

Oracle® Hospitality Suite8 Kiosk Interface



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Oracle Hospitality Suite8 Kiosk Interface Release 8.14.0.0

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Preface

Audience

The installation guide for the Kiosk interface is intended for system administrators and support familiar with Suite8Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:
<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

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

Revision History

Date	Description of Change
October 2010	<ul style="list-style-type: none">• 8.8.4.0 - Draft Feature release with ARIANE
December 2012	<ul style="list-style-type: none">• 8.9.2.1 - Updated and new template
March 2013	<ul style="list-style-type: none">• 8.9.3.0 - First installation per country comments
May 2013	<ul style="list-style-type: none">• 8.9.4.0 - Assign Rooms
November 2013	<ul style="list-style-type: none">• 8.9.4.2 - Configuration and Logic to search Reservations with different Parameters
March 2014	<ul style="list-style-type: none">• 8.9.5.0
October 2015	<ul style="list-style-type: none">• 8.9.6.4
May 2017	<ul style="list-style-type: none">• 8.10.2.0 – Scanning and reading of Passports and Identity cards for ICAR passport scanners

Date	Description of Change
February 2018	<ul style="list-style-type: none"><li data-bbox="919 275 1149 302">• Release 8.12.0.0
August 2018	<ul style="list-style-type: none"><li data-bbox="919 344 1149 371">• Release 8.13.0.0
March 2019	<ul style="list-style-type: none"><li data-bbox="919 413 1360 470">• Release 8.14.0.0 - Added topic Kiosk Homepage

1

Kiosk Interface

The Kiosk Interface runs as a Socket Server in Fidelio Server. It uses a self- service technology and is currently approved with the Ariane Kiosk System, a self-check in system.

General Logic

The first and utmost goal is to check out as many guests as possible and deny a transaction for as little guests as possible. The Kiosk-Interface allows for example a check out where Window 2 has a Debit as payment method, as this is considered a guaranteed payment method.

Remote Check-In is always enabled and Walk-In transactions can always be performed. There is no restriction to days or times.

Feature Availability

This feature is controlled by the license **KIOSK Interface** and is beta released with Version 8.8.4.0

Prerequisites

A valid license code for the Kiosk Interface and for Suite8 Homepage.Fidelio Server has to be up and running (for Email Sending)

2

Specification

For details about messages please refer to the **Kiosk_Spec.chm** file.

ALPHA Tests & First Installation per Country

It is important to verify the Kiosk Implementation with the local ARIANE Kiosk System Installers in aspects of the local and regional requirements and the Suite8 system configuration.

Tasks:

- Schedule testing in your local support office with the ARIANE Kiosk System
- Testing needs to be done on the local standard database and in addition it is advisable to test also on a copy of the first Beta Installation's property database
- Complete the configuration for Suite8 and for Fidelio Server for the Kiosk-interfacing
- Find out which information ARIANE needs from each client to be able to setup their Kiosk, such as Language Codes, Country Codes, Room Types and Rate Codes
- Walk through the complete Business Process and check all steps to be completed

If needed, the Suite8 Development group can shadow the ALPHA test remotely. Please inform the EAME TPM about the scheduled dates.

After successful testing, the installation in the live environment can be completed.

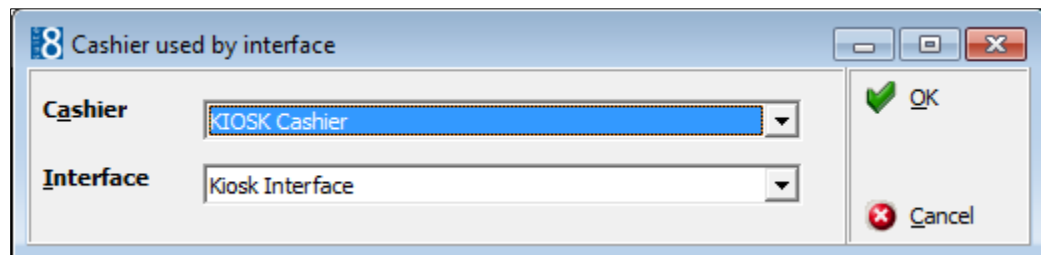
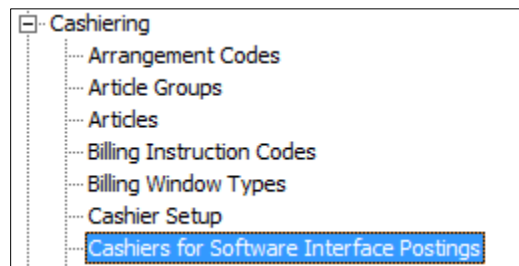
3

Configuration in Suite8

Under **Setup->Miscellaneous->Licenses->V8 Sublicenses** activate the licenses for Kiosk Interface and for Suite8 Homepage.

