Oracle® Hospitality Cruise Shipboard Property Management System

Credit Card Setup Guide — Multiple Formats

Release 20.1
F33465–01
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ORACLE

Oracle Hospitality Cruise Shipboard Property Management System Credit Card Setup Guide — Multiple Formats, Release 20.1

F33465–01

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Preface

This document explains how the credit card interfaces is set up to communicate with the shore-side Credit Card Service Provider and to obtain card authorizations and settlements. Included in this guide are the credit card interfaces for:

- Papagena Format
- Generic Credit Card Format
- Ingenico Handling
- Servebase Handling
- Paypoint Handling
- NCL DCC Handling

Audience

This document is intended for installers, programmers, technical support teams, product specialists and others who are responsible for setting up SPMS version 20.1.

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 and any associated log files
- 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/cruise.html.

Revision History

Table 1 Revision History

Date	Description of Change
September 2020	• Initial publication

1

Papagena Format

The following section describes the setup, usage of Credit Card Transfer for PAPAGENA Handling.

Prerequisites, Supported Systems, and Compatibilty

Prerequisites, Supported Systems, and Compatibility

This section describes the minimum requirements for PAPAGENA Credit Card handling and supported peripherals.

Prerequisites

- Credit Card Transfer.exe
- Tools.exe
- SPMS Parameters
- SPMS DLL
  - MTIPADLIB.dll
  - IPADLIB.dll

Compatibility

SPMS version 20.1 or later. For customer operating on version below 20.1, database upgrade to the recommended or latest version is required.

SPMS Parameters

This section describes the Parameters available to the Credit Card Transfer module and they are accessible from **Administration module, System Setup, Parameter** function.

Table 1-1 PAR _GROUP General

PAR Name	PAR Value	Description
Enable Signature Capture for Credit Card	0 or 1	Prevent the credit card registration without a signature when enabled. 0 - Disable Signature Capture for Credit Card 1 - Enable Signature Capture for Credit Card

Table 1-1 (Cont.) PAR _GROUP General

PAR Name	PAR Value	Description
Disable C/Card and Posting when auth is decline	0 or 1	0 - No credit card deactivation and no posting disable 1 - Deactivate the credit card then the posting if there is no other credit card is active. 2 - Deactivate the credit card. Posting remains enabled.
Top Up Percentage	<value>	Specify top up percentage to be calculated with the total authorized amount. For example, Total Auth Amount=1000 * 15% = 1150 as New Auth Amount.
Test Auth Amount	<value>	Specify PAPAGENA test authorization amount for both online and offline mode.
Card Track Data not Stored	<BLANK>	List of card types that should not store track data in the database. Format (‘Card Type 1’,’Card Type 2’). For example, ('DS','DI','JC','DC').
Allow Manual Card Entry for Papagena	0 or 1	0 - Do not allow manual entry when card swipe fail 1 – Allow Manual Entry when card swipe fails.

Table 1-2 PAR_GROUP Interfaces

PAR Name	PAR Value	Description
Batch CCard Processing Format	PAPAGENA	Specify the message format to be generated by Credit Card Transfer program.
Merchant ID	<character>	Defines the Merchant ID for the authorization file.

Table 1-2 (Cont.) PAR_GROUP Interfaces

PAR Name	PAR Value	Description
CC Auth/Settlement Folder	Folder path	Repository location for authorization/settlement files generated by OHC Credit Card Interface Note: To avoid adverse impact on your system, please abstain from using the following folder path: • System Directory • "\Users\Public\Documents\Oracle Hospitality Cruise"

System Configuration

This section describes the setup of various system codes required by PAPAGENA handling and these codes are setup in **Administration module, Financial Setup, Department** setup.

Department Setup

For charging and posting, a debit and credit department code of each credit card type accepted by the ship must be configured in SPMS.

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** to create a Sub-Department cod
3. Under the **Main Department section**, enter the credit/debit card information such as Payment Type, Department Code, and Description.
4. In the **Payment Type Details** section,
   a. Enter the first two 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, and others.
   c. Select the corresponding **Credit Card Internal ID** from the drop-down box.
   d. Enter the **Credit Card Merchant Number** provided by the Service Provider.
   e. Set the **Minimum Authorized Value** to **0**.
   f. Select the **Commission department** from the drop-down list and update the **commission rate** in percentage.
   g. Check the **Debit Card No Commission** charge if the commission is not applicable to debit card.
5. In the **Department Security** access, select the appropriate security level from the drop-down box.

6. Select the **Payment Type** in Payment Department Type, either Both Credit and Debit card, Credit card or Debit card.
7. Click **OK** to save.

Receipt Setup

A receipt can be generated upon payment and this requires 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 Oracle Hospitality Cruise Support if you would like to configure a customized receipt format.

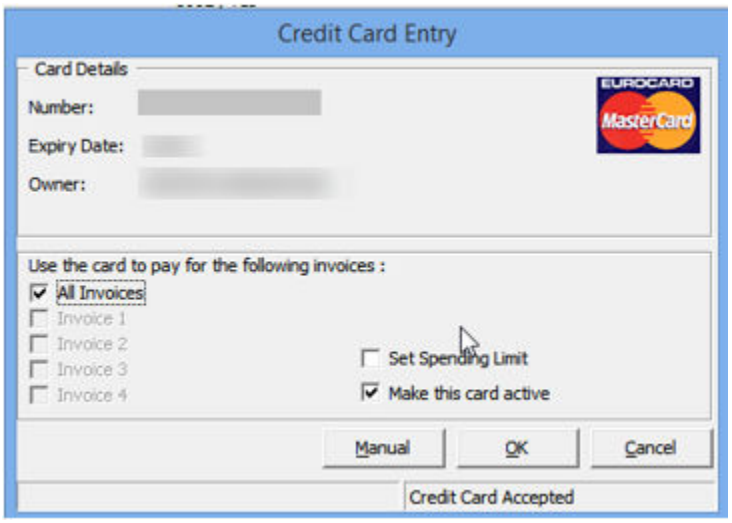
Registration of Credit Card

The SPMS program does not allow credit card registration without a signature if the parameter **'Enable Signature Capture for Credit Card'** is Enable, and a signature device is configured in hardware option setup.

Registering Credit Card in Management Module

1. Login to the Management module and select **Guest** from the **Cashier Menu**.
2. Select a checked-in guest and click **Get Credit Card** button.
3. The system prompts for a card to be swipe.
4. After you swiped the credit card, the credit card details, validity and status of the card populates onto the **Guest Handling, Credit Card Entry** screen. If the card is valid, the card status is shown as **'Credit Card Accepted'**.

Figure 1-1 Credit Card Entry Screen



5. Click **OK** to proceed with payment card registration or click **Cancel** to terminate the payment card registration process.
6. When you click **OK**, the system prompts a signature screen for card holder to sign and activates when the parameter **'Enable Signature Capture for Credit Card'** is enabled and Signotec LCD Signature Pad Omega is installed.
7. Allow the cardholder to place the signature on the Signotec Signature pad and press the **green check mark** to complete the credit card registration. To capture a new signature, press the **Refresh** icon to clear the screen.

8. After the registration is successful, this set off a confirmation prompt. Click **OK** to confirm. If the '**X**' is clicked, this cancel the token request.

Figure 1-2 Credit Card Screen — Credit Card Registration is Complete

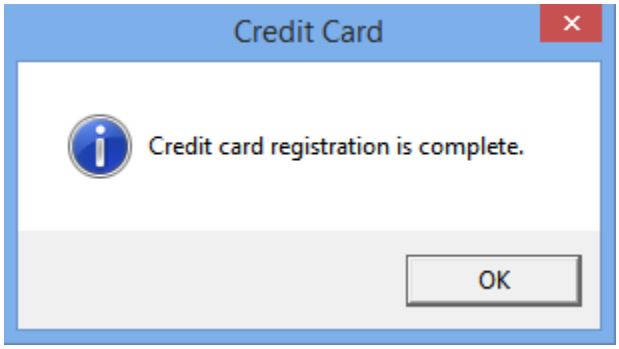
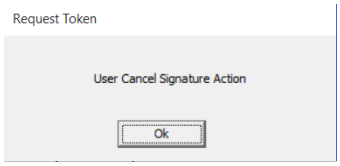
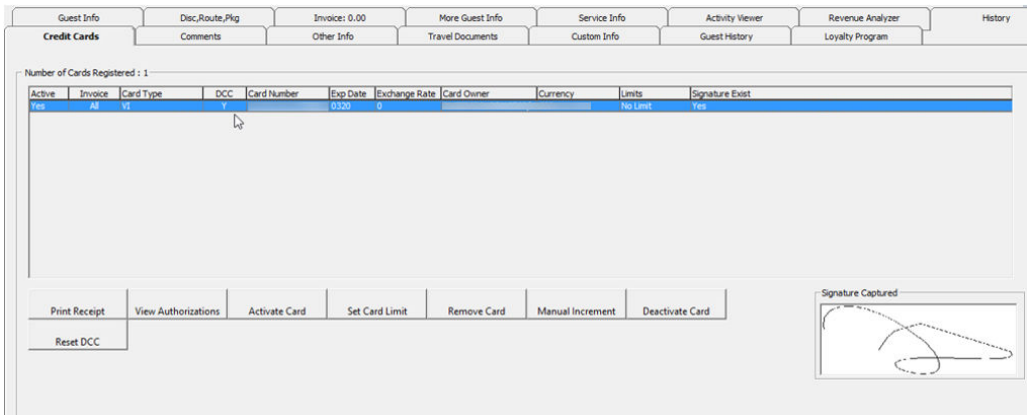


Figure 1-3 Signature Screen — User Cancel Signature Action



9. The credit card information and signature captured are stored in **Guest Handling Credit Card** tab.

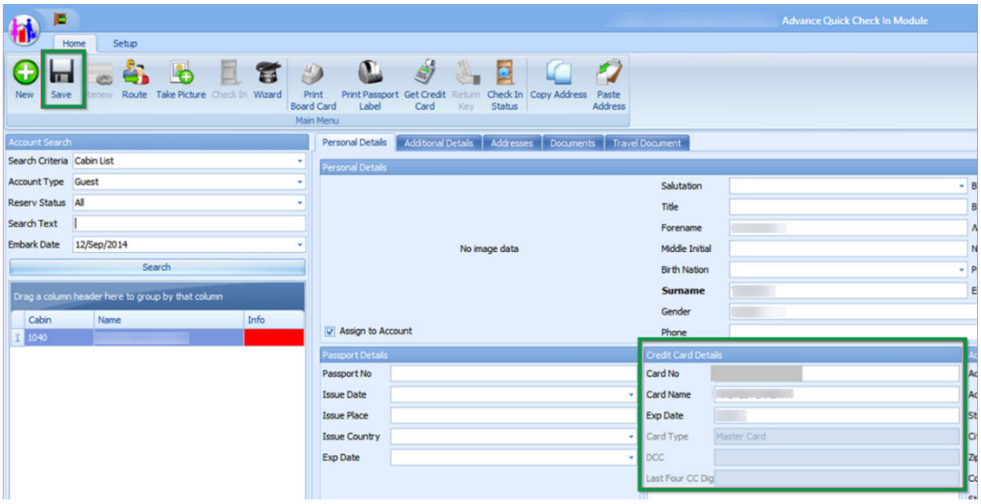


Registering Credit Card in Advance Quick Check-In (AQCI)

1. Start the AQCI program and select a checked-in passenger.
2. Click the **Get Credit Card** button at the ribbon bar. Both the devices prompt 'Please Swipe card'. At the Request Token prompt, swipe the credit card through a card reader device.

3. The swiped credit card details populate under Credit Card Details field. Click **Save** at the ribbon bar to save the information and this activates the signature screen on Signotec Signature pad if the device is installed.

Figure 1-4 Advance QCI Credit Card Section



4. Click **Save** to proceed with the registration process. The signature screen prompts when parameter '**Enable Signature Capture for Credit Card**' is enable and Signotec Signature Pad is installed
5. The registered credit card details are stored in **Guest Handling, Credit Card** tab.

Credit Card Transfer Interface

The Credit Card Interface has several functions enabled for PAPAGENA handling through the Credit Card Batch Authorization and they are listed below.

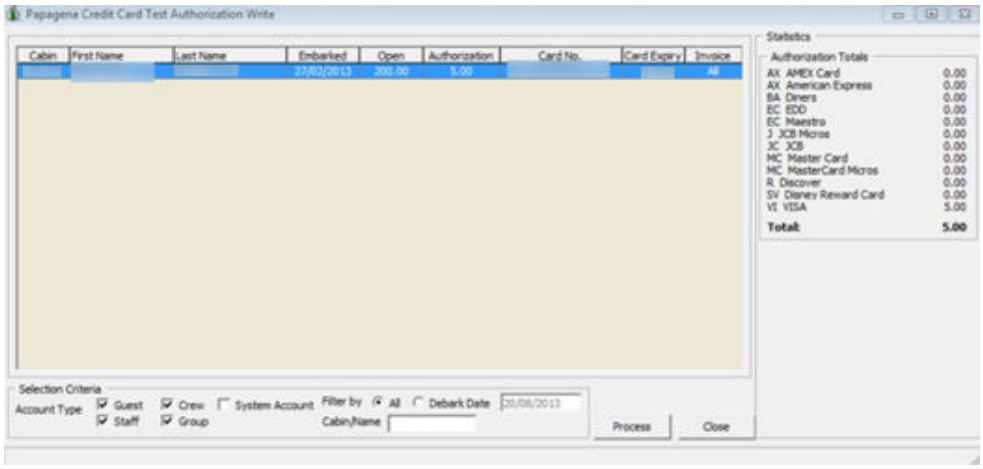
Table 1-3 Credit Card Transfer Interface Functions

Authorization	Settlement
• Test File • New Authorization File • Read Authorization File • Manual Authorization File	• New Settlement File • Read Settlement File

Creating Test Authorization File

1. Start the **Credit Card Transfer Interface** and selectthe **Authorization** menu.
2. Select the **Test File** option from the drop-down menu.
3. All payment card requiring authorization are listed in the Test Authorization screen, with the exception of credit card registered with a token.

Figure 1-5 Credit Card Transfer — Test Authorization Screen

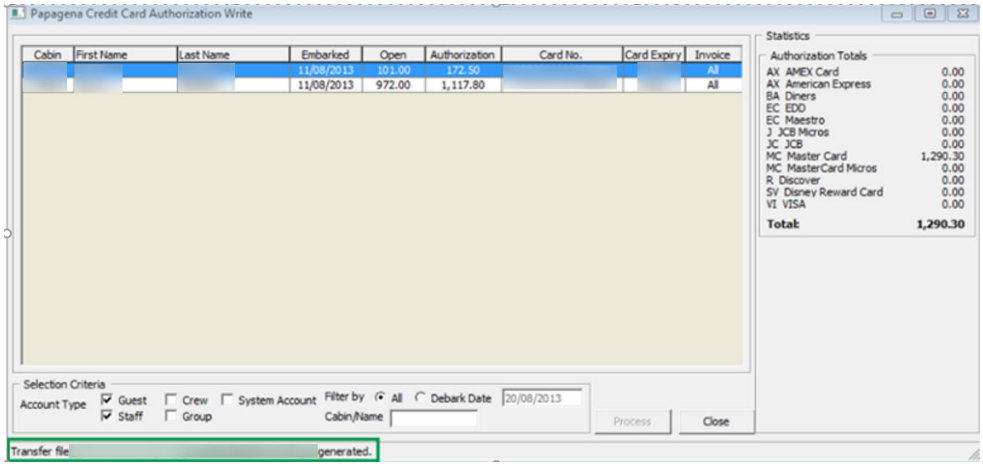


4. Click the **Process** to generate the Test Authorization. The amount shown in the Test Authorization is the value set within parameter **'Test Auth Amount'**.

Creating Initial Authorization File

1. Repeat step 1 of *Creating Test Authorization File* and then select **New Authorization File** from the drop-down menu.
2. All payment cards requiring an incremental authorization are listed in the PAPAGENA Credit Card Authorization Write screen.

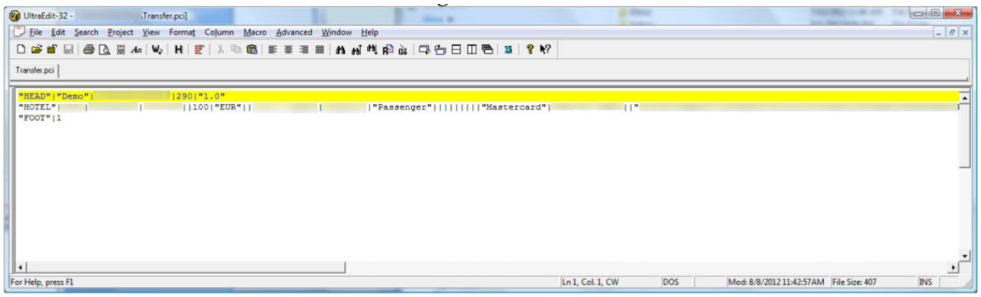
Figure 1-6 Credit Card Transfer — New Authorization Screen



3. The initial authorization can only be generated when the Test Authorization is APPROVED. Below are the validation prompt during the Test Authorization when generating an initial authorization for:
   a. Credit Card registered without Test Authorization or No Test Authorization - The system prompts 'There is Test Authorization not created yet'.
   b. Credit Card registered with Test Authorization has status *Outstanding* or *Declined* - The system prompts ''There is Test Authorization without response or declined response'
4. Click the **Process** button to generate the Initial Authorization file. After the incremental authorization file is created, the location of the saved file is displayed

on the screen. A sample of the incremental file is illustrated in Figure 1-10 - Sample Authorization File

Figure 1-7 Sample Authorization File



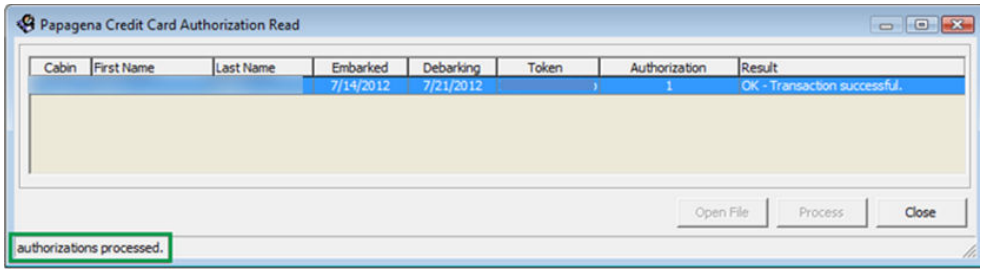
5. The authorization status of the card is shown as *Outstanding* in **Management module, Guest Handling, Credit Card** tab**, View Authorization** function.

Reading Authorization File

After the authorization request is processed by the Merchant/Service Provider, a response file with authorization codes is returned. These authorization codes are updated in the guest account using the Read Authorization function.

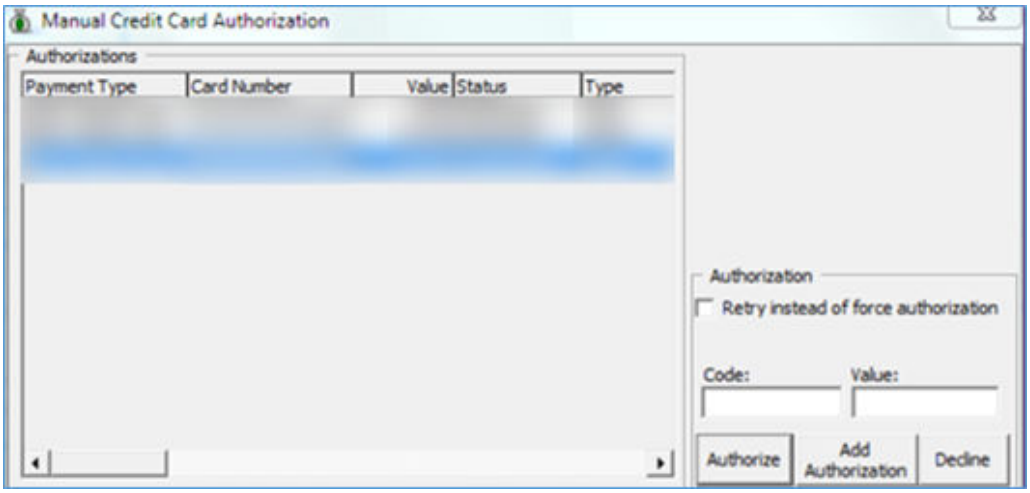
1. Repeat step 1 of *Creating Test Authorization File* and select **Read Authorization File** from the drop-down menu.
2. On PAPAGENA Credit Card Authorization Read screen, select **Open** to locate the response file returned by the merchant.
3. Click the **Process** button to process the information on file. A progress status is shown on the screen.

Figure 1-8 Credit Card Transfer — PAPAGENA Credit Card Authorization Read



4. At the end of the process, the system updates the payment card status to *Authorized*. This can be verified by logging into **Management module, Guest Handling, Credit Card** tab**, View Authorization** function.

Figure 1-9 Management - Authorization Screen



The above process also updates the CRD_TOKEN field followed by CCT_TOKEN field in the database, if the settlement record is created before running the Read Authorization.

Creating Incremental File

When an account balance exceeds the initial authorization amount, an additional authorization value must be obtained to allow postings to flow through the account.

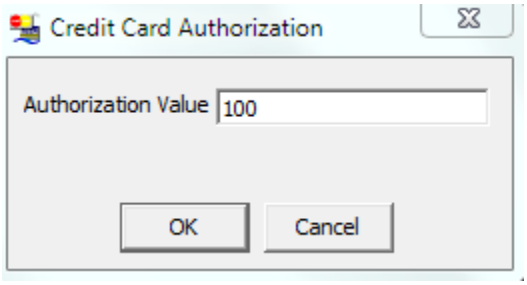
The process to obtain additional authorization is the same as the steps in *Creating Initial Authorization File* and *Reading Authorization File*.

Obtaining Manual Authorization

A manual authorization is obtain able on ad hoc basis and this is performed within the guest account.

1. In Management module, **Guest Handling** function, select the guest account.
2. Navigate to the **Credit Card** tab and click **View Authorization**.
3. In the Authorization screen, select **Add Authorization**.
4. Enter the value including the initial authorized value in the Credit Card Autorization screen when prompt, and click **OK** to save.

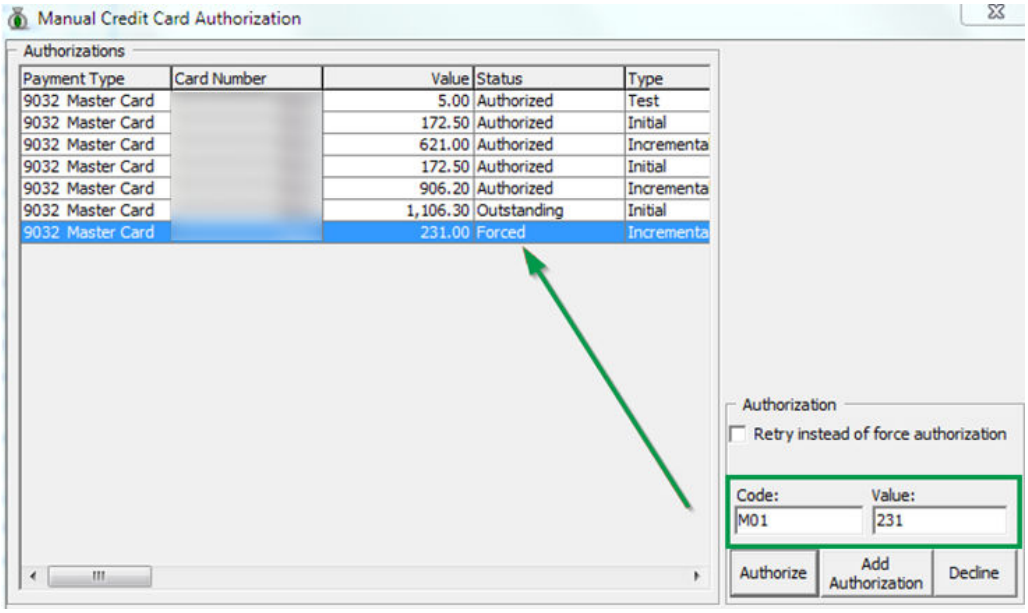
Figure 1-10 Management — Add Authorization Screen



5. An additional authorization is added to the Authorization grid with its status shown as *Outstanding*. Select the line item from the grid and enter the code and value

obtained, then click **Authorized**. This process overwrites the existing value and changes the authorization status to *Forced*, and writes the authorization code into the Settlement file as last authorization code.

Figure 1-11 Management — Manual Authorization



Creating Settlement File

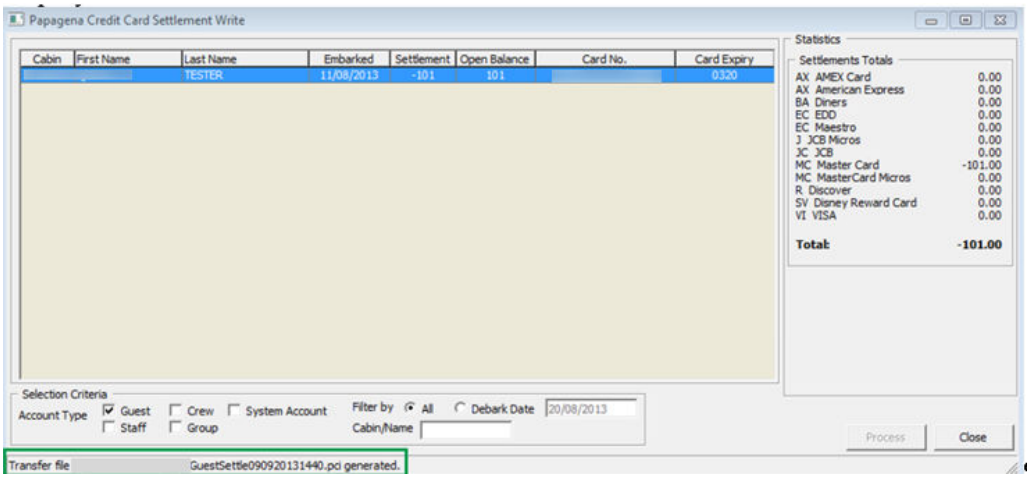
At the end of an invoice settlement, the system writes the settlement into the Settlement file, to be processed in batch.

1. At the Credit Card Transfer Interface, select **Settlement** menu, then **New Settlement File** from the drop-down menu.
2. The settlement file can only be generated when the Test Authorization is APPROVED. Below is the validation prompt during the Test Authorization when generating an initial authorization for:
   a. Credit Card registered without Test Authorization or No Test Authorization - the system prompts ‘There is Test Authorization not created yet’.
   b. Credit Card registered with Test Authorization has status as *Outstanding* or *Declined* - the system prompts ‘There is Test Authorization without response or declined response.

      If the Settlement has Test Authorization as *Outstanding* or *Declined*, this settlement only shows in the Settlement Write screen and it does not write into the Settlement File

      If the Settlement does not an authorization and `CCT_TOKEN` the settlement is then written into the Settlement File with `CC|ORDER`
3. Click the **Process**button to generate the Settlement File. After the Settlement file is created, the location of the saved file is displayed on the screen.

