Oracle® Hospitality Cruise Shipboard Property Management System
OHC Gift Card Handling
Release 7.30.856
E83357-01

January 2017
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Preface

A Cruise Ship operators may on some occasion extend a pre-paid credit to its guest in a form of a Gift Card (GC) for use whilst on-board. The Gift Cards can also be offer to Guest as consumer incentives through promotional programs, or integrated into a reward point program to increase the sales volumes.

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/en/industries/hospitality/

Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>August, 2016</td>
<td>Initial publication.</td>
</tr>
</tbody>
</table>
Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirements for Gift Card features.

Prerequisite

- FC Administrator.exe
- FC Management.exe
- DGS Resonline.exe
- IFC Data Import.exe
- IFC Advanced Micros.exe – for use in MICROS workstation
  - MICROIS ISL Script version 1.30d or later
- Web Services Installation – for use in Simphony workstation
  - FidelioSPMS.dll version 7.30.856 or later
  - FidelioSPMSInterface.dll version 7.30.856 or later
  - SIM 1.08g or later

Supported Systems

- Operating System
  - Microsoft Windows 7 - 32-bit/ 64-bit System
  - 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. System Configuration

This section describes the required system codes setup within the Administration and Management module. It also includes an additional installation such as Web Service installation, which is required for use in Gift Card function.

1.1. 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.

![Database Parameters Setup](image)

**Figure 1-1 - 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.
1.2. Department Setup

Any Gift Card posting transaction such as a Gift Card purchase (actual card purchase), Gift Card value posting (purchase against Gift Card), or Gift Card balance (lookup) requires the appropriate financial department to be in place. A debit/credit department code of a gift card is required for charge/posting and this is setup up in Administration module, Financial Setup, Department setup.

Setting up Credit Department Code

1. Login to Administration module and select Financial Setup, Department Setup from the drop-down list.
2. Click New on the bottom left of the screen to create a Main Department code.
3. In the Department Code Setup window, click New on the bottom right of the screen to create a Sub-Department code.
4. In the Payment Setup screen, select
   a. Payment Type as CB Cash Payment
   b. Insert a unique Department Code
   c. Insert the sub-department Description
   d. Check Allow Posting to Gift Card checkbox to enable Gift Card posting in MICRO5 outlets.

**Setting up Debit Department Code**

1. Select Financial Setup, Department setup from the drop-down list.
2. In the Main Department Setup screen, select the Debit tab and then click New at the bottom left of the screen.

3. In the Department Code Setup window, click New at the bottom right of the screen to create a Sub-Department code.
4. In the Debit Department Code setup screen, select the **Type of Posting** as Posting Department, define a unique Department Code and insert the sub-department Description.

5. Repeat above setup for the following sub department.

**Table 1-1 - Gift Card Sub Department List**

<table>
<thead>
<tr>
<th>Sub Department</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gift Card Posting</td>
<td>Use for posting when selling Gift Card.</td>
</tr>
<tr>
<td>Gift Card Discount</td>
<td>Use for posting of difference amount between Gift Card face value and selling amount.</td>
</tr>
<tr>
<td>Gift Card Second Posting</td>
<td>Use for split posting when selling Gift Card.</td>
</tr>
<tr>
<td>Gift Card Credit Posting</td>
<td>Use for Gift Card credit posting.</td>
</tr>
</tbody>
</table>

**Figure 1-7 - Gift Card Sub Debit Department Code Setup**
1.3. **System Account Setup**

System Accounts is required to capture the prepaid Gift Card posting and Gift Card collect posting, and the account is setup in **Management module, System Account Handling** screen.

![System Account screen](image)

Figure 1-8 - System Account screen

1. Launch the **Management** module, and then select **Cashier**, then **System Accounts** from the drop-down menu.

2. In the System Account screen, select **Insert New**.

![System Account Entry form](image)

Figure 1-9 - System Account Entry form

3. In the **System Account Entry** screen, insert a unique **System Account number**, **Name**, and select the **default payment department**, or create a different credit
department to cater for pre-paid account balancing, and then check the ‘Posting Allowed’ checkbox.

4. Repeat above setup to create the following System Account.

<table>
<thead>
<tr>
<th>Table 1-2 - Gift Card System Accounts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System Account</strong></td>
</tr>
<tr>
<td>Gift Card Prepaid System Account</td>
</tr>
<tr>
<td>Gift Card Discount System Account</td>
</tr>
</tbody>
</table>

1.4. **Gift Card Setup**

A Gift Card product is created based on following entitlement and these are setup in Administration module, Gift Card Setup.

- Gift Card Eligibility Group
- Gift Card Eligibility Setup
- Gift Card Template Group
- Gift Card Template Setup
- Gift Card De-Activation Reason
- Gift Card Re-Activation Reason
- Gift Card Cancellation Reason

![Oracle Hospitality Cruise SPMS Administration V7.30.870](image)

**Figure 1-10 - Gift Card Setup**

1.4.1. **Setting up Gift Card Eligibility Group**

This is a group for each type of gift card eligibility. The Eligibility Group defines the type of eligibility for each type of cards.
Figure 1-11 - Gift Card Eligibility Group Setup

1. From the Administration, Gift Card Setup menu, select Gift Card Eligibility Group.
2. In the Gift Card Eligibility Group Setup window, right click on the left pane and select Add New.
3. Enter a short code and description in the Description field.
4. Enter a comment in the Comments field, if any.
5. Click OK to save.

1.4.2. Setting up Gift Card Eligibility Setup

The Gift Card is another mode of payment accepted by designated F&B or Retail outlets on-board of the ship. A Gift Card transaction may be limited to a range of items and these are managed within the eligibility setup. In order to retrieve MICROS Sales Itemizer, ensure the connection to MICROS Database is established prior to setting up the Gift Card Eligibility Setup. Refer 1.1 - Setting up MICROS Server Connection.

Adding New Record

1. From the Administration, Gift Card Setup menu, select Gift Card Eligibility Setup. This launches a progress window while the System connects to MICROS database.

![Figure 1-12 - MICROS Database Loading prompt](image)

2. On the Gift Card Eligibility Setup window ribbon bar, click Add New to add a new record.
3. On the Gift Card Detail tab, select the Group from the drop-down list, insert a unique Gift Card code and name.

4. Select the applicable MICROS Revenue Centre by checking the respective checkbox.

5. Navigate to the Debit Departments tab and select the eligible SPMS Posting Departments, by checking the Main Department, this will also include all the sub-department codes.
6. Click Save on the ribbon bar to save the record.

**Copying Eligibility Setup**

An existing eligibility details may be copied to a new record using this simple steps.

![Image](image1.png)

**Figure 1-15 - Step to perform Copy & Paste**

1. From the Eligibility Group tree view, select the code to copy and then click Copy on the ribbon bar.
2. Click Add New, followed by Paste from the ribbon bar.
3. Insert a unique code and make the necessary changes, if any, then click Apply.
4. Click Save to save the record.

**To Duplicate the group**

1. Expand the tree view and select the eligibility to duplicate.
2. Click Duplicate on the ribbon bar.
3. The eligibility of the selected item is duplicated into a New Record form
4. Insert a new code and click Save to save the new record.

![Image](image2.png)

**Figure 1-16 - Step to perform Duplicate**

**Adding MICROS Sales Itemizer to GC Eligibility Setup**

1. From the GC Eligibility Setup form, select the Gift Card code.
2. Navigate to MICROS Eligibility tab and select the MICROS Object Type from the drop-down list.
3. Click the object drop-down list on the right to select the object, or use the search function by clicking the Binocular icon to open the MICROS Object Number list.
1.4.3. Setting up Gift Card Template Group

The Gift Card template group is used to group the available templates. To setup, repeat steps in 1.4.1 Setting up Gift Card Eligibility Group.

1.4.4. Setting up Gift Card Template

The Gift Card Template allows users to predefine the gift card value, selling price, and eligibility within a template, for use during Gift card sale.