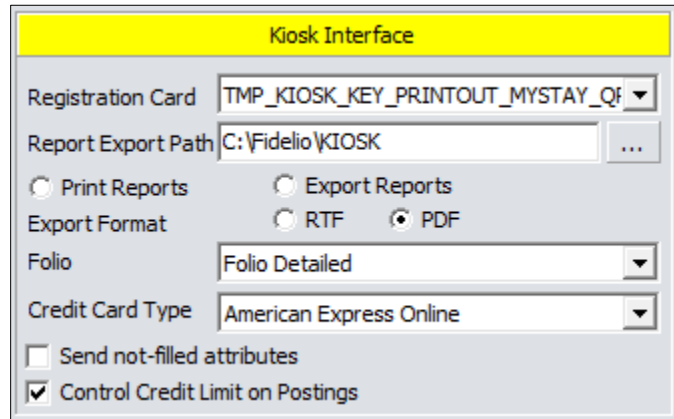
Cashiering

Please make sure a **KIOSK Cashier** for the KIOSK postings and payments is configured under **Setup->Configuration->Cashiering->Cashiers for Software Interface Postings**:



Global Settings

Under **Setup->Configuration->Global Settings->Interfaces->Misc.** Interface3 tab configure the details for the KIOSK Interface:

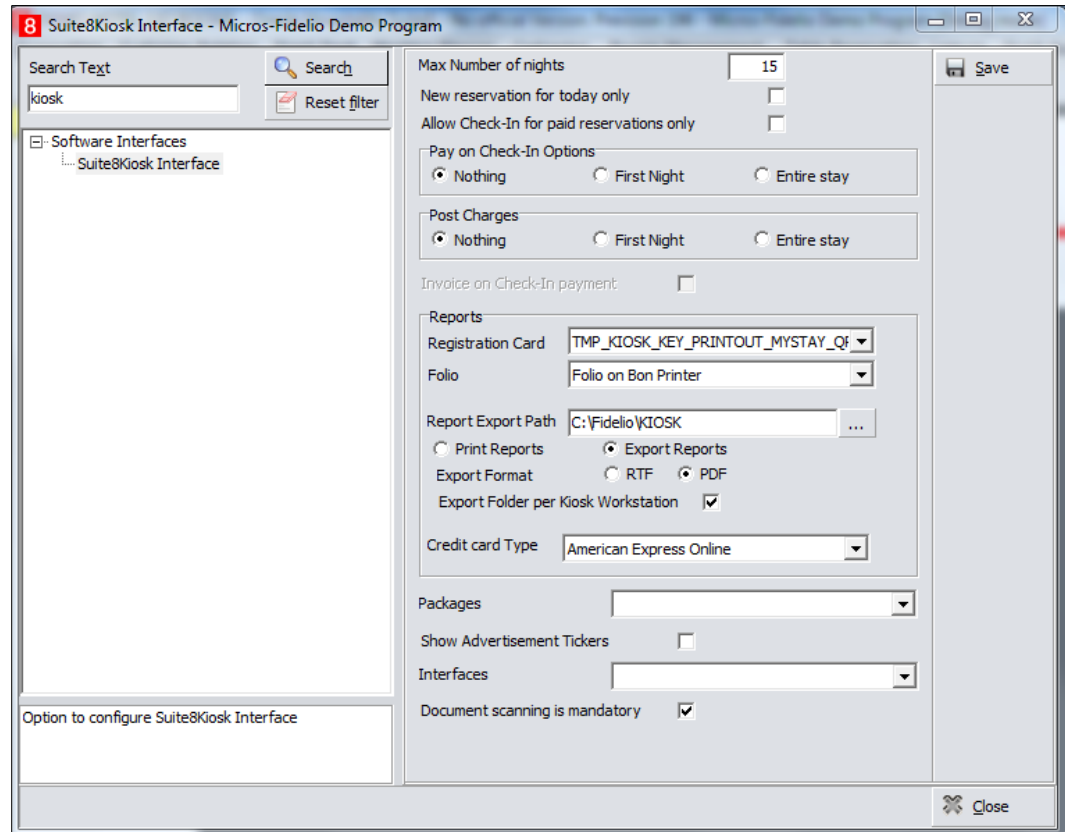


Global Settings dialog, these fields are not in the printed order as ARIANE required settings are listed separately

Field	Definition
Fields used by ARIANE	
Report Export PATH	The Report Export Path is used for ARIANE Export to share invoice PDF's and is optional.
Folio	Select a Folio template to be used
Send not filled Attributes	If activated, attributes which are not supplied are send to ARIANE, it is recommended to use this option.
Fields used for Suite8 KIOSK Only	
Registration Card	not needed for ARIANE, but for Suite8 KIOSK
Credit Card Type	This field is only required for ZVT-Telecash
Control Credit Limit on Postings	Defines if the credit limit is checked upon postings

Software Interfaces

Under **Setup->Configuration->Software Interfaces->Suite8 Kiosk Interface** configure the details for the KIOSK Interface:

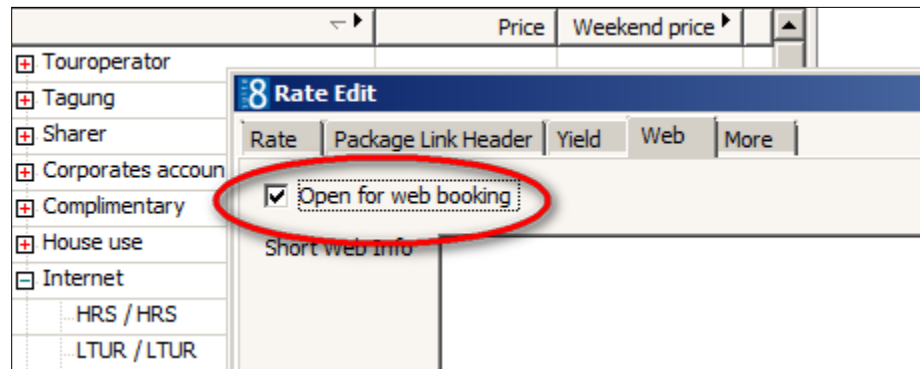


Field	Definition
Max Number of nights	Defines the maximum number of nights a new reservation can be made for.
New reservation for today only	Defines if new reservations can be made for today only.
Allow Check-In for paid reservations only	Defines if check-in is allowed only for reservations which have already been paid (Deposit).
Pay on Check-In Options	Defines the payment required upon check-in: Nothing - no payment is required. First Night - the first night is charged to the credit card. Entire Stay - the entire stay is charged to the credit card.
Post Charges	Defines if the room charges are posted at check-in: Nothing - no room charges are posted. First Night - the room charge for the first night is posted. Entire Stay - the room charges for the entire stay are posted.
Invoice on Check-In payment	Defines if an invoice can be generated with all charges upon check-in via Suite8 Kiosk. Note: Only available if the options Pay on Check-In Options and the Post Charges are defined with the same settings, then similar rules apply as for Advance Postings .

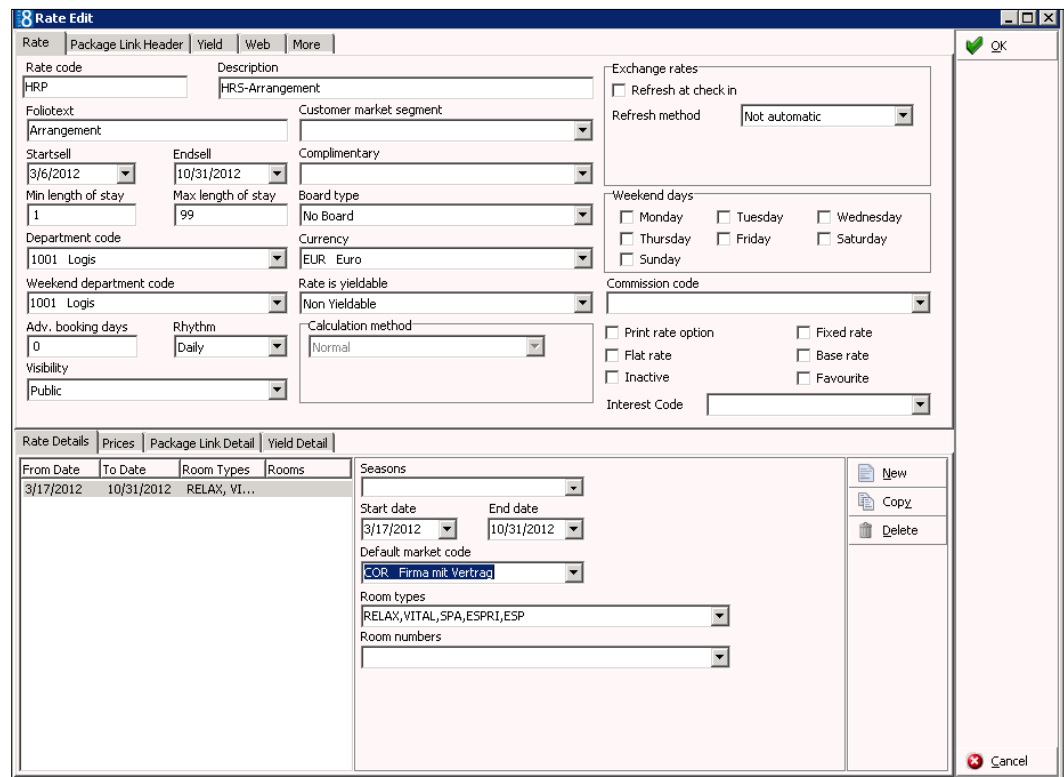
Field	Definition
Reports	Reports used by the KIOSK
Registration Card	Defines the key print or registration card template to be used.
Folio	Defines the folio style to be used.
Report Export Path	Defines the export path for reports.
Print Reports	Defines if reports should be printed
Export Reports	Defines if reports should be printed and exported.
Export Format	Defines the export format of the report. Select either RTF or PDF
Export Folder per Kiosk workstation	Defines if an export folder is created per Kiosk workstation. If this option is selected then the Kiosk sends its workstation name with each request so that print jobs are picked up only for the dedicated Kiosk workstation. The 'Folder to monitor' can be selected using the local file: 'FidelioWebClientLocalFunctions'. Note: Only available if Export Report is selected.
Credit Card Type	Defines the default credit card type to be used on the Kiosk.
Packages	Defines which packages are available to be selected via Suite8 KIOSK on the 'Add On' page. Note: Only packages which are configured as open for web booking can be selected.
Show Advertisement Tickers	Defines if an advertisement ticker is displayed on the KIOSK 'Welcome page'. The specific advertisement ticker to be displayed is defined by selecting the option Kiosk Enabled when configuring an advertisement ticker via the option Advertisement Ticker under Setup → Configuration → Suite8 Homepage.
Interfaces	Defines the specific interfaces to be checked by Suite8 Kiosk; if the specified interfaces are not up and running the Suite8 Kiosk will not start and an out of service message is displayed.
Document scanning is mandatory	Defines if the guest is obliged to scan his identity document each time he uses the Kiosk machine to check in. In case the setting is not activated and scanning is installed, the guest can ignore the question to scan.

