Oracle® Hospitality Cruise Shipboard Property Management System
OHC POS Discount Handling
Release 7.30.870
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Contents

Contents

Tables

Figures

Preface

The POS Discount is an added discount features in Oracle Hospitality Cruise Shipboard Property Management System (OHC SPMS) and Advanced Micros Interface to handle the Loyalty program discount. Once discount levels are set-up, execution of discounts will be automated. If the discount is applied at a MICROS outlet, the Guest check will display the discount and the net payable amount. The discount is applied at the highest available Loyalty-level within Guest stateroom base.

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

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com

Revision History

Date	Description of Change
September, 2016	▪ Initial publication.

Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirement for POS Discount Handling.

Prerequisite

- FC Administration.exe
- FC Management.exe
- MICROS ISL Script Version 1.30t

Supported Systems

- Operating System
    - o Microsoft Windows 7 - 32-bit/ 64-bit System
    - o Microsoft Windows 8 - 32-bit/ 64-bit System

Compatibility

- SPMS version `7.30.870` or later. For customer operating on version below `7.30.870`, database upgrade to the recommended or latest version is required.

1. MICROS POS Discount Setup

An additional setting within MICROS Enterprise Management Console (EMC) is required before a discount can be applied in MICROS POS, and below section describes the necessary setup steps.

1.1 Discount Record Setup

1. Login to **MICROS EMC** module and navigate to the **Configurator** menu.

2. Select the **Discounts** from the **System Information** section.

3. Select the discount record which the POS discount will automatically apply to the guest check when a discount button is press.

4. Under the **Option** column, click the 'Ellipsis' (…) to open the **Discount Type Definition** window.

5. Check the following and ensure they are appropriately checked.
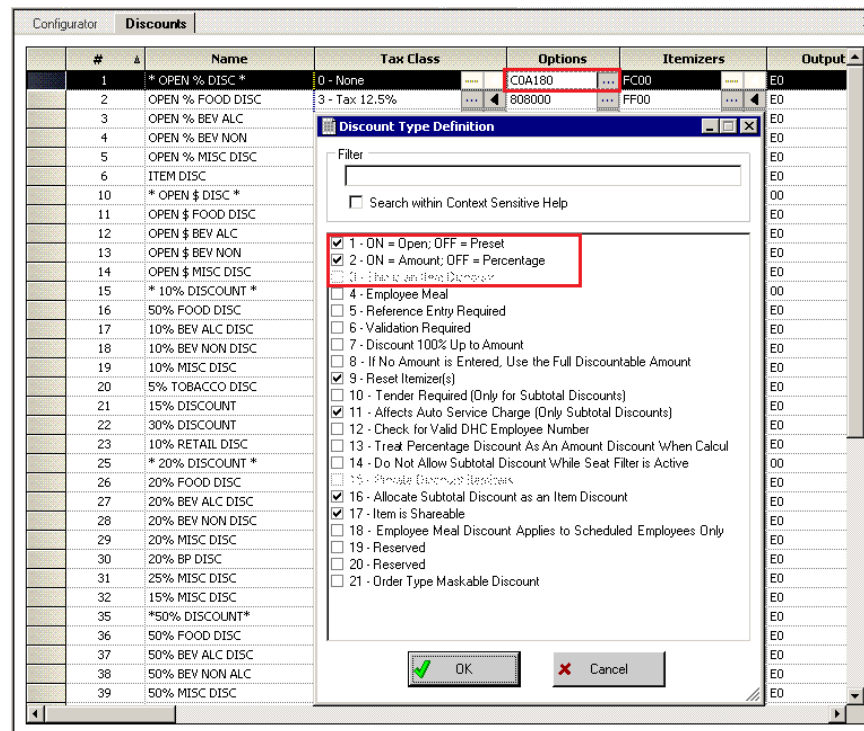
Figure 1-1 - Discount Record Setup

- 1-ON = Open (Checked)
- 2-ON = Amount (Checked)
- 3 – This is an Item Discount. (Unchecked)

6. Click **OK** to save the setting.

7. Next, launch **FC Administration** module and navigate to **Administration, POS Discount, POS Discount Rate (Advance)** setup screen.

8. Expand the **Discount Rate** on the left panel, select the revenue center and then select the **MICROS Discount Record (Only Open Amount Subtotal Discount)** from the drop-down list to link the discount record.

9. Click **Apply** to save.

1.2   POS Discount Key Setting

In order to view the guest discount level entitlement and automatically apply the discount on the guest check, a new payment key is needed on the POS workstation and this is created in MICROS PCWS Payment screen.
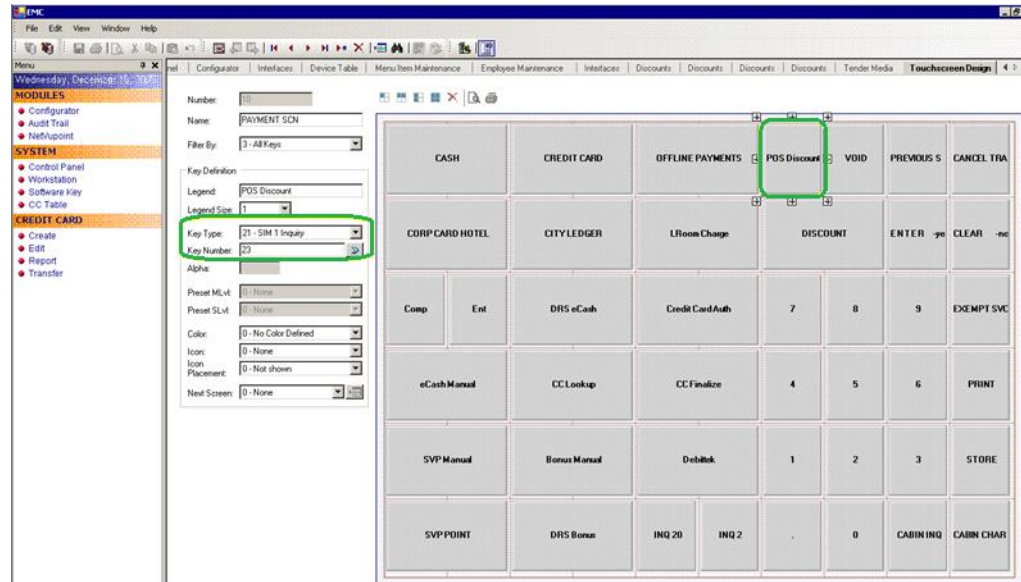
Figure 1-2 - MICROS POS Discount Key Setting

