

Oracle® MICROS Symphony

Enhanced PMS Interface



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Oracle Hospitality Symphony Enhanced PMS Interface Release 19.2

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Preface

Purpose

This document outlines our general product direction, is intended for informational purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

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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 and any associated log files
- Screenshots of each step you take

Documentation

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

Revision History

Date	Description of Change
March 2021	Initial publication.
April 2021	Document conversion to Oracle standard template.

1 Features and Requirements

Hardware/Software:

- Symphony version 19.2 or higher
- Opera Interface version 8.7.3.7 or higher
- Supported POS Client Devices listed in the most recent Symphony Compatibility Matrix available at:
https://docs.oracle.com/cd/E65545_01/compatibility/f36594.pdf

Posting

- Up to 16 Sales Itemizer
- Up to 64 Tax Itemizer
- 16 Discount Itemizer if "Full Discount and Service Charge breakdown" is configured accordingly, otherwise 1 Discount Itemizer
- Up to 14 Service Charge Itemizer if "Full Discount and Service Charge breakdown" is configured accordingly, otherwise 2 Service Charge Itemizer
- Check Details in the final tender event.

Inquiries

- Enhanced inquiry by name or room number returning the following information (varies and depends on the setup on the PMS):
 - Guest last name, first name and title
 - Arrival and departure dates
 - Room number and room type
- Display of guest reservation detail
- Display of guest history
- Display / printing of guest messages
- Entry of guest messages
- Display of guest locator
- Entry of guest locator

Setup

The setup application is distributed as a file named **ORACLE_Micros_Simphony_Enh_IFC_XXX.zip**, where the “XXX” is the version number.

Extract the ZIP archive on a local PC.

The files are:

- CONTENT_EnhIFC_Config.txt
- htmlContent.zip
- MF_ENH192.isl

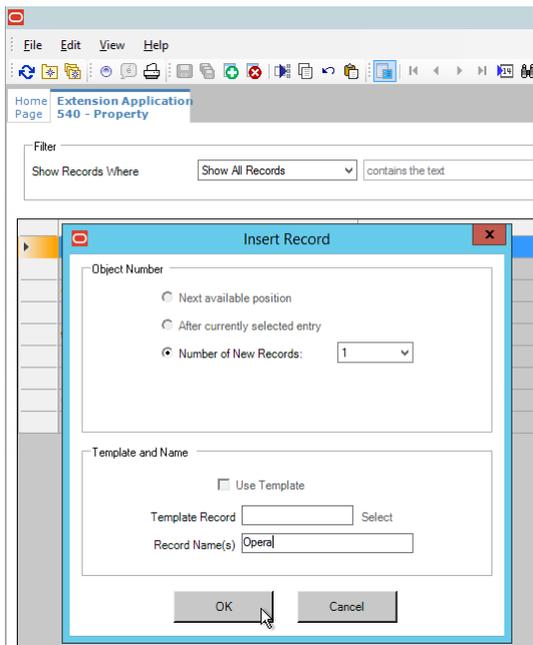
2 EMC Configuration

Extension Application

Create a Record

The following steps explain how to configure and install the Enhanced PMS Interface using the Enterprise Management Console (EMC):

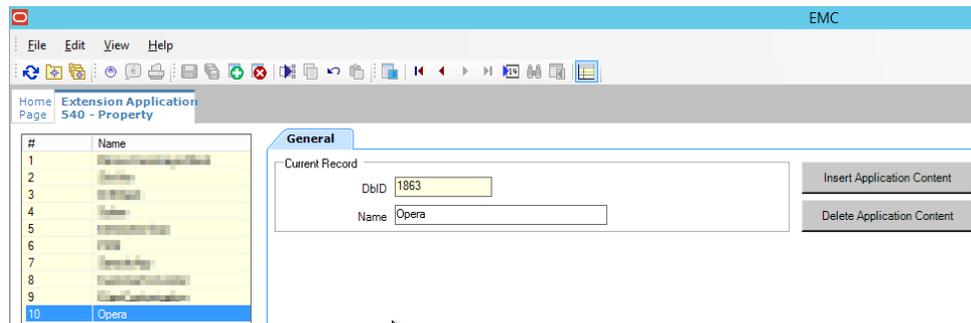
1. In EMC, select the Zone or Property, click the **Setup** tab, and then click **Extension Application**.
2. Click the **Insert icon** and then add a record with a unique name and number.
 - In this example, the records name is **Opera**.
3. Click **OK**.



