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

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>December, 2016</td>
<td>• Initial publication.</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>PAR Name</th>
<th>PAR Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable Signature Capture for Credit Card</td>
<td>0 or 1</td>
<td>0 – Disable Signature Capture for Credit Card</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 – Enable Signature Capture for Credit Card</td>
</tr>
<tr>
<td>Allow payment for Declined Authorization</td>
<td>0 or 1 or 2</td>
<td>0 – Do not allow payment if authorization is declined but allow when offline</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 – Allow payment if authorization is declined or offline.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 – Do not allow payment if authorization is decline or offline</td>
</tr>
<tr>
<td>Allow posting for declined authorization</td>
<td>0 or 1</td>
<td>0 – Do not allow posting if credit card authorization is declined</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 – Allow posting</td>
</tr>
<tr>
<td>Online Initial Auth Amount</td>
<td>&lt;Amount&gt;</td>
<td>Specify Initial Authorization amount for all card types when card is swiped at the terminal with online mode</td>
</tr>
<tr>
<td>CC Type Not Supported</td>
<td>&lt;Blank&gt;</td>
<td>Do not include supported credit card</td>
</tr>
<tr>
<td>Auto Incremental Auth Amount</td>
<td>&lt;Amount&gt;</td>
<td>Minimum Incremental Amount</td>
</tr>
<tr>
<td>Specify Decline Error to Allow Payment</td>
<td>('FEIL VED KOMMUNIK ASJON', 'TIMEOUT')</td>
<td>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</td>
</tr>
</tbody>
</table>
## PAR_GROUP Interfaces

**Table 2 - PAR Group Interfaces**

<table>
<thead>
<tr>
<th>PAR Name</th>
<th>PAR Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specify Decline Error for Resend</td>
<td>('FEIL VED KOMMUNIK ASJON', 'TERM. ER OPPTATT', 'MISTET FORBINDELS E', 'TIDSAVBR UDD')</td>
<td>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.</td>
</tr>
<tr>
<td>Enable Auto Incremental Auth</td>
<td>0 or 1</td>
<td>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</td>
</tr>
</tbody>
</table>

## PAR_GROUP Not Specified

**Table 3 - PAR Group Not Specified**

<table>
<thead>
<tr>
<th>PAR Name</th>
<th>PAR Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CC Transfer Format</td>
<td>PAYPOINT</td>
<td>Online Credit Card Format</td>
</tr>
<tr>
<td>CCard Interface Name</td>
<td>&lt;Workstation IP/Name&gt;</td>
<td>Workstation IP address/name which used to run IFC Ship Transfer</td>
</tr>
</tbody>
</table>
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.

![Department Code setup](image)

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 used 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](image)

![Figure 3 – Banksys XENTISSIMO](image)

XENTA / XENTISSIMO 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](image)

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 (Administrate) + 5 (Change parameter) + 2 (Installation) + 1 (communication).

   ![Communication Menu](image)

   **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.

   ![Communication Menu](image)

   **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.

   ![Configuration procedure](image)

   **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.

![Device Start-up screen](image)

Figure 8 – Device Start-up screen
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.
3. Once the connection is established, a ‘Connected terminal with xxx.xxx.’ is indicated on screen, as per below figure.
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 handing using a Banksys Xenta / Xentissimo device in various SPMS modules.