1. Login to **MICROS EMC** module and navigate to the **Configurator** menu.
2. From the **Touchscreens and Keyboard** section, select the **Workstations Design**.
3. Double click the **Payment SCN** to open the **Touchscreen Design** screen.
4. Insert a new key **'POS Discount'** onto the **Payment screen** and enter all the required details.
5. The Key Type *must* be set to '21 – SIM 1 Inquiry', and then insert the respective inquiry type using below INQ number.
    - INQ 22: Loyalty Discount - Net Off Manual Discount (Discount by itemizer)
    - INQ 23: Advance Loyalty Discount - Net Off Manual Discount
    - INQ 24: Loyalty Discount (Discount by itemizer)
    - INQ 25: Advance Loyalty Discount

> **Note:** User can create 4 discount key and assign the different inquiry key number for different discount handling.

6. Click **OK** to save.

1.3   Discount Itemizer Setting (PCWS)

Once the debit department codes are setup in Administration module, configuration of the discount itemizer for every MICROS Discount record in ISL Setup is required, to enable the POS Discount function.

1. Login to **MICROS Server** and navigate to `\\Micros\LES\POS\9700\etc` folder.
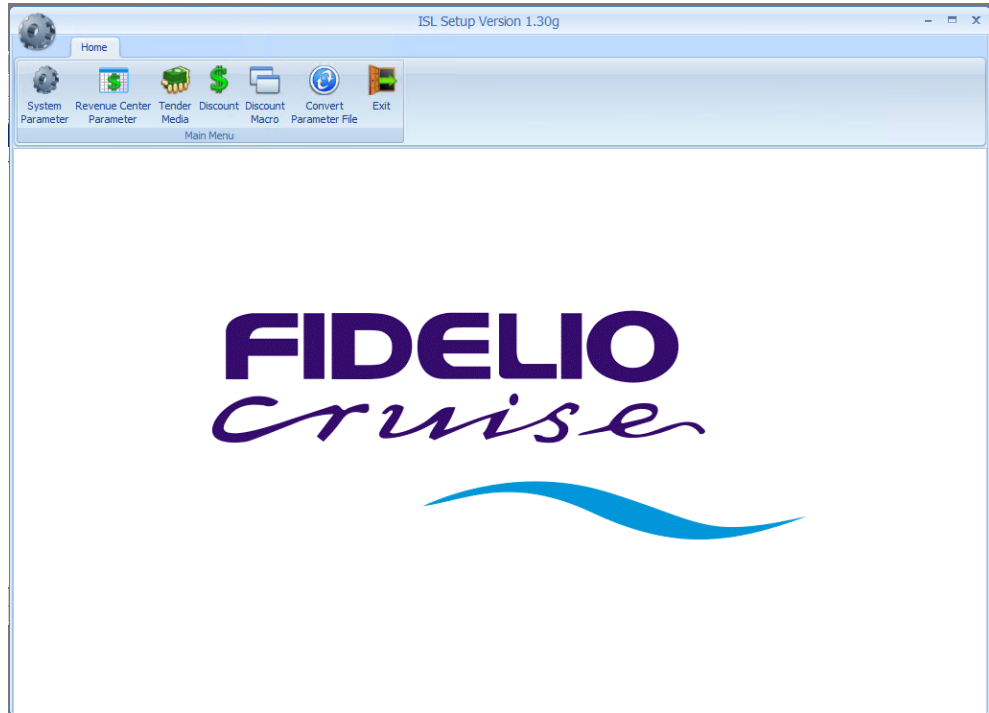
Figure 1-3 - ISLSetup.exe main screen