---

**Note:** Each GC can have up to 10 different MICROS family groups and are eligible to all outlets or all department.
### Figure 1-18 - Gift Card Template Setup screen

### Table 1-3 - GC field description

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Card Type</strong></td>
<td></td>
</tr>
<tr>
<td>Generic</td>
<td>Not associated to a particular Guest and may be used by any physical holder.</td>
</tr>
<tr>
<td>Personalized</td>
<td>Associated to a particular Guest and may have guest name printed.</td>
</tr>
<tr>
<td><strong>Gift Card Pricing</strong></td>
<td></td>
</tr>
<tr>
<td>Percentage Discount</td>
<td>Selling price is defined by Percentage of Default Face Value, eg; Default Face value is $300 with percentage set as 20%, therefore selling price of the card is $240.</td>
</tr>
<tr>
<td>Fix Value</td>
<td>GC selling price and face value is exactly the value indicated.</td>
</tr>
<tr>
<td><strong>Account Setup and Expiry Date</strong></td>
<td></td>
</tr>
<tr>
<td>Posting Department</td>
<td>Primary debit department code for GC selling price.</td>
</tr>
<tr>
<td>Second Posting Dept.</td>
<td>Secondary debit department for Gift Card selling price is mainly used to capture portion of Percentage Discount posting. The percentage is not editable and auto update by the percentage value in Posting Dept. Example: If Gift Card selling price is $100, the percentage value defined in Posting Department is 85, the Percentage of Second Posting Dept will auto update to 15. The Gift Card posting will split into $85 in Posting Department and $15 into Second Posting Department.</td>
</tr>
<tr>
<td>Gift Card Credit Dept.</td>
<td>Credit / Debit department for posting GC face value.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Unused Collector Dept.</td>
<td>Debit department that collects GC card refund amount.</td>
</tr>
<tr>
<td>Gift Card Discount Dept.</td>
<td>Debit department for posting differences between GC face value and selling amount.</td>
</tr>
<tr>
<td>Prepaid System Account</td>
<td>An account used to post pre-sold GC.</td>
</tr>
<tr>
<td>System Account to Post (Face Value – Selling Price)</td>
<td>An account used for posting differences between promotional value of GC and prepaid amount.</td>
</tr>
<tr>
<td>Expire on disembarkation date</td>
<td>Expiration date based on Guest disembarkation date.</td>
</tr>
<tr>
<td>Expire number of days 1st activate</td>
<td>Expiration date based on x days from period of activation.</td>
</tr>
<tr>
<td>Non Refundable</td>
<td>Define whether GC balance is refundable or not.</td>
</tr>
</tbody>
</table>

1. From the **Administration, Gift Card Setup** menu, select **Gift Card Template**.
2. In the Gift Card Template Setup window, click **Add New** on the ribbon bar.
3. Navigate to the Gift Card Detail tab and select the Group from the drop-down list.
4. Insert a **unique code, name** and select the **Card Type** from the drop-down list.
5. In the Gift Card Pricing section, choose the pricing method from the drop-down list.
6. Check the **Allow Gift Card Top Up**, if applicable and **Return Gift Card Balance to POS (MICROS)** for GC balance to be printed on bill image.
7. In the **Account Setup and Expiry date** section, select the respective **Posting Department** from the drop-down list.
8. Next, navigate to **Eligibility** tab and select the eligible department group and the maximum allowed is **10 department groups**. Inactive department group are indicated with **(Inactive)**.
9. In the ‘Gift Card Eligibility that need approval to activate’ section, select the eligibility activation approval from the drop-down list.
10. Next, navigate to Top Up tab and insert the Selling Price and Gift Card Face Value.

Figure 1-20 - Gift Card Top Up Setup
1.4.5. **Setting up Gift Card De-Activation and Re-Activation Reason**

The De-Activation and Re-Activation Reason code is used for auditing purposes when de-activating/re-activating a gift card and user is encouraged to select the appropriate reason. To enter a De-Activation/Re-Activation Reason, repeat steps in 1.4.1 Setting up Gift Card Eligibility Group.

1.4.6. **Setting up Gift Card Cancellation Reason**

Similarly, a Cancellation Reason code is used for auditing purposes when cancelling a gift card and user is encouraged to select the appropriate reason. To enter a De-Activation/Re-Activation Reason, repeat steps in 1.4.1 Setting up Gift Card Eligibility Group.

1.5. **Gift Card Report Setup**

System prints a Gift Card Receipt when guest purchases or activates their card and a Standard Credit Card receipt template is available in Administration, System Setup, Report Setup, _Receipts group. Please contact OHC Customer Support if you wish to have a customized receipt format configured.

The following are the list of receipts required in Gift Card Handling.

- **Gift Card Report**: Layout use to produce Gift card in Management module.
- **Gift Card Receipt**: Generates upon purchase and activation.
- **Gift Card Refund Receipt**: Generates upon refund of Gift Card value.
- **Gift Card Top Up Receipt**: Generates upon GC top up.

**Note**: This option is available when ‘Allow Top Up’ is enabled in Gift Card Pricing section.
2. Gift Card Handling

This section describes the features available in Gift Card handling within the Management module.

2.1. Gift Card Import

Gift Card sales records are importable via IFC Data Import and DGS ResOnline module. The imported GC are flagged as Pre-Paid or Pre-Sold to Guests, and has an Inactive status shown. These cards are activated upon first use at MICROs, Simphony and/or OHC SPMS. Upon activation, the purchase is then posted to the System Account.

2.1.1. Importing Gift Card Data via IFC Data Import

Prior to performing an import, a Gift Card Import file setup with the 7 mandatory fields or more is required.

![Figure 2-1 - IFC Data Import - Gift Card](image)

1. Launch IFC Data Import program.
2. From the File menu, select Setup, Reservation Related, and then Gift Card.
3. Click Create New at the bottom of the screen and insert ‘7’ in the New Import File Setup window, and then click OK.
4. Insert the field description per below table, then click Close.
### Table 2-1 - Gift Card Data Import Field Setup

<table>
<thead>
<tr>
<th>Field</th>
<th>Data Type (Length)</th>
<th>Database Field Reference</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GC Template</td>
<td>Text (10)</td>
<td>GC_GCTP_ID</td>
<td>Gift Card template code</td>
</tr>
<tr>
<td>GC Guest Account</td>
<td>Text (20)</td>
<td>RES_V_GUEST_ID or RES_BOARDCC</td>
<td>Guest association with Gift Card</td>
</tr>
<tr>
<td>GC Price</td>
<td>Text (10)</td>
<td>GC_PRICE</td>
<td>Gift Card selling price</td>
</tr>
<tr>
<td>GC Value</td>
<td>Text (10)</td>
<td>GC_VALUE</td>
<td>Gift Card face value</td>
</tr>
<tr>
<td>GC Number</td>
<td>Text (20)</td>
<td>GC_BOARDCC</td>
<td>Gift Card unique number</td>
</tr>
<tr>
<td>GC Card Remark</td>
<td>Text (30)</td>
<td>GC_REMARKS</td>
<td>Gift Card special message</td>
</tr>
<tr>
<td>GC Special Department Group</td>
<td>Text (2)</td>
<td>GC_ENABLED_GC EL_ID_SPECIAL</td>
<td>Gift Card special department enable</td>
</tr>
</tbody>
</table>

5. Navigate to **Data Import** menu and select **Prepaid Gift Card** from the drop-down list.

6. In the **General Data Import** form, select the file name and click **Import** to process the data import. Refer Appendix C – Sample Gift Card Data Import File Layout

#### 2.1.2. Importing Gift Card Data via DGS ResOnline

As Gift Card records being generated from FMS System, these records are transferred to OHC SPMS via FMS Sender module, and once imported, these records are stored in ship database table `RESERVATIONS_MSGS` with `MSSG_NOTES = RESERVATIONSDATA`. 
1. Launch **IFC Data Import** program and wait for the import process to begin.
2. If the process does not start automatically, manually trigger the import from **Settings, Parameter** tab.