Insert the Content

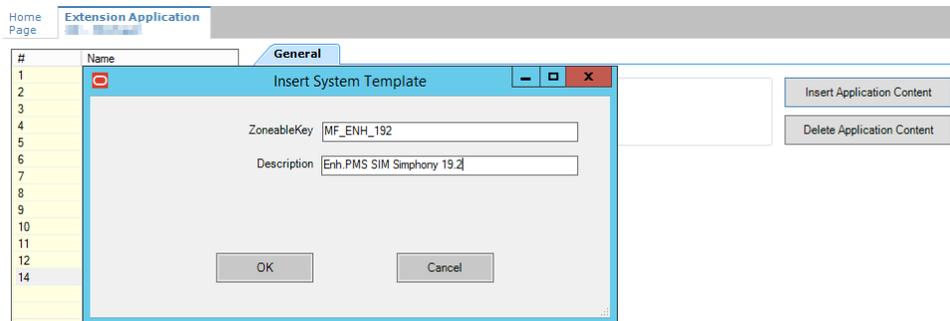
Double-click the record to open it in **Form** view

Click the **Insert Application Content** button. It is required to insert three application content records:



Configure the Content

Enter the text reflecting the file names within the **ZoneableKey** and **Description** fields, and then click **OK**.



Select the **Content Type: 19 - SimScript** and then click the **Import from a file** link.

Content Information

1. In EMC, navigate to Setup>Content, and then insert a record for the PMS configuration.
2. Name the new entry **EnhIFC_Config** (case sensitive), and set the type to **23 - Text**.
3. Enter the strings as outlined below (the content text file is delivered with the other files); change the options where necessary.

```

#-----
# Posting related settings
#-----
#Magnetic Card required for Posting (0 or 1)
MAGCARDONLY=0
#if above enabled, excl. RVC Numbers (separated by comma)
MAGCARDOVRWRT=
#Suppress Guest-Messages during Postings
SUPPRESSGSTMSG=1
#Suppress References of non-Roomcharge Tenders
SUPPRESSNFOREF=0
# Do not display Guest Confirmation during Postings
NO_CONFIRM_GST=0
#Send negative Guest Count if payment is negative
REVERSEGST=1
#Full Discount and Service Charge breakdown
FULL_DSVC=1
#Use 64 Taxes for posting (0 or 1) or just 8 Taxes
POST_64TAXES=1
#Determines which information to be posted, 0 = Serving Period, 1 = Trans.Cashier,
# 2 = Order-Type, 3 = Custom for Philippines ONLY. Default = Serving Period
POSTING_ADD_INFO=0
# Send all CheckDetails on non-Roomcharge Tenders
SendAllDtls=0
# Post any Tender with Final Tender. Required for any Fiscal solution.
POST_ON_FINAL_TMED=1
#-----
# Locator related settings
#-----
#Use RVC Name as Locator Line #1
RVCNAMELOC=1
#Default Locator Validity in Minutes
LOCVALIDMIN=30
#-----
# Guest Message related settings
#-----
#Populate first line of Message using Date/Time, RVC# and Trans.Employee#
EMPLINFO_IN_MSG=1
#-----
# Restricted Posting for Kiosk Environment
#-----
RESTRICTED_POSTING=1
#Must match the ISL Employee Option in Employee Class
RESTR_POSTING_EMPL=8

```

Posting-Related Configuration

Configuration String	Configuration Value
MAGCARDONLY	Set to 1 (one) if you want to limit the entries in the Room-Charge event to magnetic cards, or set to 0 (zero) to allow both magnetic cards and keyboard as input
MAGCARDOVRWRT	When MAGCARDONLY is enabled, the setting can be overwritten for certain RVC's by entering a list of RVC numbers (separated by comma)
SUPPRESSGSTMSG	When set to 1 (one) this will suppress the message indicator during the posting. For high-volume sites this should be enabled.
SUPPRESSNFOREF	Non-Room-Charge Tenders will show the Department Code they were posted to. When set to 1 (one) this will suppress this reference
REVERSEGST	Set to 1 (one) if the guest count should be negative in case the payment is negative (i.e. the payment is voided). Please note that this feature requires specific setup on the Front-Office interface to work correctly