2. Run the **ISLSetup.exe.**
3. Click **Discount** icon on the ribbon bar to open the Discount Maintenance form.
4. On the left panel, select a discount record which has **POS Discount** setup in Administration module, POS Discount Rate/POS Discount Rate (Advance) setup.
5. Enter the **Discount Itemizer number** of the debit sub-department code of the Revenue Centre in **Discount Itemizer Settings** field.
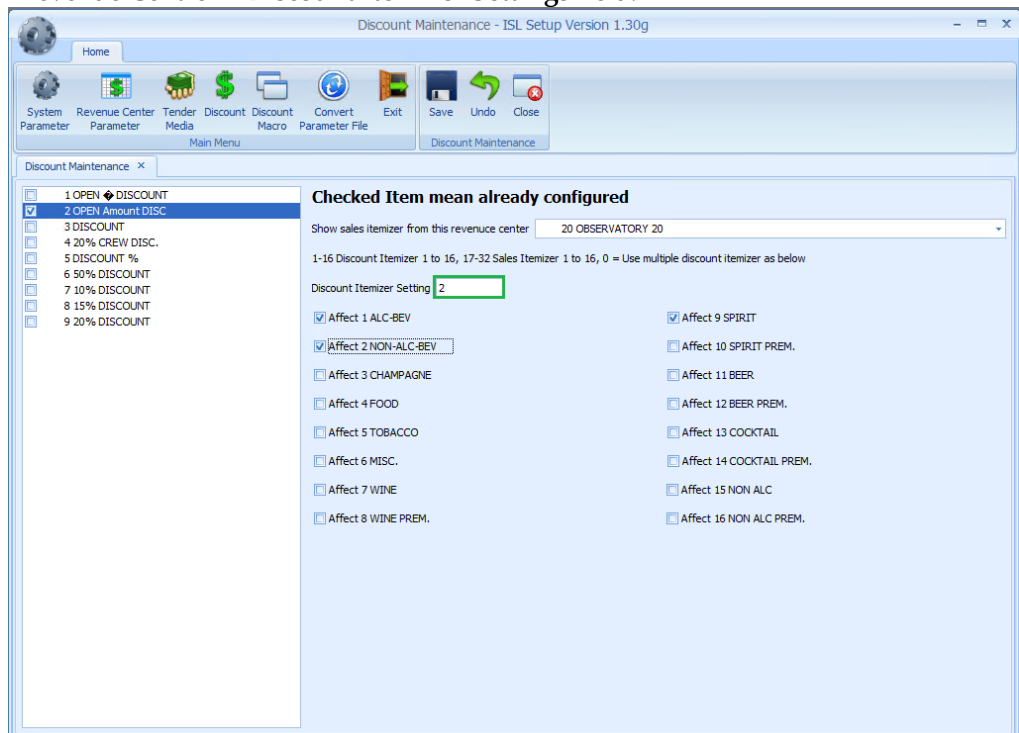
Figure 1-4 - ISL Discount Itemizer Setting

MICROS POS Discount Setup

6. Check the applicable **Itemizer** check box and then click **Save** to save the changes.
7. Click on **Close** to exit the ISL Setup.

1.4   MICROS ISL Script

The MICROS Server must have the appropriate ISL Script version in place in order for the POS Discount Handling to work. Below MICROS ISL Script version is compatible with OHC SPMS.

SPMS Product Version	Micros ISL Script Version
7.30.8xx	1.30t

2. POS Discount Setup

There are two methods in setting up the POS discount; a basic setup with discount applicable to Micros discount itemizer level, and an Advance setup with discount applicable to MICROS major group, family group and menu item level. Operators may choose to setup either one or both methods to cater for the different type of discounts, and the discounts are configured in **Administration module, POS Discount**.

2.1 Setting up MICROS Server Connection

A connection to MICROS Server must be established in order to retrieve the data from MICROS Server., and below are the steps to setup the connection.
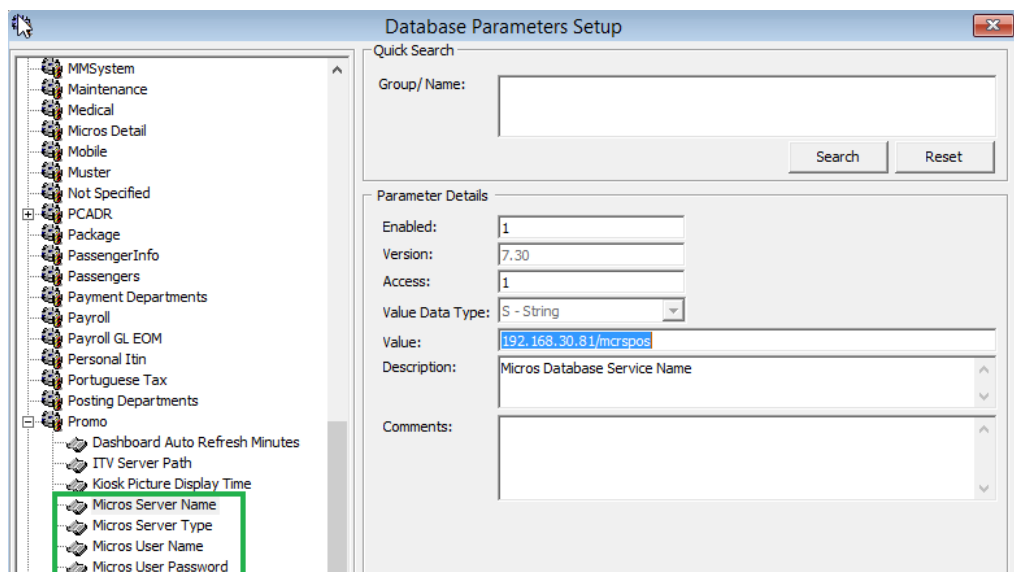
Figure 2-1 - MICROS Database Connection

> **Note:** Prior to setting up the connection, the MICROS database ID (SID) *must* exist in ***tnsname.ora***.