The GC records are linked to the guest reservation/amenity respectively by these fields provided in the XML file.

- **Reservation**: `<GIFT_CARD_RES_ID> = <RESERVATION_RES_ID>`
- **Amenity**: `<GIFT_CARD_OID> = <AMENITY_OID>`

The number of Gift Card to import is based on the field `<GIFT_CARD_QUANTITY>` in XML file.

- If the field value is NULL, it imports 1 Gift Card.
- If the field value is 2, it imports 2 Gift Card.
- If the field value update from 2 to 1, it cancels 1of the Gift Card.
- If the field value update from 2 to 3, it inserts 1 more Gift Card.

See to **Appendix D - Sample Gift Card DGS RESONLINE File Layout** for detailed XML file format.

### 2.2. Gift Card Printing

System provide few ways to print a Gift Card, either by individual account or by batch, and the print task is perform in **Management** module.
2.2.1. **Print via Advanced Board Card Printing**

Additional setup is required in *Administration module* in order to print a GC using Advanced Board Card Printing function.

**Setting up Gift Card Template**

1. Launch *Administration* program.
2. In *Administration* module, then select *Board Card Printing Template*.
3. In the Board Card Batch Printing Template Setup, right click on the left pane and select *Add Template*.
4. In the General tab description field, insert the template name, card type as Gift card and check the ‘Prompt’ radio button under Reservation Status section.
5. Click *Apply* to save the template.

To print Guest Onboard card that are linked to GC, additional setup is required in GC Template.

1. Navigate to *User Definable Filter* tab and insert the following
   - **Field name:** `EXISTS (SELECT ROWNUM FROM gcdt, gctp WHERE gcdt_pax_id = res_acc AND gcdt_gctp_id = gctp_id AND gctp_code <DATA>)`
   - **SQL:** `SELECT gctp_name, gctp_code FROM gctp ORDER BY gctp_code`
Printing of Gift Card

1. Login to Management module and navigate to Front Desk, Advanced Board Card Printing.
2. On the Advanced Board Card Printing screen, select the BCard Template from the drop-down list.
3. Under Reservation Status section, select Reservation to print inactive Gift Card, or Check In to print activated Gift Card, and then choose the date to print.
4. Click Print to execute the printing job and select Yes when prompt.

2.2.2. Printing via Board Card Wizard

The Board Card Wizard is a guided function that allow GC to be printed quickly and easily.

1. In Management module, select Front Desk and then BoardCard Wizard from the drop-down list.
2. Click Next to begin the print process.
3. In the ‘What type of BCards would you like to print?’ screen, select Gift Cards and then click Next.
4. In ‘Would you like to print BCards ….. ’ screen, select one of the option, and then click Next.
5. Select the additional print criteria, if any, then click Next.
6. Select the preferred sort order and then click Finish to process the print job.
2.2.3. Printing Individual Gift Card

Individual GC can be printed from Management, Cashier, Gift Card function. Refer to Gift Card Creation section for more details.

2.3. Gift Card Creation

Users with access rights to Gift Card Handling are allowed to create and print the physical Gift Card without associating it to a GC template. Apart from that, new GC purchase may be created, printed and activated in real-time, and posted to Guest Account.

1. Login into Management module, Cashier, Gift Card.
2. At the bottom of the GC Handling screen, click New Gift Card.
3. In the Create New Gift Card screen, enter all relevant information in the respective fields.

Figure 2-7- Create New Gift Card
### Table 2-2 - Field description of Gift Card form

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Card to Create</td>
<td>Defines number of card to create</td>
</tr>
<tr>
<td>Gift Card Template</td>
<td>Refers to Gift Card Template Setup. When a template is selected, all predefined settings will populate accordingly.</td>
</tr>
<tr>
<td>Value on Card</td>
<td>Defines the card value if card is a Percentage pricing type. System will recalculate the Selling Price based on the value entered.</td>
</tr>
<tr>
<td>Selling Price</td>
<td>The Selling Price is re-calculated based on the value entered, unless template selected is a Fix Value type, then field is greyed out.</td>
</tr>
<tr>
<td>Special Message</td>
<td>Special notification message.</td>
</tr>
<tr>
<td>Expiry Date</td>
<td>Expiry Date auto calculates based on the setup and not editable.</td>
</tr>
<tr>
<td>Generic/Personalize</td>
<td>Define the type of card: Generic or Personalize.</td>
</tr>
<tr>
<td>Enable Usage for Special Department/Family Group</td>
<td>Define if Gift Card is allowed for use in special eligibility department.</td>
</tr>
<tr>
<td>Account Posing/Linking</td>
<td>Account Posting/Linking of guest account is optional during creation. However, if no account is linked, it is not possible to activate the Gift Card.</td>
</tr>
<tr>
<td>Advanced</td>
<td>Enable selection of multiple guest reservation. The number of Gift Card printed MUST be set to 1, else error message prompt ‘When select multiple guest, the number of card must set to 1’.</td>
</tr>
<tr>
<td>Post to System Account</td>
<td>Check when prepaid Gift Cards are imported. System post the purchase to System Account and buyer is assign to Guest Account when it is selected manually.</td>
</tr>
<tr>
<td>Post, Print &amp; Activate Card</td>
<td>Post, print and activate card when GC template is assigned.</td>
</tr>
<tr>
<td>Create &amp; Print Card</td>
<td>Create and print without activation. However, user can activate later when Gift Card is sold to customer. Gift Card purchased will be printed and encoded.</td>
</tr>
<tr>
<td>Create Card</td>
<td>Create GC without activation or print.</td>
</tr>
<tr>
<td>Cancel Printing</td>
<td>Abort the print job. Applicable when printing more than 1 card.</td>
</tr>
</tbody>
</table>

4. Cards created will be shown in Gift Card Listing in following tabs.
   - Inactive
     - New Cards without guest account assigned
     - Cards created with ‘Create & Print Card’, and carry the GC number.
   - Active
     - Cards created using ‘Post, Print & Activate Card’ function and guest name will be shown.
2.4. Gift Card Activation

The physical Gift Card does not carry any value until it is sold, in which a Cashier or agent selects a pre-defined value or manually enter the credit amount purchased onto the card by way of creation and activation. A card must at least have a cabin associated to it, and only those guest with cabin assigned can be activated. All Gift Cards generated without activation are shown in Inactive tab, and changes to the Guest account as well as Gift Card template is allowed.

1. In the Gift Card Handling screen, select the Gift Card from the list and click Activate Card.
2. System will prompt an Edit Gift Card form for Guest Account or GC template to be assign if they are not present.
3. The card information is transposed to the Active tab upon activation.
4. The GC balance and posting status is also reflected in Gift Card Info tab, and the amount purchased being posted to the guest account as ‘Gift Card Posting’.

Note: Gift Card creation and activation is available to guest to ‘Expected Guests’ only.

Figure 2-8 - Gift Card Account Listing
5. Next, under the Guest Info tab in the Guest Handling screen, select the guest account and click Gift Card to associate the card.

2.4.1. Reprinting of cards

Guest may request for a reprint of the card if it is lost/misplaced. This process will deactivate the earlier card issued.

1. In the Gift Card Handling screen, click the Print Gift Card button. The Gift Card will print with an incremented GC number and disabling the previously printed Gift Card.

   **Note:** Changing of Guest Account or GC Template is not allowed since the detail of the card has been initialized earlier.

2. Click Eligibility tab to view the eligible department in SPMS and MICROS the selected gift card.
3. Program would not activate the gift card if associated guest account has exceeded its credit limit, and posting is disabled or under expected status.

2.5. **Gift Card De-Activation and Re-Activation**

Guest may request to de-activate the Gift Card for various reasons. De-Activate functionality is only available when a GC has been activated, and Re-activation is only possible when the card is associated to an existing Guest account.