Figure 1-12 Credit Card Transfer — Settlement Write Screen

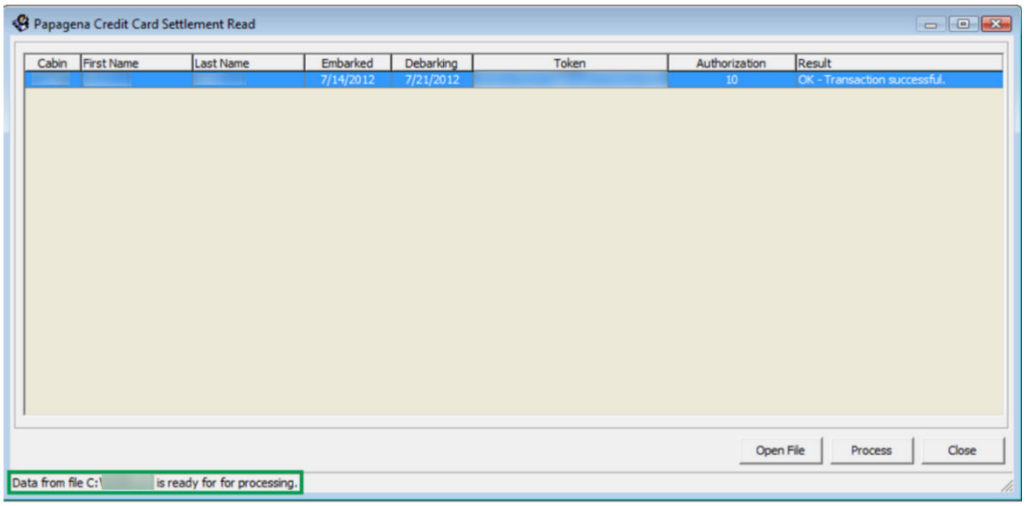


Reading Settlement File

A response file is sent back by the merchant or service provider after the settlement is processed at their end. You are required to upload the file and update the Settlement transactions status.

1. From the Settlement drop-down menu, select **Read Settlement File**.
2. On the PAPAGENA Credit Card Settlement Read screen, click the **Open File** button to locate the Settlement Response file.
3. The status of the process is displayed on the Settlement Read screen. Click the **Process** button to read and update the Settlement record.

Figure 1-13 Credit Card Transfer — Settlement Read Screen (Ready to Process)



Troubleshooting

This section describes the troubleshooting steps in resolving some known issues encountered in PAPAGENA Handling across various modules.

Tools

Table 1-4 Tool Known Issue and Solution

Known Issue	Solution
Error — 'Key unable to upload'	Register `PGPBBox7.dll` with `regsvr32.exe` again.
Error — 'License Key has not been set'	Register `PGPBBox7.dll` with `regsvr32.exe` again.

Credit Card Transfer Interface

Table 1-5 Credit Card Transfer Interface Known Issue and Solution

Known Issue	Solution
Credit Card Transfer doesn't reflect correct desired credit card format	Check the credit card format setup in Administration Module, System Setup, Database Parameter, 'Interfaces', 'Batch CCard Processing Format'.

PAPAGENA Mapping Fields

This section describes the mapping fields used in PAPAGENA Credit Card format.

File name format

The file naming format for PAPAGENA is explained in below table. For example: GuestTransfer071020161138.pci

Table 1-6 PAPAGENA File Format

Name	Description
Guest	The first word of the file name represents the Account Type base on the filter used to generate the authorization file. Guest - GuestTransfer#######.pci Crew - CrewTransfer#######.pci Group - GroupTransfer#######.pci Staff - StaffTransfer#######.pci All filter - <Blank>Transfer#######.pci
Transfer	The second word of the file name represents the type of transfer. TestTransfer = test authorization file Transfer = Authorization transaction file Settle = Settlement transaction file

Table 1-6 (Cont.) PAPAGENA File Format

Name	Description
071020161138	The date/time format of the authorization file DDMMYYYYHHMM
pci or pcr	The file format extension of the authorization file pci = request file pcr = response file

Request File Format

The following tables describes the field definitions for a Request File for Authorization and Settlement.

Table 1-7 Request File Format

Field	Type	Size	Definition
Header			
Head	Varchar	4	Fixed value: “HEAD”
data-source	Varchar	30	File sender name, example “MV SHIP”
Date	Int	12	Format: YYMMDDHHMMSS, 111019130712
file-number	Int	12	Counter for the file, example 42
Version	Varchar	4	The version string of our batch file, example 1.0
Batch Record			
MerchantID	Varchar	20	Merchant ID. For example HOTEL
Paytype	Varchar	10	“CC” - for VI, MC “EDD” - for EC “TO” - for if token with value

Table 1-7 (Cont.) Request File Format

Field	Type	Size	Definition
Trxtype	Varchar	12	|tstauth|incauth|capture|refund tstauth: Test authorization, it is a mandatory authorization prior to generating an initial authorization. incauth: Incremental authorization increases amount of an existing authorization. Input has to be the total amount (initial+additional amount). capture: Book a pre-authorization. Capture amount has to be less than or equal to the authorized amount. refund: Refund an amount only valid for an existing order.
TransID	Varchar	50	Unique transaction identification number in ASCII. Does not support special characters.
TransID reference	Varchar	50	Reference to the original unique transaction where necessary. For example, capture, refund, incauth for an already existing transaction.
Amount	Int	9	Always in the smallest currency unit (in cent for Euro and so on, example 100 for 1 Euro), empty if Trxtype=register

Table 1-7 (Cont.) Request File Format

Field	Type	Size	Definition
Currency	Varchar	3	Currency code according to ISO 4217 for this transaction, for example, EUR,USD, or follow the Ship's currency.
Description	Varchar	27	Note to Payee in text for Employment Development Department (EDD) Debit Card or other Payment Method.
AppCodeTel	Int	6	Special authorization code obtained manually through telephone for an authorization from an acquirer.
Customer	Varchar	27	Customer name
CD_customerid	Varchar	16	Customer ID in Customer Relationship Management System.
CD_customertype	Varchar	12	Type of customer, for example crew, passenger, staff, and others.
CD_orderid	Varchar	16	Unique order-id
CD_paxid	Varchar	16	Customer unique id
CD_cruiseid	Varchar	10	Travel number
CD_accountid	Varchar	12	On-board account number
CD_roomid	Varchar	6	Cabin number
CD_invoiceid	Varchar	12	Account number
Reference	Varchar	30	Additional reference.
Token	Varchar	30-40	UUID, ex. ed4bdf30-4ac4-102f-991a-000bcd838e00. Reference for a payment account, either from pre-registration (manifest) or earlier batch reply. Token usage is mandatory.

Table 1-7 (Cont.) Request File Format

Field	Type	Size	Definition
CC_brand Varchar	Varchar	10	Credit card brand MasterCard, VISA, AMEX, DC, JCB.
CC_cardowner	Varchar	27	Card owner.
EDD_accountowner	Varchar	27	Bank account owner.
Track1enc	Varchar	256	For future use.
Track2enc	Varchar	256	For future use.
Track3enc	Varchar	256	For future use.
KSN	Varchar	32	For future use.
TransID reference	Varchar	50	Reference to the original unique transaction where necessary. For example, capture, refund, incauth for an already existing transaction.
Amount	Int	9	Always in the smallest currency unit (in cent for Euro and so on, example 100 for 1 Euro), empty if Trxtype=register
Currency	Varchar	3	Currency code according to ISO 4217 for this transaction, for example, EUR,USD, or follow the Ship's currency.
Description	Varchar	27	Note to Payee in text for Employment Development Department (EDD) Debit Card or other Payment Method.
AppCodeTel	Int	6	Special authorization code obtained manually through telephone for an authorization from an acquirer.
Customer	Varchar	27	Customer name
CD_customerid	Varchar	16	Customer ID in Customer Relationship Management System.

Table 1-7 (Cont.) Request File Format

Field	Type	Size	Definition
CD_customertype	Varchar	12	Type of customer, for example crew, passenger, staff, and others.
CD_orderid	Varchar	16	Unique order-id
CD_paxid	Varchar	16	Customer unique id
CD_cruiseid	Varchar	10	Travel number
CD_accountid	Varchar	12	On-board account number
CD_roomid	Varchar	6	Cabin number
CD_invoiceid	Varchar	12	Account number
Reference	Varchar	30	Additional reference.
Token	Varchar	30-40	UUID, ex. ed4bdf30-4ac4-102f-991a-000bcd838e00. Reference for a payment account, either from pre-registration (manifest) or earlier batch reply. Token usage is mandatory.
CC_brand Varchar	Varchar	10	Credit card brand MasterCard, VISA, AMEX, DC, JCB.
CC_cardowner	Varchar	27	Card owner.
EDD_accountowner	Varchar	27	Bank account owner.
Track1enc	Varchar	256	For future use.
Track2enc	Varchar	256	For future use.
Track3enc	Varchar	256	For future use.
KSN	Varchar	32	For future use.

Response File Format

The following table describes the field definition for a Response File for Authorization and Settlement.

Table 1-8 Response Field Format

Field	Type	Size	Definition
Head	Varchar	4	Fixed value: “HEAD”
data-source	Varchar	30	File sender name, example “MV SHIP”

Table 1-8 (Cont.) Response Field Format

Field	Type	Size	Definition
Date	Int	12	Format: YYMMDDHHMMSS, 111019130712
file-number	Int	12	Counter for the file, for example 42
Version	Varchar	4	The version string of our batch file, example 1.0
Response Record			
TransID	Varchar	50	unique transaction id
Token	Varchar	40	token, UUID for this payment account. Only if the payment account (credit card or EDD) is valid.
Return-code	Varchar	10	00000000 (8 zeros for OK) NNNNNN (for Error. For example. 23055310)
Status	Varchar	10	The textual representation of return code, “OK“, “Error“
Description	Varchar	255	Description for Status
Reference	Varchar	30	Additional reference (same as input parameter)
CD_customerid	Varchar	16	Customer number from CRM
Approvalcode	Int	6	Approval-code for this transaction
EPAref	Int	9	EPA-Reference for this transaction, only used for Accounting
auth_time	Varchar	20	Server time stamp for the single transaction, format YYYY-MM-DDTHH:MM:SS as UTC Time
Footer			
Foot	Varchar	4	Fixed value: “FOOT“
Counter	Int	9	Total number of records

2
Generic Credit Card

The Credit Card Transfer is an interface that communicates with the shore-side Credit Card Service provider to obtain the card authorization and settlement through batch transfers.

Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirements to operate the supported credit card device for Generic Credit Card Handling.

Prerequisite

Credit Card Transfer.exe

Tools.exe

SPMS Parameters

Compatibility

SPMS version 20.1 or later. For customer operating on version below 20.1, database upgrade to the recommended or latest version is required.

SPMS Parameters

This section describes the Parameters available to the Credit Card Transfer module and they are accessible in **Administration module, System Setup, Parameter** function.

PAR_GROUP General

Table 2-1 PAR Group General

PAR Name	PAR Value	Description
Enable Signature Capture for Credit Card	0 or 1	0 - Disables Signature Capture for Credit Card 1 - Enables Signature Capture for Credit Card
Number of day before debarkation	2	Specifies the number of days before guest debarkation date to swipe the exact amount for debit/ credit card in online mode

Table 2-1 (Cont.) PAR Group General

PAR Name	PAR Value	Description
Disable C/Card and Posting when auth is decline	0 or 1 or 2	0 - No credit card deactivation and no posting is disable. 1 - We will deactivate the credit card first, if there is no more active credit card, the guest posting will be disable. 2 - Deactivates the credit card but posting is still enable.
Online Initial Auth Amount	<Amount>	Specifies the initial authorization amount for all card types when card is swiped at the terminal in Online mode.
Online Debit Initial Auth Amount	10,20,30,40	Specifies four amounts for the debit card initial authorization amount
Top Up Percentage	<value>	Specifies the top up percentage to be calculated with the total authorized amount. For example: Total Auth Amount=1000 * 15% = 1150.
Number of Credit Card Front Digit to Display	<Value>	Only value 0 - 6 is allowed in this parameter. The value define in this parameter is to reflect the front digit of the credit card number in the report.
Card Track Data not Stored	<BLANK>	List of card types that should not store track data in database. Format (‘Card Type 1’,’Card Type 2’). For example: ('DS','DI','JC','DC')

PAR_GROUP Interfaces

Table 2-2 PAR Group Interfaces

PAR Name	PAR Value	Description
Batch CCard Processing Format	OHCCreditCard	Specifies the message format to be generated by Credit Card Transfer
Merchant ID	<character>	Defines the Merchant ID for the authorization file

Table 2-2 (Cont.) PAR Group Interfaces

PAR Name	PAR Value	Description
CC Auth/Settlement Folder	Folder path	Repository location for authorization/settlement files generated by OHC Credit Card Interface Note: To avoid adverse impact on your system, please abstain from using the following folder path: `System Directory"\Users\Public\Documents\Oracle Hospitality Cruise"`

PAR_GROUP Not Specified

Table 2-3 PAR_GROUP Not Specified

PAR Name	PAR Value	Description
CC Transfer Format	OHCCreditCard	Specifies the message format to be generated by Credit Card Transfer

System Configuration

This section describes the setup of various system codes required by the Generic Credit Card handling and these codes are setup in **Administration module, Financial Setup, Department Setup**.

Department Setup

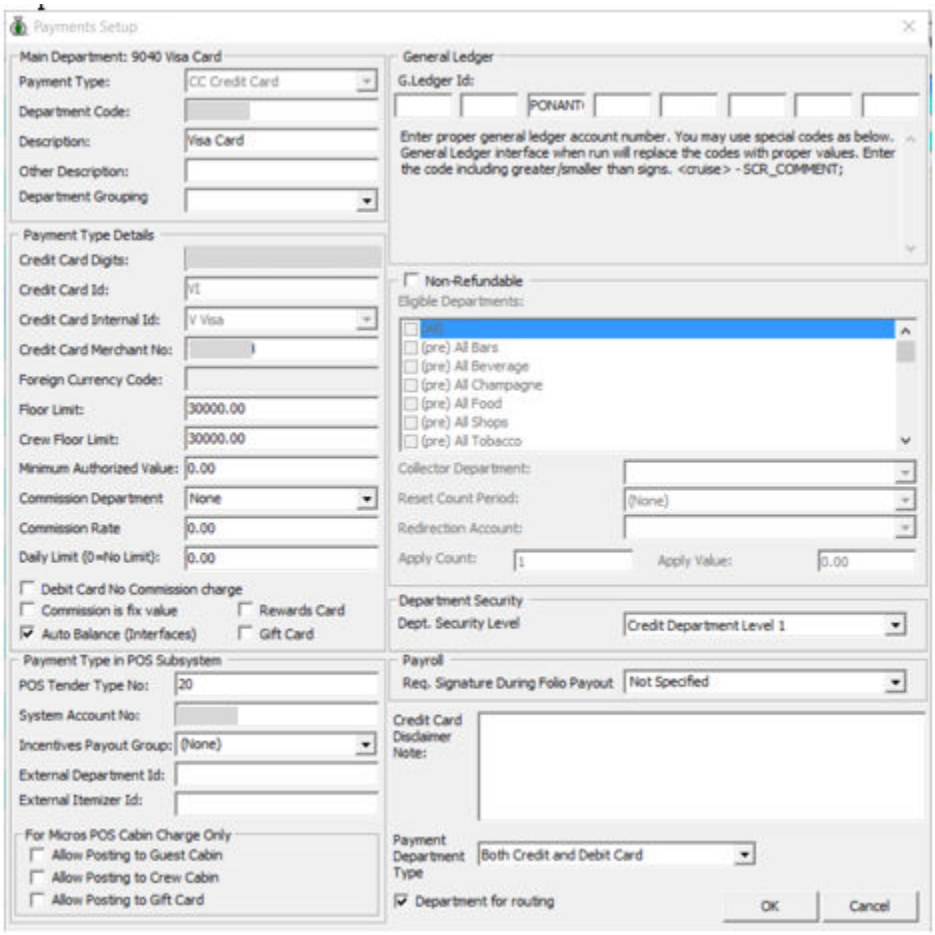
Department Setup

A debit and credit department code of each credit card type accepted by the ship must be configured for charging and posting to take place.

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** to create a Sub-Department code.

Figure 2-1 Department Code Setup



3. Under the **Main Department section**, enter the credit/debit card information such as Payment type, department code and description.
4. In the **Payment Type Details** section,
   a. Enter the first two 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, and others.
   c. Select the corresponding **Credit Card Internal ID** from the drop-down box.
   d. Enter the **Credit Card Merchant Number**provided by the Service Provider.
   e. Set the **Minimum Authorized Value** to **0**.
   f. Select the **Commission department** from the drop-down list and update the **commission rate** in percentage.
   g. Check the **Debit Card No Commission**charge if commission is not applicable to debit card.
5. In the **Department Security** access, select the appropriate security level from the drop-down box.
6. Select the **Payment Type** under the Payment Department Type, either Both Credit and Debit card, Credit card or Debit card.

7. Click **OK** to save.

Receipt Setup

A receipt can be generated upon payment and this requires 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 Oracle Hospitality Cruise Support if you would like to configure a customized receipt format.

Transaction Services Installation

In order to have the program to work seamlessly and as a standard installation, a Web Services installation is required. Download the latest *Installation Guide* from Oracle Help Center and follow the steps to install

Registering a Credit Card

The Generic Credit Card handling has two operating modes - **Attended** and **Unattended**. The Unattended Mode offers user a payment solution in an unmanaged environment such as kiosk, self-service outlets, whereas the Attended Mode would require users' intervention. Registration of credit card in both modes are performed through a Web Service function.

Registering Credit Card in Attended Mode

The Attended Mode is a direct sales mode that register a card, perform the sale transaction, and deactivate the card after the sale transaction is complete and at the same time insert the card details into the account as *Inactive*. A board card or cruise card is required in order to process the sales transaction and a re-registration of the card if the guest decide to use the same card for settlement at a later stage

Viewing Authorization Amount in Management module for Attended mode

1. Login to **Management** module and navigate to **Guest Handling** screen.
2. In the **Search Panel**, browse for the guest account and navigate to the **Credit Card** tab in the guest account. The registered card should be in an *Inactive* mode.
3. To display the initial authorization, select the credit card and click **CView Authorization** in the middle section of the screen.
4. Navigate to the **Invoice tab** to view the sale transaction of the credit card. The amount is credited automatically onto the invoice if the card is a Debit Card.

Figure 2-2 Authorization Display on Invoice — Credit Card

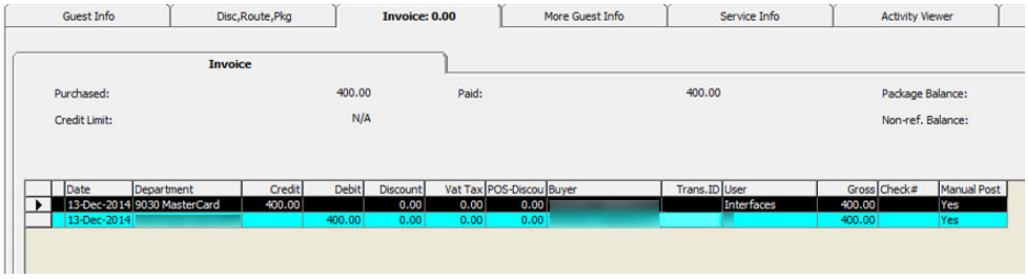
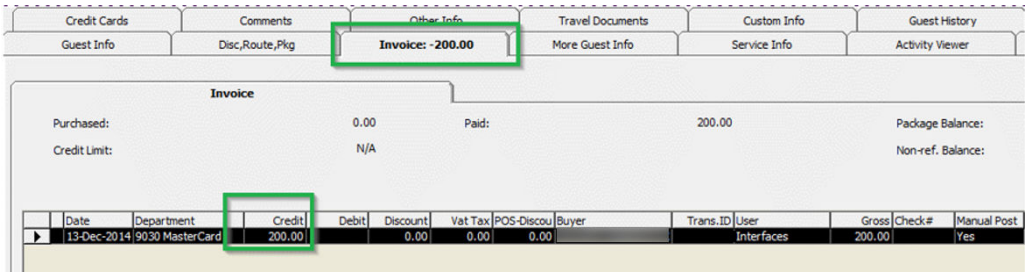


Figure 2-3 Management Authorization Display on Invoice — Debit Card



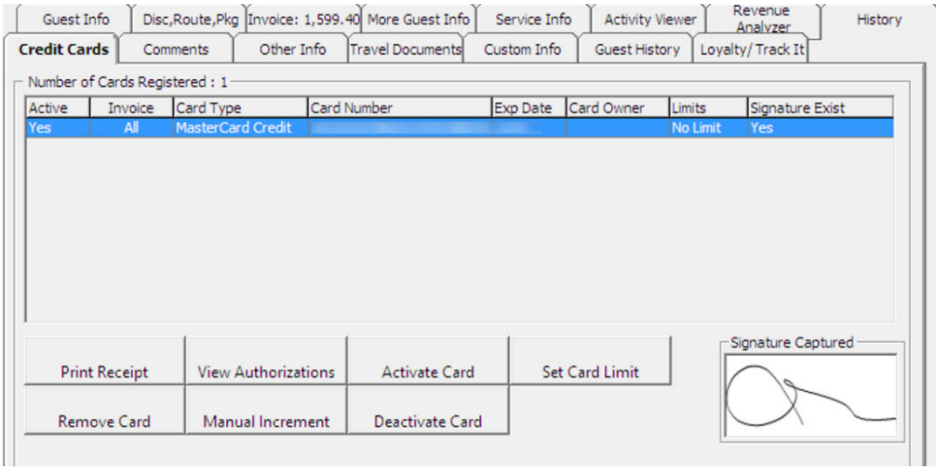
Registering Credit Card in Unattended Mode

The Unattended mode registers the card as *Active* in the guest account and post a credit if the registered card is a debit card. A board card or cruise card is required for payment card registration.

Viewing an Authorization Amount in Management module for Unattended mode

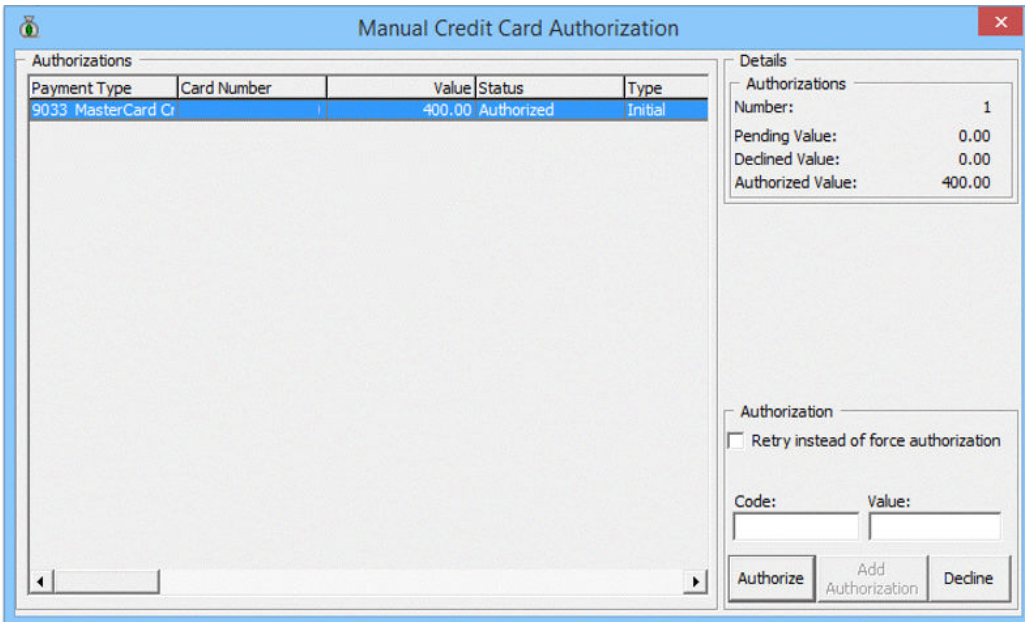
1. Login to **Management** module and navigate to **Guest Handling** screen.
2. In the **Search Panel**, browse for the guest account and navigate to the **Credit card** tab in the Guest account.

Figure 2-4 Management Authorization View



3. Select the registered credit/debit card and click **View Authorizations** to display the Initial Authorization.

Figure 2-5 Management Initial Authorization View



Credit Card Transfer Interface

The Credit Card Interface has several functions enabled for Generic Card Transfer handling through the Credit Card Batch Authorization and they are listed below.

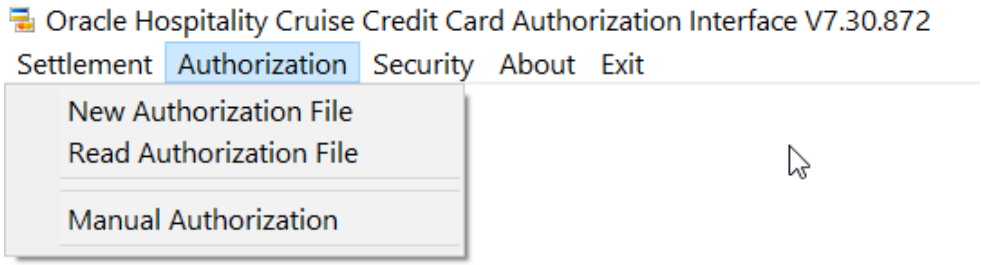
Table 2-4 Credit Card Transfer Interface Functions

Authorization	Settlement
• Test File • New Authorization File • Read Authorization File • Manual Authorization File	• New Settlement File • Read Settlement File

Creating Incremental / Top up Authorization File

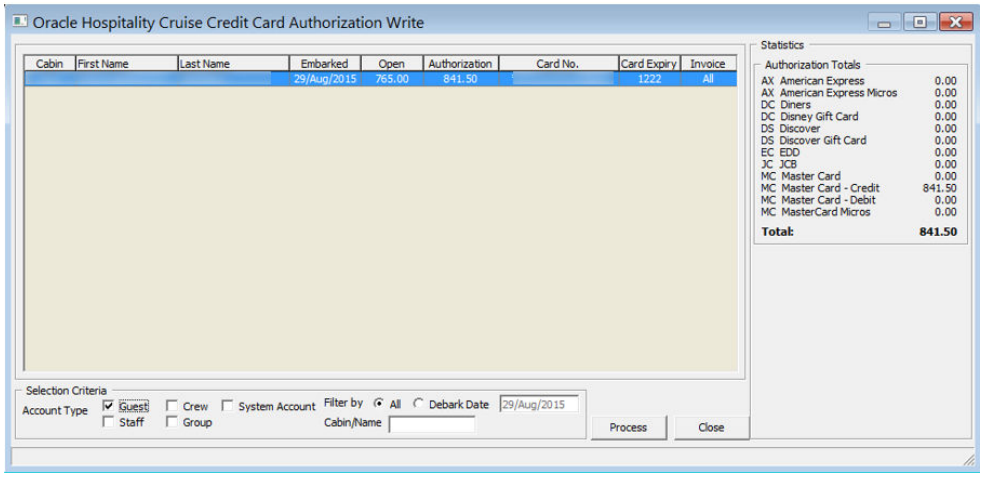
1. Start the **Credit Card Transfer Interface** and select **Authorization** menu, and **New Authorization File** from the drop-down menu.