1. Login to **Administration** module, **System Setup, Database Parameters Setup**.
2. In the **Database Parameters Setup** screen, expand the **Promo** group.
3. Enter these value in the respective parameter field:

   - **MICROS Server Name** – Database Net Service name
   - **MICROS Server Type** – Set value to '0' for Oracle Server
   - **MICROS User Name** – Username to login into database
   - **MICROS Password** – Password to login into database

4. If the parameter entered is incorrect, System will prompt an error *"MICROS Server is offline, MICROS setup will be disable"*.
5. Next, login to **Management** module and select **Options, General** tab.
6. Check ''**Enable Access to MICROS Database in Management'**, then click **Apply** to save.
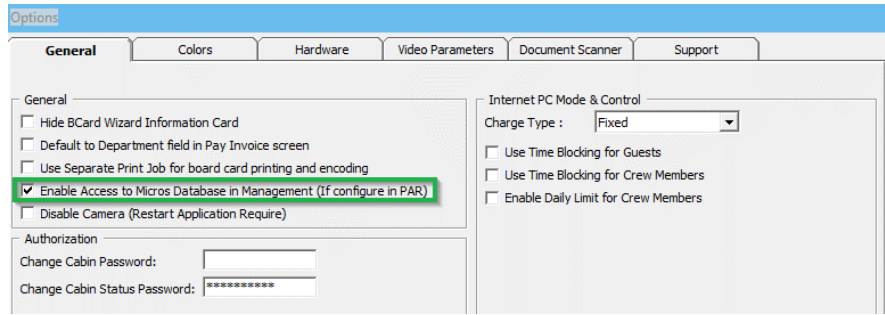
Figure 2-2 - Management, Options Setup

2.2   POS Discount Level Setup
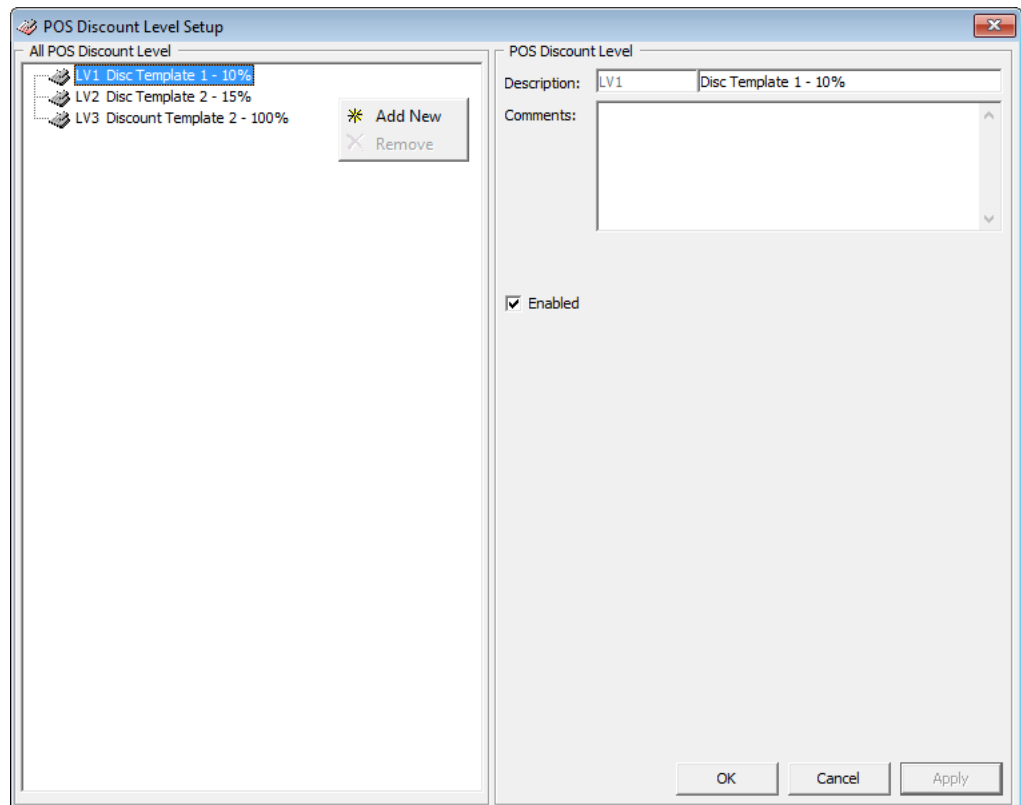
Figure 2-3 **–** POS Discount Level Setup

1. From the **Administration, POS Discount** menu, select **POS Discount Level Setup**.

2. In the POS Discount Level Setup window, right click on the left pane and select **Add New**.

3. Enter the short code and description in the **Description field** and in the **Comments** field, enter the comment if any.

4. Click **Apply** to save, and then **OK** to exit.

5. Repeat the above steps for more discount level entry.

2.3   POS Discount Rate Setup

POS Discount Rate Setup is the basic setup applicable to MICROS Discount Itemizer Level.   The setup requires a connection to MICROS Server and below setting *must* be