1. In **Gift Card Handling, Active** tab, select the card and click the **De-Activate Card** at the bottom of the screen.
2. Select the **De-Activation reason** from the drop-down list or enter a reason using the free text option. Card information are then transposed to **Inactive** tab.

![Select Gift Card De-Activate Reason](image)

3. To re-activate the card, click **Re-Activate Card** and select the **re-activation reason** from the drop-down list.

---

**Note:** The De-Activation & Re-Activation process only changes the Gift Card status and posting allow status instead of re-posting the transaction.

---

2.6. **Gift Card Cancellation**

A Gift Card may be cancelled by guest due to inactivity or other reasons. Once the card is canceled, the process is not reversible, and cancellation is only permissible to **activated card with zero balance**.

1. In **Active** tab, select the Gift Card and click **Cancel Card**.
2. At the confirmation prompt, click **OK** to continue.
Gift Card Handling

2.7. Gift Card Expiration

As cards are sometimes lost or forgotten, the GC is no longer valid for posting after its expiration. To minimize fraud, the remaining balance will not be refunded to the Guest or Crew. Expiration trigger is based on either System Cruise Change or System Date Change defined in System Parameter Setup. Once the card expiry date is past system date, the GC status is automatically changed to expired, and information are transposed to Expired tab in Gift Card Handling screen.

The following activity occurs on expiry of the card:

- System automatically sets the posting to Posting Not Allow.
- Remaining balances is transferred to System Account as define in Financial Department Setup, Gift Card Template setup.

Note: The above process will disassociate the guest details from the card and no posting will occur in the guest account.

3. At ‘There is no undo to cancel card operation, do you want to proceed?’ prompt, select Yes.

4. Select the Cancellation Reason from the drop-down list or manually enter the reason, then click OK to proceed with cancellation.

5. The card information is transposed to Cancelled tab, with its status shown as Cancel.
2.8. Gift Card Top Up

Value top up on current active card is permissible and the process is similar to Gift Card purchase, with the top up charges being posted to the guest account. There are ten (10) top up options available for guest to choose, and each top up option may have different selling price and value based on the setup in GC Template. However, the top up option is not available to those expired, inactive, and cancelled GC.
To Top up the value
1. Select the guest account from the Active tab.
2. At the Top Up section in Gift Card Info tab, select the top up value, and then click Yes at the confirmation prompt.
3. A receipt will be printed and a charge is posted to the guest account with the top up value added to the card.

2.9. Gift Card Refund
The system has the ability to refund the remaining gift card balance to either the buyer account, or the selected passenger account and the ability to print the refund receipt for passenger. Refund is only allowable if these criteria are met:
- Card is still active and not expired.
- Has a credit balance after deducting the discounts given.

1. In Gift Card Handling screen, click the Refund Card located at the bottom of the screen.
2. In the Gift Card Refund window, choose to whom the balance will be refund to.
3. Click **Refund** or **Refund & Print Receipt** to print a refund receipt.
4. Once the gift card balance has been refunded, the gift card will automatically become expired.

**Note:**
- Card that have multiple top up transactions, program will refund the first top up selling price. If it still has balance, the next top up selling price will be fully refunded.
- The refundable calculation is $= [\text{Face Value} - \text{Total Posting}] - [\text{Face Value} - \text{Selling Price}]$.
- If the current balance is less than $[\text{Face Value} - \text{Selling Price}]$, refund amount will be 0. For more refund scenarios, refer to appendix – Gift Card Refund scenarios.

### 2.10. Gift Card Quick Refund

Gift Card Quick Refund allows user to refund of unused gift card balance based on the selection criteria.
Figure 2-19 - Gift Card Quick Refund

Table 2-3 - Quick Gift Card Refund

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gift Card Expiry Date</td>
<td>Filter to display cards where the expiry date is same or lesser than date defined.</td>
</tr>
<tr>
<td>Gift Card Template</td>
<td>Display active cards of selected template.</td>
</tr>
<tr>
<td>Included Unactivated Prepaid Gift Card</td>
<td>Include prepaid gift card (GCDT_PREPAID=1) linked to guest account where the gift card expiry date is based on the guest's disembarkation date.</td>
</tr>
<tr>
<td>Included Gift Card with Refund Amount =0, and Balance &gt;0</td>
<td>Included gift card with refundable amount = $0 and balance is not $0.</td>
</tr>
</tbody>
</table>

1. Login into Management module, Cashier, Gift Card Quick Refund.
2. Click Search Gift Card to search for all valid gift card, or use the filters to select the desired information.
3. In the guest list Selected column, uncheck the checkbox of cards to exclude from refund process.
4. Click on Proceed to set all selected gift card to Expired and refund the amount to the default buyer account. The process is not reversible.
2.11. Gift Card Quick Collect

Gift Card Quick Collect enables the Chief Purser to make a quick collect of unutilized gift card amount at end of cruise. All unutilized amount collected will be posted to the gift card revenue department and a report will be generated.

Figure 2-20 - Gift Card Quick Collect

1. Login in Management module, Cashier, Gift Card Quick Collect.
2. In the Quick GC Collection Unutilized Amount screen, click Search Gift Card to populate valid gift cards into the grid list.

Note: The Gift Card Expiry Date field is by default set to current System date, and is disabled to avoid user from accidentally collect unused gift card balance when guest have not disembarked. System will filter the gift card where gift card’s expiry date is same or smaller than the default date.

3. Select the Gift Card Template from drop-down box, to only populate GC by selected template.
4. Check Included Unactivated Prepaid Gift Card to included prepaid gift cards not activated.
5. Uncheck the Selected checkbox of each gift card to skip the account, if any.
6. Click Proceed to post unutilized GC amount to GC revenue department as cruise revenue and set card as Expired.

WARNING: This process is not reversible.

2.12. Gift Card Posting

Gift Cards may be posted from various modules such as Management, Casino, Shore Excursion or FCUI. As each of the posting steps may vary, please follow below described steps for each module.

2.12.1. Gift Card Posting from Management module

1. Login to Management module, and select from the menu Cashier, Gift Card.
2. In the Gift Card Handling screen, select Add Posting.
3. In the Add Posting form, only the eligible departments will be shown in the department drop-down list.
4. Select the department and enter the value in the respective sub-department, then click Add.

![Add Gift Card Posting in Management module](image1)

Figure 2-21 - Add Gift Card Posting in Management module

5. Click Post to confirm posting and deducting the sales from the GC account.
6. Once the GC balance becomes zero, the Add Posting button will be disabled.
7. When a transaction is Void, the amount is credited back to the GC account.
8. When a discount is applied, the Item Discount or Criteria Discount on sales transaction is credited to the GC account.
9. Move and Route transactions from another account is acceptable in GC posting.

For more posting scenarios, refer Appendix F - Gift Card Posting in Management Module.

2.12.2. Gift Card Posting from Casino Module

![Gift Card Posting in Casino Module](image2)

Figure 2-22 - Gift Card Posting in Casino Module
1. Login to Casino module, Cashier or Posting.
2. In posting screen name field, enter the name or swipe the Gift Card.
3. Select the casino posting department from the drop-down list, enter the amount, and then click Post to post the charge.

For more posting scenarios, refer to Appendix G - Gift Card Posting in Casino Module.

2.12.3. Gift Card Posting from Shore Excursion

1. Login into Shore Excursion module and select Bookings or Quick Bookings from the Book menu.
2. In the Search box, enter the name/cabin or swipe the GC to purchase an excursion. Excursion purchased will be deducted from the GC account.

3. System will credit the GC account when the purchased is voided, and will post the Cancellation fee, if any.
4. Transaction purchased with GC can be view in:
   a. Excursion Handling, Account / Control No Handling, and Batch Ticket Printing screen.
   b. All posted excursions by GC can be viewed in
      • View, Handling List
      • View, Account/Control No. Handling screen.
      • Batch Ticket Printing and Export screen.