Figure 2-6 Credit Card Transfer — Authorization Tab



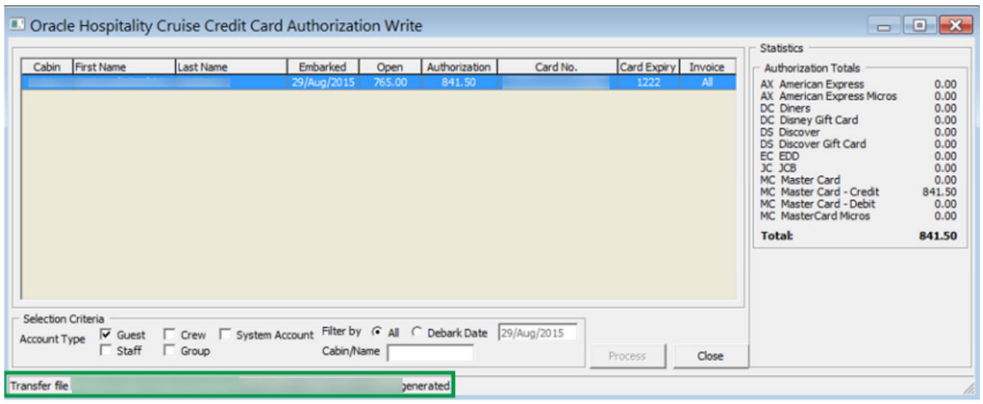
2. In the Cruise Credit Card Authorization Write screen, a list of credit cards requiring incremental authorization are displayed in the grid. Use the Selection Criteria to filter the desire information.

Figure 2-7 New Authorization Screen



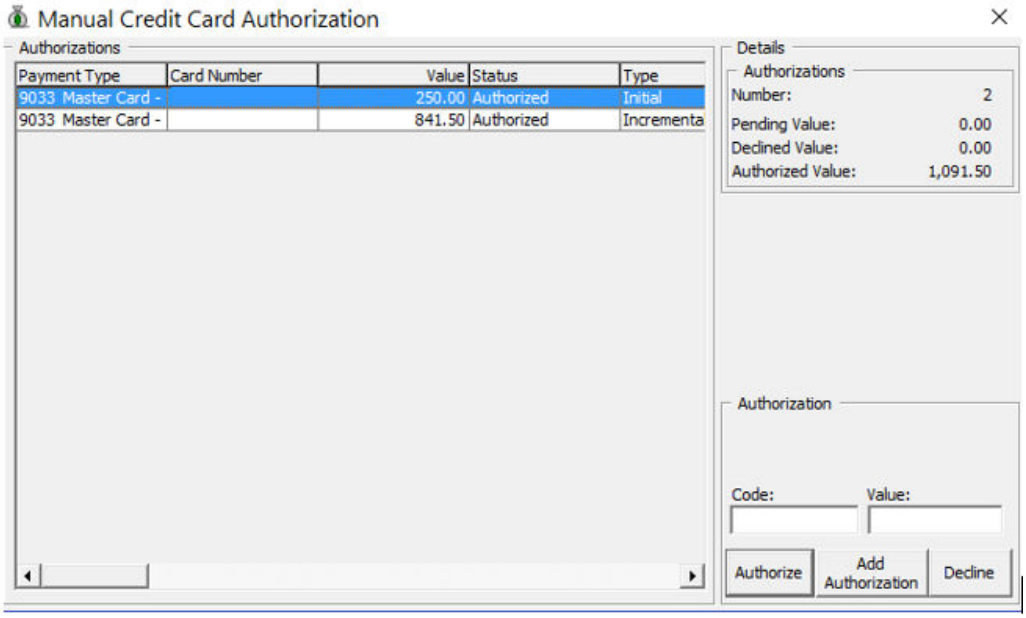
3. Click the **Process** button to generate the Authorization file. After the file generation completes, location of the saved file is indicated on the screen.

Figure 2-8 Authorization File Location



4. In **Management** module, **Guest Handling** function, select the guest account and navigate to **Credit Card tab**. Click **View Authorization** to open the Authorization screen. Status of the transaction pending authorization are reflected as ‘Outstanding’.

Figure 2-9 Management — Authorization Screen Manual

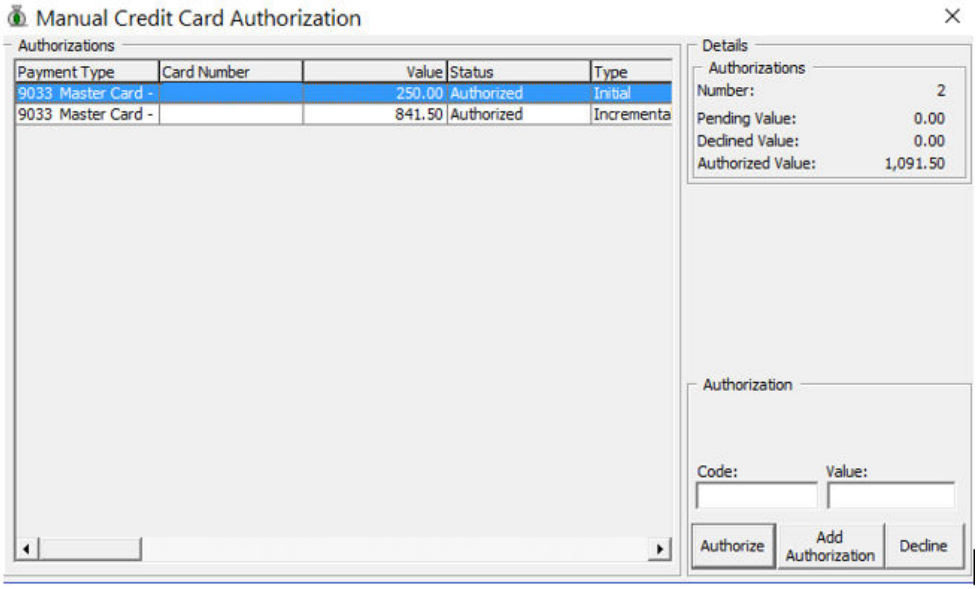


Reading Authorization File

After the Merchant/Service Provider processes the authorization request, a response file with authorization codes is returned. You are required to update the authorization codes into the guest account using the Read Authorization function.

1. Repeat step 1 of *Creating Incremental/Top Up Authorization File* and select **Read Authorization File** from the drop-down menu
2. At the Cruise Credit Card Authorization Read screen, click **Open File**and search for the response file provided by the merchant. For example, the file name is XXXXXX.pcr
3. Click **Process** to process the response transactions. A progress status is shown on the screen.
4. Navigate to **Management module, Guest Handling** function and located the guest account, and navigate to **Credit Card** tab.
5. Click the **View Authorization** button to view. The authorized transaction status ‘Authorized’.

Figure 2-10 Management — Authorization Screen Manual

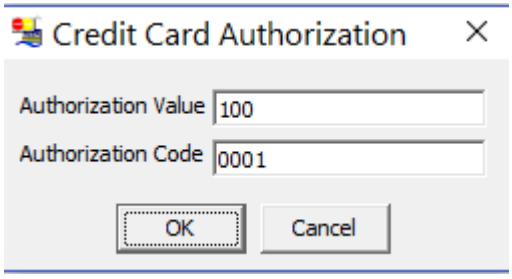


Obtaining Manual Authorization

A manual authorization is available on an ad hoc basis and this is performed within the guest account.

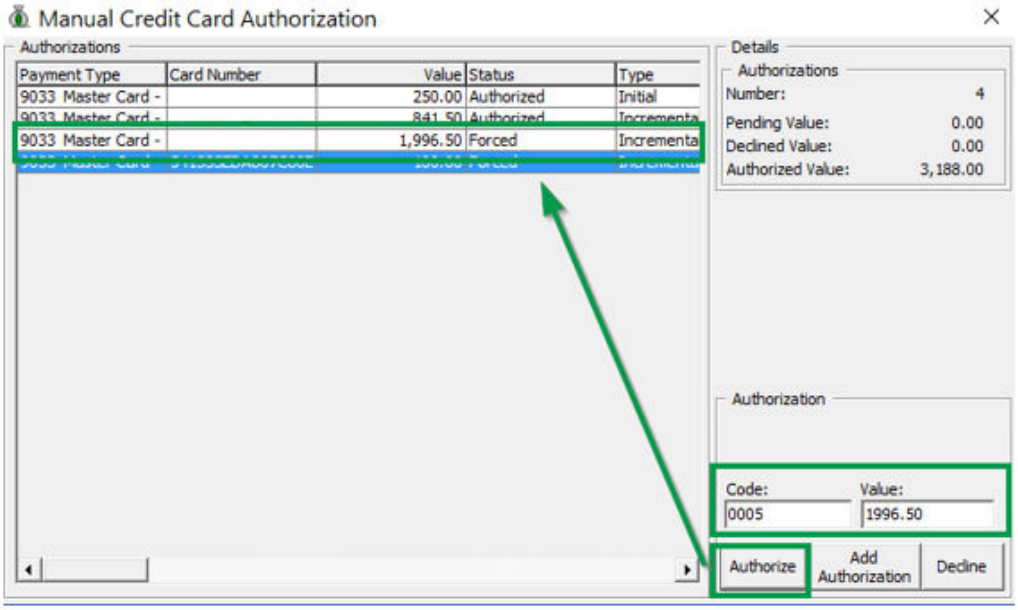
1. In **Management** module, **Guest Handling** function, select the guest account.
2. Navigate to the **Credit Card tab** and click **View Authorization**.
3. In the Authorization screen, select **Add Authorization**.
4. Enter the value and the authorization code in the Credit Card Authorization screen when prompt, and click **OK** to save. This sets the status to 'Authorized' in the Manual Authorization screen.

Figure 2-11 Management — Add Authorization Screen — Credit Card Authorization



5. The Authorized code and value is shown at Authorization section when selecting the manual authorized transaction.

Figure 2-12 Manual Authorization Screen, Forced Status

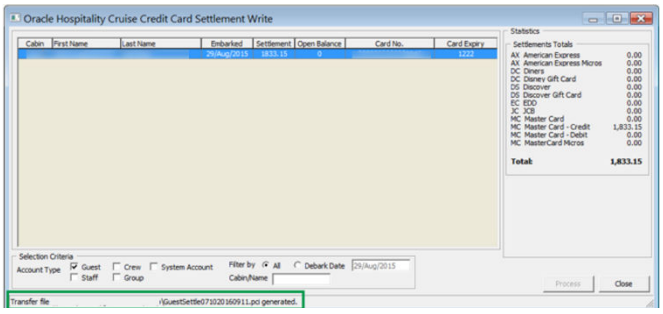


Creating Settlement File

At the end of an invoice settlement, the system writes the settlement into the Settlement file, to be process in a batch.

1. In the Credit Card Transfer Interface program, select from the drop-down menu **Settlement**, then **New Settlement File**.
2. Click the **Process** button to generate the Settlement File. After the Settlement file is created, location of the saved file is shown on the screen.

Figure 2-13 Settlement Write Screen



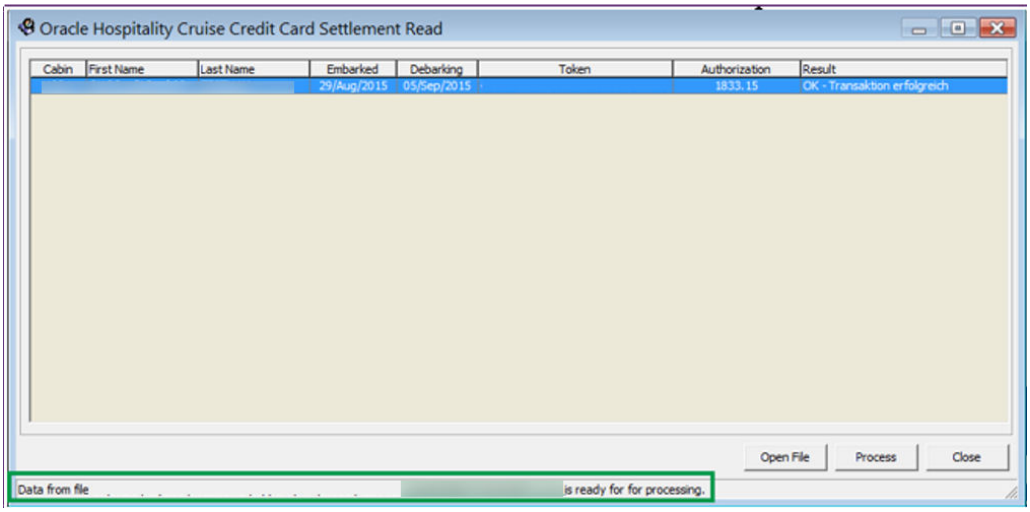
Reading Settlement File

After the Merchant or Service Provider return a Response File, you are required to upload the file and update the Settlement transactions status.

1. From the **Settlement** drop-down menu, select **Read Settlement File**.

2. On Cruise Credit Card Settlement Read screen, click **Open File** button and locate the Settlement Response file.
3. The status of the process is on the Settlement Read screen. Click the **Process** button to read and update the Settlement record.

Figure 2-14 Settlement Read Screen



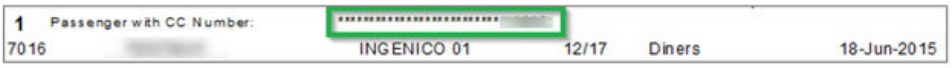
Report

The credit card digits to print on report depends on the setting defined in Parameter, '**Number of Credit Card Front Digit to Display'**. This parameter only supports value from 0 - 6.

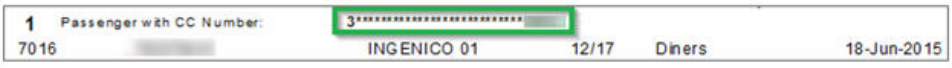
Below are the examples of the number of front digit to show on the report, based on the value defined.

Figure 2-15 Reporting — Number of Front Digit to Appear in Report

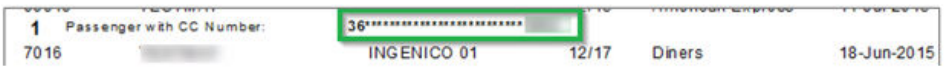
- 'Number of Credit Card Front Digit to Display' = 0



- 'Number of Credit Card Front Digit to Display' = 1



- 'Number of Credit Card Front Digit to Display' = 2



Troubleshooting Section

This section describes the troubleshooting steps to resolve some known issue encountered in Generic Credit Card handling.

Table 2-5 Tools Known Issue and Solution

Known Issue	Solution
Error — 'Key unable to upload'	Register `PGPBBox7.dll` with `regsvr32.exe` again.
Error — 'License Key has not been set'	Register `PGPBBox7.dll` with `regsvr32.exe` again.

Credit Card Transfer Interface

Table 2-6 Credit Card Transfer Interface Known Issue and Solution

Known Issue	Solution
Credit Card Transfer doesn't reflect correct desired credit card format	Check the credit card format setup in Administration Module, System Setup, Database Parameter, 'Interfaces', 'Batch CCard Processing Format'.

Table 2-7 Web Services Log

Parameter	Description
<GuestSearch>	The program searches the guest details from the information obtained from the Credit Card device; all guests in same cabin are also shown on the Credit Card device.
<GetAmount>	Credit Card device prompts to insert/swipe payment card and SPMS will determine the pre-authorization amount based on card info retrieve from Credit Card device. The Credit card pre-authorization amount is based on parameter 'Online Initial Auth Amount' and the debit card pre-authorization amount is based on parameter 'Online Debit Initial Auth Amount'.
<UpdateCardInfo>	The SPMS obtain information provided by merchant or service provider through the card device and inserts the token, status and modification date from the response into the card record and authorization record for Approved and Declined cards.

Table 2-7 (Cont.) Web Services Log

Parameter	Description
<AddRouting>	If the transaction is approved, the Credit Card device will display the other guest names of the same cabin with for routing process. SPMS updates the RES_QROUTE_ACC if routing is assigned through the device.
<TmlTweet>	The function maintains the Credit Card device 'keep alive' status. Additional information update such as cruise currency, pending transaction depends on this function.
<gbCardRegistration>	This parameter identifies whether the guest/crew/system account is allowed to perform payment card registration or not. The value for the parameter is either true or false.
<gbRounting>	This parameter identifies whether the guest/crew/system account is allowed to perform payment routing or not. The value for the parameter is either true or false.
<GuestSearch>	The program searches the guest details from the information obtained from the Credit Card device; all guests in same cabin are also shown on the Credit Card device.
<GetAmount>	Credit Card device prompts to insert/swipe payment card and SPMS will determine the pre-authorization amount based on card info retrieve from Credit Card device. The Credit card pre-authorization amount is based on parameter 'Online Initial Auth Amount' and the debit card pre-authorization amount is based on parameter 'Online Debit Initial Auth Amount'.
<UpdateCardInfo>	The SPMS obtain information provided by merchant or service provider through the card device and inserts the token, status and modification date from the response into the card record and authorization record for Approved and Declined cards.
<AddRouting>	If the transaction is approved, the Credit Card device will display the other guest names of the same cabin with for routing process. SPMS updates the RES_QROUTE_ACC if routing is assigned through the device.

Table 2-7 (Cont.) Web Services Log

Parameter	Description
<TmlTweet>	The function maintains the Credit Card device 'keep alive' status. Additional information update such as cruise currency, pending transaction depends on this function.
<gbCardRegistration>	This parameter identifies whether the guest/crew/system account is allowed to perform payment card registration or not. The value for the parameter is either true or false.
<gbRounting>	This parameter identifies whether the guest/crew/system account is allowed to perform payment routing or not. The value for the parameter is either true or false.
<gbLastDay>	This parameter identifies the guest/crew/system account's last day of the cruise. The parameter is controlled by Parameter, 'General', 'Number of Before Disembarkation Days' and value for the parameter is either true or false. For example: If [Disembarkation date] - [Number of Before Disembarkation Days] = [System Date], then <gbLastDay> = true, else <gbLastDay> = false.
<gbDebitRefund>	This parameter identifies whether the guest/crew/system account is allowed to receive a refund the balance from their invoice account. The value for the parameter is either true or false.

Generic Credit Card Mapping Fields

This section describes the field definition supported by Generic Credit Card (OHCCreditCard) format.

File Name Format

The file naming format for Generic Credit Card is explained in below table. For example: GuestTransfer########.pci.

Table 2-8 Generic Credit Card File Format

Name	Description
Guest	The first word of the file name is representation of the Account Type base on the filter used to generate the authorization file. Guest - GuestTransfer#######.pci Crew - CrewTransfer#######.pci Group - GroupTransfer#######.pci Staff - StaffTransfer#######.pci All filter - <Blank>Transfer#######.pci
Transfer	The second word of the file name represent the type of transfer. TestTransfer = test authorization file Transfer = Authorization transaction file Settle = Settlement transaction file.
071020161138	The date/time format of the authorization file DDMMYYYYHHMM.
PCI or PCR	The file format extension of the authorization file pci = request file pcr = response file

Request File Format

The following table describes the field definitions for a Request File for Authorization and Settlement.

Table 2-9 Request File Format

Field	Type	Size	Definition
Header			
Head	Varchar	4	Fixed value: “HEAD”.
data-source	Varchar	30	File sender name, example “MV SHIP”.
Date	Int	12	Format: YYMMDDHHMMSS, 111019130712.
file-number	Int	12	Counter for the file.
Version	Varchar	4	Version string of our batch file, example 1.0.
Batch Record			
MerchantID	Varchar	20	Merchant ID. For example: HOTEL.

Table 2-9 (Cont.) Request File Format

Field	Type	Size	Definition
Paytype	Varchar	10	“CC” - for VI, MC. “EDD” - for EC. “TO” - for if token with value.
Trxtype	Varchar	12	|tstauth|incauth|capture|refund tstauth: Test authorization, it is a mandatory authorization prior to generating an initial authorization. incauth: Incremental authorization increases amount of an existing authorization. Input has to be the total amount (initial+additional amount). capture: Book a pre-authorization. Capture amount has to be less than or equal to the authorized amount. refund: Refund an amount only valid for an existing order.
TransID	Varchar	50	Unique transaction identification number in ASCII. Does not support special characters.
TransID reference	Varchar	50	Reference to the original unique transaction where necessary. For example: capture, refund, incauth for an already existing transaction.
Amount	Int	9	Always in the smallest currency unit in cent for Euro and so on. For example 100 for 1 Euro.b Empty if Trxtype=register.

Table 2-9 (Cont.) Request File Format

Field	Type	Size	Definition
Currency	Varchar	3	Currency code according to ISO 4217 for this transaction. For example; EUR, USD, or follow the Ship's currency.
Description	Varchar	27	Note to payee in text for EDD Debit Card or other Payment Method.
AppCodeTel	Int	6	Special authorization code obtained manually through telephone for an authorization from an acquirer.
Customer	Varchar	27	Customer name.
CD_customerid	Varchar	16	Customer ID in Customer Relationship Management System (CRM).
CD_customertype	Varchar	12	Type of customer, For example: crew, passenger, staff and others.
CD_orderid	Varchar	16	Unique order-id.
CD_paxid	Varchar	16	Customer unique ID.
CD_cruiseid	Varchar	10	Travel number.
CD_accountid	Varchar	12	On-board account number.
CD_roomid	Varchar	6	Cabin number
CD_invoiceid	Varchar	12	Account number
Reference	Varchar	30	Additional reference.
Token	Varchar	30-40	Universally unique identifier (UUID). For example: ed4bdf30-4ac4-102f-991a-000bcd838e00. Reference for a payment account, either from pre-registration (manifest) or from earlier batch reply. Token usage is mandatory.

Table 2-9 (Cont.) Request File Format

Field	Type	Size	Definition
CC_brand Varchar	Varchar	10	Credit card brand MasterCard, VISA, AMEX, DC, JCB.
CC_cardowner	Varchar	27	Card owner.
EDD_accountowner	Varchar	27	Bank account owner.
Track1enc	Varchar	256	For future use.
Track2enc	Varchar	256	For future use.
Track3enc	Varchar	256	For future use.
KSN	Varchar	32	For future use.
Device	Varchar	32	For future use.
Batch Footer			
Foot	Varchar	4	Fixed value: „FOOT“.
Counter	Int	9	Total number of records.

Table 2-10 Response File Format

Field	Type	Size	Definition
Head	Varchar	4	Fixed value: “HEAD”.
data-source	Varchar	30	File sender name, example “MV SHIP”.
Date	Int	12	Format: YYMMDDHHMMSS, 111019130712.
file-number	Int	12	Counter for the file.
Version	Varchar	4	Version string of our batch file, example 1.0.
Response Record			
TransID	Varchar	50	Unique transaction ID.
Token	Varchar	40	UUID for this payment account. Only if the payment account (credit card or EDD) is valid.
Return-code	Varchar	10	00000000 (8 zeros for OK) NNNNNN (for Error, ex. 23055310).
Status	Varchar	10	Textual representation of return code, „OK“, „Error“.

Table 2-10 (Cont.) Response File Format

Field	Type	Size	Definition
Description	Varchar	255	Description for Status.
Reference	Varchar	30	Additional reference. Same as input parameter.
CD_customerid	Varchar	16	Customer number from CRM.
Approvalcode	Int	6	Approval-code for this transaction.
EPAref	Int	9	EPA-Reference for this transaction, only used for Accounting.
auth_time	Varchar	20	Server time stamp for the single transaction, format YYYY-MM-DDTHH:MM:SS as UTC Time.
Footer			
Foot	Varchar	4	Fixed value: „FOOT“.
Counter	Int	9	Total number of records.

Sample BIN Range

Below are the sample eligible BIN range for Generic Credit Card.

400626,400626,DEL,Visa Debit,16 480240,480240,DEL,Visa Debit,16

407704,407705,DEL,Visa Debit,16 407704,407705,DEL,Visa Debit,16

408367,408367,DEL,Visa Debit,16 484412,484412,DEL,Visa Debit,16

409400,409402,DEL,Visa Debit,16 484415,484417,DEL,Visa Debit,16

412285,412286,DEL,Visa Debit,16 484427,484427,DEL,Visa Debit,16

413733,413737,DEL,Visa Debit,16 490960,490979,DEL,Visa Debit,16

413787,413788,DEL,Visa Debit,16 492181,492182,DEL,Visa Debit,16

418760,418760,DEL,Visa Debit,16 495065,495065,DEL,Visa Debit,16

419176,419179,DEL,Visa Debit,16 495090,495094,DEL,Visa Debit,16

419772,419772,DEL,Visa Debit,16 498824,498824,DEL,Visa Debit,16

420672,420672,DEL,Visa Debit,16 499844,499846,DEL,Visa Debit,16

446213,446254,DEL,Visa Debit,16 499902,499902,DEL,Visa Debit,16

446257,446272,DEL,Visa Debit,16 400115,400115,ELC,Visa Electron,16

446274,446283,DEL,Visa Debit,16 400837,400839,ELC,Visa Electron,16

446286,446286,DEL,Visa Debit,16 412921,412923,ELC,Visa Electron,16

450875,450875,DEL,Visa Debit,16 424962,424963,ELC,Visa Electron,16

453978,453979,DEL,Visa Debit,16 444000,444000,ELC,Visa Electron,16

454313,454313,DEL,Visa Debit,16 484406,484408,ELC,Visa Electron,16

456705,456706,DEL,Visa Debit,16 484411,484411,ELC,Visa Electron,16

456725,456745,DEL,Visa Debit,16 484418,484426,ELC,Visa Electron,16

458046,458046,DEL,Visa Debit,16 484428,484455,ELC,Visa Electron,16

460024,460024,DEL,Visa Debit,16 491730,491759,ELC,Visa Electron,16

465830,465879,DEL,Visa Debit,16 499806,499806,ELC,Visa Electron,16

465901,465950,DEL,Visa Debit,16 512499,512499,MCD,MasterCard Debit,16

474503,474503,DEL,Visa Debit,16 512746,512746,MCD,MasterCard Debit,16

474551,474551,DEL,Visa Debit,16 516001,516001,MCD,MasterCard Debit,16

475110,475159,DEL,Visa Debit,16 535420,535819,MCD,MasterCard Debit,16

475183,475183,DEL,Visa Debit,16 537210,537609,MCD,MasterCard Debit,16

476220,476269,DEL,Visa Debit,16 557347,557496,MCD,MasterCard Debit,16

476340,476389,DEL,Visa Debit,16 545721,545723,MCD,MasterCard Debit,16

3
Ingenico Format

The following sections describe the setup, usage of Online Credit Card Transfer for the INGENICO handling.

Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirements to use the Ingenico handling.

Prerequisite

- OHC Ship Transf.exe
- OHC Tools.exe version
- Wrapper.dll version
- SPMS Parameters
- Web Services Installation
- CRUFLFC.dll version

Supported Credit Card Device

Please contact your local provider on the device supported and the installation instructions.