Rate Management

The Kiosk Interface queries Rates and Prices and the Fidelio Server sends all rates marked as **Open for web booking** to the Kiosk Interface. The following rate configuration is available at the KIOSK:

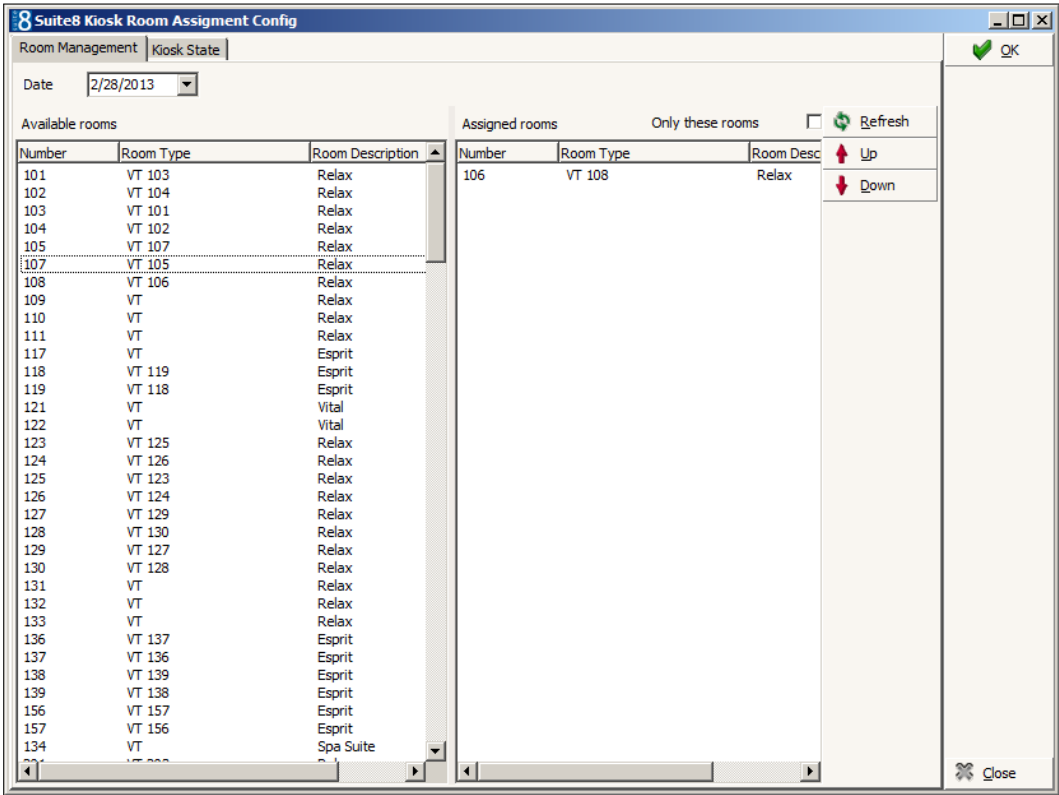
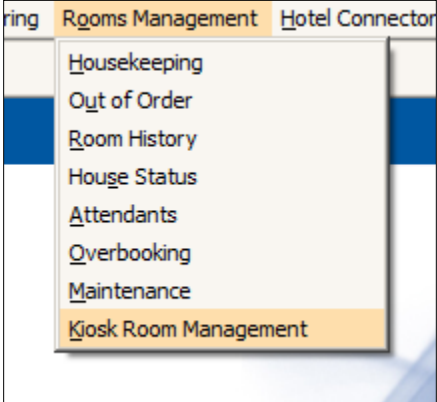


All rate codes sold via the Kiosk must have a default market code:



Suite8 Rooms Management

From the Rooms Management Menu in Suite8, the option Kiosk Room Management can be selected to restrict certain rooms for the Kiosk:



On the left side the list of available rooms is displayed, rooms can be moved to the right side. Any room from the list of **Assigned Rooms** is available for the Kiosk when requested upon Check-In or Walk-In reservations. If no room is in the list of assigned rooms, all available rooms will be used for the Kiosk. If the option: **Only these Rooms** is

selected, only rooms from the list of Assigned Rooms are used and no further rooms taken from the available rooms after the assigned rooms have been picked up.

Miscellaneous Form Customization

The reservation edit dialog has to be customized and the check box **FidResDenyKioskCheckinCheckBox** has to be added as single check box, called **Deny Kiosk**:

When editing the reservation, with the customized form it looks as follows:

The screenshot shows the 'Edit Reservation 33707' window with the following details:

- Name:** Keilner
- First Name:** Beatrix
- Language:** Deutsch
- Letter Greeting:** Sehr geehrte Frau
- Country:** DE DEUTSCHLAND
- Arrival:** Wednesday 5/16/2012
- Nights:** 3
- Departure:** Saturday 5/19/2012
- Currency:** EUR
- Room type:** ESPRI
- Rate code:** SHARE
- Rate R type:** ESPRI
- Rate amount:** 0.00
- Room:** 398
- Block:** Neckermann Care 29.03.-01.12.
- Market:** TOU
- Source:** RB
- Channel:** [Empty]
- Disc. amount:** 0.00
- Discount %:** 0
- Reason:** [Empty]
- C/I time:** 12:00 AM
- C/O time:** 12:00 AM
- Res type:** Def (selected), Tent
- Guarantee c.:** 4
- Pay Method:** [Empty]
- Credit limit:** 100.00
- Print rate:** No post, Deny Kiosk

If the field **Deny Kiosk** is selected on a reservation, it is filtered for all queries from the Kiosk. Subsequently check-in or check-out is not possible for this reservation via Kiosk.