in place before a Discount Rate can be setup.   Refer *2.1 - Setting up MICROS Server Connection* for details.
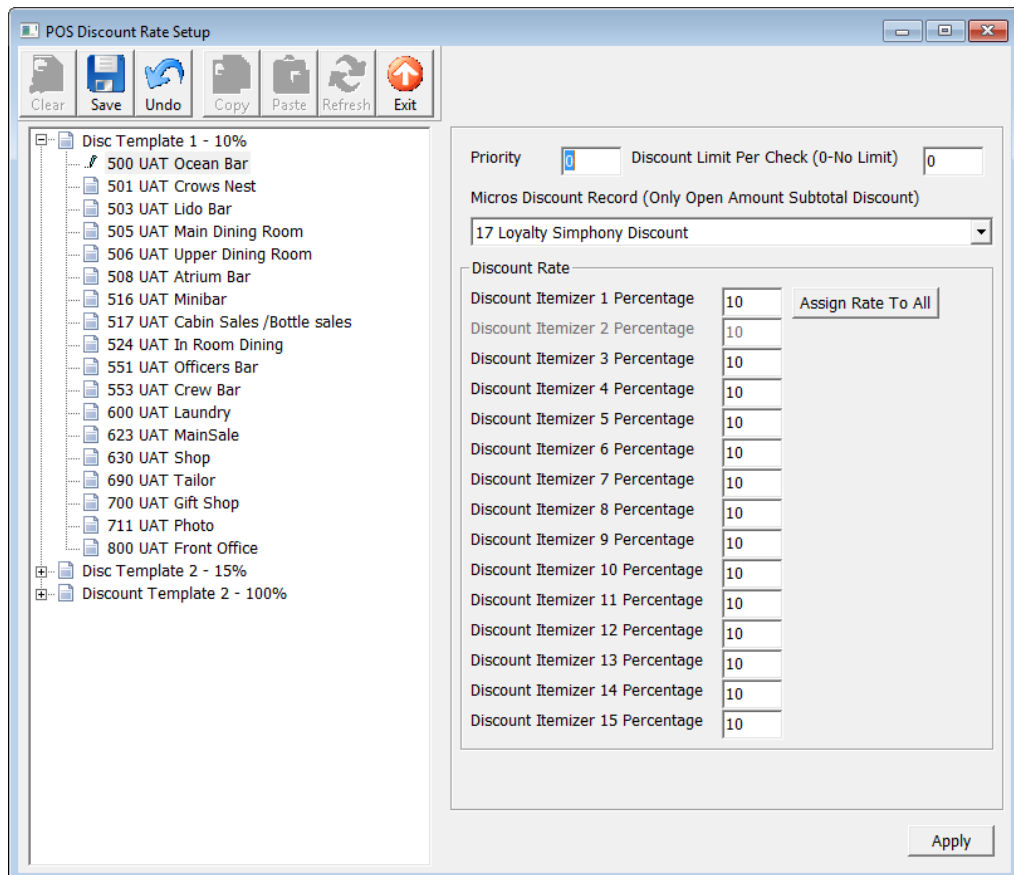
Figure 2-4 - POS Discount Rate Setup

1. From **Administration, POS Discount** menu, select **POS Discount Rate**.
2. In **POS Discount Rate Setup** window, expand the tree-view of the selected discount level to display all the MICROS Revenue Centre.
3. Select **a Micros Revenue Centre** of the selected discount level.
4. Navigate to the right panel and assign the priority number i.e. 0, 1, 2, 3, 4, and 5, in the **Priority** textbox for each outlet of POS Discount Level. The **LOWEST** priority number assigned indicates the highest possibility the discount applies to Guest with the same cabin number and same booking number. Refer *Discount Level Assignment* for more details.
5. Define the total discount limit per sale check in the **Discount Limit Per Check (0-No Limit)** text-box. Refer *Discount Limit Per Check* for more details.
6. From the **Micros Discount Record (Only Open Amount Subtotal Discount)** drop-down list, choose the MICROS discount record that represents the discount key.
7. Insert the discount rate in the **Discount Itemizer 1 Percentage**
8. Click **Assign Rate To All** to apply the same discount rate to the rest of the discount itemizers.
9. Click **Apply** to save.

Discount Level Assignment

Below are the two POS Discount levels setup with different priority number and discount at each outlet. Assume Guest X and Guest Y are staying in the same cabin and both have the same booking number.

Guest X assigned to Four-Star POS Discount level;
Guest Y assigned to Five-Star POS Discount level.

Table 2-1 - POS Discount Level Assignment

POS Discount Level	Revenue Center (Outlet)	Priority Number	Discount (%) for all itemizers
Four-Star	A	1	40
	B	2	30
	C	0	20
Five-Star	A	0	50
	B	2	40
	C	1	30

Scenarios:

1. Guest X spends in outlet A and is entitled to a Five-Star discount rate of 50% (since Five-Star level has the lower priority number in outlet A).

2. Guest X spend in outlet B and is entitled to a Four-Star discount rate of 30% (since both Four-Star and Five-Star level has the same priority number for outlet B).

3. Guest X spend in outlet C and is entitled to a Four-star discount rate of 20% (since Four-Star level has the lowest priority number for outlet C)

4. Guest Y spend in outlet A and is entitled to a Five-Star discount rate of 50%.

5. Guest Y spend in outlet B and is entitled to a Five-Star discount rate of 40% (since both Four-Star and Five-Star level has the same priority number for outlet B).

6. Guest Y spend in outlet C and is entitled to a Four-star discount rate of 20% (since Four-Star level has the lowest priority number for outlet C)

Discount Limit Per Check

The default value is set to 0 (0 = no limit) per check. For example, if the limit value is 50, then the discount value is up to $50 per check.

Note: If the total discount value for a check exceeds the pre-defined discount limit value, then the full pre-defined discount limit value will be deducted from the total check amount.

Example

One-Star POS Discount Level with discount rate of 10% and discount limit up to $100 per Guest check. A check posting of an outlet with total of $1200, the Guest is only entitled to a maximum of $100 POS Discount instead of $120.

2.4   POS Discount Eligibility Group Setup

The POS Discount Eligibility Group is the first set of configuration for Advance POS Discount, use to define a group eligible for specific POS discount.

To configure, repeat steps in *POS Discount Level Setup*.