Compatibility

SPMS version 20.1 or later. For customer operating on version below 20.1, database upgrade to the recommended or latest version is required.

SPMS Parameters Ingenico

This section describes the Parameters available to INGENICO Online Credit Card module and they are accessible from **Administration module, System Setup, Parameter** function.

PAR_GROUP General

Table 3-1 PAR Group General

PAR Name	PAR Value	Description
Enable Signature Capture for Credit Card	0 or 1	0 - Disables Signature Capture for Credit Card 1 - Enables Signature Capture for Credit Card
Number of day before debarkation	2	Specifies the number of days before guest disembarkation date to swipe the exact amount for debit/credit card in online mode.

Table 3-1 (Cont.) PAR Group General

PAR Name	PAR Value	Description
Allow payment for Declined Authorization	1	0 - Does not allow payment if authorization is declined but allow when offline. 1 - Allows payment if authorization is decline or offline. 2 - Does not allow payment if authorization is decline or offline
Allow posting for declined authorization	1	0 - Does not allow posting if credit card authorization is declined 1 - Allows posting
Online Initial Auth Amount	<Amount>	Defines the initial authorization amount for all card types when card is swiped at the terminal in online mode
Online Debit Initial Auth Amount	10,20,30,40	Defines four amounts for the debit card initial authorization amount.
Allow Settlement Voiding	1	0 - Allows voiding, no message will be prompt 1 - Allows voiding, message will be prompted 2 - Does not allow voiding
Number of hour after embark date to block card	<hours>	Defines the number of hours after embarkation date to block cruise card/disable posting.
Number of Credit Card Front Digit to Display	<Value>	Defines the number of credit card front digit visible in the credit card report. Value 0 to 6

PAR_GROUP Ingenico

Table 3-2 PAR Group Ingenicol

PAR Name	PAR Value	Description
Enable Change Payment Department	0	0 - Disables the change of payment department after card is deactivated. 1 - Enables a change of payment department after card is deactivated.
Amount for Online top up	<Amount>	Defines the top up amount to define to send in online/offline mode.
Fixed Amount to add to top up amount	<Amount>	Defines the fixed amount to add to the top up value.
Posting amount to reject if auth declined/offline	<Amount>	Does not allowed posting if posting amount is more than parameter defined amount AND authorization is decline or offline
Credit Amount Not Allowed to Exceed	<Amount>	Specifies the credit posting amount not allowed to add if credit is greater than debit value and credit greater than new parameter value. Default value = 0.

PAR_GROUP Not Specified

Table 3-3 PAR_GROUP Not Specified

PAR Name	PAR Value	Description
CC Transfer Format	OHCCreditCard	Specifies the message format to be generated by Credit Card Transfer
CCard Interface Name	<Workstation IP/Name>	Workstation IP address/ name that runs OHC Ship Transfer

System Configuration Ingenico

This section describes the various system codes setup used by Ingenico Handling. The function is available in **Administration module**.

Department Setup

A debit and credit department code of each credit card type accepted by the ship must be configured for charging and posting to take place.

Credit/Debit Card Department Code Setup

1. Login to **Administration module** and select **Financial Setup, Department setup** from the drop-down list.
2. Click the **New** button to create a **Sub-Department** code.

Figure 3-1 Department Code Setupp

3. Under the **Main Department section**, enter the credit/debit card information such as Payment Type, Department Code, and Description.
4. In the **Payment Type Details** section,
   - Enter the first two digits of the first set of the credit card number in Credit Card digits field.
   - Enter the **Credit Card ID**. For example, MC — MasterCard, VI — Visa, and others.
   - Select the corresponding **Credit Card Internal ID** from the drop-down list.
   - Enter the **Credit Card Merchant Number** provided by the Service Provider.
   - Select the **Commission department** from the drop-down list and update the **commission rate** in percentage.
   - Check the **Debit Card No Commission** charge if the commission is not applicable to debit card.
5. In the **Department Security** access section, select the appropriate security level from the drop-down list.

6. Select the **Payment Type** under Payment Department Type, either Both Credit and Debit card, Credit card or Debit card. This field determines whether the payment type is a Credit Card or Debit Card.
7. Click **OK** to save.

Merchant Setup

A merchant credential is required for credit card authorizations and payment to be handle efficiently. Prior to setting up the Merchant's credential, the following information must be ready:

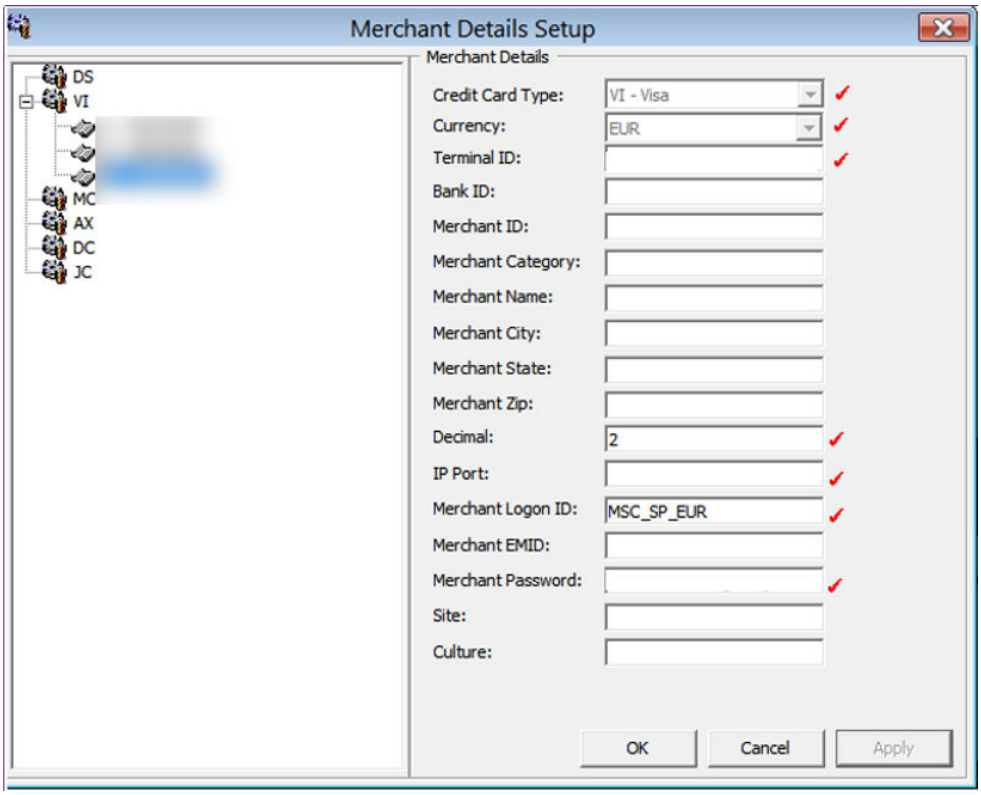
- Pre-configured Credit Card type
- Currency code exist in currency table
- Merchant information from service provider

Merchant Credentials

Merchant Credentials

1. Login to Administration module and select **Financial Setup, Credit Card Merchant Setup** from the drop-down list.
2. Right-click and select **Add New** to open a new screen.

Figure 3-2 Merchant Setup



3. Fill in these fields correctly:

a. Credit Card type
b. Currency
c. Terminal IF
d. Decimal
e. IP port
f. Merchant Logon ID
g. Merchant Password

4. Click **OK** to save.
5. Repeat steps 1 to 5 for other credit card types accepted by the Merchant.

Receipt Setup

A receipt can be generated upon payment and this requires 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 the Oracle Hospitality Cruise Support if you would like to configure a customized receipt format.

Credit Card BIN Import

In order for the program to recognize the correct card type (Credit/Debit) and its handling, you are require to import a Credit Card Bin file provided by ELAVON to SPMS periodically. This file contains the complete set of eligible BIN and information of previously loaded BIN file is overwritten during the reload process.

BIN file loading

1. Login to the Administration module and select **Financial Setup, Import Credit Card Bin** file.
2. Locate and select the latest BIN file from the folder, and click **Open**. For more information of the BIN format, see *Sample BIN Ranges*.
3. The BIN file Information populates in the Credit Card BIN Import screen. Click the **Import** to save the BIN ranges into the BIN table. Table 3–4 — Card Type Category in BIN Table describes the card categories in the BIN file:

Table 3-4 Card Type Category in BIN Table

BIN-ISDEBIT	Description
0	Credit Card
1	Debit Card
2	Combo Card

4. Click **Close** to exit.

Transaction Services Installation

As a standard installation, a Transaction Services installation is required. To install the **TransactionsServices**, see SPMS Installation Guide.

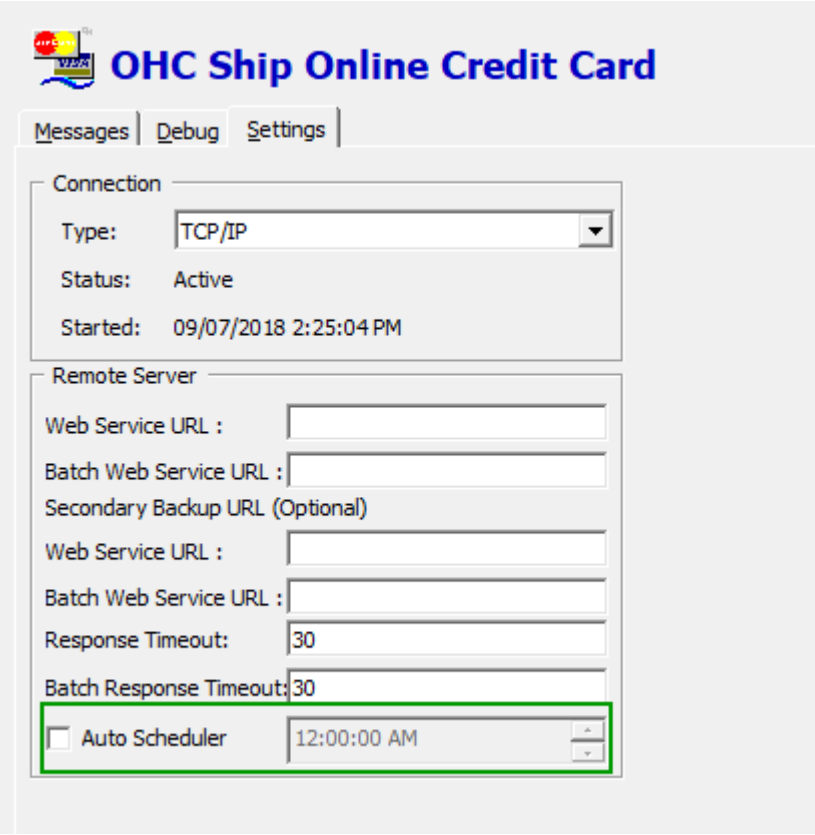
Ingenico OHC Ship Transfer

The OHC Ship Transfer is an interface program that sends the batch authorization from SPMS to Ingenico Payment Gateway at a scheduled time for credit card payments to be authorized.

Setting up OHC Ship Transfer

1. Start `OHC Ship Transf.exe` and navigate to **Settings** tab.
2. Under the **Remote Server** section, insert the following URLs obtained from the respective payment gateway provider in the respective field:
   - Payment gateway URL / Web service URL
   - Batch Payment gateway URL / Batch Web service URL
3. To set an Auto Scheduler for batch authorization to be sent daily at a scheduled time, select the **Auto Scheduler** and set the desire time.

Figure 3-3 OHC Ship Transfer Scheduler



4. This function is only applicable to INGENICO Online Credit Card format batch authorization. For Batch Settlement, these are performed in Management/Crew, Credit Card Batch Settlement function.
5. The above settings are saved in OHCSettings.par under the following tag.

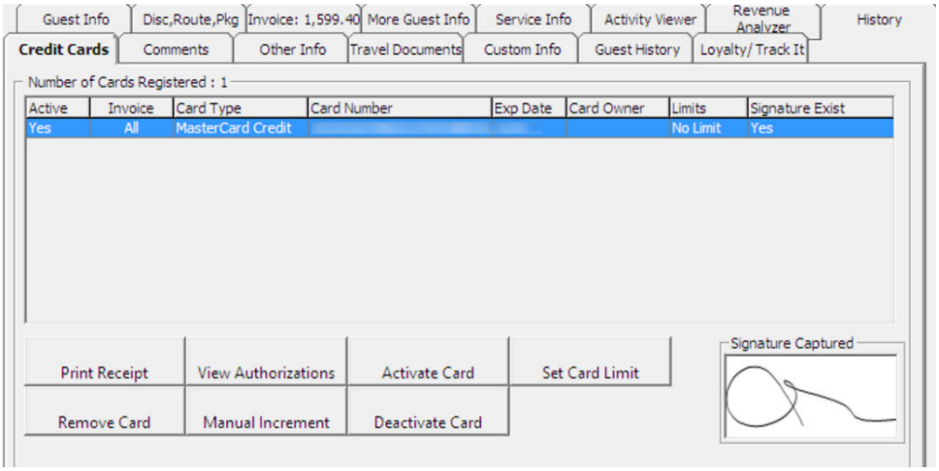
Table 3-5 OHCSettings.Par

Field Name	Description
[#ShipTransf.Connection.AutoScheduler=1#]	Indicates whether the Auto Scheduler is turn on/off (1 = on, 0 = Off)
[#ShipTransf.Connection.AutoScheduler Time=23:30#]	Indicates the time set in Auto Scheduler.
[#ShipTransf.Connection.last Date Auto Authorization=20150307000000#]	Indicates the last sent date/time of the batch top up. The saved date/time format is YYYMMDDHHMMSS

Checking Amount Authorized in Management Module

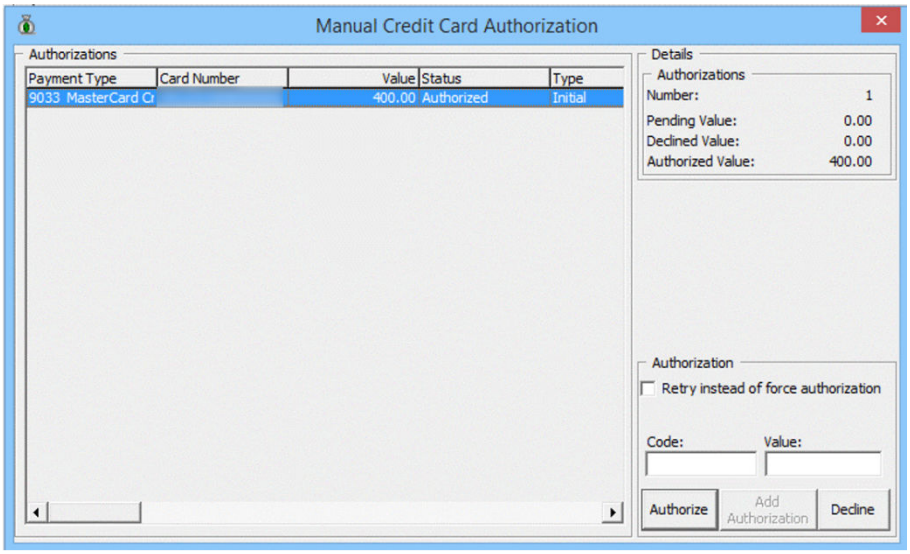
1. Login to **Management** module and navigate to **Guest Handling** screen.
2. In the **Search Panel**, browse for the guest account.
3. Navigate to the **Credit Cards** tab in the Guest account.

Figure 3-4 Management Authorization View Screen



4. Select the registered credit/debit card and click **View Authorizations** to display Initial Authorization.

Figure 3-5 Management Initial Authorization View Screen



Processing Credit Card Batch

The batch function sends authorization requests and settlement by batch to Ingenico for processing. This function requires Parameter**, "Not Specified", "CC Transfer Format"** set as **"INGENICO"**. These functions is only permissible to user with assigned security rights. See *User Security Group* for access rights for details. Both functions is available in Management or Crew module.

- Management, Cashier, Credit Card Batch Authorization/ Credit Card Batch Settlement
- Crew, Quick Functions, Credit

Generating Batch Authorization

The Credit Card Batch Authorization function sends authorization requests of credit/ debit card marked with 'Online top up amount' by batch to Ingenico through the Ship Transfer interface.

1. Login to **Management Module**.
2. Select **Credit Card Batch Authorization** from the menu-item to open the **Batch Authorization Handling** screen. The Batch Authorization Handling screen includes four (4) tabs

Table 3-6 Batch Authorization Screen

Tab Name	Description
Outstanding Authorizations	Authorizations request yet to be process
Pending Authorizations	Authorizations request pending approval from service provider
Declined Authorizations	Authorizations request declined by service provider

Table 3-6 (Cont.) Batch Authorization Screen

Tab Name	Description
Approved Authorizations	Authorization request approved by service provider

3. To process the batch, select the desire tab and click **Process**. A progress bar is shown on the screen indicating the batch progress.

Figure 3-6 Management, Batch Authorization — Outstanding Authorization Tab

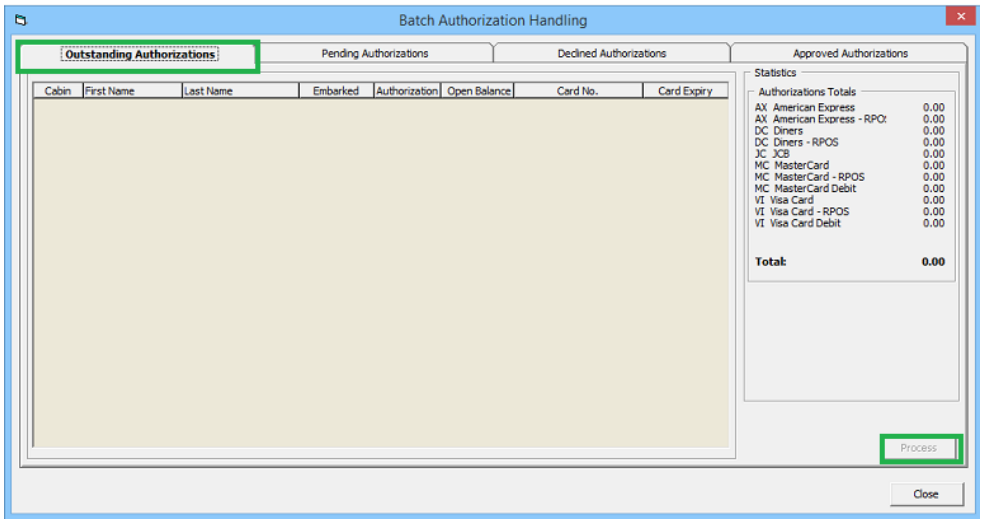


Figure 3-7 Management, Batch Authorization — Outstanding Authorization Tab

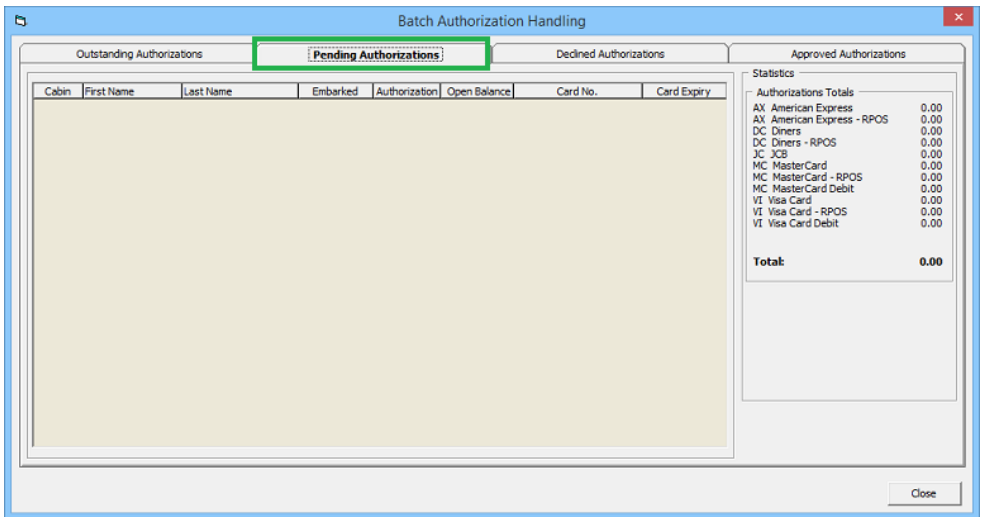


Figure 3-8 Management, Batch Authorization — Declined Authorization Tab

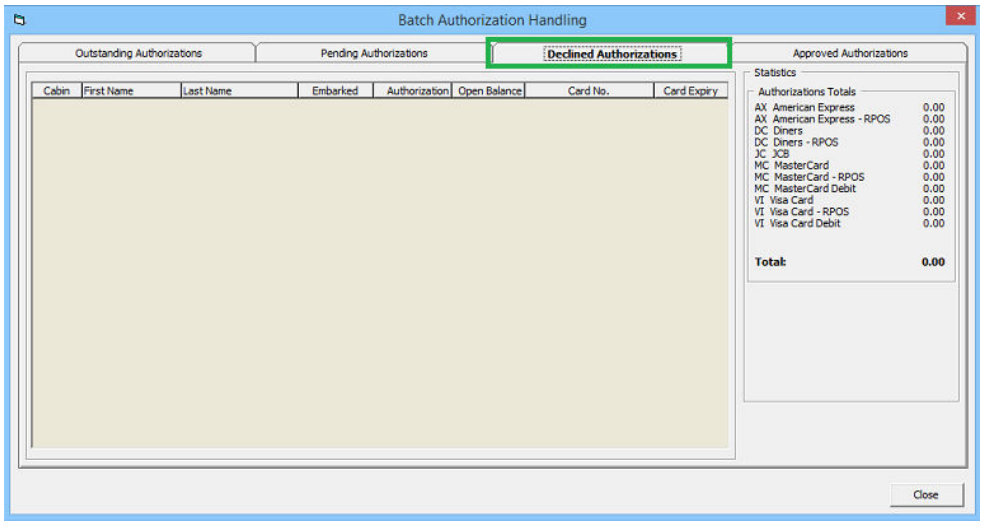
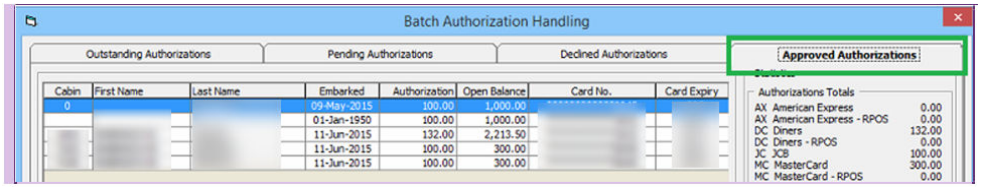


Figure 3-9 Management, Batch Authorization — Approved Authorization Tab



4. Information are passed to OHC Ship Transfer to request for an Authorization from Ingenico. The status of the batch authorization is reflected in **OHC Ship Transfer's Message** tab in below example.

Figure 3-10 OHC Ship Transfer Messages

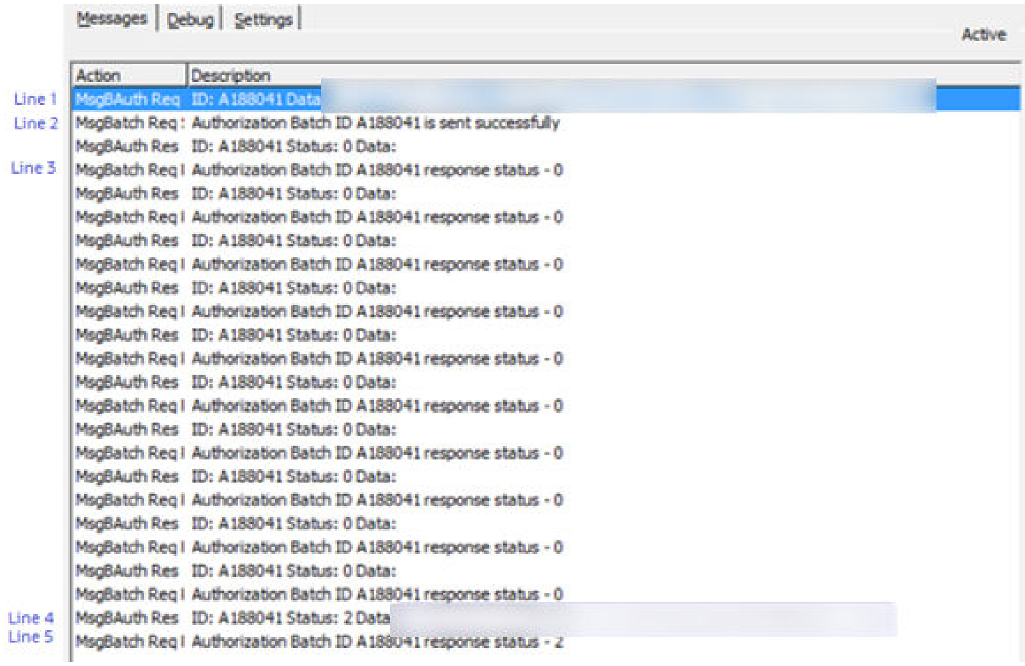


Table 3-7 OHC Ship Transfer Message Description

Message Line	Authorization Status
Line 1	Batch authorization requested to service provider.
Line 2	Batch authorization request is successful, can start sending batch authorization data.
Line 3	Batch authorization data sent successfully to service provider.
Line 4	Batch authorization data send completed, and now awaiting response from service provider.
Line 5	Batch authorization response from service provider.

Generating Batch Settlement

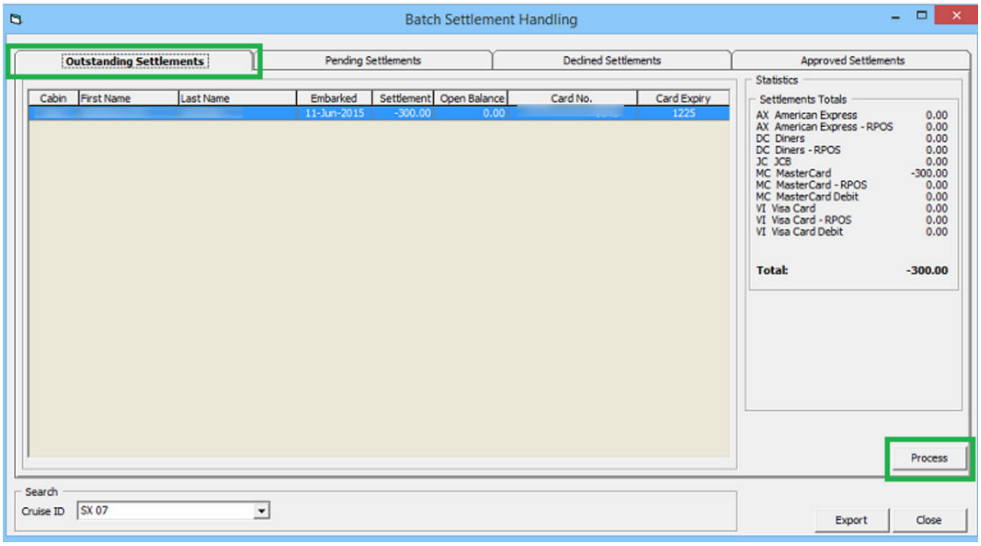
The **Batch Settlement Handling** screen includes four tabs as follows:

- **Outstanding Settlements:** Settlement request yet to be process
- **Pending Settlements:** Settlement request pending approval from services provider
- **Declined Settlements:** Settlement request declined by service provider
- **Approved Settlements:** Settlement request approved by service provider

To generate a batch settlement,

1. From the menu-item, select **Credit Card Batch Settlement** to open the **Batch Settlement Handling** screen.
2. Select the desire tab and click **Progress**. A progress bar will show on the screen indicating the batch progress.