Default Transaction Status

Table 4 - Default Transaction Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Initial Authorization</strong></td>
<td></td>
</tr>
<tr>
<td>CCA_OPERATION</td>
<td>1</td>
</tr>
<tr>
<td>CCA_MTYPE</td>
<td>0 =Online initial auth, 1 = Offline initial auth</td>
</tr>
<tr>
<td>CCA_STATUS</td>
<td>0 =Outstanding/pending, 1 = Approved, 2 = Declined</td>
</tr>
<tr>
<td>CCA_QSTATUS</td>
<td>0 = Pending, 8 = Completed</td>
</tr>
<tr>
<td><strong>Incremental Authorization</strong></td>
<td></td>
</tr>
<tr>
<td>CCA_OPERATION</td>
<td>2</td>
</tr>
<tr>
<td>CCA_MTYPE</td>
<td>4 = Online incremental auth, 5 = Offline incremental auth</td>
</tr>
<tr>
<td></td>
<td>If CCA_MTYPE = 5</td>
</tr>
<tr>
<td></td>
<td>• When parameter ‘Allow Posting For Declined Authorization’ is set to 0. The incremental authorization is created during system cruise change.</td>
</tr>
<tr>
<td></td>
<td>• When parameter ‘Allow Payment For Declined Authorization’ is set to 2. The incremental authorization is created during pay invoice/quick billing.</td>
</tr>
<tr>
<td><strong>Settlement</strong></td>
<td></td>
</tr>
<tr>
<td>CCT_STATUS</td>
<td>0 = Outstanding, 1 = Approved, 2 = Declined</td>
</tr>
<tr>
<td>CCT_QSTATUS</td>
<td>0 = Pending, 2 = when Process is clicked in <strong>FC Management, Credit Card Batch Settlement</strong>, 8 = Completed</td>
</tr>
<tr>
<td><strong>Direct Payment</strong></td>
<td></td>
</tr>
<tr>
<td>CCA_MTYPE</td>
<td>6</td>
</tr>
<tr>
<td>CCA_STATUS</td>
<td>1 = Approved, 2 = Declined</td>
</tr>
<tr>
<td>No Settlement transaction created</td>
<td></td>
</tr>
</tbody>
</table>
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 12 – Management – Options – Pin Entry Device IP](image)

![Figure 13 – Management – Test Communication – In progress](image)
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.

Advance Quick Check-In module

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.
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.

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.

**Viewing authorization amount in Management module**

1. Login to Management module and navigate to Guest Handing 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.
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.

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

7. If the card is a Debit Card, the amount is *automatically* credited onto the Invoice.
IFC Ship Transfer (Sample Response Message)

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

1. Send Authorization

![IFC Ship Online Credit Card Transfer](image1)

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

2. Send Settlement

![IFC Ship Online Credit Card Transfer](image2)

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

3. Send Refund

![IFC Ship Online Credit Card Transfer](image3)

Figure 27 – IFC Ship Transfer – Send Request Message – Send Refund
The following section describes the various scenarios in PayPoint Handling.

### 1.1. Register Credit/Debit Card & Get Initial Authorization

<table>
<thead>
<tr>
<th>No</th>
<th>Test Case</th>
<th>Expected Result</th>
</tr>
</thead>
</table>
| 1  | Use *Insert Method* to register credit card and invoice balance = 0       | • Send Initial Authorization amount = *Online Initial Auth Amount*  
• CRD_MANUAL = I  
(I = Insert, M = Manual Enter, A = Swipe) |
| 2  | Use *Insert Method* to register credit card and invoice balance = $100 (or more than ‘*Online Initial Auth Amount*’) | • Send Initial Authorization amount = $100  
• CRD_MANUAL = I |
| 3  | Use Swipe method to register credit card                                 | • Send Initial Authorization amount = *Online Initial Auth Amount*  
• CRD_MANUAL = A |
| 4  | Initial Authorization accepted by issuing bank                           | • Initial Authorization status updated to 1 (CCA_STATUS)  
• Message prompt *Card is received and saved into database*  
• Change payment type to *registered credit card*  
Initial Authorization created with status = 0 |
| 5  | Initial Authorization is rejected by issuing bank                         | • Message prompt *Not accepted*  
• Does not save credit card  
• Does not create initial authorization  
• Payment type remains as default payment type |
|    | Message prompt *This credit card is already registered in the system* is use for payment card registration checking regardless of parameter *Check Credit Card Registration* is enable. | |
| 6  | Register same payment for same guest                                     | Card and Authorization created  
• Prompt message *This credit card is already registered in the system.*  
• No Card and Authorization create. |
<p>| 7  | Register same payment card for same person, and manually deactivate the payment card | Card and Authorization created |
|    | 1. Register Payment Card A                                               |                                                                                |
|    | 2. Register payment card A again                                         |                                                                                |</p>
<table>
<thead>
<tr>
<th>No</th>
<th>Test Case</th>
<th>Expected Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Manually deactivated Payment Card A</td>
<td>CRD_ACTIVE = 0</td>
</tr>
</tbody>
</table>
| 3. | Swipe Payment Card A | • Prompt message *This credit card is already registered in the system.*  
• 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  
• 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.  
• 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 | • 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 | • Card and Authorization created  
• Settlement created  
• No message prompt  
• The card is register successfully.  
• Multi credit card register if assign payment for different invoice |
<p>| 12 | Register different payment card for different invoice |  |</p>
<table>
<thead>
<tr>
<th>No</th>
<th>Test Case</th>
<th>Expected Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Guest A register payment card A for invoice 1, &amp; 2</td>
<td>- Invoice is assigned to payment card A</td>
<td></td>
</tr>
<tr>
<td>2. Guest A register payment card B for invoice 3, &amp; 4</td>
<td>- Invoice is assigned to payment card B</td>
<td></td>
</tr>
<tr>
<td>3. Manually deactivate payment card A</td>
<td>- All invoice assigned to payment card B</td>
<td></td>
</tr>
</tbody>
</table>