More posting scenario, refer to Appendix H - Gift Card Posting in Shore Excursion Module

Note:
- Multiple Account Bookings is disabled upon swiping of Gift Card
- Posting is able to route to selected payer when enabling Prepaid Booking option (payer can be a System account, Gift Card account or Guest account).
- Waitlist is not allowed for Gift Card.
2.12.4. Gift Card Posting from FCUI

3rd party vendors whose systems works with FCUI may require to change their System in order to handle gift cards transactions. Thus, user must ensure that such vendors received the appropriate technical specifications (v7.3.xx onwards) that include GC message handling from SPMS installer. The IFC Universal Interface is capable of accepting Inquiry messages from an external system, based on the variable passed into the System.

1. The Inquiry message must be set to $ACT=Z$ for Gift Card type.
2. Define Gift Card status in ACS per below:
   - Define $ACS = C$ for enquiry about activated, de-activated & cancelled Gift Card balance
   - Define $ACS = R$ for enquiry about inactive Gift Card balance
   - Define $ACS = Z$ for enquiry about expired Gift Card balance

3. Define GC number in ACI, balance shows the current value when message is received.
4. Universal Interface is capable of accepting Posting, Book Excursion and Book Excursion Packages from external system.
5. Any purchase will deduct against the Gift Card account.
6. Universal Interface does not allow making any postings against invalid Gift Cards.

For more posting scenarios, refer to Appendix I - Gift Card Posting in Universal Interface.
3. Gift Card Handling in MICROS/Simphony POS

Gift Cards may be sold, activated or top up from MICROS or Simphony POS System, with its postings being channeled to OHC SPMS. Both systems would require the latest ISL Script patch and these are described in the Prerequisite, Supported Systems, and Compatibility section.

The following section describes the Gift Card Handling in MICROS System and handling may be varies in Simphony System.

3.1. Purchasing New Gift Card

Purchase or activation of GC at MICROS terminal requires a guest cabin card and this is limited to card type that are:

- ‘Personalized’ - without any guest account assignment.
- ‘Generic’ - with or without guest account assignment.

Purchase of Gift Card is not permissible when:

- The gift card type is ‘Personalized’ and already assigned to guest account. System will prompt ‘This is a Personalized Card’
- The gift card that is ‘Prepaid’. System will prompt ‘This is a prepaid Gift Card’.

**Note:** This function requires option ‘Use 10 digits account ID (require SIM scripts Version 1.00 Beta 13 and above) and the SIM Scripts’ enable in IFC Advance Micros.

To purchase a card at MICROS outlets,

1. At the bottom section of MICROS main screen, select **Buy Gift Card**.
2. Swipe the pre-printed GC on the magnetic card swipe. If the new GC is valid, the GC transaction is added to the purchase list.

**Note:** The maximum purchase allowed is 10 gift card transaction per individual.

3. Select **Remove Gift Card** to remove the GC from purchase list.
4. Select **Cancel** to cancel the transaction.
5. For more purchases, swipe another GC and valid card will be added into purchase list.
6. If the new GC does not have a pre-defined template, the **Gift Card Template menu** will appear.
7. Enter the **Gift Card value** if GC pricing type is pre-defined as a ‘Percentage’.

---

**Note:** This can only be defined after the value is provided as MICROS System defaults the value to 2 decimal points.

---

8. Select **Pay** to confirm the transaction.

---

**Note:** When making payment for the gift card, user must first swipe the guest’s boarding card at the MICROS terminal for purchase to be posted the guest’s account and receipt to be printed.

---

### 3.2. Activating Gift Card

A gift card may be purchased from the Front Desk and activate via MICROS terminal. Such Gift Card **cannot** be activated via ‘**Cabin Inquiry**’ when:

- The Gift Card type is ‘Generic’ whether with or without guest account assigned. Only the gift card information is shown when swiped.
- The Gift Card type is ‘Personalized’ without guest account assign, and only gift card information is shown when swipe.

Gift Card that can be activated via ‘**Cabin Inquiry**’ when:

- The gift card type is ‘Personalized’ with guest account assigned.
- The gift card is ‘Prepaid’. The Prepaid Gift Card must match with guest account assigned.

1. In MICROS terminal, select the **Cabin Inquiry**.
2. Swipe the **preprinted gift card** at the MICROS Account number prompt, followed by swiping the guest board card to verify that the gift card belongs to the same guest account.
3.3. Gift Card Posting

1. In MICROS terminal, select the Cabin Inquiry.
2. Click Cabin Charges at the bottom of the screen once to confirm the transaction.

**Note:** Gift Card need to be activate before begin check else error “GC is newer than check” will prompt.
3. Swipe the GC, followed by Guest card for validation.
4. If the GC is not a prepaid GC and/or not activate yet, a message ‘Gift Card Not Activated’ will be prompt.
5. Posting amount will be deducted against GC account if GC is eligible on the selected posting. Swipe the Guest card again to complete the posting and print the purchase receipt.
6. In Advanced MICROS Interface, Setting tab, select the option ‘Return name and cabin for Gift Card during posting’ to print Guest Name and Cabin Number on the check.

![Figure 3-5 - Advanced MICROS Interface setting for Gift Card Posting](image1)

**Note:** In order to display the cabin number for posting, ensure the MICROS ISL setup, under system parameter – Hide Cabin Number from Posting Response is unchecked.

![Figure 3-6 - Bill Image of Gift Card Posting in MICROS Workstation](image2)
3.4. Prepaid Gift Card Posting

A MICROS posting may be settled using a prepaid GC. When system validates that the GC as inactive during Cabin Charge, an activation message will appear, prompting for an activation.

1. To activate the GC, the prepaid GC holder must be the associated to the Guest account. Therefore, the Guest card must be swiped in order to perform the GC Card activation.

2. A message will prompt 'Pax account not match with Prepaid Gift Card' if GC owner does not match the Guest account selected.
3. Upon a valid Guest card swipe, MICROS will post the item(s) to the GC account.
4. An activation receipt is printed and GC purchase is posted to System Account.

3.5. **Multiple Gift Card Posting**

Upon settlement of check and the amount is higher than the remaining balance of the GC or certain transactions are not eligible to the GC, the Guest’s card will be swiped to settle the remaining balance of the Guest check, or to settle by Cash prior to disembarkation.

The MICROS System is able split the payment method by cash or other Gift Cards in any eligible department. If the Guest holds multiple Gift Cards which are eligible for the item(s) department, partial payment is allowed by swiping each GC during the posting.

![Image](CABIN CHARGE 138.20)

Figure 3-9 - Gift Card Partial Payment

1. Swipe the GC follow by Guest card through the magnetic swipe. If both cards are valid, System will deduct the amount against GC account, followed by the subsequent card for the remaining balances.
2. The remaining balance will only be allowed to post against GC which are in eligible departments. If the GC is not eligible for the posting, then the Guest card is use to settle the remaining balance.

3.6. **Voiding a Gift Card Posting**

MICROS allows Gift Card postings to be voided before the cabin is charged, and credit the amount to the GC account accordingly. Highlight the sales transaction and select VOID.

1. Select **Cabin Inquiry** and then swipe the GC to display the balances.
2. Re-Open the closed check and void the posting.
Note: Voiding can only be done on the transaction posting day. Otherwise you are required to open a new check, select the same sales items and then post a negative payment to the GC account.

3.7. Gift Card Top Up

Gift Card Top Up is available in MICROS Terminal. Refer to Appendix J - Setup Gift Card Top Up Function in MICROS.

1. In MICROS Terminal, click ‘Gift Card Top Up’ in the middle section of the screen.

2. You will be prompt to swipe the GC.

3. Select the Top Up value from the selection list. If the GC does not allow Top Up, message prompt ‘Top Up not allow’.

Figure 3-10 - Void Gift Card Posting in MICROS Workstation

Figure 3-11 - Gift Card Top Up in MICROS Workstation
4. Swipe the Guest Board card to confirm. If the board card does not match the account, System will prompt ‘Pax ID not match’.