Search Options

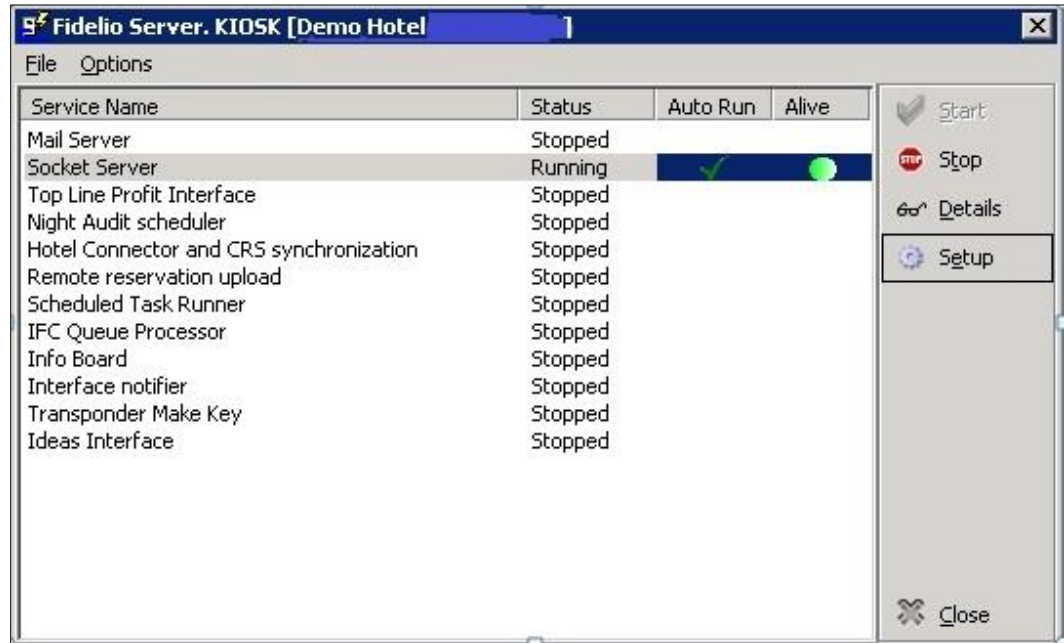
The following search options are available:

- Reservation Number
- Member Number
- CRS Number

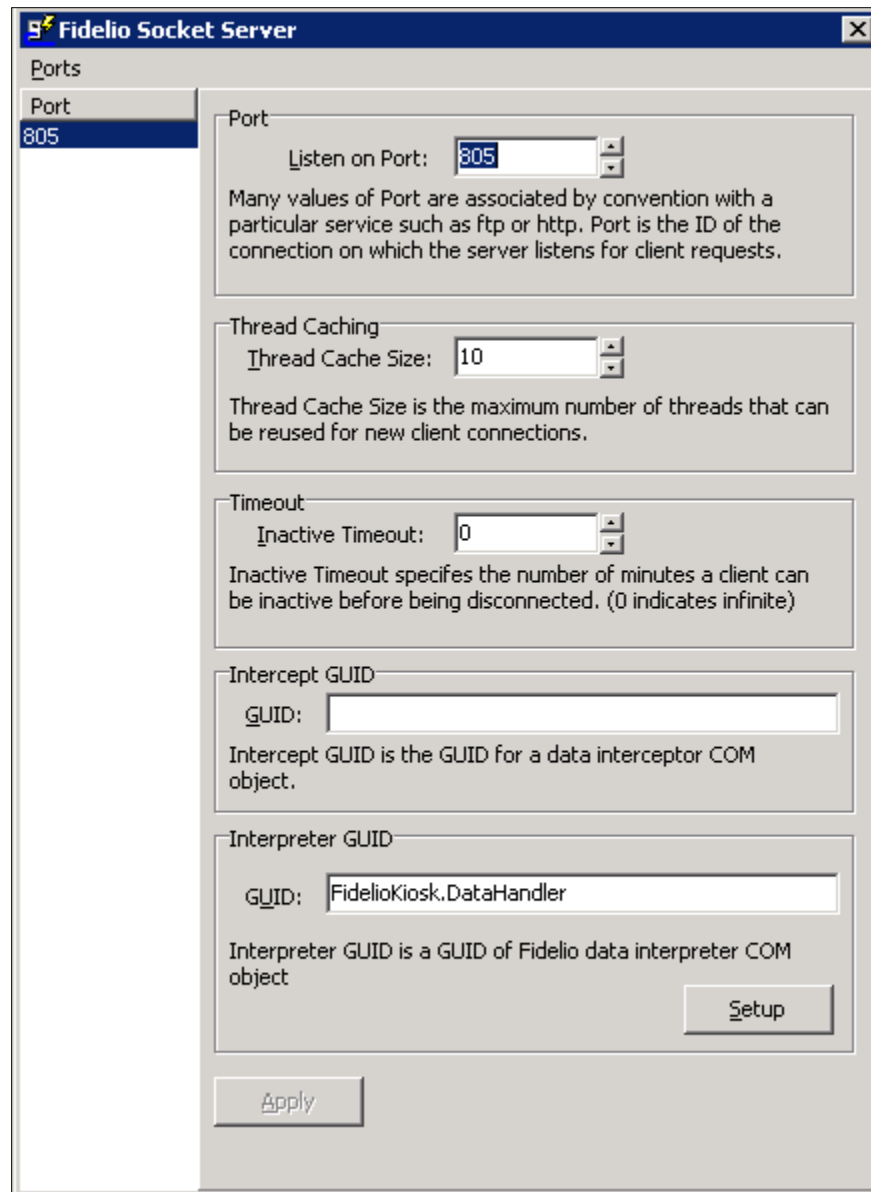
4

Configuring Fidelio Server

Select Socket Server and press **Setup** button:

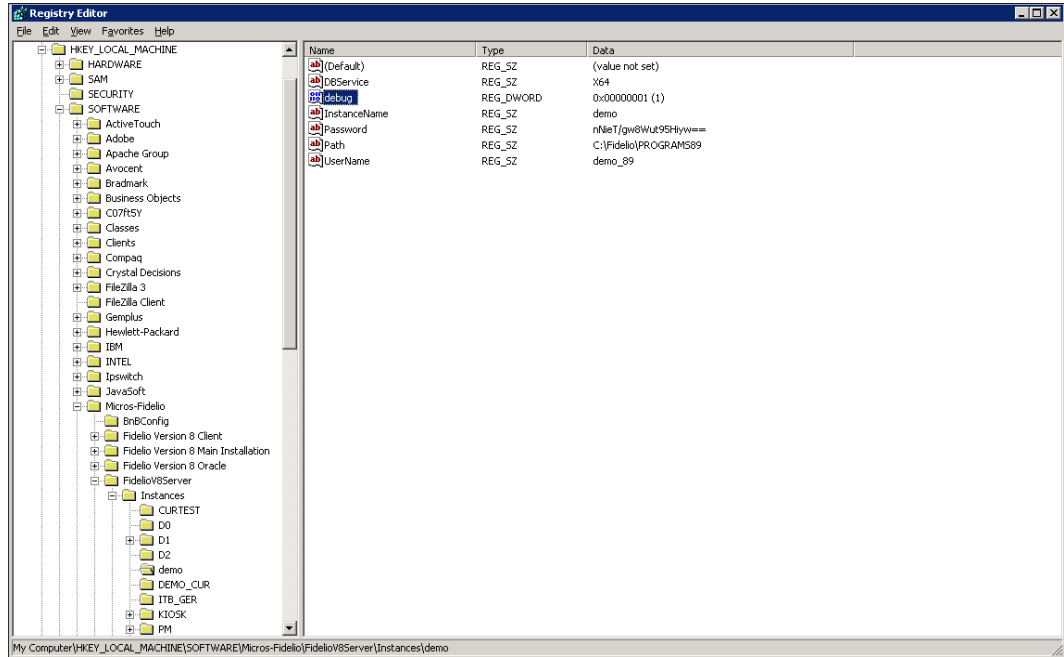


The following dialog box is displayed:

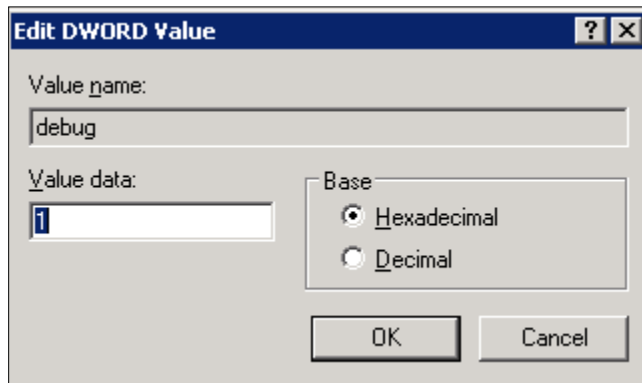


Communicate the IP address of the PC on which Fidelio Server runs to the Kiosk Technician. The port can be different, please check with the Kiosk (Ariane) Technician. The GUID has to be set to **FidelioKiosk.DataHandler**.

During the installation it is recommended running Fidelio Server in debug-mode to enable writing of communication log files `FidelioKIOSK.log`:



To enable debugging for the Fidelio Server, edit the registry entry and add a new DWORD called **debug** with the value **1** to the instance string of the respective Fidelio Server session:



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Scanning for ICAR Passport Scanners

This section describes the change to the existing kiosk functionality. Support was added for scanning and reading of passports and identity cards for icar passport scanners.

Global.asax

Specify the URL to communicate to the Suite8 Web Client Local Functions and make sure the setting is not commented anymore. If this setting is not set, scanning nor any other functionality needing Suite 8 Web Client Local Functions will be enabled.

```
hotel.WebClientLocalFunctionsURL = "http://XXX.X.X.X:XXXX"; //
```

Picture

During the scanning process, a picture of the scanner will be displayed to show the guest how to put his document. This picture must be copied in C:\inetpub\wwwroot\V8Client\Img and the file name must be: **documentscanner.png**.