Figure 3-11 Management, Batch Settlement — Outstanding Settlement Tab



3. In the **Declined tab**, declined settlement transactions is listed. Click the **Retry** button to resubmits the declined settlement transaction for approval.

Figure 3-12 Management, Batch Settlement — Declined Settlement Tab

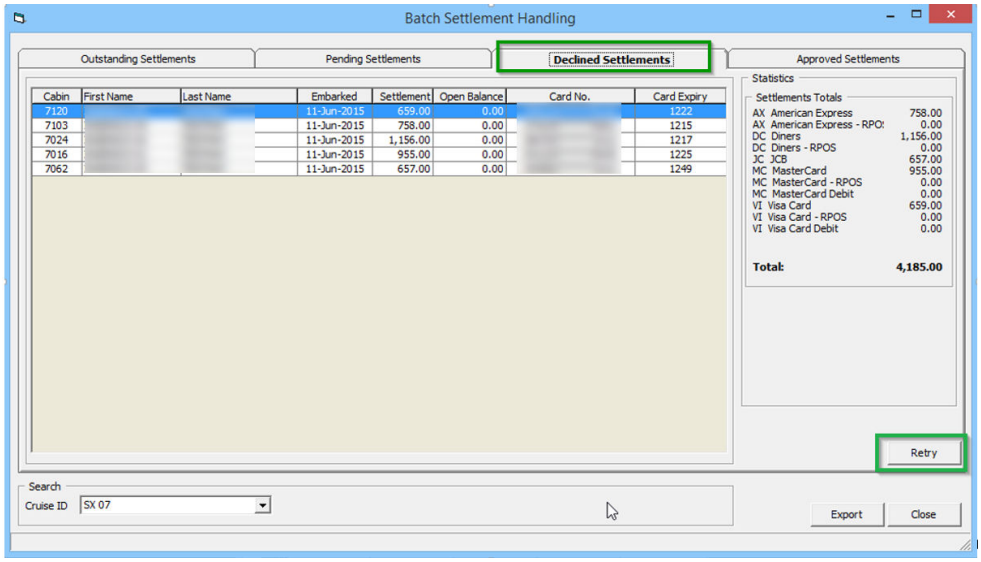
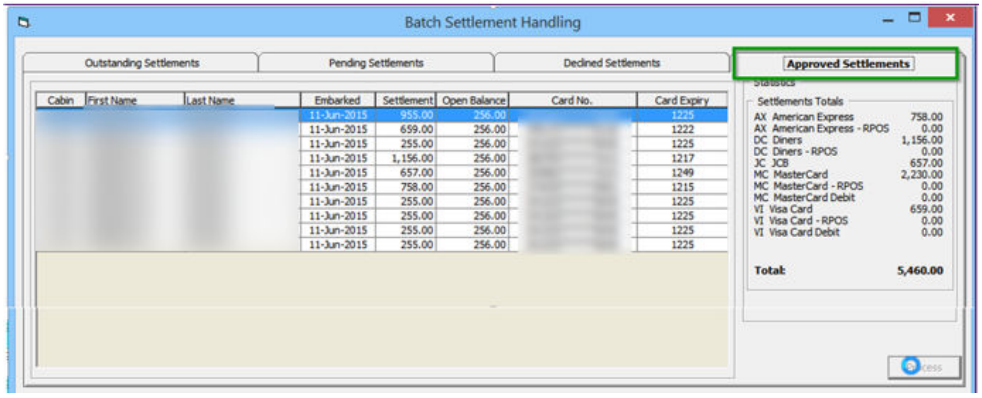


Figure 3-13 Management, Batch Settlement — Approved Settlement Tab/ Progress Bar



4. Information passed to Ship Transfer to request for settlement process from Ingenico. The status of the batch settlements is reflected in **Ship Transfer's Message** tab and below are the examples.

Figure 3-14 OHC Ship Transfer Message

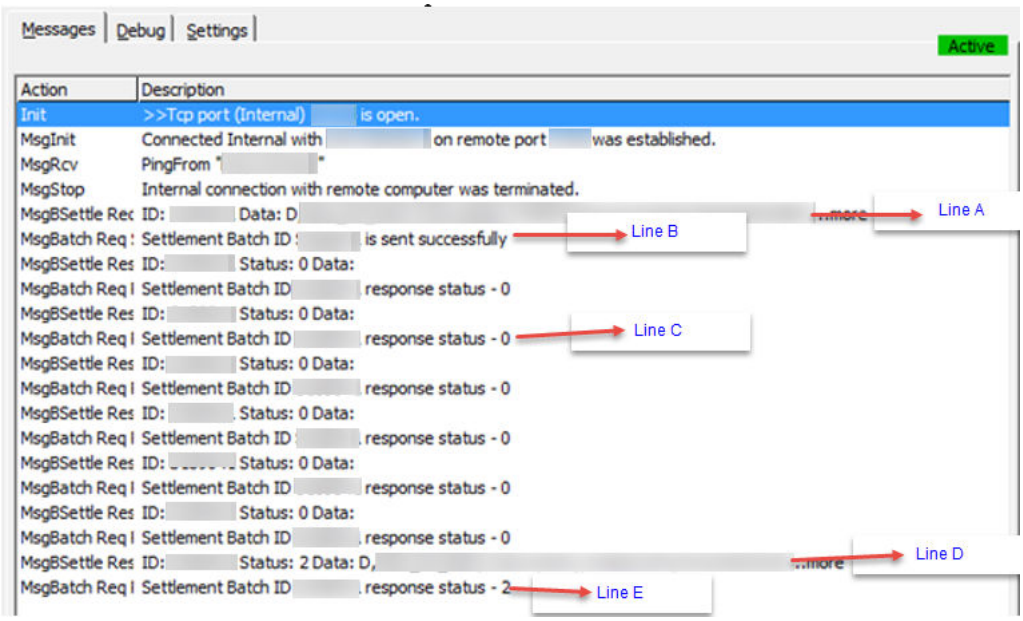


Table 3-8 OHC Ship Transfer Message Description

Message Line	Authorization Status
Line A	Batch Settlement Request sent (Positive / Negative/Refund amount).
Line B	Batch Settlement sent successfully
Line C	Await response from service provider.
Line D	Response from service provider (Positive / Negative/Refund amount).

Table 3-8 (Cont.) OHC Ship Transfer Message Description

Message Line	Authorization Status
Line E	Response updates statuses 0 - Not Processed; 1 - Processing; 2 - Processed; 3 - Error

Setting up a Report

In order to meet the PA-DSS requirements, all credit card numbers printed must be masked. This is set using Parameter '**Number of Credit Card Front Digit to Display**' to handle the number of digits to be display on the report. You can only enter value ranging from 0 to 6 in this parameter. Any value is outside this range will receive an error.

The total front digit of the card number to display in the report is subject to the value defined in Parameter **"Number of Credit Card Front Digit to Display"** and the examples are as follows;

Figure 3-15 Number of Credit Card Front Digit to Display

Troubleshooting Ingenico

This section describes the troubleshooting steps that will assist you in resolving the known errors with Ingenico Handling.

Table 3-9 Ship Transfer Interface Known Issue and Solution

Known Issue	Solution
OHC Ship Transfer program opens/closes itself	Ensure you are using latest wrapper.dll. Version 5.0.0.001 or later.
MsgErr <HT> Logon ID is Missing	Register the Wrapper.dll with regasm.exe
MsgErr <HT> Logon ID is Missing	Ensure the Logon and Password is configured in the merchant setup.

Table 3-10 Ingenico ISC480 Device Known Issue and Solution

Known Issue	Solution
Error code : [1001]	Ensure the App_code.dll or OHCSPMSData.dll, OHCSPMSBusiness.dll, OHCSPMSMobile.dll, OHCSPMSUI.dll is of the same version in current SPMS Web Server in OHCWebservices, Bin folde
Error code : [1003]	Ensure the Webserver IP address, port number is configured correctly in the device.
Error code : [3103]	Ensure the Web Server is connected to database defined in web.config file. To check the connection between webserver and database. Browse*http://<web server hostname>/OHCWebServices/IngenicoService.asmx?op=GuestSearch* Key in the Terminal ID. Key in guest's board card string. Click Invoke. Guest information populates if the connection between webserver and database is active.

Table 3-11 Web Services Log

Parameter	Description
<GuestSearch>	Ingenico device will prompt to swipe board card screen. SPMS will search guest details from the info retrieved (board card swiped through Ingenico device) from Ingenico device; all guests in same cabin will display in Ingenico device as well.

Table 3-11 (Cont.) Web Services Log

Parameter	Description
<GetAmount>	Ingenico device will prompt to insert/swipe payment card. SPMS will determine the card info retrieve from Ingenico device for the pre-authorization amount. Credit card pre-authorization amount is based on parameter > 'Online Initial Auth Amount'. Debit card pre-authorization amount is based on parameter > 'Online Debit Initial Auth Amount'.
<UpdateCardInfo>	Ingenico device will get the transaction status from the merchant/service provider and response to SPMS. SPMS will insert the response into database and Authorization the status retrieves from response file (Approved/Declined).
<AddRouting>	If the transaction is approved, Ingenico device will display the other guest names of the same cabin for routing process. SPMS will update the RES_QROUTE_ACC if routing assign in the device.
<TmlTweet>	This parameter is to keep the Ingenico device connection alive. Additional information like cruise currency, pending transaction will be determined by this function.
<gbCardRegistration>	This parameter identifies the guest/crew/system account allowed to perform payment card registration or not. The value for the parameter is true or false.
<gbRounting>	This parameter identifies the guest/crew/system account allowed to perform payment routing or not. The value for the parameter is true or false.
<gbLastDay>	This parameter identifies the guest/crew/system account's last day of the cruise. This parameter is controlled by system parameter [Parameter > General > 'Number of Before Disembarkation Days'] The value for the parameter is true or false. For example If [Disembarkation date] - [Number of Before Disembarkation Days] = [System Date], then <gbLastDay> = true, else <gbLastDay> = false

Table 3-11 (Cont.) Web Services Log

Parameter	Description
<gbDebitRefund>	This parameter identifies the guest/crew/ system account allowed to refund the balance from their invoice account. The value for the parameter is true or false

Table 3-12 Transaction Status

Status	Description
Initial Authorization	
CCA_OPERATION	1
CCA_MTYPE	0 (Online initial auth), 1 (Offline initial auth)
CCA_PREVIOUS	Original pre-authorization reference ID, value retrieve from parameter 'CC Ship' at (CCA_GROUP= 'Not Specified' + sequence CNT_POS_RES)
CCA_STATUS	0 (outstanding/pending), 1 (approved), 2 (declined)
CCA_QSTATUS	0 (pending), 8 (completed)
CCA_STATUS = 0 CCA_QSTATUS = 8	It means pseudo/temporary token is received and waiting for real token after connection with merchant/service provider is resume
Incremental Authorization	
CCA_OPERATION	2
CCA_MTYPE	4 (Online incremental auth), 5 (offline incremental auth) If CCA_MTYPE = 5 • When parameter 'Allow Posting For Declined Authorization' is set to 0. For incremental authorization created during system cruise change. • When parameter 'Allow Payment For Declined Authorization' is set to 0 or 2. For incremental authorization created during pay invoice/quick billing.
CCA_FILENO	File number being assigned when create batch authorization
CCA_FSTATUS	Batch file processing status 0 (pending), 1 (processing and waiting for response), 2 (processed done), 3 (error)
Settlement	
CCT_STATUS	0 (outstanding), 1 (approved), 2 (declined)
CCT_QSTATUS	0 (pending), 2 (when 'Process' is clicked on OHC Management > Credit Card Batch Settlement), 8 (Completed)

Table 3-12 (Cont.) Transaction Status

Status	Description
CCT_FILENO	File number being assigned when create batch settlement
CCT_FSTATUS	Batch file processing status 0 (pending), 1 (processing and waiting for response), 2 (completed), 3 (error)
Direct Payment	
CCA_MTYPE	6
CCA_STATUS	1 (approved), 2 (declined)
No Settlement created	

Appendices

User Security Group

The following User Access Rights must be granted to users performing Batch Authorization/Settlements.

Table 3-13 User Security Group

User Group No	Security Reference No	Description
Management\Menu\Cashier	4596	Credit Card Batch Authorization
Management\Menu\Cashier	4511	Credit Card Batch Settlement
Crew\Menu\Quick Functions	4598	Credit Card Batch Authorization
Crew\Menu\Quick Functions	4597	Credit Card Batch Settlement

Sample BIN Ranges Ingenico

Below are the sample eligible BIN range for Ingenico.

400626,400626,DEL,Visa Debit,16 480240,480240,DEL,Visa Debit,16

407704,407705,DEL,Visa Debit,16 484409,484410,DEL,Visa Debit,16

408367,408367,DEL,Visa Debit,16 495067,495067,DEL,Visa Debit,16

419772,419772,DEL,Visa Debit,16 495090,495094,DEL,Visa Debit,16

420672,420672,DEL,Visa Debit,16 419773,419776,ELC,Visa Electron,16

445190,445192,DEL,Visa Debit,16 424519,424519,ELC,Visa Electron,16

446200,446211,DEL,Visa Debit,16 424962,424963,ELC,Visa Electron,16

446213,446254,DEL,Visa Debit,16 444000,444000,ELC,Visa Electron,16

446257,446272,DEL,Visa Debit,16 484406,484408,ELC,Visa Electron,16

446274,446283,DEL,Visa Debit,16 484428,484455,ELC,Visa Electron,16

446286,446286,DEL,Visa Debit,16 491730,491759,ELC,Visa Electron,16

460024,460024,DEL,Visa Debit,16 499806,499806,ELC,Visa Electron,16

465830,465879,DEL,Visa Debit,16 512499,512499,MCD,MasterCard Debit,16

465901,465950,DEL,Visa Debit,16 512746,512746,MCD,MasterCard Debit,16

474503,474503,DEL,Visa Debit,16 516001,516001,MCD,MasterCard Debit,16

474551,474551,DEL,Visa Debit,16 516730,516979,MCD,MasterCard Debit,16

475110,475159,DEL,Visa Debit,16 527591,527591,MCD,MasterCard Debit,16

475183,475183,DEL,Visa Debit,16 535110,535309,MCD,MasterCard Debit,16

476220,476269,DEL,Visa Debit,16 557347,557496,MCD,MasterCard Debit,16

476340,476389,DEL,Visa Debit,16 545721,545723,MCD,MasterCard Debit,16

4

SERVEBASE Format

The following section describes the setup and usage of Online Credit Card Transfer for SERVEBASE handling.

Prerequisite, Supported Systems, and Compatibility

Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirements to use the Online Credit Card Transfer SERVEBASE Handling.

Prerequisite

- OHC Ship Transf.exe
- OHC Tools.exe
- Wrapper.dll
- SPMS Parameters
- Servebase Web Services Installation
- CRUFLFC.dll

Compatibility

SPMS version 20.1 or later. For customer operating on version below 20.1, database upgrade to the recommended or latest version is required.

SPMS Parameters Servebase

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

Table 4-1 PAR_GROUP General

PAR Name	PAR Value	Description
Enable Signature Capture for Credit Card	0 or 1	0 - Disable Signature Capture for Credit Card 1 - Enable Signature Capture for Credit Card
CC Type not Supported	<Value>	Specifies the unsupported Credit Card type. For example, ('AX','DS','VI','MC','DI','DC','JC','EC')

Table 4-1 (Cont.) PAR_GROUP General

PAR Name	PAR Value	Description
CC Partial Reversal	<Value>	Specifies the Credit Card type which does not support partial reversal. For example: ('AX','DS','VI','MC','DI','DC','JC','EC')
CC Type Reversal Not Supported	<Value>	Specifies the Credit Card types for reversal authorization not supported for online credit card system. For example, ('AX','DS','VI','MC','DI','DC','JC','EC')
Online Initial Auth Amount	<Amount>	Specifies the initial authorization amount for all card types when the card is swiped at the terminal with online mode
Show Void Settlement	0 or 1	0 - To hide the voided settlement 1 - To show the voided settlement

Table 4-2 PAR Group Interfaces

PAR Name	PAR Value	Description
Auto Incremental Auth Amount	<Amount>	Specifies the incremental authorization amount
Enable Auto Incremental Auth	0 or 1	0 - Disallows the auto incremental authorization. 1 - Allows the auto incremental authorization.
Get Last Approval Code	0 or 1	0 - Does not assign the last approval code for settlement 1 - Assigns the last approval code for settlement
Online CC Remote Port	16107	The remote port where interface communication with
Online CCard Timeout	120	Duration to wait (in seconds) for a response from Online Credit Card Interface.

Table 4-2 (Cont.) PAR Group Interfaces

PAR Name	PAR Value	Description
Online CCard Automatic Settlement	0 or 1	0 - Settlement records will send by batch manually. ('Credit Card Batch Settlement' function is enabled in Management module) 1 - Ship Transfer picks up the settlement automatically.
CC Auth/Settlement Folder	Folder path	Repository location for authorization/settlement files generated by OHC Credit Card Interface Note: To avoid adverse impact on your system, please abstain from using the following folder path: • System Directory • "\Users\Public\Documents\Oracle Hospitality Cruise"

Table 4-3 PAR Group Not Specified

PAR Name	PAR Value	Description
CC Transfer Format	SERVEBASE	Online Credit Card Format
CCard Interface Name	<Workstation IP/Name>	Workstation IP address/ name which used to run OHC Ship Transfer

System Configuration Servebase

This section describes the various system codes setup within the **Administration module.**

Setting up Department Code

A debit and credit department code of each credit card type accepted by the ship must be configured for charging and posting to take place.

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** to create a Sub-Department code.

Figure 4-1 Department Code Setup

3. Under the **Main Department section**, enter the credit/debit card information such as Payment type, department code and description.
4. In the Payment Type Details section,
   a. Enter the first two 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, and others.
   c. Select the corresponding **Credit Card Internal ID** from the drop-down box.
   d. Enter the **Credit Card Merchant Number** provided by the Service Provider.
   e. Set the **Minimum Authorized Value** to **0**.
   f. Select the **Commission department** from the drop-down list and update the **commission rate** in percentage.
   g. Check the **Debit Card No Commission charge** if the commission is not applicable to debit card.
5. In the **Department Security** access, select the appropriate security level from the drop-down box.
6. Select the **Payment Type** under the Payment Department Type, either Both Credit and Debit card, Credit card or Debit card.
7. Click **OK** to save.

Setting up Merchant Details

Setting up Merchant Details

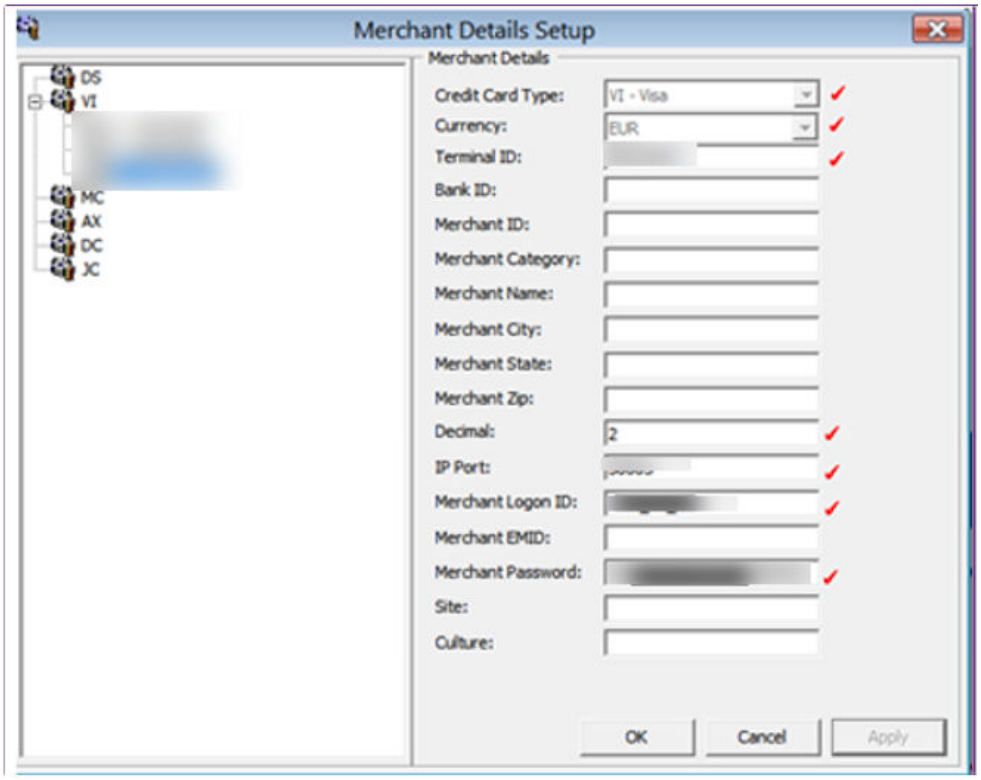
A Merchant credential is required for credit card authorizations and payment to be handled efficiently. Before you set up the Merchant's credential, you must have the following information ready:

- Pre-configured Credit Card type
- Currency code exist in currency table
- Merchant information from service provider

To setup the merchant,

1. From the Financial Setup, select **Credit Card Merchant** setup from the drop-down list.
2. Right-click and select **Add New**.

Figure 4-2 Merchant Details Setup



3. Fill in these fields correctly:
   a. Credit Card type
   b. Currency
   c. Terminal ID — The Terminal ID must match with the Pinpad Terminal ID.
   d. Decimal
   e. IP port
   f. Merchant Logon ID
   g. Merchant Password
4. Click **OK** to save.
5. Repeat steps 1 to 4 for other credit card type accepted by the Merchant.

Below are the samples Merchant Info used for testing purpose only.

Table 4-4 Sample Merchant Info (Only for Reference)

Merchant Info	User Account 1	User Account 2	User Account 3
Credit Card Type	MC - Master Card	MC - Master Card	MC - Master Card
Currency	GBP	GBP	GBP
Terminal ID	001	002	003
Bank ID	FID	FID	FID
Merchant ID	21249872	21249872	21249872

Table 4-4 (Cont.) Sample Merchant Info (Only for Reference)

Merchant Info	User Account 1	User Account 2	User Account 3
Decimal	2	2	2
IP Port	30003	30003	30003
Merchant Logon ID	FIDxx0000001	FIDxx00002	FIDxx00003
Site	FID000000001	FID000000001	FID000000001
Culture	en	en	en

Setting up a Receipt

A receipt can be generated upon payment and this requires 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 Oracle Hospitality Cruise Support if you would like to configure a customized receipt format.

Setting up the Pin Pad Terminal

In order for the program to determine the connection availability of the Pin Pad device, an IP address is assigned to the Credit Card device connecting to the Pin Pad Terminal program.

Adding Pin Pad Device

1. From the **Administration** drop-down menu, select **Pinpad Terminal Setup**.
2. In the **Pinpad Terminal Setup** screen, right-click and select **Add New**.
3. Enter the credit card device by the IP address assigned.
4. The **Enabled** check box is selected by default. To disable the device, deselect the check box.
5. Click **OK** to save.

Servebase Web Services Installation

The PED Framework Service (PC-EFT POS) is a Web Service that provides communication between SPMS applications and Servebase Gateway. You are to obtain the installation file from the bank/PXP provider and follow the deployment instructions.

1. After the installation is complete, open

   Servebase.Pceft.Ped.Service.Server.exe.config in C:\Program Files (x64)\PXP Solutions folder and change the highlighted text value per below.

   <diagnosticConfiguration keepLogFilesFor="10" logFilePath="c:\work\" />

   <endpointSettings port="####" messageFormat="Native" endpointProtocol="Ip" supportDeviceIsDisplaying="true" supportCustomerInteraction="true" supportAcknowledgements="true" supportNetworkStatus="true" monoCertificatePolicy="false" />

   <externalServices base="<servebaseURL>" requestTimeout="30000">

   <endpointAddress type="Request">

<serialPort comPort="COM1" />

<tcp hostName="IP ADDRESS" />

<failoverService processTimePollIntervalInSeconds="300" atOnceTransactionLimit="15" ignoreProcessorTime="false" path="c:\dir\"

storeFailoverResponses="true" failedResponseListeningAvailable="true" socketIdleTime="10"/>

2. At the root of C:\, create and name the folder as **Work**. This is used to save the transaction log between SPMS applications and the Servebase gateway
3. Copy the Credential.xml from C:\Programs Files (x64)\PXP Solution folder into C:\Work folder.

   <CustomerCode></CustomerCode>

   <IpAddress></IpAddress>

   <Merchant></Merchant>

   <Password></Password>

   <Site></Site>

   <Terminal1><Terminal1/>

   <Username></Username>

   <WorkStation></WorkStation>
4. At the Windows desktop, click **Start** and click **Run**.
5. In the Run dialog box, type **Services.msc**, and click **OK**.
6. In the Services screen, locate and start the **PEDFrameworkService**. The Password in **Credential.xml** will encrypt after **PEDFrameworkServices** starts.

Store Forward Handling

The Store Forwarding handling sends the pre-authorization through 'Authorization Connection Type = ForcedFailOver' and receives the response from the listener port, whereas the normal handling sends the pre-authorization through 'Authorization Connection Type = OnlineAuthorization' and receive the response from current port.

To use the Store Forward handling, the Parameter '**Interfaces', 'Store Forward Handling**' must be enabled and configured per below.

1. Open Servebase.Pceft.Ped.Service.Server.exe.config in C:\Program Files (x64)\PXP Solutions folder and change the highlighted value per below.

   <failoverService processTimePollIntervalInSeconds="300" atOnceTransactionLimit="15" ignoreProcessorTime="false" path="c:\dir\"

   storeFailoverResponses="true" failedResponseListeningAvailable="true" socketIdleTime="10"/>
2. The default resend interval is set to 60 seconds. Change if necessary.
3. When registering the credit card, the Ship Transfer will not pick up the registration and send the authorization immediately. Hence, the authorization status is 'Outstanding' and below message is shown in the Ship Transfer log.