5. Upon successful top up, the charge is posted to the guest account and a receipt will print out automatically.

6. Program allow user to void a top up transaction if they are done accidently. This only apply when top up amount is more than current invoice balance. If top up amount is less than current invoice balance, message prompt ‘voiding of top up value more than balance xx’.
The following appendixes will assist you in identifying the required system files for use with the latest SPMS version.
## Appendix A. User Security Group

This section describes the User Security Group available to Gift Handling module and they are accessible through **FC Launcher, Utilities, Security**.

### Table A-1 – User Security Group

<table>
<thead>
<tr>
<th>User Group No</th>
<th>Security Reference No</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modules\Administration\Menu\Administration\Gift Card Setup</td>
<td>838</td>
<td>Gift Card Eligibility Setup</td>
</tr>
<tr>
<td></td>
<td>839</td>
<td>Gift Card Template Setup</td>
</tr>
<tr>
<td></td>
<td>840</td>
<td>Gift Card De-Activation Reason</td>
</tr>
<tr>
<td></td>
<td>841</td>
<td>Gift Card Re-Activation Reason</td>
</tr>
<tr>
<td></td>
<td>842</td>
<td>Gift Card Cancellation Reason</td>
</tr>
<tr>
<td></td>
<td>843</td>
<td>Gift Card Eligibility Group Setup</td>
</tr>
<tr>
<td></td>
<td>844</td>
<td>Gift Card Template Group Setup</td>
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<td>Modules\Data Import\Data Import Management\Menu\Cashier</td>
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<td>Prepaid Gift Card</td>
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<td>Management\Menu\Cashier \Gift Card</td>
<td>3065</td>
<td>Gift Card Quick Collect</td>
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<td>Gift Card Quick Refund</td>
</tr>
<tr>
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<td>843</td>
<td>Gift Card Handling</td>
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<tr>
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<td>844</td>
<td>Create New Gift Card</td>
</tr>
<tr>
<td></td>
<td>845</td>
<td>Edit Gift Card</td>
</tr>
<tr>
<td></td>
<td>846</td>
<td>Activate Gift Card</td>
</tr>
<tr>
<td></td>
<td>847</td>
<td>De-Activate Gift Card</td>
</tr>
<tr>
<td></td>
<td>848</td>
<td>Re-Activate Gift Card</td>
</tr>
<tr>
<td></td>
<td>849</td>
<td>Cancel Gift Card</td>
</tr>
<tr>
<td></td>
<td>874</td>
<td>Print Gift Card</td>
</tr>
<tr>
<td></td>
<td>875</td>
<td>Print Gift Card Invoice</td>
</tr>
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<td></td>
<td>876</td>
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<td>Criteria Discount</td>
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</tr>
<tr>
<td></td>
<td>880</td>
<td>No Print</td>
</tr>
<tr>
<td></td>
<td>881</td>
<td>Close Posting</td>
</tr>
<tr>
<td></td>
<td>882</td>
<td>Move and Route</td>
</tr>
<tr>
<td></td>
<td>883</td>
<td>Show/Hide No Print</td>
</tr>
<tr>
<td></td>
<td>884</td>
<td>Show Revenue Analyzer</td>
</tr>
<tr>
<td></td>
<td>885</td>
<td>Show Invoice</td>
</tr>
<tr>
<td></td>
<td>886</td>
<td>Show Balance ( Balance in Gift Card Info tab is auto hide )</td>
</tr>
<tr>
<td></td>
<td>887</td>
<td>Enable Special Eligible Department</td>
</tr>
<tr>
<td></td>
<td>3064</td>
<td>Refund Gift Card</td>
</tr>
<tr>
<td></td>
<td>3025</td>
<td>Top Up Gift Card</td>
</tr>
</tbody>
</table>
Appendix B. SPMS Parameters

This section describes the Parameters available to Management module and they are accessible in Administration module, System Setup, Parameter.

**PAR_GROUP General**

<table>
<thead>
<tr>
<th>PAR Name</th>
<th>PAR Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gift Card Expiration Process</td>
<td>0, 1</td>
<td><strong>0 - During Change System Date</strong> Gift card expires after the system date. E.g.: Gift Card Expiry Date on 19/08/2008. Gift card expires when system date switch to 20/09/2008.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>1 - During Change System Cruise</strong> Gift card expires after system cruise has change. E.g.: Gift Card Expiry Date on 19/08/2008. Gift Card expires when system cruise change to 19/08/2008.</td>
</tr>
<tr>
<td>Expiry Date for prepaid un-activate card</td>
<td></td>
<td>Number of days after guest disembark.</td>
</tr>
<tr>
<td>Action For Open Balance Gift Card during check-out</td>
<td>0, 1, 2</td>
<td>Option to not to allow guest check out if there is a gift card linked to the guest with open balance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Parameter value = 2</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• if gift card has already expired and with negative balance, check out guest is allowed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• if gift card is still active and with balance, check out guest is not allowed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Parameter value = 1</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• if gift card is already expired and with negative balance, check out is allowed and no message prompt.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• if gift card is still active and with balance, prompt message to decide allow or disallow check out.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Parameter = 0</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• always allow check out even gift card have open balance.</td>
</tr>
<tr>
<td>PAR Name</td>
<td>PAR Value</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-----------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Auto Post to Guest Acc when insufficient GC Bal</td>
<td></td>
<td>Gift Card balance = 0, System prompt &quot;The gift card balance is zero&quot;. If the posting amount &gt; gift card balance, System post the balance amount to guest account. When voiding, System void the transaction and revert amount to the same transaction payer. If check credit limit PAR ON, by posting the insufficient GC balance to guest account, System prompt credit limit exceeded.</td>
</tr>
</tbody>
</table>
Appendix C. Sample Gift Card Import File Layout

This section describes the file layout of GC data import to be imported to IFC Data Import or DGS ResOnline module.

<table>
<thead>
<tr>
<th>Sample Data Imported to IFC Data Import</th>
</tr>
</thead>
<tbody>
<tr>
<td>GC200  1046454  780    900    1046454  9941000252764906</td>
</tr>
<tr>
<td>GC200  1046405  780    900    1046405  9941000251764909</td>
</tr>
</tbody>
</table>
Appendix D. Sample Gift Card DGS RESONLINE File Layout