13 Where same card is registered in both guest payment and guest with direct sales, in Management module using **Pay By PayPoint with Receipt**

1. Guest A register payment card A
2. Guest B pay by Direct Pay via payment card B

- Card and Authorization created
- Payment successful
- Payment card A is saved in Guest B profile, and the card is deactivated.

14 Where same card is registered for guest payment and direct payment for other guest in Advance Quick Check-In

Guest A register payment card A
New Guest register payment card A

- 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.

<table>
<thead>
<tr>
<th>No</th>
<th>Test Case</th>
<th>Expected Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Signature capture device not connected when SPMS program starts up</td>
<td>- Message prompt <em>The signature pad is offline. Kindly check the device</em></td>
</tr>
</tbody>
</table>
| 2 | Click **Cancel** on the signature capture device during payment card registration in Management module | - Message prompt *User Cancel Signature Action*
- Do not register payment card |
<p>| 3 | Click <strong>Cancel</strong> on the signature capture device during payment card registration in Advance Quick Check-In module (Walk-in screen) | - Message prompt <em>Transaction reverse</em> |
| 4 | Click <strong>Cancel</strong> button on the signature capture device during payment card registration in Advance Quick Check-In module (Direct sales) | - Message prompt <em>Nothing to reverse</em> |</p>
<table>
<thead>
<tr>
<th>No</th>
<th>Test Case</th>
<th>Expected Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Disconnect signature capture device when processing card registration in Management module</td>
<td>• Message prompt <em>No compatible device connected or the connection to a device has been cut</em></td>
</tr>
<tr>
<td>6</td>
<td>Disconnect signature capture device before process card registration in Advance Quick Check-in module (main and walk-in screen)</td>
<td>• Message prompt <em>Cannot detect Signotec Device</em></td>
</tr>
</tbody>
</table>
| 7  | Disconnect signature capture device before process card registration in Advance Quick Check-in module (direct sales screen) | • Message prompt *The signature pad is offline. Kindly check the device*  
• Reservation process able to continue |
| 8  | Register credit card with pin in Advance Quick Check-in module (Direct sales screen) | • No signature capture required. |
| 9  | Register credit card without pin for direct sales in Management module | • Signature capture is required |

### 1.2. Incremental

Please take note that from version 861 onward, the incremental authorization is send by daily operation instead of send upon adding a posting.

Ship Transfer Interface will send the incremental authorization when system date change is perform.

<table>
<thead>
<tr>
<th>No</th>
<th>Test Case</th>
<th>Expected Result</th>
</tr>
</thead>
</table>
| 1  | Add posting less than initial authorization  
1. Initial authorization amount = $40  
2. 1st posting amount = $20  
3. 2nd posting amount = $10  
4. System date change | Do not send increment amount |
| 2  | Add posting more than Initial Authorization amount  
1. Initial authorization amount = $10  
2. 1st posting amount = $500  
3. 2nd posting amount = $200  
4. 3rd posting amount = $500  
5. System date change | *Auto Incremental Auth Amount = 1000*  
Send incremental authorization amount $1190 |
<table>
<thead>
<tr>
<th>No</th>
<th>Test Case</th>
<th>Expected Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Add posting if previous incremental authorization status is either Outstanding or Declined.</td>
<td>• Ship Transfer Interface picks up the incremental authorization and send to PayPoint service via PayPoint device during system date change.</td>
</tr>
<tr>
<td>4</td>
<td>Add posting less than minimum incremental authorization amount</td>
<td>• Sends an incremental authorization amount $340 during system date change.</td>
</tr>
</tbody>
</table>

