayPointtrans.log

1.2. XENTA / XENTISSIMO device

Known Issue	Solution
XENTA / XENTISSIMO device return different language to SPMS program	Define the parameter in <i>FCSetting.par</i> , located in Fidelio Cruise folder [#Fidelio Cruise.General.PayPoint Language=0#] 0 = Norwegian 1 = English 4 = Swedish
Error <i>Duplicate reject trans</i> from Ship Transfer Interface	Turn off the checking on XENTA device in Menu, Administer, Change params, General use, Duplicate.
No light in the display/terminal	Ensure the power code/battery is properly plug in.
No reaction from keys	Power off the terminal and wait for 20 seconds before powering it on.
No print	Open printer lid, check if the paper is available and correctly installed.
Terminal does not read cards	Check if the card is valid and ensure it is correctly swiped. Try cleaning the card reader.
Warning triangle sign in the display	Terminal has stored information. The terminal will try to send it to host.
No connection	Check cables, restart terminal, leave power off for 20 seconds.
Terminal {beeps}, display: connecting	The terminal is busy, please wait until process is done

1.3. Management module

Known Issue	Solution
Error <i>No contact with term</i>	Restart the program or device. This is due to no connection between the program and device
Error <i>No contact with card issuer</i>	Try another credit card. This card may be blocked by Paypoint payment gateway.
Error <i>Error in sending pre-authorization</i>	Restart the program and reset the network connection
Error <i>Invalid Service for this card</i>	This is due to the credit card type did not maintain in parameter <i>CCard Not Supported</i>

1.4. Ship Transfer Interface module

Known Issue	Solution
Error <i>Duplicate reject trans</i>	Turn off the checking on XENTA device in Menu, Administer, Change params, General use, Duplicate.
Error <i>Automation Error. The Specification module could not be found</i>	The <i>PAYPOINTAPI.dll</i> is missing or corrupted. Replace the new <i>PAYPOINTAPI.dll</i> into Fidelio Cruise folder
Error <i>Paypoint.dll open failed</i>	IP address at remote shore host does not match with PayPoint terminal IP address
Does not pick up the settlement transaction to process	<ul style="list-style-type: none">• Possible due to Initial Authorization is missing, or status is outstanding• Check the CCA_PREVIOUS and CCT_CCA_ID status.• Check on <i>PayPoint.log</i> for further investigation

Known Issue	Solution
Does not pick up the authorization transaction	<ul style="list-style-type: none"> • Check the <i>PayPoint.log</i> • CCA_QSTATUS <i>must</i> be less than 3 • CCA_STATUS <i>have</i> to be 0 • Authorization unable to process due to invalid character in transaction data, i.e., invalid character = ñøðñ÷à ì÷éøìà) <pre> 2015-05-07 05:12:34.373 ERROR Illegal additional transaction data 2015-05-07 05:14:34.511 DEBUG TransData (type 49): 05*****8803;20150505162756;0;166;0 01921526542;0000;00000000700;****;201;0;555749; 72402112;3;E139A0116HC00150505c1200879660090661 5037732;00649F0608A00000002501040282023C009F260 82978BE5DFBBC60DA9F2701809A031505059F1007060401 03A420029F370490B0B30C9F36020009950500000080009 F1A0205785F3401009F34034103029C01009B02E8009F02 06000000007009F09020001;E13C;;;300000;4;ñøðñ ÷à ì÷éøìà;A000000025010402;526542;;; 2015-05-07 05:14:34.511 DEBUG TransData (type 50): 1164347 </pre> <ul style="list-style-type: none"> ➤ Text highlighted in yellow are the invalid character returned by PayPoint service ➤ Text highlighted in green refers to CCA_ACC_ID. <ol style="list-style-type: none"> 1. Open Oracle SQL Developer, and filter the CCA_ACC_ID transaction. 2. Locate the Initial Authorization (CCA_OPERATION = 1), then identify the column CCA_LOCALMODEDATA where the transaction data will save in this column. 3. Edit and remove the invalid character, then commit the changes. 4. Go to Ship Transfer Interface and click Apply to initial the authorization process again.