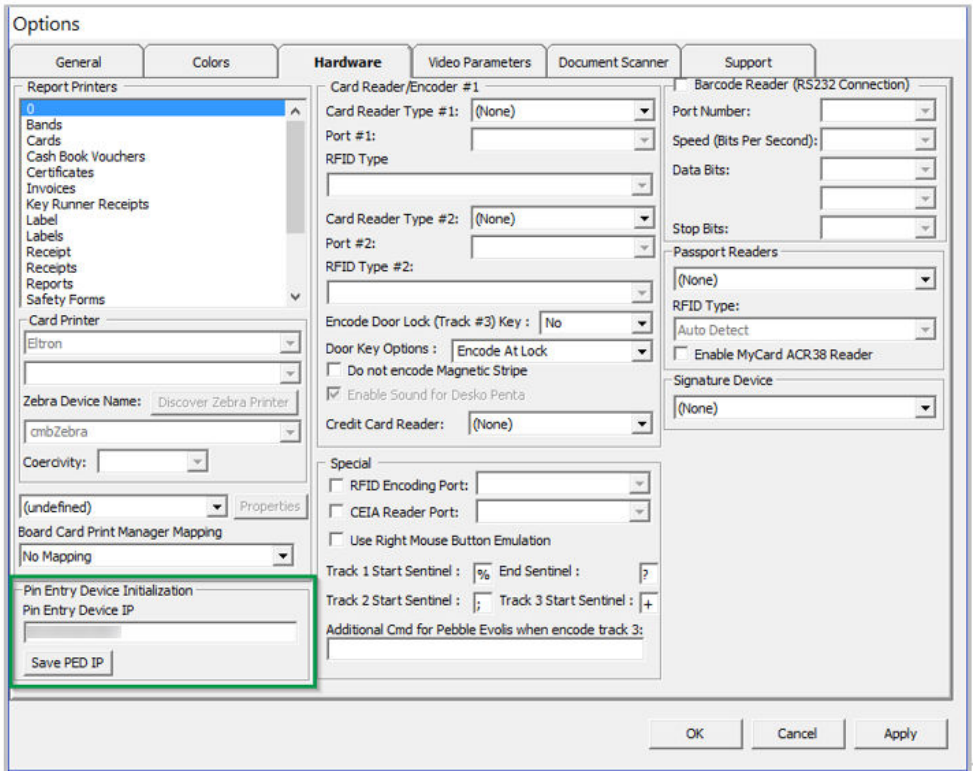
   <AuthorizationConnectionType>ForcedFailOver</AuthorizationConnectionType>

4. The Ship Transfer resumes the sending the failed transactions to PXP Services provider after a few minutes.

Setting up Device

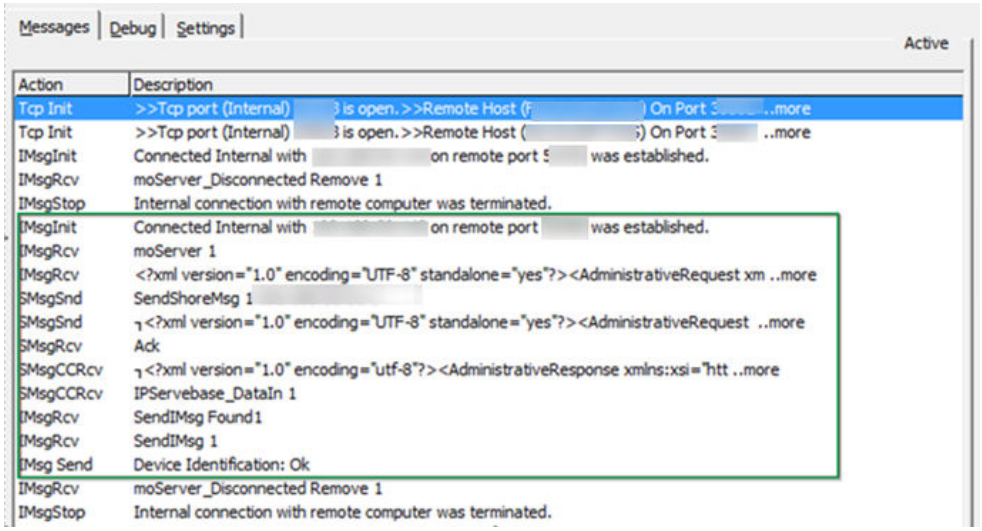
1. Run Management module and navigate to **Option** menu and **Hardware** tab.
2. Enter the device IP Address in **Pin Entry Device Initialization'** section and click **Save PED IP**.

Figure 4-3 Management — Options — Hardware — Pin Entry Device Initialization



3. At the Pin Entry Device confirmation message, the Workstation name is mentioned. On the device screen, the 'PED [IP Address] Initialization on PC [workstation name]' is shown. Verify the device is connected to the correct workstation.
4. The response message from PED Framework Service is shown in the Ship Transfer Message tab when the device is successfully configured in the Management module.

Figure 4-4 Ship Transfer — Device Initialization



5. Click the **Yes** button on the device defined for the workstation. After the device is identified, a dialog box prompting 'Device Identification:OK' in SPMS. Click **OK** to confirm and close.

OHC Ship Transfer Setup

The Ship Transfer Interface is an interface that sends the credit card payments for authorization from SPMS to SERVEBASE Payment Gateway by batch.

Figure 4-5 OHC Ship Transfer Setup

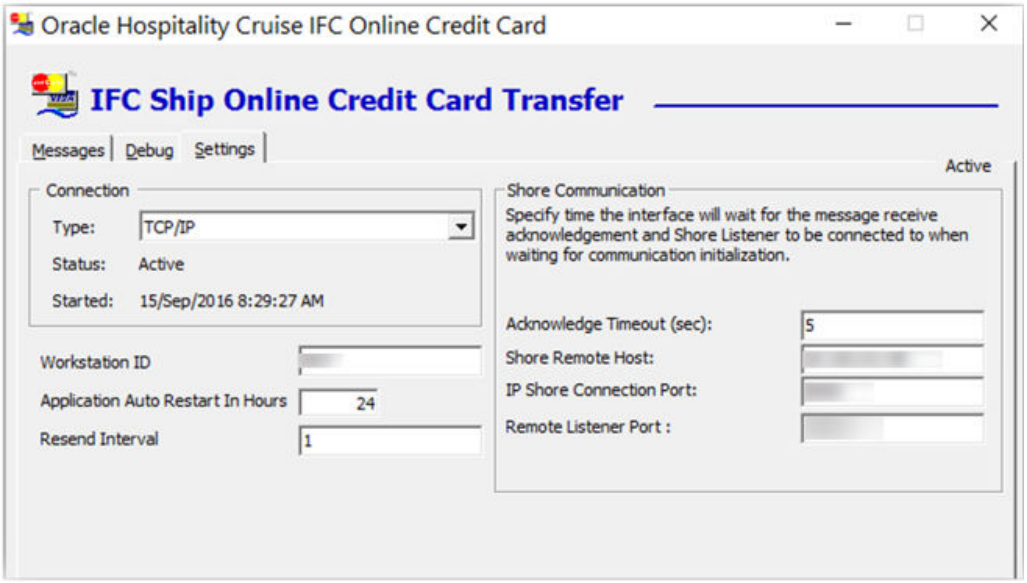


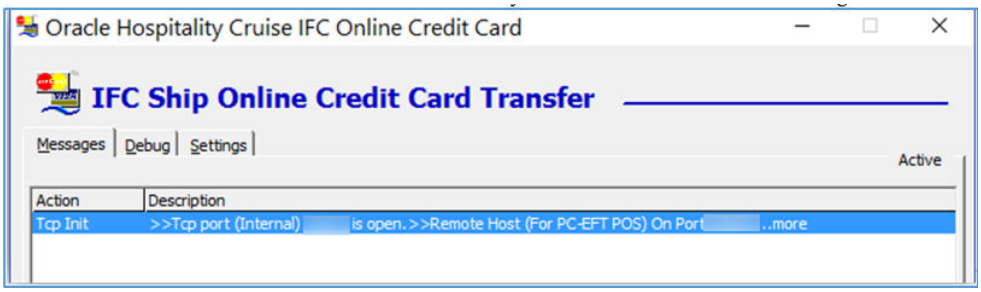
Table 4-5 Ship Transfer Application Parameter

Settings	Value	Description
Acknowledge Timeout (sec)	<value>	Defines the duration to wait for a response from other parties, such as third party provide, bank provider before timing out the authorization.
Shore Remote Host	<IP address/host name>	IP address of the workstation/PC where Servebase PED Framework Services is running.
IP Shore Connection Port	5000	TCP Port number of another party interface to connect.
Remote listener Port	30002	Listener port for third party interface.
Workstation ID	<workstation id>	Workstation ID maintained in Credit Card Merchant Setup (CCM) but not in Pin Pad Terminal Setup (TYP_PIN). The workstation ID is saved in internal system parameter.
Resend Interval	<value>	Define the value in minutes to resend the outstanding authorizations and settlements after X minutes.

Configuring OHC Ship Transfer

1. Start OHC Ship Transf.exe and navigate to the **Settings** tab.
2. In the **Shore Communication** section, update the value of the respective parameter.
3. Click **Apply** to save the setting.
4. Navigate to the **Message** tab and verify the connection to Servebase Services (PED Framework Service is connected successfully.

Figure 4-6 OHC Ship Transfer Connection to PED Framework Services



5. To ensure the PED Framework Service is running, see step 6 of *Servebase Web Services Installation*.
6. The above settings are saved in **OHCSettings.par** under the following tag.

Table 4-6 OHCSettings.par

Setting Name	Description
[#ShipTransf.Connection.Connection=TCP/IP#]	Indicates the OHC Ship Transfer is in Active mode.
[#ShipTransf.Connection.Remote Host=HOSTNAME	Indicates the remote host IP Address where PED Framework Services running.
[#ShipTransf.Connection.Remote Port=5000#]	Indicates the TCP Port number of other party the interface connects to.
[#ShipTransf.Connection.Remote Timeout=5#]	Indicate the duration to wait for a response from other party before timing out the authorization.
[#ShipTransf.Connection.Remote Listen Port=30002#]	Indicates the listener port of the third party such as PXP Web Service port.
[#ShipTransf.PARAM.Restart Interval=24#]	Indicates the interval hours before system restarts the Ship Transfer program.
[#ShipTransf.PARAM.Resend Interval=1#]	Indicates the last sent date/time of the batch top up. The saved date/time format is YYYMMDDHHMMSS.

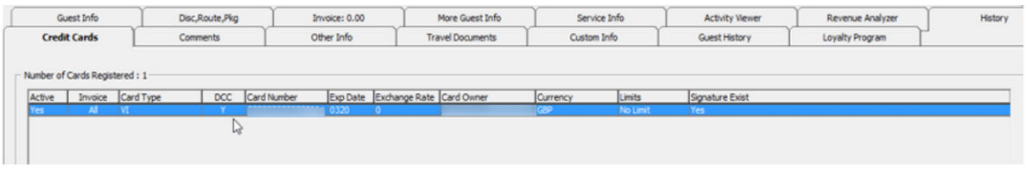
Registering a Credit Card Servebase

This section describes the steps taken to register a credit card in SPMS.

Registering Credit Card in Management Mode

1. Login to Management module and select **Guest** from the **Cashier Menu**.
2. Select a checked-in guest and click the **Get Credit Card** button.
3. The system prompts for a card to be swiped. Swipe the credit card through the card device.
4. After the guest enters the credit card pin, the Servebase service checks and authenticate the initial authorization at the same time, and stores the card information in **Guest Handling, Credit Card tab**.
5. If initial authorization is approved or outstanding, the credit card status will be in active mode.
6. If initial authorization is declined, the credit card status is in deactivate mode.

Figure 4-7 Guest Handling Credit Card

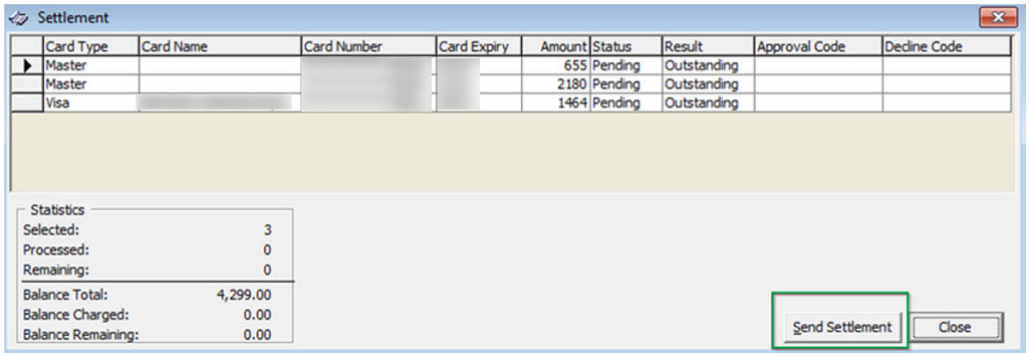


Settling a Credit Card Batch

The Servebase Handling supports both online and offline batch settlements and the settlement function is accessible from **Management Module, Cashier Menu**. This function is mainly used by Financial Officers to review all the settlements created prior to sending the settlements to the Servebase service provider.

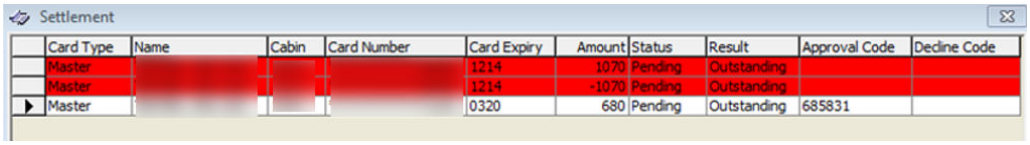
This function is enabled when parameter **“Interface”,”Online CCard Automatic Settlement”** is disabled. Else, OHC Ship Transfer will pick up the settlement transaction and send to Servebase service provider automatically as shown in below figure.

Figure 4-8 Management, Cashier — Credit Card Batch Settlement



The voided settlement transaction is highlighted in red and is shown when Parameter **“General”, “Show Voided Settlement”** is enabled.

Figure 4-9 Management, Cashier — Batch Settlement with Voided Transaction

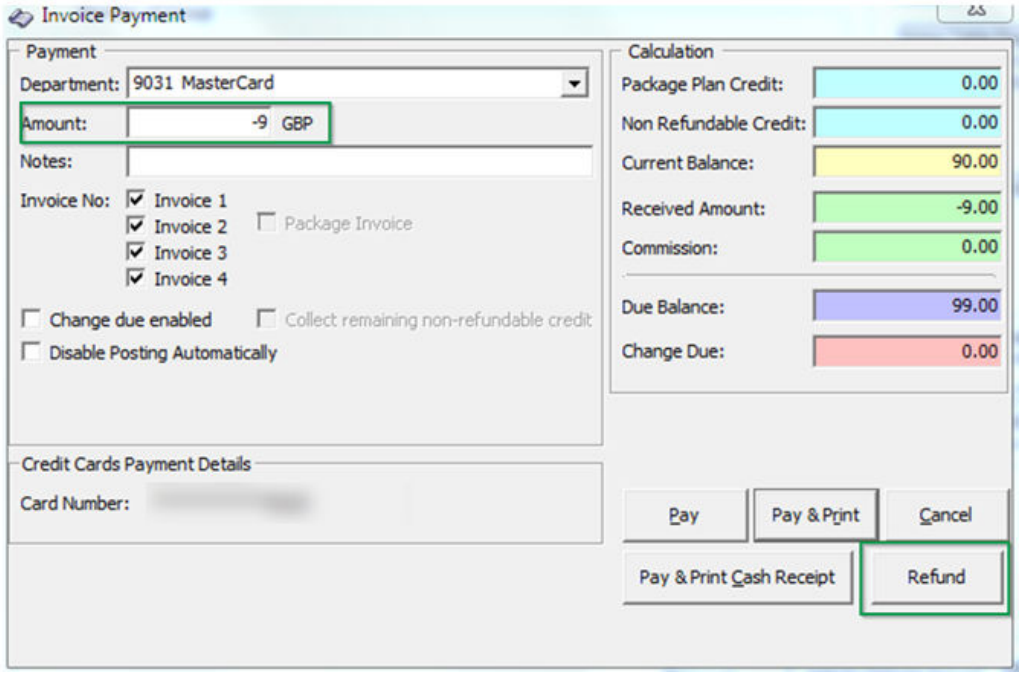


Please note that the program only processes the settlement with CCT_QSTATUS = 0. If the original settlement is still residing in the ‘pending send’ queue, the voided settlement will not be sent for processing. Both the original settlement and voided settlement record will be highlight if the color defined in ‘**Management module, Option, Color, NoPrint**’ section.

Performing a Credit Card Refund

The credit card Refund function is available to Serverbase Handling only. The refund button is Enabled automatically when a negative amount is entered.

Figure 4-10 Management, Pay Invoice Refund



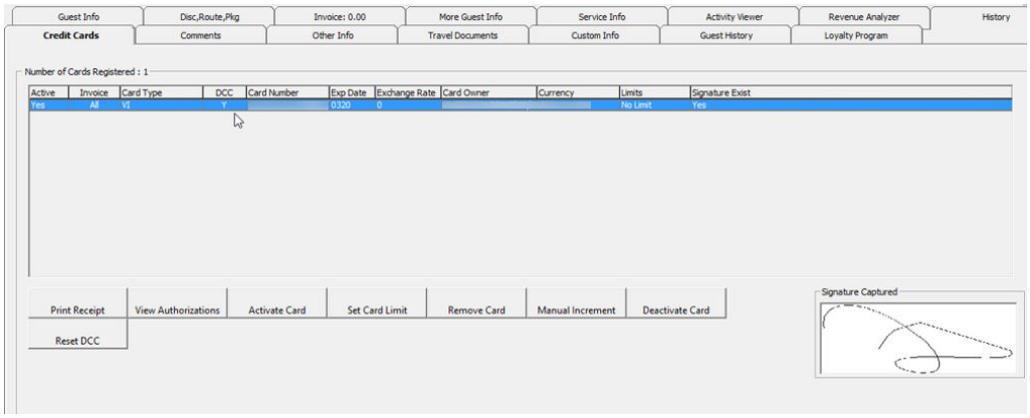
1. In the Guest Handling screen, clicking the **Refund** button will prompt a 'Request Token' screen. Insert or Swipe the card through the device.
2. After the refund process completes successfully, the authorization code is CCA_MTYPE = 6 and POS transaction is created.
3. If guest account has a pre-registered credit card and a negative amount is entered followed by clicking the **Pay** button in Pay Invoice screen, you will receive a message box prompting you to perform a Refund instead.

Registering Credit Card in Advanced Quick Check In (AQCI)

Below are the steps to register a credit card in Advance Quick Check-in module.

1. Login to AQCI program and search for an account using the Account Search function.
2. Click the **Get Credit Card** button and swipe or insert the card into the card reader device when prompt.
3. After the guest has entered the pin, the Servebase service will check and authenticate the initial authorization at the same time. Details of the card is stored in Guest Handling, Credit card tab.
   - If initial authorization is approved or outstanding, the credit card status will be in active mode.
   - If initial authorization is declined, the credit card status is in deactivate mode.

Figure 4-11 Guest Handling Screen —Credit Card Tab



Sample Response File in Ship Transfer

The sections below describe the samples of the response messages as shown in the Ship Transfer program.

Figure 4-12 Response Message of Register Credit Card

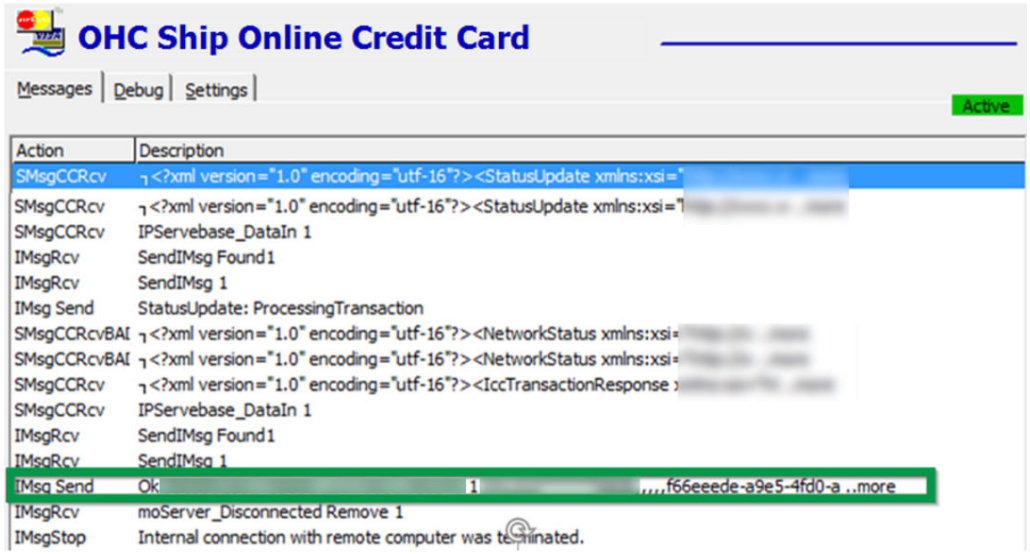


Figure 4-13 Response Message of Register Credit Card in Debug Details

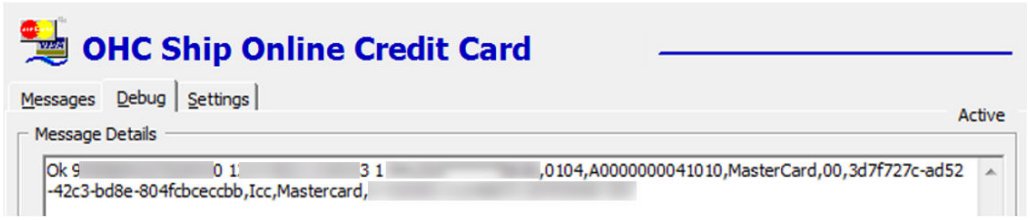


Figure 4-14 Response Message of Send Authorization

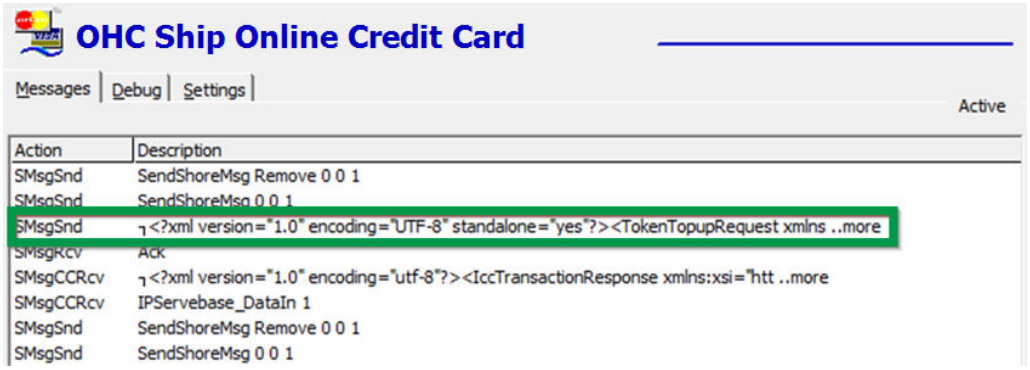


Figure 4-15 Response Message of Send Authorization in Debug Details

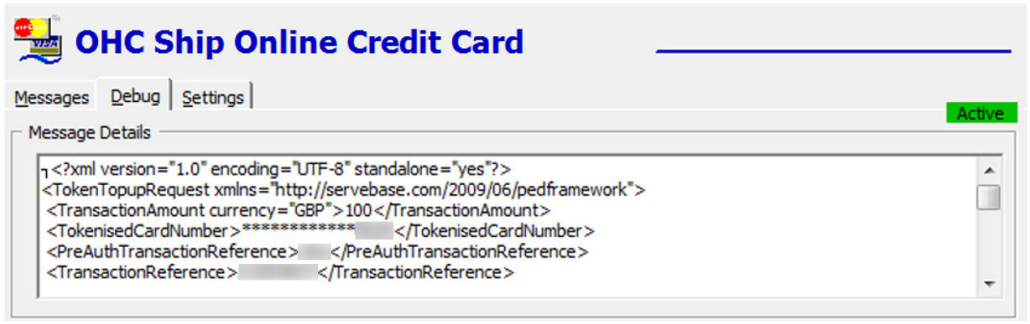


Figure 4-16 Response Message for Send Settlement

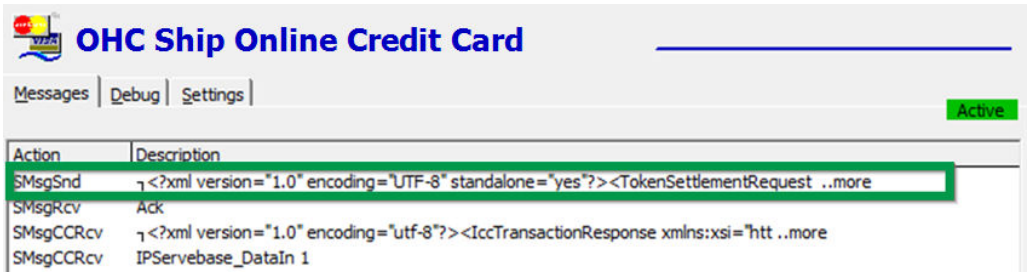


Figure 4-17 Response Message for Send Settlement in Debug Details

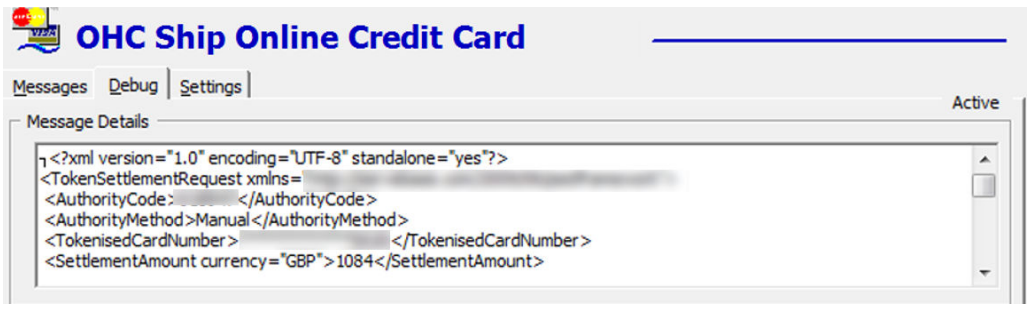


Figure 4-18 Response Message for Send Refund

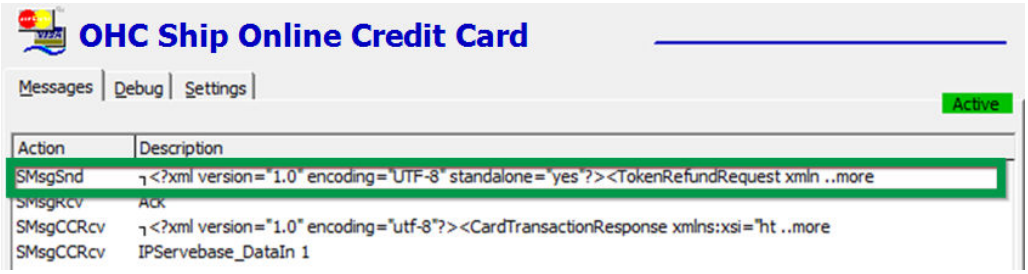
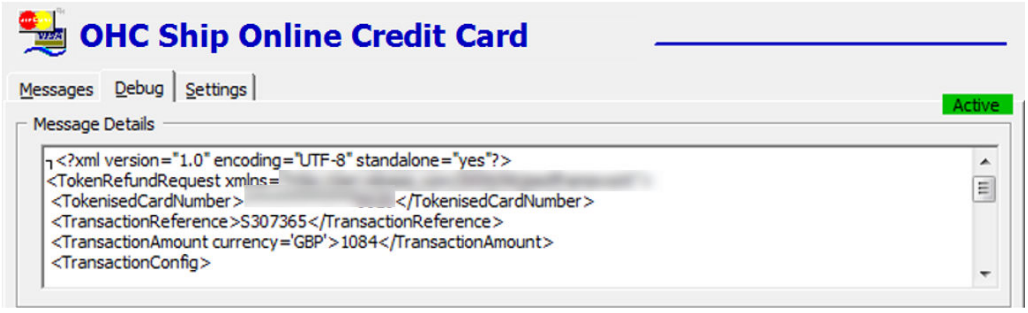


Figure 4-19 Response Message for Send Refund in Debug Details



Synopsis

The following sections describe the synopsis of SERVEBASE Handling.