A demo picture is already made available during installation.

Suite8 Web Client Local Functions

Start on the kiosk the Suite8 Web Client Local Functions (FidelioWebClientLocalFunctions.exe). This application ensures the communication between the scanning device software and the kiosk. Select **Doc Reader** and flag the setting enabled. The flag will activate the scanning functionality on the kiosk.

In the event that Suite8 Web Client Local Functions is not running on the kiosk, the kiosk will not start and give an appropriate message to start.

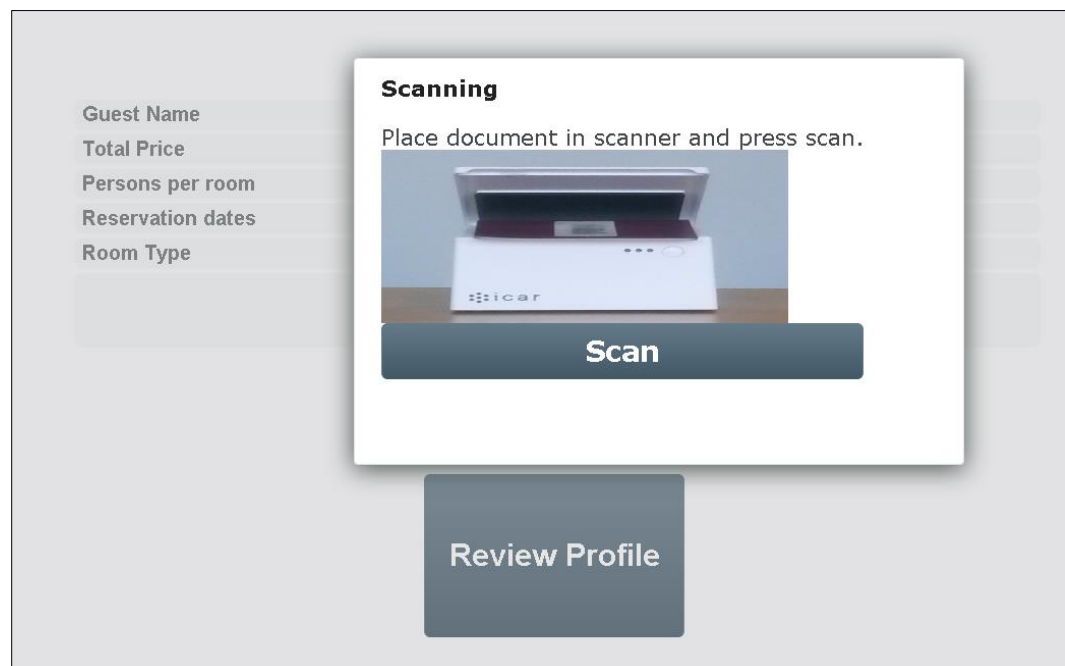
Installing the icar scanning device

The icar document scanner needs to be installed on the kiosk machine.

Please refer to the installation guide of icar to install the device (see <http://www.icarvision.com>). Test the passport scanner with the icar software before testing it with Suite 8.

Scanning a guest with a reservation

- The guest selects the button You have a reservation
- The guest fills out his confirmation number or scans it with the bar code reader.
- Reservation details are displayed.
- In the event scanning is mandatory following message will be displayed:
Passport or Id card scanning is mandatory, select review profile to continue.
- The guest selects Review Profile.
- The scanning window pops up.
- The guest places his identity card in scanner and selects scan.
- The guest verifies the profile information and adjusts if applicable.
- After the review process is completed, the reservation details are displayed and the guest can proceed to check in.
- The personal document will be stored in the profile of the guest.



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Fidelio Suite8

Personal Documents

Document Type:

Number:

Valid From:

Valid Until:

Issued By:

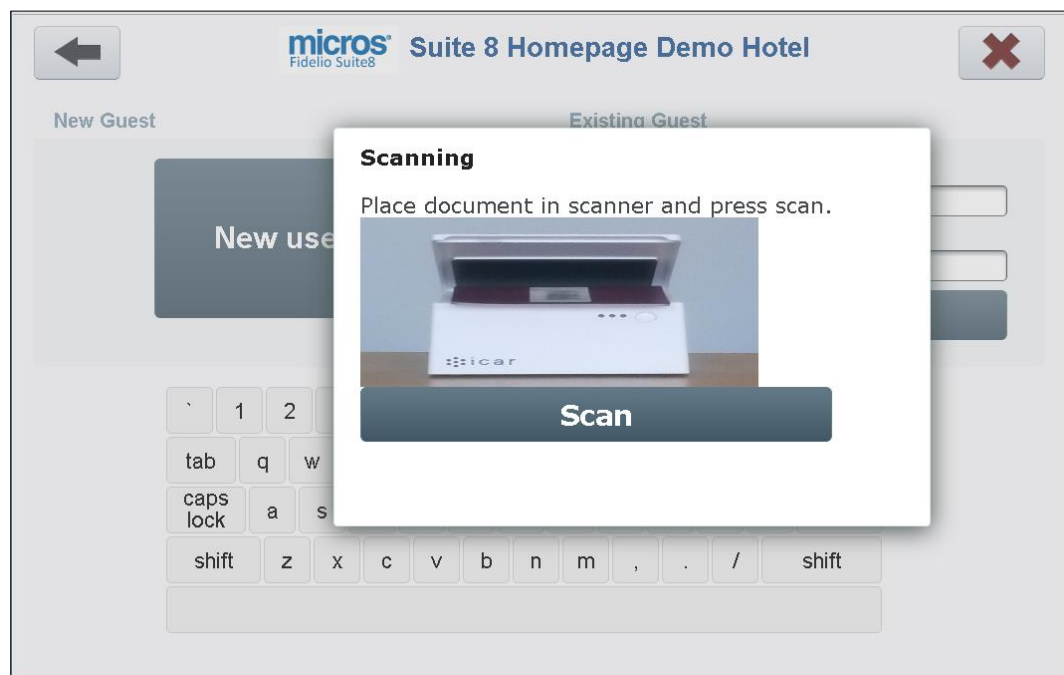
Place of Issue:

Country of Issue:

Next

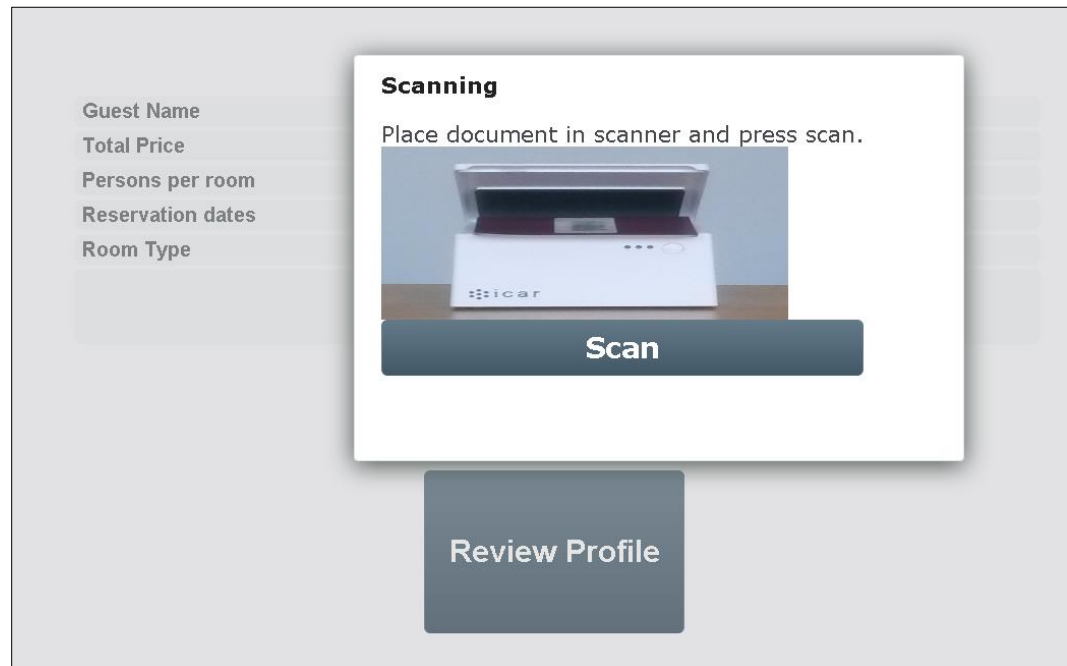
Scanning a guest with no reservation

- The guest selects the button Create reservation and completes the reservation details.
- The guest selects **New user**.
- The scanning window pops up.
- The guest places his identity card in scanner and selects scan.
- The guest verifies the profile information and adjusts if applicable.
- After the review process is completed, the reservation details are displayed and the guest can proceed to check in.
- The personal document will be stored in the profile of the guest.



Guest logs in

No matter if the guest has or has no reservation, when he uses the login process, he will be redirected to the reservations details screen with the button **Review Profile**.



Scanning is not mandatory

In the case scanning is not mandatory the kiosk software will check if mandatory fields of the profile are missing. In this case the review profile button will be displayed which will trigger the scanning window. The guest has the choice to select to scan or to continue the process.


Please review your booking

Guest Name	Gaby Mattern
Total Price	152.00
Persons per room	2 Adults
Reservation dates	8 Jun 2015 — 9 Jun 2015
Room Type	Double Room

3 mandatory field(s) missing. Please review your profile and fill the missing info.

Scanning

Place document in scanner and press scan.



Scan

Continue with no scan

Personal Documents

The personal document will only be created once in database. If the system detects that the document is already present it will not add another personal document.

Scanning is limited to passports and identity cards. Other document types will not be recognized and a message shows **Document not recognized**. The system will automatically identify the document type.

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Fidelio Suite8 Suite 8 Homepage Demo Hotel✕

Personal Documents

Document Type	<input type="text" value="Passport"/>	Place of Issue	<input type="text"/>
Number	<input type="text" value="595555555"/>	Country of Issue	<input type="text" value="Germany"/>
Valid From	<input type="text"/>		
Valid Until	<input type="text" value="14/09/2025"/>		
Issued By	<input type="text"/>		

Next

In the event the Suite8 Web Client Local Functions is not running following message will be displayed: **Please check if local functions are running and try again!**

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Kiosk Homepage

New Reservation, Existing Reservation, and Check out are replaced by **You Have a Reservation** button that is visible to the Guest on the Kiosk Homepage .