### 1.3. Pay Invoice

Settlement transaction will pick up by Ship Transfer Interface and sent to PayPoint services when CCA_QSTATUS = 8

<table>
<thead>
<tr>
<th>No</th>
<th>Test Case</th>
<th>Expected Result</th>
</tr>
</thead>
</table>
| 1  | Pay Invoice with enough authorization                                      | • 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 |
| 2  | Pay invoice with outstanding authorization where authorization return approved response | • 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 | • Message prompt 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)  
• 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 |
<table>
<thead>
<tr>
<th>No</th>
<th>Test Case</th>
<th>Expected Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Pay invoice by other payment type (Cash)</td>
<td>• Settle the invoice balance via cash payment type</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Do not create incremental or settlement transaction</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Remain payment type as credit card</td>
</tr>
<tr>
<td>5</td>
<td>Pay invoice where total authorized amount is more than total invoice balance</td>
<td>• Do not send reversal for extra authorization</td>
</tr>
<tr>
<td>6</td>
<td>Perform quick billing</td>
<td>• Settlement record created</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Credit card deactivated</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Payment type changed to default payment type</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Ship Transfer Interface picks up Settlement transaction and send to PayPoint services via PayPoint device</td>
</tr>
<tr>
<td>7</td>
<td>Pay Invoice by other payment type (Pay By Credit Card/Debit Card)</td>
<td>• Send Initial Authorization amount which same as total invoice balance to PayPoint services via PayPoint device</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Credit card info is saved into database and deactivated</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Payment type changed to default payment type</td>
</tr>
</tbody>
</table>

### 1.4. Direct Sales

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.

<table>
<thead>
<tr>
<th>No</th>
<th>Test Case</th>
<th>Expected Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Register credit card in Advance Quick Check-in module (walk in screen), and cancel the reservation process on payment screen</td>
<td>• CCA_STATUS = 2, CCA_NONAPPROVALTEXT = Authorization Removed</td>
</tr>
<tr>
<td>2</td>
<td>Register credit card in Advance Quick Check-in module (walk in screen), and choose payment type as cabin charge on payment screen</td>
<td>• Payment post into guest invoice account</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Registered Credit card still in active status</td>
</tr>
<tr>
<td>3</td>
<td>Register credit card in Advance Quick Check-in module (walk in screen), and choose payment type as cash on payment screen</td>
<td>• Payment is settled</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Registered Credit card still in active status</td>
</tr>
<tr>
<td>No</td>
<td>Test Case</td>
<td>Expected Result</td>
</tr>
<tr>
<td>----</td>
<td>--------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 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 | • Payment is settled  
• Registered Credit card still in active status |
| 5  | In Management module, Initial Authorization is declined. Then perform cabin change/schedule change, and pay by PayPoint with same registered credit card | • Payment will not go through  
• Message prompt card had been reversed due to payment is not allowed with pending or declined authorization |

### 1.5. Void Payment and Send Refund Authorization

<table>
<thead>
<tr>
<th>No</th>
<th>Test Case</th>
<th>Expected Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Void the direct sales payment</td>
<td>• Message prompt You are not allow to void the direct sales payment.</td>
</tr>
</tbody>
</table>
| 2  | Perform pay invoice via registered credit card, then void the payment via Void button | • 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                             | • Send refund when pay invoice again                                              |
| 4  | Invoice balance = $150  
And pay invoice = $200                                                               | • Settlement created, CCT_AMOUNT = $200  
• Invoice show for the guest is ‘-$50’  
• Settlement authorization is declined  
• Message prompt Settlement ID XXX is declined due to authorization amount Too Small. |
| 5  | Invoice balance = $0  
Pay invoice = -$120                                                                | • Settlement created, CCT_AMOUNT = -$120  
• Invoice show for the guest is ‘$120’  
• Settlement authorization is declined  
• Message prompt Settlement ID XXX is declined due to NOT ALLOWED. |