Configuration String	Configuration Value
FULL_DSVC	If set to 1 (one) the full breakdown of the discounts will be send. This requires a specific version of the Front-Office interface. An additional full breakdown of the service charges requires this set to 2, this will include the full breakdown of discounts.
NO_CONFIRM_GST	Set to 1 (one) if the guest name should not be confirmed when posting. Unless magnetic cards are used to identify the guest, this option should be disabled and set to 0 (zero).
POST_64TAXES	If set to 1 (one) up to 63 Tax Itemizers are send to the Front-Office interface. Please note that this requires IFC8 V.8.7.1.2 or higher as well as a certain version of the Front-Office itself. If set to 0 (zero) only 8 Tax Itemizers are send to the Front-Office interface.
POSTING_ADD_INFO	This determines which information value to be used for any posting. Currently the following values are supported: <ul style="list-style-type: none"> 0 = Serving Period Number (Default) 1 = Transaction Cashier 2 = Order-Type Number 3 = Custom value for Philippines ONLY.
SendAllDtIs	When set to 0 (zero) only the check details of Room-Charges are send to the Front-Office interface. If set to 1 (one) also the check details of non-Room-Charges are send.
POST_ON_FINAL_TMED	If set to 1 (one) any non-Room-Charges are send are only send with the final, last tender. This setting is required for any Fiscal solution that might be in place.
RESTRICTED_POSTING	Select if you want to restrict the response returned from the Front-Office Interface in the Room-Charge event. Please note that this only works in combination with the option RESTR_POSTING_EMPL is configured correctly. <p>Currently there are two values supported:</p> <p>Setting this to 1:</p> <ul style="list-style-type: none"> Both the Room# and at least 3 characters of the Surname (last-name) need to be provided in order to post the room-charge. If less than 3 characters are provided an error is shown. If the response from the PMS contains more than one record an error is shown and the operator needs to enter

	<p>additional characters to provide a unique identifier.</p> <p>Setting this to 3:</p> <p>This assumes that an external device will provide the input as keyboard data. There is no touchscreen keyboard shown when this option is used, the operator (or guest) has only the option to abort the input.</p> <p>If the response from the PMS contains more than one record an error is shown and the posting is aborted. There will be no confirmation of the guest-name shown, irrelevant of the setting in NO_CONFIRM_GST.</p> <p>Please note that this will not work if input is restricted to magnetic cards, so either the restriction must be disabled or the RVC in question must be added to the excluded RVC's.</p>
RESTR_POSTING_EMPL	<p>Specify the ISL Option that should be used with the above option (see EMC Employee Maintenance Employee Class ISL Options). As such the valid value for this configuration is between 1 and 8.</p>

Guest-Locator/Guest-Message-Related Configuration

Configuration String	Configuration Value
RVCNAMELOC	If set to 1 (one) the first line of the locator will contain the RVC name, otherwise it will be blank. The operator can overwrite this value when entering the locator information
LOCVALIDMIN	Each new locator is only valid for a certain time. Enter the default time in minutes here. The waiter can overwrite this value when entering the locator information

The Content can be overwritten per Zone, Location or RVC. If overwritten, please ensure that you select the Option "Use Existing Record":



Interfaces

1. On the enterprise level in EMC, navigate to Setup | Hardware/Interfaces | Interfaces and then insert a record for the Enhanced PMS interface:

The screenshot shows the 'General' tab of the configuration interface. At the top, there are tabs for 'General', 'Options', 'Properties', and 'Service Host'. Below the tabs, the 'Current Record' section contains a 'Number' field with the value '18' and a 'System Name' field with the value 'PMS'. A link 'Audit This Record' is visible next to the number field. The 'General' section contains several dropdown menus and text input fields: 'Communication Name' (Opera-PMS), 'Interface Type' (0 - PMS/SIM), 'Communications Type' (1 - TCP), 'Backup Interface' (0 - None), 'Offline Posting Link' (0 - None), 'SIMDB Link' (0 - None), 'Encoding Type' (1 - Default Windows), 'Timeout' (30), 'Ping Frequency' (0), and 'ISL Script Name'. There is also an unchecked checkbox for 'UVS Local Interface'.

NOTE:

The screenshot above is intended as an example. Utilize a name that appropriately outlines the property using the interface.

To avoid double postings the PING Frequency must be set to 0 (Zero). We recommend creating an interface for each property.

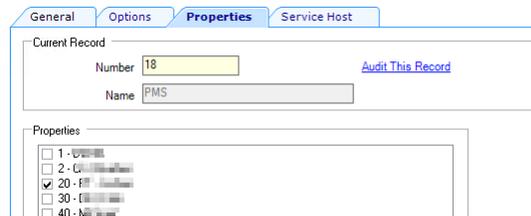
2. Click the **Options** tab, enable the desired options, and then enter the Enhanced PMS Interface application server's connection information under the **TCP Communications** header.
3. Click **Save**.