2.5   POS Discount Eligibility Setup
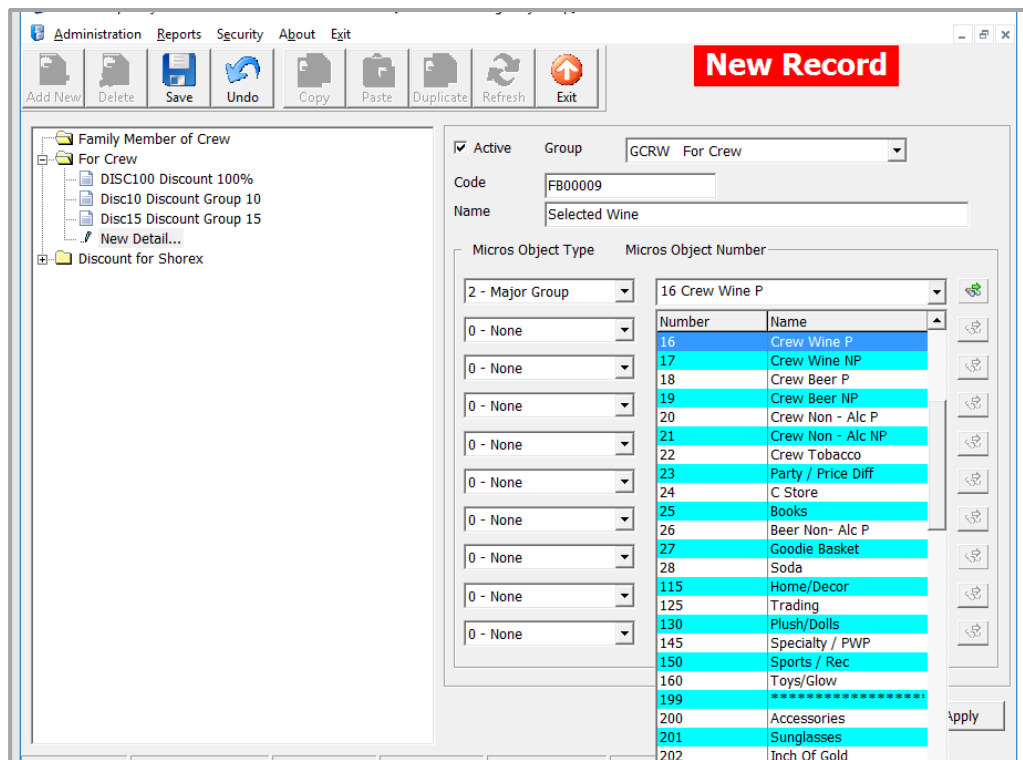

Figure 2-5 - POS Discount Eligibility Setup

1. From **Administration, POS Discount** menu, select **POS Discount Eligibility Setup**.
2. In POS Discount Eligibility Setup window, click **Add New** on the ribbon bar.
3. Navigate to the right panel and select a **Group** from the drop-down list, insert a unique code in the **Code** field and name.
4. Navigate to **Micros Object Type** section and select one of the option, 0 = None, 1 = Menu, 2= Major Group or 3 = Family Group.
5. Next, select from the drop-down list the respective item from the Micros Object Number or click the **Binocular** icon to bring up the search filter.
6. Repeat the above for more menu items to be entered.
7. Click **Apply** to save the record.

2.6 POS Discount Rate (Advance)

The POS Discount Rate (Advance) is the final part of Advance POS Discount and it defines the discount eligible group per POS discount level, with specific discount rate. User may define up to 9 eligible discount groups per revenue center.
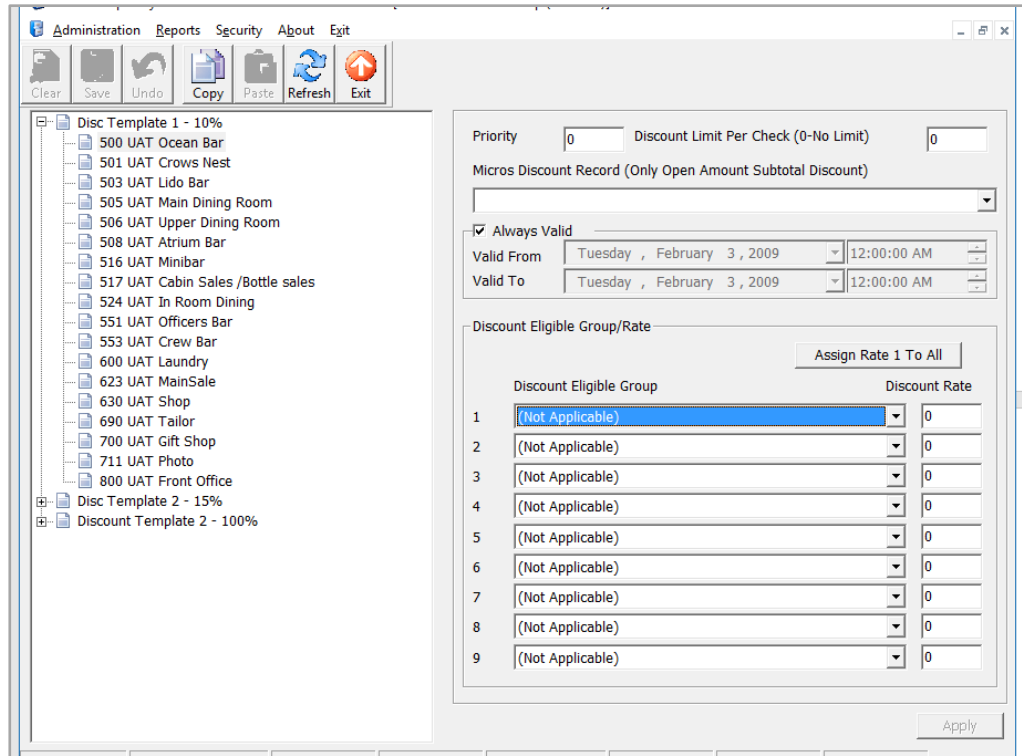