Below is the sample XML file for Gift Card import via DGS RESONLINE module.

```xml
<FCResOnLine:DataSetReservations
  <MESSAGE_TYPE
    <MSSG_CONTENT>RESERVATIONS</MSSG_CONTENT>
    <MSSG_XFRSHIP>22</MSSG_XFRSHIP>
    <RESERVATION>
      <RESERVATION_RCDID>12908128</RESERVATION_RCDID>
      <RESERVATION_XFRSHIP>10</RESERVATION_XFRSHIP>
      <RESERVATION_XFRSTATUS>I</RESERVATION_XFRSTATUS>
      <RESERVATION_RCDMODDATE>2010-04-21T16:45:59-08:00</RESERVATION_RCDMODDATE>
      <RESERVATION_RES_ID>9M4JMJ01W048</RESERVATION_RES_ID>
      <RESERVATION_PAX_GUID>J000-J535-ibne-0000-0000000-00000066078486</RESERVATION_PAX_GUID>
      <RESERVATION_TYPE>P</RESERVATION_TYPE>
      <RESERVATION_CABIN>1002</RESERVATION_CABIN>
      <RESERVATION_CABIN_SHARING>N</RESERVATION_CABIN_SHARING>
      <RESERVATION_STATUS>A</RESERVATION_STATUS>
      <RESERVATION_EMBARK>2015-08-01T00:00:00</RESERVATION_EMBARK>
      <RESERVATION_DEBARK>2015-08-10T00:00:00</RESERVATION_DEBARK>
      <RESERVATION_VDSKINGNO1>9M4JMJ01W048</RESERVATION_VDSKINGNO1>
      <RESERVATION_VDSKINGCODE>G</RESERVATION_VDSKINGCODE>
      <RESERVATION_VDSKINGDATE>2014-08-28T00:00:00</RESERVATION_VDSKINGDATE>
      <RESERVATION_V_GUESTID>9M4JMJ01W048</RESERVATION_V_GUESTID>
      <RESERVATION_VIP>N</RESERVATION_VIP>
      <RESERVATION_GROUP_ID>TNB012N1234567894566</RESERVATION_GROUP_ID>
      <RESERVATION_ACATEGORY xml:space="preserve">
        <RESERVATION_PCATEGORY>VA</RESERVATION_PCATEGORY>
        <RESERVATION_PRODUCT>NN</RESERVATION_PRODUCT>
        <RESERVATION_PREPRODUCT>HALW air from:SEA</RESERVATION_PREPRODUCT>
        <RESERVATION_Cruise_Fare>0</RESERVATION_Cruise_Fare>
        <RESERVATION_TRAVEL_TYPE>C</RESERVATION_TRAVEL_TYPE>
        <RESERVATION_PPD_TAG>PAXGEN</RESERVATION_PPD_TAG>
        <RESERVATION_OPERATOR>0</RESERVATION_OPERATOR>
        <RESERVATION_AGENTID>26895164</RESERVATION_AGENTID>
        <RESERVATION_CREDITLIMIT>0</RESERVATION_CREDITLIMIT>
        <RESERVATION_EMBARKPORTCODE>BOO</RESERVATION_EMBARKPORTCODE>
        <RESERVATION_DEBARKPORTCODE>VDS</RESERVATION_DEBARKPORTCODE>
      </RESERVATION_ACATEGORY>
    </RESERVATION>
  </MESSAGE_TYPE>
</FCResOnLine:DataSetReservations>
```
<RESERVATION_INSURANCE>N</RESERVATION_INSURANCE>
<RESERVATION_INSURANCETYPE>N</RESERVATION_INSURANCETYPE>
<RESERVATION_PORTCHARGES>0</RESERVATION_PORTCHARGES>
<RESERVATION_AIR_COST>0</RESERVATION_AIR_COST>
<RESERVATION_AIR_US_TAX>0</RESERVATION_AIR_US_TAX>
<RESERVATION_AIR_FOREIGN_TAX>0</RESERVATION_AIR_FOREIGN_TAX>
<RESERVATION_AIR_TICKET_NO>0</RESERVATION_AIR_TICKET_NO>
<RESERVATION_REFERENCE xml:space="preserve">
</RESERVATION_REFERENCE>
<RESERVATION_NOOFCRUISES>1</RESERVATION_NOOFCRUISES>
<RESERVATION_NOOFCRUISEDAYS>7</RESERVATION_NOOFCRUISEDAYS>
<RESERVATION_TIER_LEVEL xml:space="preserve">
</RESERVATION_TIER_LEVEL>
<RESERVATION_PINCODE>0</RESERVATION_PINCODE>
<PROCESS_STATUS>IN-PROCESS</PROCESS_STATUS>
<BATCH_CONTROL_RECDID_MSG>16181595</BATCH_CONTROL_RECDID_MSG>
<RESERVATION_SALES>74.31</RESERVATION_SALES>
<ACCOUNT>
    <ACCOUNT_RCDID>12908128</ACCOUNT_RCDID>
    <ACCOUNT_XFRSHIP>10</ACCOUNT_XFRSHIP>
    <ACCOUNT_XFRSTATUS>I</ACCOUNT_XFRSTATUS>
    <ACCOUNT_RCDMODDATE>2010-04-21T03:28:06-08:00</ACCOUNT_RCDMODDATE>
    <ACCOUNT_RES_ID>944MJ101W048</ACCOUNT_RES_ID>
    <ACCOUNT_PAX_GUID>J000-J535-ibne-0000-0000000-000000066078486</ACCOUNT_PAX_GUID>
    <ACCOUNT_TYPE>P</ACCOUNT_TYPE>
    <ACCOUNT_NAME>RESONLINE GIFT CARD</ACCOUNT_NAME>
    <ACCOUNT_FSTN>TESTER</ACCOUNT_FSTN>
    <ACCOUNT_MNAME xml:space="preserve">
</ACCOUNT_MNAME>
    <ACCOUNT_SALUTATION>MR</ACCOUNT_SALUTATION>
    <ACCOUNT_GENDER>M</ACCOUNT_GENDER>
    <ACCOUNT_HANDICAPPED>0</ACCOUNT_HANDICAPPED>
    <ACCOUNT_BIRTHDATE>1972-11-13T00:00:00</ACCOUNT_BIRTHDATE>
    <ACCOUNT_AGE>0</ACCOUNT_AGE>
    <ACCOUNT_BIRTHPLACE xml:space="preserve">
</ACCOUNT_BIRTHPLACE>
    <ACCOUNT_BIRTHNATION>MY</ACCOUNT_BIRTHNATION>
    <ACCOUNT_NATIONALITY>MY</ACCOUNT_NATIONALITY>
    <ACCOUNT_WEIGHT>60</ACCOUNT_WEIGHT>
    <ACCOUNT_TRAVEL_BAGS>0</ACCOUNT_TRAVEL_BAGS>
</ACCOUNT>
<ACCOUNT_TRAVEL_TRANSFER_PRICE>0</ACCOUNT_TRAVEL_TRANSFER_PRICE>
<ACCOUNT_SMOKING>0</ACCOUNT_SMOKING>
<ACCOUNT_ACCT_POSTING>0</ACCOUNT_ACCT_POSTING>
<ACCOUNT_ACCT_CLOSED>0</ACCOUNT_ACCT_CLOSED>
<ACCOUNT_GRP>PAX</ACCOUNT_GRP>
<ACCOUNT_DENY>0</ACCOUNT_DENY>
<ACCOUNT_NAT_ID>MY</ACCOUNT_NAT_ID>
<ACCOUNT_PINCODE>0</ACCOUNT_PINCODE>
<ACCOUNT_PASSPORT_NO>401181997</ACCOUNT_PASSPORT_NO>
<ACCOUNT_PASSPORT_ISSUEDATE>2002-07-17T00:00:00</ACCOUNT_PASSPORT_ISSUEDATE>
<ACCOUNT_PASSPORT_EXPIREDATE>2012-07-17T00:00:00</ACCOUNT_PASSPORT_EXPIREDATE>
<ACCOUNT_PASSPORT_ISSUEPLACE>MY</ACCOUNT_PASSPORT_ISSUEPLACE>
<ACCOUNT_FREQ_CRUZ>066078486</ACCOUNT_FREQ_CRUZ>
<ACCOUNT_PKG_POSTING>0</ACCOUNT_PKG_POSTING>
<ACCOUNT_AIRSEA>HALW air from:SEA</ACCOUNT_AIRSEA>
<ACCOUNT_CREDITLIMIT>0</ACCOUNT_CREDITLIMIT>
<ACCOUNT_FREQUENCY_CRUZID>0</ACCOUNT_FREQUENCY_CRUZID>
<PROCESS_STATUS>TOBEPREPROCESSED</PROCESS_STATUS>
</ACCOUNT>

<GIFT_CARD>
<GIFT_CARD_TEMPLATE>GC010</GIFT_CARD_TEMPLATE>
<GIFT_CARD_RES_ID>9M4JMJ01W048</GIFT_CARD_RES_ID>
<GIFT_CARD_RCDID>12</GIFT_CARD_RCDID>
<GIFT_CARD_PRICE>185</GIFT_CARD_PRICE>
<GIFT_CARD_VALUE>250</GIFT_CARD_VALUE>
<GIFT_CARD_REMARKS>GIFT CARD IMPORTED FROM RESONLINE</GIFT_CARD_REMARKS>
<GIFT_CARD_ENABLE_SPECIAL_GROUP>001</GIFT_CARD_ENABLE_SPECIAL_GROUP>
<GIFT_CARD_XFRSHIP>10</GIFT_CARD_XFRSHIP>
<GIFT_CARD_XFRSTATUS>I</GIFT_CARD_XFRSTATUS>
<GIFT_CARD_RCDMODDATE>2012-10-02T03:11:31-08:00</GIFT_CARD_RCDMODDATE>
<GIFT_CARD_XFRCARDDATE>2012-01-02T03:11:31-08:00</GIFT_CARD_XFRCARDDATE>
<GIFT_CARD_OID>9M4RVN01W012N199430905</GIFT_CARD_OID>
</GIFT_CARD>