### 1.6. Activate Credit Card
<table>
<thead>
<tr>
<th>No</th>
<th>Test Case</th>
<th>Expected Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Activating credit card in Management module, that was <em>removed</em> from Advance Quick Check-in module</td>
<td>• Message prompt <em>Settlement/reversal has done for this card. Please get credit card again</em></td>
</tr>
<tr>
<td>2</td>
<td>Activate a card deactivated during settlement.</td>
<td>• Message prompt <em>Settlement/reversal has done for this card. Please get credit card again</em></td>
</tr>
<tr>
<td>3</td>
<td>Activate a card deactivated by direct sales transactions.</td>
<td>• Message prompt <em>Activation not allow for direct sales credit/debit card</em></td>
</tr>
<tr>
<td>4</td>
<td>Activate a card that was manually deactivated.</td>
<td>• Allow to reactivate</td>
</tr>
</tbody>
</table>

1.7. **Deactivate Credit Card**

<table>
<thead>
<tr>
<th>No</th>
<th>Test Case</th>
<th>Expected Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Deactivate the credit card via <em>Deactivate</em> function in Management module</td>
<td>• Payment type changed to default payment type</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CCA_HIDE update to 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CCA_STATUS update to 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If more than one Authorization transaction, only the last authorization is updated in the CCA_NONAPPROVALTEXT = <em>Authorization Removed</em></td>
</tr>
<tr>
<td>2</td>
<td>Deactivate the credit card via <em>Remove</em> from Advance Quick Check-in module (main screen)</td>
<td>• Message prompt <em>Reverse authorization is done for pre-authorization amount</em> from PayPoint device</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Initial/last authorization’s status update to declined (CCA_STATUS = 2)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CCA_NONAPPROVALTEXT = <em>Authorization Removed</em></td>
</tr>
<tr>
<td>3</td>
<td>Deactivate the credit card via <em>Remove</em> from Advance Quick Check-in module (walk in screen)</td>
<td>• Message prompt <em>Reverse authorization is done for pre-authorization amount</em> from PayPoint device</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Initial/last authorization’s status update to declined (CCA_STATUS = 2)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CCA_NONAPPROVALTEXT = <em>Authorization Removed</em></td>
</tr>
</tbody>
</table>
Troubleshooting

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

1.1. **General**

<table>
<thead>
<tr>
<th>Known Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tracing PayPoint error log</td>
<td>Log file is saved in Fidelio Cruise folder <code>.\Program Files (x86)\Fidelio Cruise</code></td>
</tr>
<tr>
<td></td>
<td>• PayPoint.log</td>
</tr>
<tr>
<td></td>
<td>• PayPointtrans.log</td>
</tr>
</tbody>
</table>

1.2. **XENTA / XENTISSIMO device**

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

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

1.4. Ship Transfer Interface module

<table>
<thead>
<tr>
<th>Known Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error Duplicate reject trans</td>
<td>Turn off the checking on XENTA device in Menu, Administer, Change params, General use, Duplicate.</td>
</tr>
<tr>
<td>Error Automation Error. The Specification module could not be found</td>
<td>The PAYPOINTAPI.dll is missing or corrupted. Replace the new PAYPOINTAPI.dll into Fidelio Cruise folder</td>
</tr>
<tr>
<td>Error Paypoint.dll open failed</td>
<td>IP address at remote shore host does not match with PayPoint terminal IP address</td>
</tr>
</tbody>
</table>
| Does not pick up the settlement transaction to process   | • Possible due to Initial Authorization is missing, or status is outstanding  
  • Check the CCA_PREVIOUS and CCT_CCA_ID status.  
  • Check on PayPoint.log for further investigation |

Troubleshooting
<table>
<thead>
<tr>
<th>Known Issue</th>
<th>Solution</th>
</tr>
</thead>
</table>
| Does not pick up the authorization transaction | • Check the PayPoint.log  
• CCA_QSTATUS must be less than 3  
• CCA_STATUS have to be 0  
• Authorization unable to process due to invalid character in transaction data, i.e., invalid character = ñøôñ÷à ï÷éøîà |

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;***;20150507 72402112;3;E139A0116HC0150505C12008796600909661 5037732;00649F0608A0000000002501040282023C009F260 829788E82DF87C60DA8F2701890A031505059F1007060401 03A420029F37040B0B3C9F3602009950500000080009 F1A0205785F3401009FF34034103029C0109B02E8009FF02 0400000000007009F9020001;E13C;030000000FF0B123 2015-05-07 05:14:34.511 DEBUG TransData (type 50): | 

- Text highlighted in yellow are the invalid character returned by PayPoint service  
- Text highlighted in green refers to CCA_ACC_ID.  
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.