Figure 2-6 - POS Discount Rate (Advance)

1. From **Administration, POS Discount** menu, select **POS Discount Rate (Advance)**.
2. Repeat step 2 – 5 of *POS Discount Rate Setup*.
3. The 'Always Valid' is checked by default. Uncheck the check box to change the validity period if needed.
4. In the Discount Eligible Group section, select the discount group/rate from the drop-down list.
5. Insert the discount percentage in the Discount Rate column.
6. Repeat step 4 and 5 if the POS discount level has more than one discount eligibility group assigned.
7. If the discount is applicable to all itemizer, click **Assign Rate To All**.
8. Click **Apply** to save.

3. POS Discount Department Codes

A separate financial department code is required within each debit department to keep track of the respective POS Discounts applied, and these codes must correlate to a sales itemizer for POS Discount. The current Sales Itemizer discount department for Food, Beverage, Alcohol, etc. is configured for the basic discount posting. In order to separate POS Discount amount from regular discount, a separate sale itemizer *must* be configured for the POS Discount posting department.

Figure 3-1 - Discount Debit Department

For each debit main department, create a sub-department for POS Discount sale itemizer as below. The Guest/Crew department discount department must link to the POS Discount Posting Department code as setup above.

4. Assigning POS Discount Level

The POS Discount level can be set up for individually in a guest account either in the New Guest Information and/or the Edit Guest Information screen. The discount rate applied to a Guest check at an outlet is dependent on the POS Discount level of a Guest. The eligible discount rate for a Guest check will be sent to MICROS POS via the Advanced Micros Interface upon swiping the Guest board card at the outlet.

4.1 Assigning Discount Level in Management/Crew Module

Figure 4-1 - Disc Template Assignment in Edit Guest Info

1. Login to **Management** module and select **Cashier, Guest** from the drop-down list.
2. On the **Guest Info** tab, select a guest account and then click **Edit Information** to open the Edit Information form.
3. Under the **Name/Reservation** section, select the POS Discount level from the **Disc Template** drop-down list, and then click **OK** to save.

> **Note:** Assigned Disc. Template are displayed in *Guest Info tab, Passport Information* section.

4. Under the **Disc & Route, Pkg** tab, information of eligible POS Discount department in MICROS POS will be shown in different tabs.

- ▪ Micros Discount tab   Displays the MICROS Discount Itemizer for Basic POS Discount.
- ▪ Micros Advance   Displays Advance Discounts Items such as Menu
  Discount tab   Item/Family Group/Major Group details.

4.2   Assigning Discount Level in Quick Check-In Module

Discounts can be assigned in Quick Check-In module and the location of the field varies, depending on the layout.
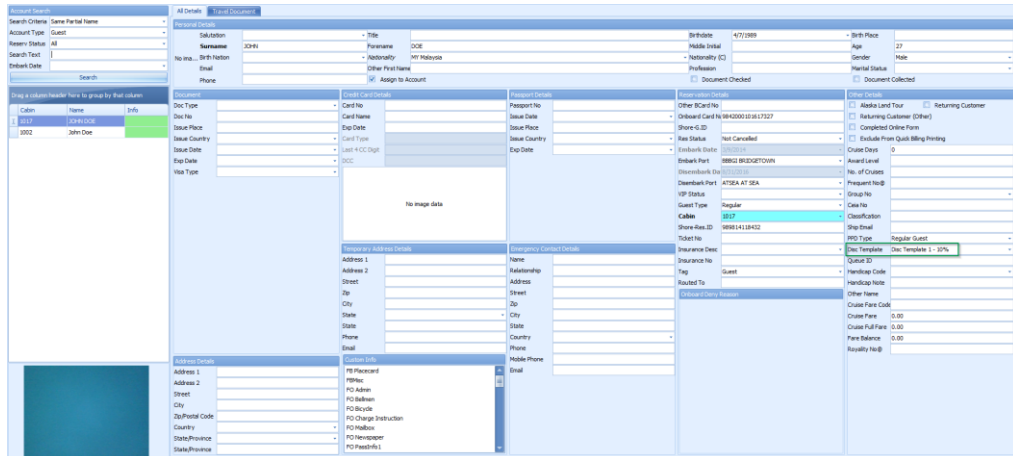