</RESERVATION>
</MESSAGE_TYPE>
</FCResOnLine:DataSetReservations>
Appendix E. Gift Card Refund Scenarios

- **Scenario 1**: no posting and no top up. Full refund the selling price
  
  Selling price = 780  
  Face value = 900  
  Refundable amount = 780

- **Scenario 2**: no posting and have top up. Full refund for both gift card and top up selling price
  
  Selling price = 780  
  Face value = 900  
  Top up selling price = 140  
  Top up face value = 200  
  Refundable amount = 920

- **Scenario 3**: with posting and no top up
  
  Selling price = 780  
  Face value = 900  
  Posting amount = 113  
  Refundable amount = \(667 = (900 - 113) - (900 - 780)\)

- **Scenario 4**: with posting and top up. Refund from the first gift card, if still have balance from the first gift card, the next top up selling price will fully refund. 
  
  Selling price = 780  
  Face value = 900  
  Top up selling price = 140 x 2 = 280  
  Top up face value = 200 x 2 = 400  
  Posting amount = 121 + 123 + 125 = 369  
  Refundable amount = 691

  \[1^{st} \text{ card refund} = (900 - 369) - (900 - 780) = 411\]  
  \[2^{nd} \text{ refund from top up} = 280\]

- **Scenario 5**: with posting more than original purchase amount and with top up. Refund for first gift card purchase is offset. The rest of top up will get full refund.
  
  Selling price = 780  
  Face value = 900  
  Top up selling price = 140 x 2 = 280  
  Top up face value = 200 x 2 = 400  
  Posting amount = 800  
  Refundable amount = 280

  \[1^{st} \text{ refund from card} = (900 - 800) - (900 - 780) = -20 \text{ No refund}\]  
  \[2^{nd} \text{ refund from top up} = 280\]
Scenario 6: with posting more than original purchase amount and top up amount. Nothing to refund from first gift card purchase, refund from the first top up + fully refund on 2nd top up

Selling price = 780  
Face value = 900  
Top up selling price = 140 x 2 = 280  
Top up face value = 200 x 2 = 400  
Posting amount = 800 + 170  
Refundable amount = 210

1st refund from card: (900 – 900) fully utilized. The remain 70 will refund from 1st top up
2nd refund from 1st top up: (200 – 70) – (200 – 140) = 70
3rd refund from 2nd top up: 140

Scenario 7: nothing refund due to posting exceeded refundable amount

Selling price = 780  
Face value = 900  
Top up selling price = 140 x 2 = 280  
Top up face value = 200 x 2 = 400  
Posting amount = 800 + 170 + 280 = 1250  
Refundable amount = 0

1st refund from card: (900 – 900) fully utilized. The remain 350 will refund from 1st top up
2nd refund from 1st top up: (200 – 200) fully utilized. The remain 150 will refund from 2nd top up
3rd refund from 2nd top up: (200 – 150) – (200 – 140) = -10 No refund

Scenario 8: Void Top Up and get refund

Selling price = 780  
Face value = 900  
Top up selling price = 140 x 2 = 280  
Top up face value = 200  
Posting amount = 750  
Refundable amount = 140  
Refundable amount = 0 after void top up

Scenario 9: Refund where Gift Card Balance was fully utilize  
Gift Card Refundable Amount show ‘Not defined’. Refund button disabled

Scenario 10: Refund where Gift Card is prepaid and un-activated  
Gift Card Refundable Amount show ‘Not defined’. Refund button
Appendix F. Gift Card Posting in Management Module

- Scenario 1: Posting when credit limit is exceeded
  System does not allow posting when Gift Card account is exceeded credit limit.
  **Result:** Message prompt shows Gift Card has exceeded its credit limit

- Scenario 2: Move posting to Gift Card is exceeded credit limit
  System does not allow Move Posting to Gift Card when the credit limit is exceeded.
  **Result:** Message prompt shows Gift Card’s balance is not sufficient.

- Scenario 3: Move Posting to Inactive, Expired & Cancelled Gift Card
  System does not allow Move & Route to Expired, Cancelled & Inactive Gift Card.
  **Result:** Message prompt upon swiping expired, inactive & cancelled Gift Cards in Search box when attempting to Move & Route sales transaction

- Scenario 4: Move posting to non-eligible department
  System does not allow move Gift Card posting to non-eligible department.
  **Result:** Message prompt Move & Route is not allowed to post in non-eligible department
Appendix G. Gift Card Posting in Casino Module

- **Scenario 1: Add posting to Gift Card is over limit**
  The program first checks the credit limit department (if defined in Financial Department setup) followed by Gift Card balance.

  **Result:** Message prompts when posting in Gift Card balance is less than zero.

- **Scenario 2: Add Gift Card posting to non-eligible department**
  System does not allow adding a Gift Card posting to non-eligible department

  **Result:** Message prompt shows Gift Card is not eligible for that department.

- **Scenario 3: Add posting to Expired, Inactive & Cancelled Gift Card**
  System does not allow add posting to Inactive Gift Card. Expired & cancelled Gift Card are not able to search upon swipe Gift Card in Search box.

  **Result:** Message prompt shows Gift Card not activated.
Appendix H. Gift Card Posting in Shore Excursion Module

- Scenario 1: Post Gift Card posting to non-eligible department
  System does not allow add Gift Card posting to non-eligible department.
  **Result:** Message prompt shows Gift Card is not eligible in shore excursion department and any attempted posting will be canceled.

- Scenario 2: Add posting to Gift Card is exceeded credit limit
  System does not allow add posting to Gift Card is exceeded credit limit.
  **Result:** Message prompt shows Gift Card has exceeded its credit limit.

- Scenario 3: Add posting to Expired, Inactive & Cancelled Gift Card
  System does not allow add posting to Inactive, Expired & Cancelled Gift Card upon swipe Gift Card in Search box.
  **Result:** Message prompt upon swipe expired, cancelled or inactive Gift Card in Booking or Quick Booking screen > Search box.
Appendix I. Gift Card Posting in Universal Interface

- Scenario 1: Add posting to Gift Card is exceeded credit limit
  System does not allow add posting to Gift Card that has exceeded its credit limit.
  **Result:** Message prompt will indicate that Gift Card has exceeded its credit limit.

- Scenario 2: Post Gift Card posting to non-eligible department
  System does not allow add Gift Card posting to non-eligible department.
  **Result:** Message prompt will indicate that Gift Card is not eligible to the department.

- Scenario 3: Post Gift Card posting to De-Activated Gift Card
  System does not allow add Gift Card posting to de-activated Gift Card.
  **Result:** Message prompt will indicate that Gift Card is disabled.

- Scenario 4: Post Gift Card posting to Expired Gift Card
  System does not allow add Gift Card posting to expired Gift Card.
  **Result:** Message prompt will indicate that Gift Card is expired on a given date ‘dd/mm/yyyy’.

- Scenario 5 Post Gift Card posting to Inactive Gift Card
  System does not allow add Gift Card posting to expired Gift Card.
  **Result:** Message prompt will indicate that Gift Card is not activated.

- Scenario 6 Post Gift Card posting to Cancelled Gift Card
  System does not allow add Gift Card posting to a cancelled Gift Card.
  **Result:** Message prompt will indicate that Gift Card is had cancelled.
Appendix J. Setup Gift Card Top Up Function in MICROS

This section shows the Gift Card Top Up option in MICROS Server is using Key Type = 21-Sim 1 Inquiry.

Figure J-1 - MICROS Key Type Sim INQ