The screenshot shows the 'Options' tab of the configuration interface. The 'Current Record' section is the same as in the previous screenshot. The 'Options' section contains a list of checkboxes: '1 - Use 19 Digit Reference Entry for PMS Inquiries' (checked), '2 - Enable Interface Log' (checked), '3 - Allow Inquiry without Sign-In' (checked), '4 - Use 5 Digits for Number of Guests' (unchecked), '5 - On = Use 9 digits for Terminal IDs; Off = Use 2 digits for Terminal IDs' (checked), '7 - Download to Mobile MICROS' (unchecked), '8 - Enable Offline Posting' (unchecked), '9 - Determine Link Status Using Ping' (unchecked), '10 - On = Use 5-digit RVC #; Off = Use 3-digit RVC #' (checked), and '11 - On = Use 8-digit Check #; Off = Use 4-digit Check #' (checked). There is also an unchecked checkbox for 'Search within Context Sensitive Help'. The 'TCP Communications' section contains a 'TCP Host Name' field with the value 'fcbpcd' and a 'Port Number' field with the value '5010'.

 **NOTE:**

Only options 1, 2, 3, 5 must be checked, enabling option 8 will cause double posting.

4. Click on the **Properties** tab, enable the Enhanced PMS interface for each desired property, then **Save** changes.



The screenshot shows a web-based configuration interface with four tabs: General, Options, Properties, and Service Host. The Properties tab is active. Under the 'Current Record' section, there are two input fields: 'Number' with the value '18' and 'Name' with the value 'PMS'. A blue link 'Audit This Record' is next to the Number field. Below this is a 'Properties' section with a list of checkboxes. The checkbox for '20 - Enhanced PMS Interface' is checked, while others are unchecked.

5. Click on the **Service Host** tab, select the desired Service Host for the Enhanced PMS interface, and then click the **OK**.
6. Click **Save**.

 **NOTE:**

The service host can be any workstation that has enough power to handle the incoming queries.

Revenue Center Configuration

In EMC, select the Revenue Center, and then navigate to the Setup tab | Parameters | RVC Parameters | Interfaces tab.

Select the PMS interface to enable the interface for the RVC(s).

Navigate to and perform this step for every desired RVC (using the same **PMS** link for each RVC), then **Save**.

The screenshot shows the 'RVC Parameters' configuration page for 'Ristorante Ptsa'. The 'Interfaces' tab is active, displaying a grid of 16 dropdown menus. The second dropdown menu is selected and set to 'T8 - PMS', while all other dropdown menus are set to '0 - None'. Below the grid, there is a section for 'Table Management System Interface Options'.

Data Extensions – Add the Tender Media Extra Column

1. In EMC, navigate to Configuration | Data Extensions.
2. Click the **Insert** icon and add a record.
3. Enter the following information for the record:
 - Table: #71 Tender Media
 - Extra Column name: RoomCharge
 - Type: #4 Boolean
 - Data Constraints: N/A
 - Sort Priority: N/A
 - Display Width: 150
 - Translatable Name: “Enh.IFC – Room Charge” (translatable)
 - Translatable Help: “Enable this for Room-Charge Payments” (translatable)
 - Enable all three checkboxes.

#	Table	Extra Column Name	Type
71	Tender/Media	RoomCharge	4 - Boolean

Sort Priority	Display Width	Translatable Name	Translatable Help	Is Editable	Is Viewable	Is Downloadable
0	150	Enh.IFC - RoomCharge	Enable this for Room-Charge Payments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Tender/Media

In EMC, navigate to the Property level | Configuration tab | Sales | Tender/Media.

Create a **Room Charge** Tender Media record and configure the generic options as required.

The screenshot shows the configuration page for a Tender/Media record. The 'General' tab is active. Under 'Current Record', the 'Number' is 29 and the 'Name' is 'Room Charge'. Below this is the 'General Settings' section with the following fields:

- Privilege Group: 1
- Key Type: 1 - Payment
- NLU: 0
- SLU: 0 - None
- MMH SLU: 0 - None
- Icon: 0 - None
- Report Group: 0 - None
- SRM Payment Type: 0 - None

Room Charge Payment Setup

1. Click the **Options** tab, **Interface Options** tab, and then select the PMS interface from the **Interface Link** dropdown menu.

The name of the interface link and the option **View Interface Names for RVC** are only available when Tender/Media is configured at the property level.

2. Enable the following options:
 - [29 – ON=Post 0.00 Transactions to PMS; OFF=Do Not Post]
 - [31 – ON=PMS and Credit Cards Use 19 Digit Acct Number; OFF=16 Digits]
 - [38 - Use ISL TMED Procedure Instead of PMS Interface]
3. Click the **Ops Behavior** tab. In **General Options** section, ensure that Option **[5 - Reference Entry Required]** is not enabled.
4. Click **Save**.