Register Credit Card and Send Initial Authorization

Table 4-7 Register Credit Card and Send Initial Authorization Process and Expected

No	Process	Expected Result	Remarks
1	Use the **Insert** method to register the credit card where invoice balance = 0	Initial authorization amount = 'Online Initial Auth Amount'	CRD_MANUAL = I
2	Use the **Insert** method to register credit card where invoice balance > 'Online Initial Auth Amount'	Initial authorization amount = 'Online Initial Auth Amount'	CRD_MANUAL = I
3	Use the **Swipe** method to register credit card where invoice balance = 0	Initial authorization amount = 'Online Initial Auth Amount'	CRD_MANUAL = A

Table 4-7 (Cont.) Register Credit Card and Send Initial Authorization Process and Expected

No	Process	Expected Result	Remarks
4	Register Credit Card with the Signature Capture function enabled	Prompt for signature. Able to register credit card after accepting signature capture	
5	Clicking the Cancel button on Signature Pad after Credit Card accepted by bank issuer at Management module	• Message 'User Cancel Signature Action' prompt. • Does not allow to register a credit card	
6	Register same credit card where the previous registered credit card is deactivated after settlement	Same credit card will be reactivated and new initial authorization is sent	
7	Register the same credit card where previous registered credit card is deactivated manually	Message 'The Credit Card is already registered in the system'. You need to click 'Activate' button to activate the card manually.	
8	Register first credit card during Online. Swipe the same credit card during Offline	The Second credit card will be created due to the real token does not reply to the actual credit card number.	

Table 4-8 Add Posting and Send Incremental Authorization

No	Process	Expected Result	Remarks
1	Total posting is less than the initial authorization	• No incremental authorization sends	
2	Total posting is more than initial authorization, but less then 'Auto Incremental Amount'	• Incremental Amount = 'Auto Incremental Amount'	

Table 4-8 (Cont.) Add Posting and Send Incremental Authorization

No	Process	Expected Result	Remarks
3	Total posting is more than initial authorization, and more than 'Auto Incremental Amount'	• Incremental Amount = [Total Posting Amount] - [Total Authorization Amount]	

Table 4-9 Pay Invoice and Send Settlement Authorization

No	Process	Expected Result	Remarks
1	Payment amount is more than Total Authorization Amount. The incremental authorization is Approved / Declined / Outstanding.	• Send additional incremental authorization • Message 'Settlement is done. The card is currently deactivated' prompt • Payment type is changed to default payment type	
2	Payment amount is less than total authorization amount	• No reversal is sent. • Message 'Settlement is done. The card is currently deactivated' prompt. • Payment type is changed to the default payment type	
3	Payment amount is same with total authorization amount. Where, incremental authorization is approved.	• Message 'Settlement is done. The card is currently deactivated.' Prompt • Payment type is changed to the default payment type	

Table 4-9 (Cont.) Pay Invoice and Send Settlement Authorization

No	Process	Expected Result	Remarks
4	Pay Invoice again after payment is voided.	• Message 'Settlement is done. The card is currently deactivated' prompt. • Payment type is changed to the default payment type	
5	Pay Invoice while authorization still in 'Outstanding' status	• The program is not able to get CCT_CCA_ID and it caused the CRD_ACTIVATIO N_LOCK still is 0	

Direct Sales

Direct sales function is available when a guest does not have a pre-registered credit card. The 'Pay Direct Sale' is visible in Pay Invoice screen.

Table 4-10 Direct Sales Process and Expected Result

No	Process	Expected Result	Remarks
1	Do payment without pre-registered credit card	Authorization created with CCA_MTYPE = 6	

Table 4-11 Void Payment and Send Refund

No	Process	Expected Result
1	Use Void button; If original settlement CCT_QSTATUS = 0	Credit Card is reactivated automatically without initial authorization Original settlement and refund will not be sent out Payment type changed to Credit Card
2	Use Void button; If original settlement CCT_QSTATUS > 0	The message 'By voiding the payment, you need to swipe credit card again or change to another payment type. Are you sure you want to void the payment?' Send refund Guest payment type remain as Cash

Table 4-11 (Cont.) Void Payment and Send Refund

No	Process	Expected Result
3	Pay amount $80 with credit card, but invoice balance = 0	Initial authorization = $20 Incremental authorization = $60 send out Invoice balance = -$80 Pay -$80 will send as refund
4	Invoice balance = $150, pay invoice = $200	Settlement created with CCT_AMOUNT = $200 Invoice balance = -$50 Pay -$50 will send as refund
5	Pay -$120 on invoice balance=0	Servebase does not support a negative amount The message 'Unable to refund a transaction until it has been settled' prompt

Table 4-12 Pay Negative Amount and Send Refund

No	Process	Expected Result
1	A pre-registered credit card is deactivated. Payment type is Cash. Enter the negative amount and click on Refund button.	• Refund sent successfully. • Authorization created with CCA_MTYPE = 6.
2	A pre-registered credit card is activated. Payment type is a Credit card. Enter the negative amount and click on Refund button.	• Refund sent successfully. • Authorization created with CCA_MTYPE = 6. • The credit card is deactivated automatically and not able to be reactivated.
3	A pre-registered credit card is activated. Payment type is Credit card. Enter the negative amount and click on Refund button with swipe different credit card.	• Refund sent successfully. • Authorization created with CCA_MTYPE = 6. • The pre-registered credit card remains active.
4	No pre-register credit card. Payment type is Cash. Enter the negative amount and click on Refund button with swipe different credit card	• Refund send successfully. • Authorization created with CCA_MTYPE = 6 • Card record created and deactivated.
5	Do refund while no internet connection	• Refund failed due to transaction being approved offline.

Multiple Credit Card

The message 'This Credit Card is already registered in the system' will always prompt even when the parameter '**Check Credit Card Registration**' is disabled.

Table 4-13 Multiple Credit Card Process and Expected Result

No	Process	Expected Result
1	Register same credit card for the same guest where a first registered credit card is in active mode. Guest A Register Card A Guest A Register Card A again	Message as above prompt. No Card record and Authorization create for second registration.
2	Register same credit card for the same guest where a first registered credit card is deactivated manually. Guest A Register Card A and deactivated manually Guest A Register Card A again	Message as above prompt. You have to re-activate the credit card manually through Activate button. No Card record and Authorization create for second registration.
3	Register same credit card for the same guest where the first registered credit card is deactivated after settlement. Guest A Register Card A, and do settlement. Guest A Register Card A again	No message prompts. The card is reactivated automatically. Initial authorization sends again.
4	Register same credit card for different guest where a first registered credit card is in active mode. Guest A Register Card A Guest B Register Card B	No message prompts. The credit card registers successfully.
5	Register same credit card for different guest where the first registered credit card is deactivated manually. Guest A Register Card A, and deactivate manually Guest B Register Card A	No message prompts. The credit card registers successfully.

Table 4-13 (Cont.) Multiple Credit Card Process and Expected Result

No	Process	Expected Result
6	Register same credit card for different guest where the first registered credit card is deactivated after settlement. Guest A Register Card A, and do Settlement. Guest B Register Card A	No message prompts. The credit card registers successfully.

Multiple Pin Pad Terminal Run Simultaneously

Table 4-14 Multiple Pin Pad terminal Run Simultaneously Process and Expected Result

No	Process	Expected Result
1	Run the same application on different PC. Each PC connect to the different pin pad	Able to register credit card accordingly
2	Run a different application on different PC. Each PC connect to the same pin pad	The message 'The Pin Entry Device IP xxx is in used by OHC XX on workstation XX' shall prompt.

Activate/Deactivate Credit Card

Table 4-15 Activate/Deactivate Credit Card Process and Expected Result

No	Process	Expected Result
1	The Card is deactivated after performing the settlement	• Message prompt 'Settlement or reversal is done for this card, please get credit card again.' • Credit card remains deactivated. • Found the CRD_LOCK_ACTIVATION = 1
2	Use Deactivate Card button to deactivate the card	• Credit card is able to be activated.
3	Card is deactivated after Direct Sales	• Message prompt 'Activation not allowed for Direct Sale Credit / Debit Card.' • Found the CRD_LOCK_ACTIVATION = 2

Table 4-15 (Cont.) Activate/Deactivate Credit Card Process and Expected Result

No	Process	Expected Result
4	Card is deactivated after upgrade from an old format to SERVEBASE format	• Message prompt 'This card is not allowed to activate as the credit card format is not supported' • Found the CRD_TOKEN is null

Table 4-16 Manually Add Authorization

No	Process	Expected Result
1	Click Add Authorization button on View Authorization screen	Authorization Value screen pops up. Incremental Authorization with CCA_STATUS= 0 is created OHC Ship Transfer will send the authorization for approval

Offline Handling

Table 4-17 Offline Handling Process and Expected Result

No	Process	Expected Result
1	No internet connection while getting credit card	• Credit card is still able to register and saved into the database with CCA_STATUS=0, CCA_QSTATUS = 8 • OHC Ship Transfer keep trying and show 'QueryForFailover...' • Restart PED Framework Service, the Authorization record is resent for authorization • Proceed to add posting, the Top Up authorization will not send until the initial authorization get approved

Table 4-17 (Cont.) Offline Handling Process and Expected Result

No	Process	Expected Result
2	Initial authorization of the offline credit card registration return declined	• All the authorization (top up, settlement) belongs to the credit card will update to declined automatically • Proceed to add posting, the offline initial auth created (CCA_MTYPE = 1)
3	Multiple Offline Token handling - Initial Authorization is 'pending' status	• Register credit card A. • Interface sends the pre-authorization but no response. Initial authorization in outstanding status. • Register credit card B. • Interface sends the pre-authorization and get approved response. Initial authorization in approved status. • Add posting to credit card A. • Interface does not send the top up request. Incremental authorization in outstanding status. • Add posting to credit card B. • Interface sends the top up request and get approved response. Incremental authorization in approved status. • Perform settlement for credit card A. • Interface does not send Settlement request for credit card A. (This is due to initial authorization is still pending for approval). The settlement in outstanding status. • Perform settlement for credit card B. • Interface sends settlement request and get approved response. Settlement in approved status.

Table 4-17 (Cont.) Offline Handling Process and Expected Result

No	Process	Expected Result
4	Multiple Offline Token handling - Initial Authorization is 'declined' status	• Register credit card A. • Interface sends the pre-authorization but no response. Initial authorization in outstanding status. • Register credit card B. • Interface sends the pre-authorization and get approved response. Initial authorization in approved status. • Interface receives decline response for credit card A to pre-authorization. • Initial authorization for credit card A in declined status. Credit card A is deactivated automatically. • Continue to add posting for credit card B, C • Interface does not send all the pre-authorization, top up request • Perform the settlement for credit card B, C • Interface does not send the Settlement request. Settlement in outstanding status. • Interface sends all the pre-authorization, top up request if all the authorization belongs to credit card A is declined / or credit card A had new initial authorization. Interface sends all the settlement if all the settlement belongs to credit card A is declined

Declining Offline Token

Credit Card Data:

- Date: Credit Card A + Credit Card B
- Initial authorization is outstanding
- Incremental authorization is outstanding

- Settlement is Outstanding

Table 4-18 Credit Card Process and Expected Result

No	Process	Expected Result
Parameter 'Disable C/Card and Posting when auth is decline' = 0		
1	Initial authorization response 'decline'	• All Authorization and Settlement for credit card A is updated to decline • Update CRD_LOCK_ACTIVATION = 1 for credit card A • Credit card is deactivated and payment department default to Cash • If multiple credit card, all invoices are routed to credit card B. payment department default to credit B • Posting status is enable
2	One of the incremental authorization responses back 'decline'	• Only that Authorization is updated to decline • Credit card activation status remains active
Parameter 'Disable C/Card and Posting when auth is decline' = 1		
1	Initial authorization response 'decline'	• All Authorization and Settlement for credit card A is updated to decline • Update CRD_LOCK_ACTIVATION = 1 for credit card A • Credit Card A is deactivated and payment department default to Cash • Posting is disabled • If multiple credit card, all invoices are routed to credit card B. payment department default to credit B. Posting status remains enabled.

Table 4-18 (Cont.) Credit Card Process and Expected Result

2	One of the incremental authorization responses back 'decline'	• Only that Authorization is updated to decline • Credit card status is deactivated and payment department is updated to Cash • CRD_LOCK_ACTIVATION = 0 • Posting status updates to disable • If multiple credit card, all invoices are routed to credit card B. payment department default to credit B. Posting status remains enable.
Parameter 'Disable C/Card and Posting when auth is decline' = 2		
1	Initial authorization response 'decline'	• All Authorization and Settlement for credit card A is updated to decline • Update CRD_LOCK_ACTIVATION = 1 for credit card A • Credit Card A is deactivated and payment department default to Cash • Posting is enabled • If multiple credit card, all invoices are routed to credit card B. payment department default to credit B. Posting status remains enable.
2	One of the incremental authorization responses back 'decline'	• Only that Authorization is updated to decline • Credit card status is deactivate and payment department is updated to Cash • CRD_LOCK_ACTIVATION = 0 • Posting status remains enable. If multiple credit card, all invoices are routed to credit card B. payment department default to credit B. Posting status remains enable

Troubleshooting Servebase

This section describes the troubleshooting steps that assist you in resolving the commonly known errors with SERVEBASE Handling.

Table 4-19 OHC Ship Transfer Interface

Known Issue	Solution
OHC Ship Transfer program opens/closes by itself	• Ensure you are using the latest wrapper.dll. • Register the wrapper.dll with regasm.exe.
Authorization/Settlement in pending status, and not send to Ship Transfer Interface	This is due to initial authorization references is missing for the authorization/ settlement. The recommended workaround is: • Locate the authorization/settlement with missing initial authorization (CCA_PREVIOUS). • From the Authorization record, determine the transaction date and approval code from the record. Obtain the corresponding Ship Transfer log file and locate the initial authorization reference tag <TransactionReference> used in the authorization code under the <AuthorityCode> tag. • To update the initial authorization reference value to CCA_PREVIOUS column for the affected Authorization record, please contact your consultant/ support to help you regarding an SQL statement that you need to apply when this issue occurs.
CRD_ACTIVATION_LOCK not updated to 1 after performing the payment.	Ensure CCT_CCA_ID value is valid.
Initial authorization getting 'Outstanding' status	Check the Pin Pad Terminal Setup. Ensure the Pin Pad IP matches the device that is used to register a credit card.
Message 'Socket is not connected', when trying to save the PED IP or Message 'Error in connection with this Pin Entry Device'	Verify and ensure: • The PED Framework Service is running. • The connection information is correct. • The Pin Pad device is connected. • Window firewall is turn off
To find the outstanding CCA causing other CCT not able to process	Please contact your consultant/support to help you regarding an SQL statement that you need to apply when this issue occurs.

Management Module

Table 4-20 Management Module Known Issue and Solution

Known Issue	Solution
Showing 'Please Wait....', and did not prompt for 'Insert/Swipe Card' to notify user.	Check and ensure the PED Framework Services is running. Ensure the Configuration file settings is the same as below: <endpointSettings port="5000" messageFormat="Native" endpointProtocol="Ip" supportDeviceIsDisplaying="true" supportCustomerInteraction="true" supportAcknowledgements="true" supportNetworkStatus="true" monoCertificatePolicy="false" />
Request Token prompts 'Precondition failed: !string.IsnullOrEmpty (item.Credentials.CustomerCode)	Ensure Merchant Setting is correct (CCM)
Message 'Invalid Credentials. No user records that match the supplied credentials' when try to register credit card	Ensure User account setup in Servebase configuration file / CCM entry is valid.
Message 'Client found response content type of 'text/html; charset=utf-8', but expected 'text/xml' when trying to register credit card.	Ensure the correct credential file is located. And, the ship currency and match with CCM

Windows Services

Table 4-21 Windows Services Known Issue and Solution

Known Issue	Solution
The PED Framework Service on Local Computer started and stopped. Some services stop automatically if they are not in use by other services or programs,	Ensure the C:\Work folder exists.

Transaction Status

Table 4-22 Transaction Status

Status	Description
Initial Authorization	
CCA_OPERATION	1
CCA_MTYPE	0 (Online initial auth), 1 (Offline initial auth)
CCA_PREVIOUS	Original pre-authorization reference ID, value generated from sequence CNT_POS_RES)

Table 4-22 (Cont.) Transaction Status

Status	Description
CCA_STATUS	0 (outstanding/pending), 1 (approved), 2 (declined)
CCA_QSTATUS	0 (pending), 2 (Transaction sent out from OHC Ship Transfer), 3 (Acknowledgement received from Credit Card provider), 8 (completed)
CCA_STATUS = 0 CCA_QSTATUS = 8	It means pseudo/temporary token is received and waiting for real token after the connection with merchant/service provider is resume
Incremental Authorization	
CCA_OPERATION	2
CCA_MTYPE	4 (Online incremental auth), 5 (offline incremental auth) If CCA_MTYPE = 5 • When parameter 'Allow Posting For Declined Authorization' is set to 0. For incremental authorization created during system cruise change. • When parameter 'Allow Payment For Declined Authorization' is set to 0 or 2. For incremental authorization created during pay invoice/quick billing.
Settlement	
CCT_STATUS	0 (outstanding), 1 (approved), 2 (declined)
CCT_QSTATUS	0 (pending), 2 (Transaction sent out from OHC Ship Transfer), 3 (Acknowledgement received from Credit card provider), 8 (Completed)
Direct Payment	
CCA_MTYPE	6
CCA_STATUS	1 (approved), 2 (declined)
No Settlement create	

5
PAYPOINT

The following sections describe the setup, usage of Online Credit Card Transfer for PAYPOINT Handling.

Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirements to operate the Paypoint credit card device.

Prerequisite

- OHC Ship Transf.exe
- OHC Tools.exe
- Wrapper.dll
- SPMS Parameters
- CRUFLFC.dll version
- PaypointAPI.dlli9
- Interop.PAYPOINTAPILib.dll
- Paypoint.dll

CompatiIbility

SPMS version 20.1 or later. For customer operating on version below 20.1, database upgrade to the recommended or latest version is required.

SPMS Parameters Paypoint

This section describes the **Parameters** available to PAYPOINT Online Credit Card module and they are accessible in **Administration module, System Setup, Parameter**.

Table 5-1 PAR_GROUP General

PARNAME	Description
AllowSignatureCaptureforCreditCard	0 - Disables Signature Capture for Credit Card 1 - Enables Signature Capture for Credit Card

Table 5-1 (Cont.) PAR_GROUP General

Parameter Name	Description
Allow Payment for Declined Authorization	0 - Does not allow payment if authorization is declined but allow when offline 1 - Allows payment if authorization is declined or offline. 2 - Does not allow payment if authorization is decline or offline

Table 5-1 (Cont.) PAR_GROUP General

PARNAME	Description
ALLOWPOSTINGFORDECLINEDAUTHORIZATION	0 - Does not allow posting if credit card authorization is declined 1 - Allows posting

Table 5-1 (Cont.) PAR_GROUP General

PARNAME	Description
GCAMINITIALAUTHAMOUNT	Specifies initial authorization amount for all card types when the card is swiped at the terminal with online mode
GCBTYPENOTSUPPORTED	Does not include supported credit card

Table 5-1 (Cont.) PAR_GROUP General

PARNAME	Description
AUTHAMOUNTINCREMENTALAMOUNT	Minimum Incremental Amount

Table 5-1 (Cont.) PAR_GROUP General

PARNAME	Description
[illegible]	This parameter is work with "Allow Payment for Declined Authorization'. If payment does not allow due authorization is offline or decline, but with decline error specified in parameter, the program will still allow payment to be performed.

Table 5-2 PAR_GROUP Interfaces

PAR Name	PAR Value	Description
Specify Decline Error for Resend	('FEIL VED KOMMUNIKASJON','TERM. ER OPPTATT','MISTET FORBINDELSE','TIDSAVBRUDD')	This parameter allows the identified transaction to be resent. If the Paypoint returns a response with an error message, OHC Ship Transfer will update the CCT_STATUS = 0, CCT_QSTATUS = 8 and remove the CCT_NONAPPROVALTEXT for resent purpose.
Enable Auto Incremental Auth	0 or 1	This is used for OCC. When enabled, the system checks for each debit posting amount if it is within the last approved auth amount. If not, an auth is sent with the amount specified in the parameter Auto Incremental Amount. 0 - Disable the automatic incremental authorization 1 - Enable the automatic incremental authorization
CC Auth/Settlement Folder	Folder path	Repository location for authorization/settlement files generated by OHC Credit Card Interface **Note:** To avoid adverse impact on your system, please abstain from using the following folder path: • System Directory • "\Users\Public\Documents\Oracle Hospitality Cruise"

Table 5-3 PAR Group Not Specified

PAR Name	PAR Value	Description
CC Transfer Format	PAYPOINT	Online Credit Card Format
CCard Interface Name	<Workstation IP/Name>	Workstation IP address/ name which used to run OHC Ship Transfer

System Configuration Paypoint

This section describes the various system codes setup within the **Administration module**.

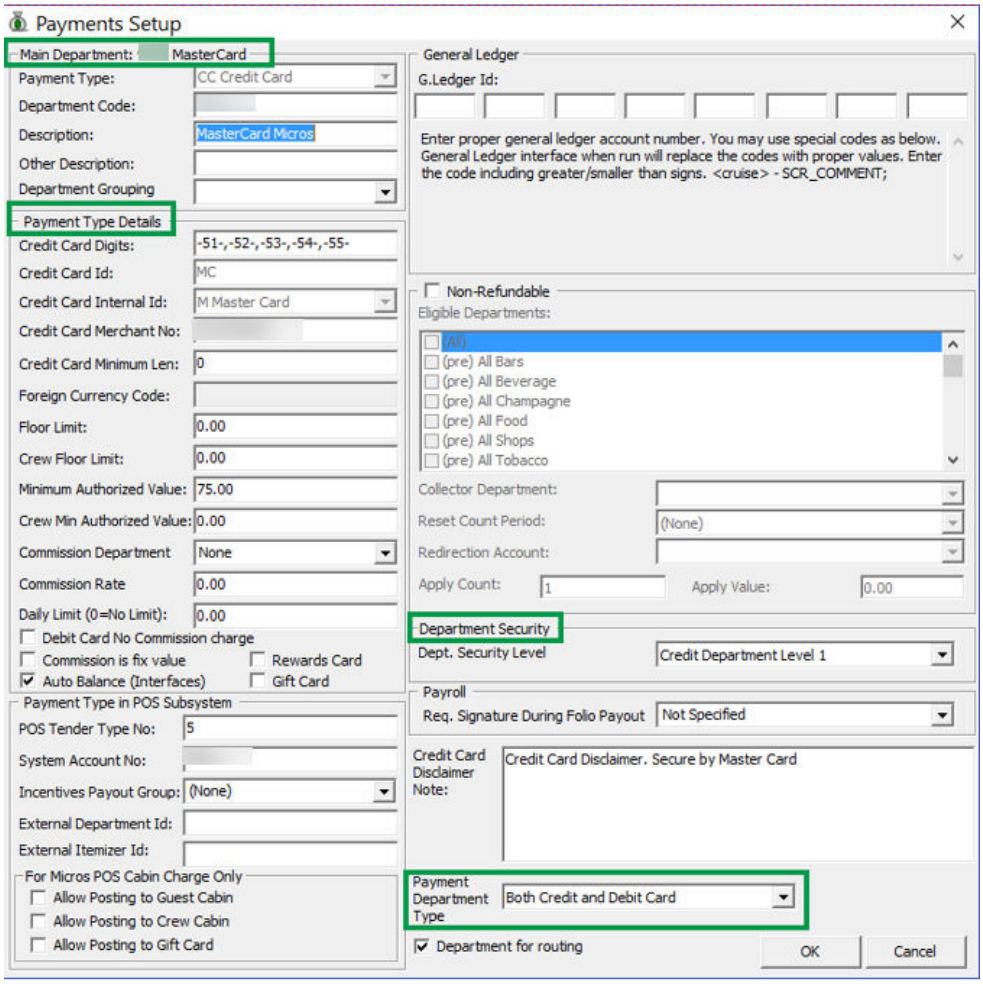
Department Setup

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** to create a **Sub-Department** code.

Figure 5-1 Department Code Setup



3. At the **Main Department section**, enter the credit/debit card information such as Payment type, department code and description.
   a. Enter the two digits of the first set of the credit card number of the Credit Card type.
   b. Enter the **Credit Card ID.** For example, MC for MasterCard, VI for Visa, and others.
   c. Select the corresponding **Credit Card Internal ID** from the drop-down list.
   d. Enter the **Credit Card Merchant Number** provided by the Service Provider.

e. Select the **Commission Department** from the drop-down list and update the **commission rate** in percentage.

f. Check the **Debit Card No Commission charge** if the commission is not applicable to debit card.

4. At the **Department Security** access, select the relevant security level from the drop-down list.
5. Select the relevant **Payment Type** under **Payment Department Type**, either **Both Credit and Debit card, Credit card** or **Debit card**. This field determines whether the payment type is a Credit Card or Debit Card.
6. Click **OK** to save.

Setting up Receipt

To generate a receipt upon payment, it requires 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 Oracle Hospitality Cruise Support if you would like to configure a customized receipt format.