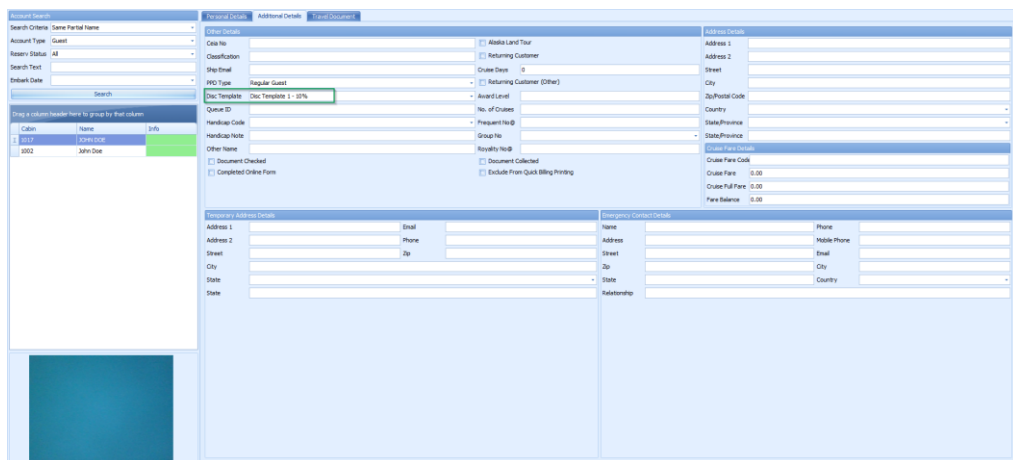Figure 4-2 - Disc Template field in One Tab view

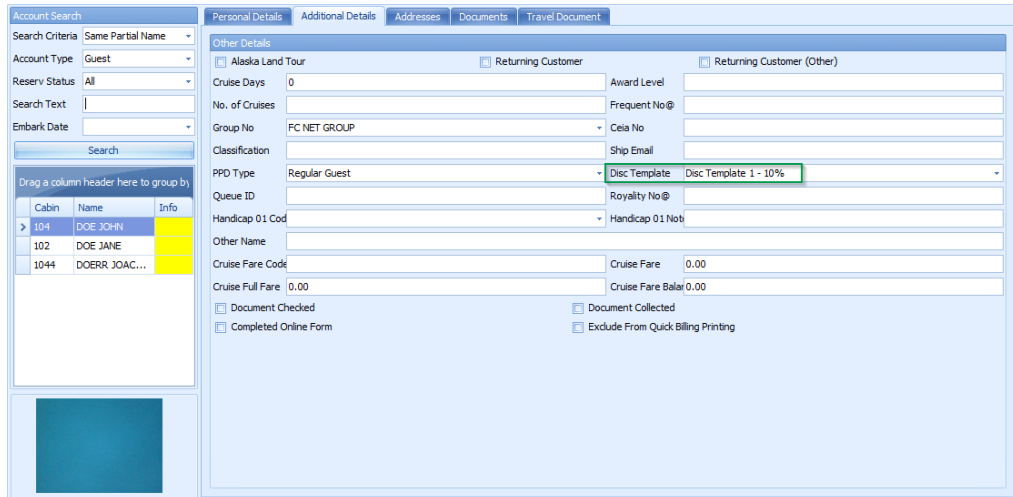Figure 4-3 - Disc Template field in Two Tabs view

Figure 4-4 - Disc Template field in Four Tabs view

1. Login to **Advance Quick Check In (AQCI)** module
2. Navigate **to Additional Details** tab and select the **Disc template** in the mid-section of the right panel.

> **Note:** To set the Disc Template drop-down box visible in ONE TAB, TWO TABS or FOUR TABS format, ensure the field column **UXP_A_LOYALTY** in is set to **Visible, Editable** in AQCI **Setup, Field Definition, Additional Details**.

4.3   Importing Reservation with POS Discount Level via Data Import

Apart from manually assigning the POS Discount Level in Management/Crew module, one may import the POS Discount status using IFC Data Import module.
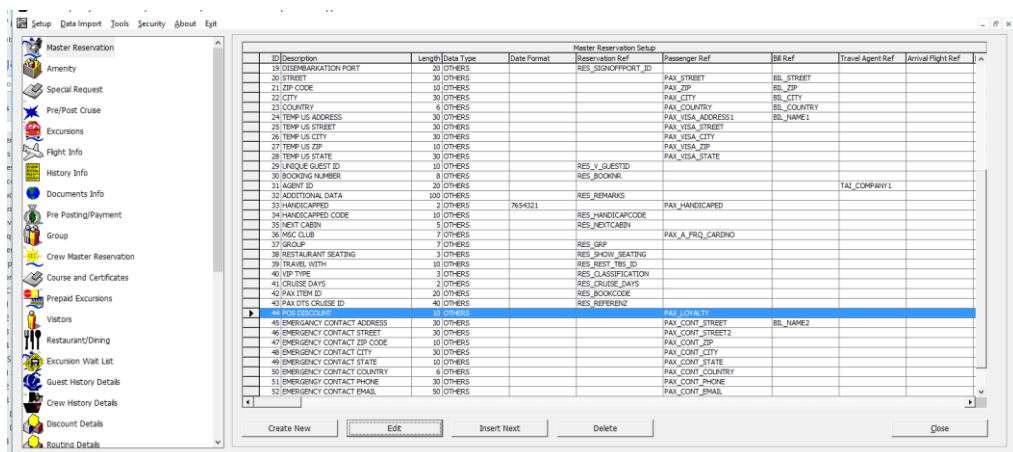

Figure 4-5 - Data Import module

1. Launch **IFC Data Import**.
2. In **Setup** menu, select **Reservation Related** from the drop-down list.
3. In **Master Reservation**, select a line and click **Insert Next** to add a new field if it does not exist.

Figure 4-6 - Edit Data Import field

4. Enter the relevant field, check the **PAX** check box, and in the **PAX Table Reference** drop-down list, select **PAX_LOYALTY**.

5. Click **Save** to save the record, then click **Close** to exit.

> **Note**: The reservation manifest should contain the POS Discount code i.e. FIRST, ONE, TWO, THREE, FOUR and FIVE for reservation with POS Discount status.