Current Record

Number 29 [Audit This Record](#)

Name Room Charge

Search Printing Options **Interface Options** Credit Card Options Taxing Options Ops Behavior Charge Tip Options Miscellaneous Options

Payment Interface Options

Interface Link 1 - PMS

View Interface Names for RVC: 1 - Ristorante Pisa

- 29 - On=Post 0.00 Transactions to PMS; Off=Do Not Post
- 30 - On=Print PMS Response and Posting Msg; Off=Print Response only
- 31 - On=PMS and Credit Cards Use 19 Digit Acct Number; Off=16 Digits
- 32 - On=Post Amount Tendered to PMS; Off=Post Amount Due
- 38 - Use ISL TMED Procedure Instead of PMS Interface
- 39 - Reverse PMS Itemizers On Void Postings
- 40 - Switch to Alternate Tenders If PMS Timeout

Set the the Interface link for all of the payments that need to be auto balanced (e.g. Cash, Credit Cards, .etc)

Enable the Room Charge Option

Click the **Data Extensions** tab and check the Box **Enh.IFC – Room Charge**.

Current Record

Number 31 [Audit This Record](#)

Name Room Charge

Data Extensions

Column	Value
Enh.IFC - RoomCharge	<input checked="" type="checkbox"/>

The value must be checked for the room charge tender/media(s) (see above), uncheck for all other tender/media(s) (unless the option is greyed out).

Column	Value
Enh.IFC - RoomCharge	<input checked="" type="checkbox"/>

Page Design

In EMC, navigate to Configuration | User Interface | Content header | Page Design

Ensure that the previously reviewed **Room Charge** tender/media is configured correctly on the payment tab/page.

The screenshot shows the 'BUTTON' configuration window with the 'Advanced' tab selected. The 'Style' is set to 'Micros Wave Aquamarine'. The 'Legend' is 'Room Charge'. The 'Type' is 'Payment Tenders'. The 'Arguments' field contains 'Cash:Cash'.

Add the inquire buttons on required pages/tabs. Usually, the inquire buttons are created on the payment and/or function page/tab.

The screenshot shows the 'BUTTON' configuration window with the 'Advanced' tab selected. The 'Style' is set to 'Micros Wave Red'. The 'Legend' is 'Room Inquire'. The 'Type' is 'Function'. The 'Arguments' field contains 'Opera:1'.

Definitions:

- Type: function
- Sim inquire
- Argument: <EXTENSION APPLICATION NAME>:<INQUIRY NUMBER>

Inquire	Inquire Number
Room Inquire	1
Info Room Inquire	2
Short Inquire	5
Info Line Inquire	6
View Reservation Inquire	7
Extended Inquire	8

Reload Configuration	9
PMS Interface Information Inquire	911

Following the page design configuration, reload all workstations and restart the service hosts.

Features and Revisions (Version 2.70 and Higher)

This section includes a detailed breakdown of Service Charges with 14 Itemizers:

Itemizer		
1	Service-Charge based on SVC Itemizer 1	See remark (1) below
2	Service-Charge based on SVC Itemizer 2	See remark (1) below
3	Service-Charge based on SVC Itemizer 3	See remark (1) below
4	Service-Charge based on SVC Itemizer 4	See remark (1) below
5	Service-Charge based on SVC Itemizer 5	See remark (1) below
6	Service-Charge based on SVC Itemizer 6	See remark (1) below
7	Service-Charge based on SVC Itemizer 7	See remark (1) below
8	Service-Charge based on SVC Itemizer 8	See remark (1) below
9	OPEN Amount Service-Charge with no SVC Itemizer enabled	See remark (2) below
10	PRESET Amount Service-Charge with no SVC Itemizer enabled	See remark (2) below
11	Stored Value Transaction Service Charge	SVC Option Bit 14 ON
12	Non-Revenue Service Charge	SVC Option Bit 7 ON
13	Charged Tip	
14	Auto Service-Charge	

remark (1): Amount of any PERCENTAGE based Service Charges based on the SVC Itemizer (1-8) and the Menu-Items present on the check. For AMOUNT based Service Charge based on the FIRST active SVC Itemizer found (if any).

remark (2): Only used with AMOUNT based Service Charges with no SVC Itemizer enabled.

Enabling a more detailed breakdown of Service Charges will require related changes on the PMS/IFC8 side. As such, coordinate these changes with the PMS team.

This version includes any previously published changes, i.e.

- Fixed issue with check-details being send to multiple interfaces.
- Fixed issue with error-messages displayed when posting check-details and PMS interface being down. There should be NO error-messages displayed in this case. Error messages are only displayed during any INQ's and the actual tender process.
- Fixed logging issues during FINAL_TENDER.
- Fixed resolution issue on HHT (MC40) devices.