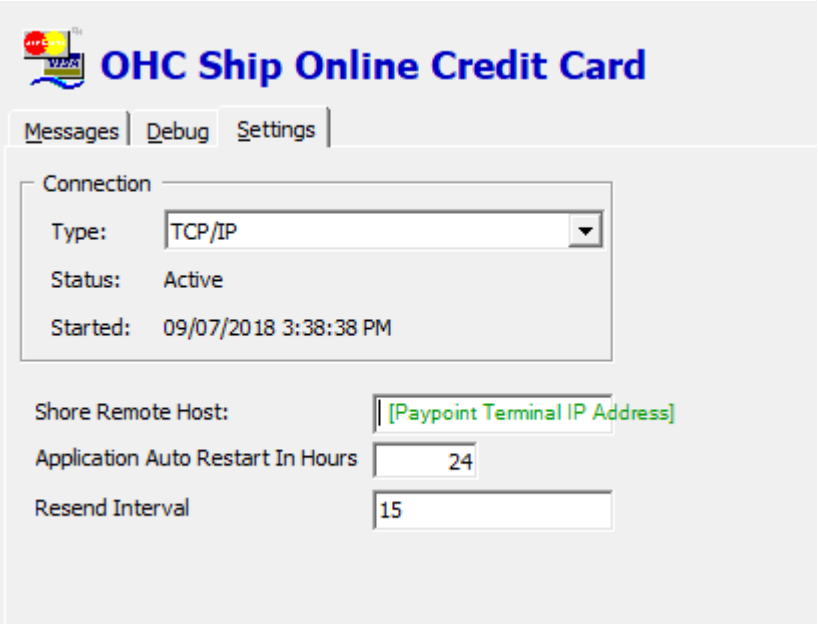
OHC Transfer Setup

The OHC Ship Transfer Interface is an interface that sends credit card payments from SPMS to Paypoint Payment Gateway for credit card payments to be authorized using interface program `OHC Ship Transf.exe`

Configure OHC Ship Transfer

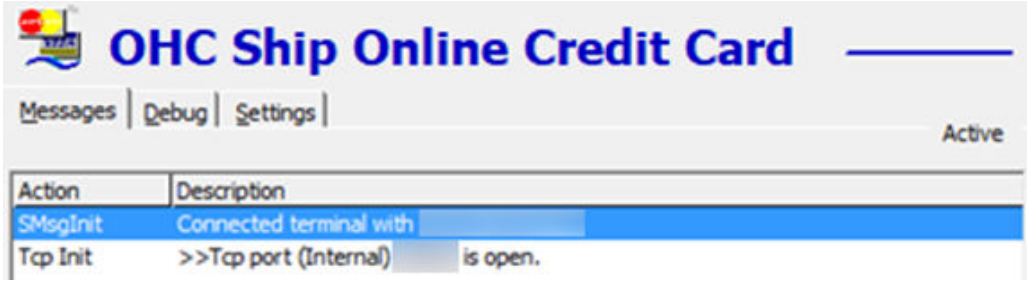
1. Start OHC Ship Transf.exe and navigate to the **Settings** tab.
2. Enter the **Shore Remote Host IP** address. The shore remote host is the **Paypoint Terminal IP** address.

Figure 5-2 OHC Ship Transfer — Setting Screen



3. The connection is shown in Message tab per below figure.

Figure 5-3 OHC Ship Transfer — Message Screen



Paypoint Workflow

The SPMS application communicates with Paypoint device through a TCP/IP protocol and the device handles the communication with the host through its own network card. The IP address is stored in the Paypoint device itself.

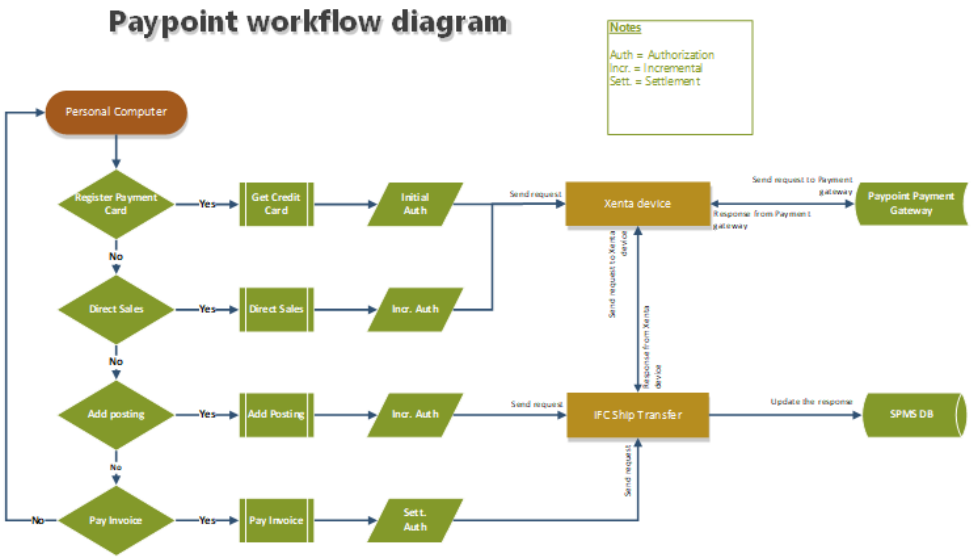
Send Initial Authorization

Authorization requests performed at **Management module, Get Credit Card** or **Advance Quick Check-in module, Get Credit Card/Direct Sales**are sent to the Paypoint device before passing them to the Paypoint Payment Gateway.

Send Incremental/Settlement Authorization

An Incremental/Settlement request performed at **Management module, Add Posting / Pay invoice function** is sent to OHC Ship Transfer module before being passed to Paypoint payment gateway.

Figure 5-4 Paypoint Credit Card Handling Workflow

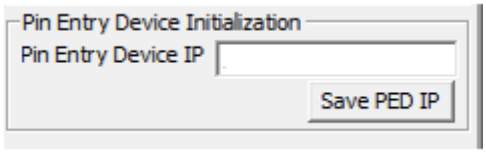


PAYPOINT Handling

This section describes the device set up for Paypoint credit card handling.
Setting up Device in Management Module

1. Navigate to **Options, Hardware tab** from the menu bar.
2. Enter the device IP address into the **Pin Entry Device Initialization** field and click **Save PED IP**.

Figure 5-5 Hardware Options — Pin Entry Device IP



3. After the **Save PED IP** button is clicked, a Test Communication between the **Management module** and the device shall commence.

Figure 5-6 Management — Test Communication — In Progress

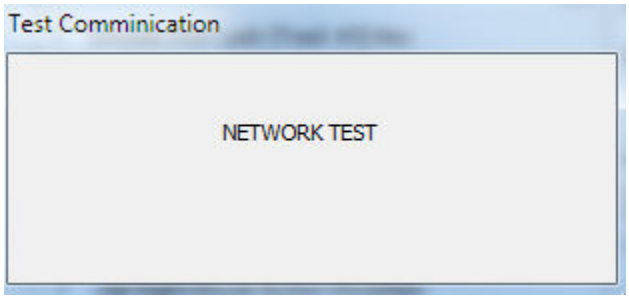
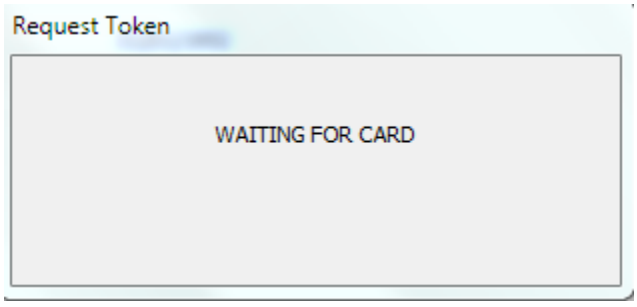


Figure 5-7 Management — Get Credit Card

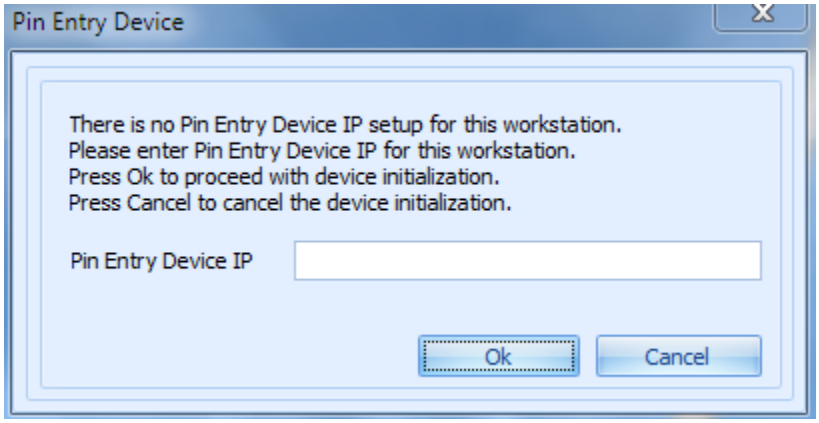


4. When you click the **Get Credit Card** button at Guest Handling, the program communicates with the device and prompts to insert/swipe a credit card.

Setting up Device in Advance Quick Check-In Module

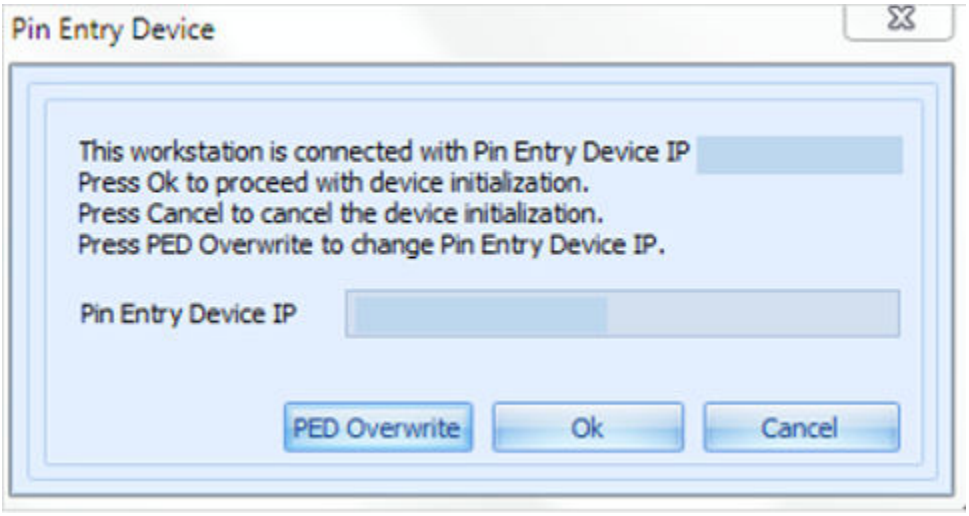
1. At the start up the AQCI module and if the module has never been connected/ configured with a card device, the **Pin Entry Device** screen without an IP address prompts 'Enter the device's IP address' and click **OK**.

Figure 5-8 Advance QCI — Pin Entry Device



2. If AQCI has been connected to the card device before, the previous IP address is stored in Pin Entry Device. Click the **PED Overwrite** button to change the IP address if the device's IP is different.

Figure 5-9 Advance QCI — Pin Entry Device — with IP address

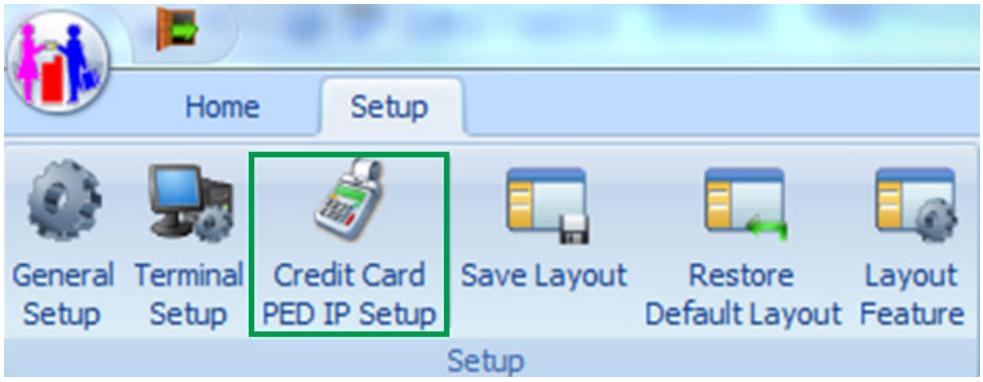


3. The AQCI program will run the Test Communication between AQCI and the card device when the **OK** button is clicked and you will receive a notification when the testing is **OK**

.

4. To change or re-test the connection, navigate to the **Setup** tab, click the **Credit Card PED IP setup** at the ribbon bar and the **Pin Entry Device IP** screen shall prompt. Click the **PED Overwrite** button and enter the new IP address.

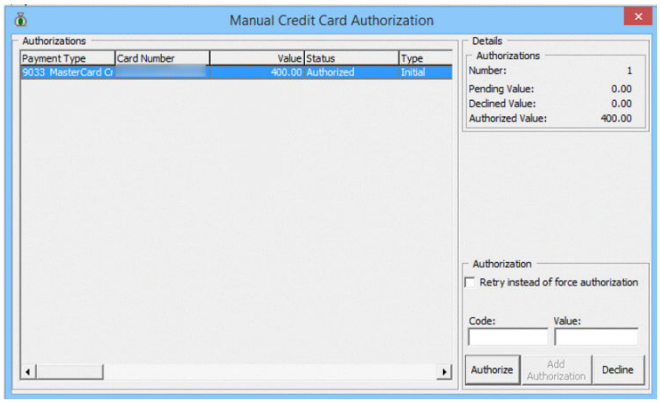
Figure 5-10 Advance QCI — Credit Card PED IP Setup



Viewing Authorization Amount in Management Module

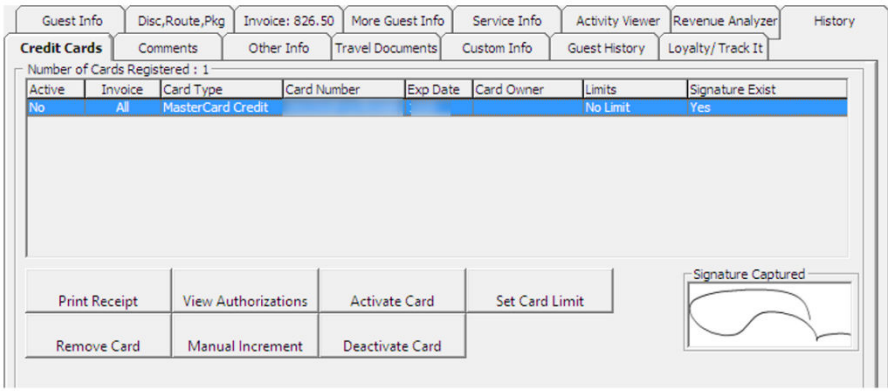
1. Login to **Management** module and navigate to **Guest Handling** screen.
2. At the **Search Panel**, browse the guest account.
3. Navigate to the **Credit Card** tab of the guest account. The registered card status should be in *Inactive* mode.

Figure 5-11 Management Credit Card



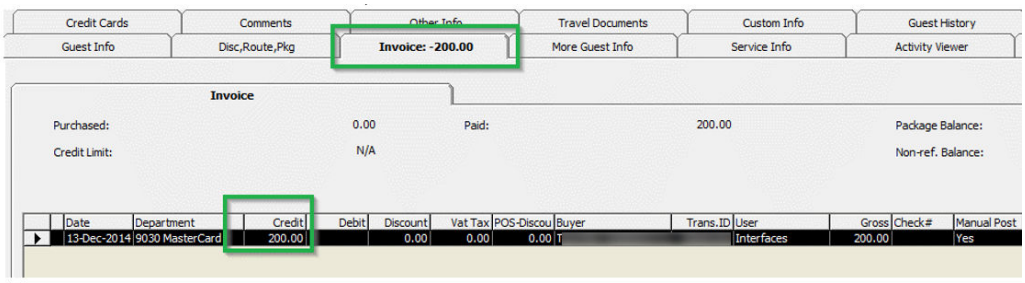
4. To display the initial authorization, select the credit card and click **View Authorization**.
5. The Authorized Value shown in **View Authorization** is the last authorization amount, excluding the amount from Direct Sales.

Figure 5-12 Management View Authorization



6. To view the earlier settlement of the credit card, navigate to the **Invoice** tab.
7. If the card is a debit card, the amount is credited onto the invoice automatically.

Figure 5-13 Management Authorization Display on Invoice — Debit Card Details

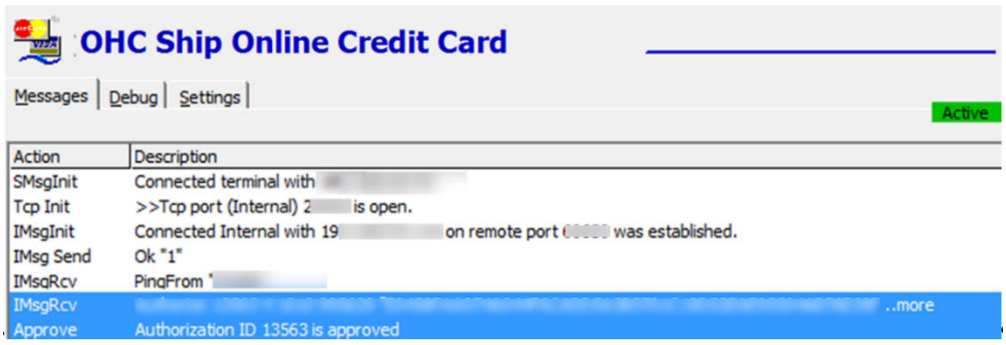


OHC Ship Transfer (Sample Response Message)

Below are the samples response message in OHC Ship Transfer.

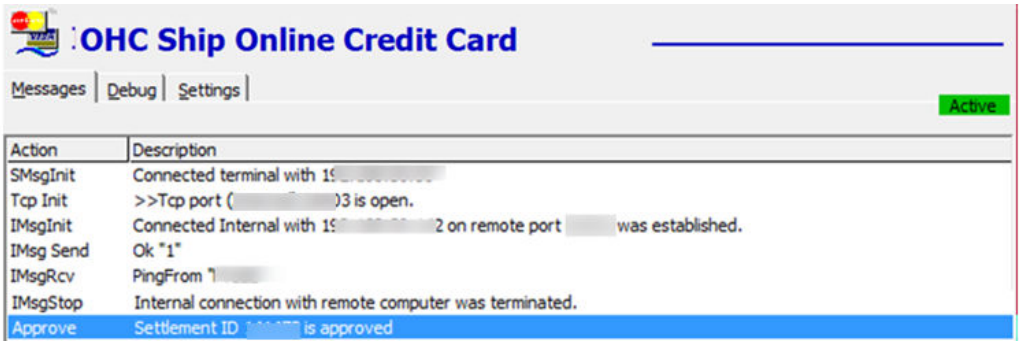
Send Authorization

Figure 5-14 OHC Ship Transfer — Send Request Message — Send Authorization



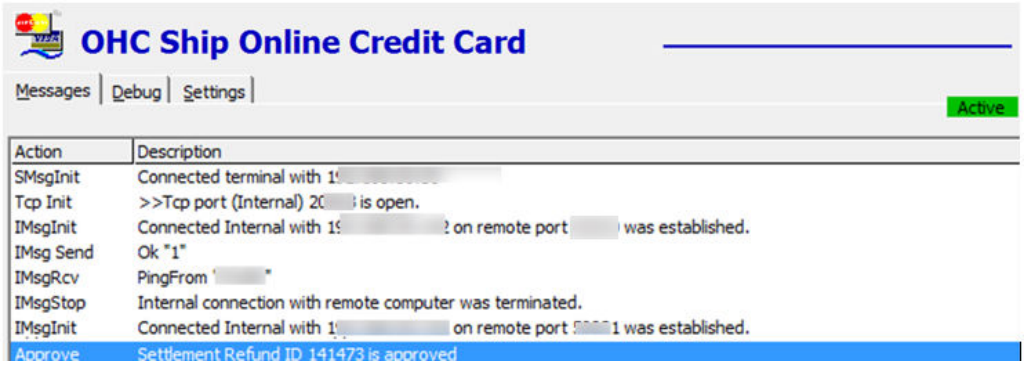
Send Settlement

Figure 5-15 OHC Ship Transfer — Send Request Message — Send Settlement



Send Refund

Figure 5-16 OHC Ship Transfer — Send Request Message — Send Refund



Troubleshooting PAYPOINT

This section describes the troubleshooting steps that will assist you in resolving the known errors with PAYPOINT Credit Card Handling.

General

Table 5-4 General Known Issue and Solution

Known Issue	Solution
To trace the Paypoint error log	The log file is saved in Oracle Hospitality Cruise folder .\DIR\DIR\Paypoint.log or Paypointtrans.log

Management Module

Table 5-5 Management Module

Known Issue	Solution
Error 'No contact with term'	Restart the program or device. This is due to no connection between the program and the device.
Error 'No contact with card issuer'	Try another credit card. This card may be blocked by Paypoint payment gateway.
Error 'Error in sending pre-authorization'	Restart the program and reset the network connection.
Error 'Invalid Service for this card'	This is due to the credit card type not defined in parameter 'CCard Not Supported'

Transaction Status

Table 5-6 Transaction Status Detail

Status	Description/Transaction Type
Initial Authorization	
CCA_OPERATION	1
CCA_MTYPE	0 = Online initial auth, 1 = Offline initial auth
CCA_STATUS	0 = outstanding/pending, 1 = approved, 2 = declined
CCA_QSTATUS	0 = pending, 8 = completed
Incremental Authorization	
CCA_OPERATION	2
CCA_MTYPE	4 = Online incremental auth, 5 =offline incremental auth If CCA_MTYPE = 5 When parameter **Allow Posting For Declined Authorization** is set to 0, the incremental authorization is created during system cruise change. When parameter **Allow Payment For Declined Authorization** is set to 0 or 2, then the incremental authorization is created during pay invoice/quick billing.
Settlement	
CCT_STATUS	0 = outstanding, 1 = approved, 2 = declined
CCT_QSTATUS	0 = pending, 2 = "Process" button pressed at Management module, Credit Card Batch Settlement, 8 = Completed
Direct Payment	
CCA_MTYPE	6
CCA_STATUS	1=approved, 2=declined

Ship Transfer Interface Module

Table 5-7 Ship Transfer Interface Module Known Issue and Solution

Known Issue	Solution
Error 'Duplicate reject trans'	Turn off the checking on XENTA device from Menu, Administer, Change Params, General Use, Duplicate.
Error 'Automation Error. The Specification module could not be found'	The PAYPOINTAPI.dll is missing or corrupted. Replace the new PAYPOINTAPI.dll into Oracle Hospitality Cruise folder.
Error 'paypoint.dll open failed'	The remote shore host does not match the Paypoint terminal IP address.
Do not pick up the settlement transaction to process	• Possible due to initial authorization is missing, or status is outstanding. • Check on CCA_PREVIOUS and CCT_CCA_ID for further investigation. • Check the Paypoint.log for further investigation.
Do not pick up the authorization transaction	• Check the Paypoint.log • CCA_QSTATUS must less than 3. • CCA_STATUS have to be 0. • Authorization not able to process due to invalid characters found in the transaction string, for example "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): 300000;4;ñøôñ÷à ï÷éøîà;A000000025010402;526542;;;;;; 2015-05-07 05:14:34.511 DEBUG TransData (type 50): 1164347 • The characters highlighted in yellow are the invalid characters returned by Paypoint service. • The characters highlighted in green refers to CCA_ACC_ID. • Open Oracle SQL Developer, and filter the CCA_ACC_ID transaction. • Locate the initial authorization (CCA_OPERATION = 1), then identify the column CCA_LOCALMODEDATA where the transaction data will be saved in this column. • Edit and remove the invalid character, commit the changes. • Go to Ship Transfer interfaces and click **Apply**to initial the authorization process again.

6

NCL DCC

This document contains the setup and usage of Credit Card Transfer for NCL DCC Handling.

Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirements to use the NCL DCC Handling.

Prerequisite

- OHC Credit Card Transfer.exe
- OHC Tools.exe
- SPMS Parameters

Compatibility

SPMS version 20.1 or later. For customer operating on version below 20.1, database upgrade to the recommended or latest version is required.

SPMS Parameters NCL DCC

This section describes the **Parameters** available to Credit Card Transfer module and they are accessible in **Administration module, System Setup, Parameter**.

Table 6-1 PAR_GROUP General

PARAM Name	Description
EnableSignatureCaptureforCredit Card	0 - Disables Signature Capture for Credit Card 1 - Enables Signature Capture for Credit Card

Table 6-1 (Cont.) PAR_GROUP General

Parameter Name	Description
CreditCardDCCConfirmMessage	0 - Disables Credit Card DCC (Dynamic Currency Conversion) 1 - Enables Credit Card DCC (Dynamic Currency Conversion)
CreditCardDCCMessage	&&Guest Currency Choice &&Your Card Billing Currency: <xxx> &&Current Rate of Exchange: <yyy> &Rate includes 3% margin &&Select the currency your charges will be finalized in

Table 6-1 (Cont.) PAR_GROUP General

PARNAME	Description
DCCRouteMessage	&The guest named below: &Name as it appears on the card: &<CNAME> &&Credit Card No. : & XXXX XXXX XXXX <NO> &will pay for all charges made by the & Following guest(s) during their onboard vacation: &&Cabin : Guest Name : &
DCCBaseCountry	Leaves as blank

Table 6-1 (Cont.) PAR_GROUP General

PAR Name	Description
Enable Credit Card DCC	0 - Enables Credit Card DCC 1 - Disables Credit Card DCC

Table 6-2 PAR_GROUP Interfaces

PAR Name	PAR Value	Description
Enable Add-on DCC	NOVATE	CC Provider that supports Add-on DCC. For example: Novate
Batch CCard Processing Format	NCL	Specifies the message format to be generated by OHC Credit Card Transfer
CC Auth/Settlement Folder	Folder path	Repository location for authorization/settlement files generated by OHC Credit Card Interface Note: To avoid adverse impact on your system, please abstain from using the following folder path: • System Directory • "\Users\Public\Documents\Oracle Hospitality Cruise"

Configuring SPMS

This section describes the program setup within the **Administration module** and **Management module**.

Prerequisite for Program Setup

The Verifone card device requires the `vFormAgent.dll` and `Interop.vFormAgent.dll`. These files are downloaded automatically from XAPP into Oracle Hospitality Cruise folder after you run the OHC Launch Panel.

You have to run the OHC Database Installer to ensure you have the latest program files. The device also requires below forms and you can obtain these from Oracle Support.

- DCCLBL.frm
- DCCCONFIRMLBL.frm
- SIGNATURE.frm
- 925_SWIPE_CARDONLY.frm
- WELCOME.frm
- ROUTING.frm

Hardware Setup

Before you begin using the Verifone device, you are required to configure the device connection in **Management module**.

1. Start the Management module and select the **Options** menu.
2. Navigate to the **Hardware tab** of the **Options** screen.
3. At the Card Reader/Encoder #1 section, select the Card Reader Type as **Verifone MX925**. The port details are shared with Signature Capture, defined in the next step.
4. The port details need to be defined as per below setting, similar to **Port properties** configured in **My Computer, Device Manager**.
    a. Speed: 115200
    b. Data bits: 8
    c. Parity: None
    d. Stop Bits: 1
5. Click **Apply** and close the Hardware Option screen. The Verifone device will download the required pre-loaded forms and prompt ‘File successfully downloaded’ upon completion.
6. Re-open the Hardware tab and verify that the port number no longer appears in the **Port Number** column.
7. If a Signature Capture device is used during the credit card registration, assign the device at the **Hardware Option** under **Signature Device**. Both the Verifone MX925 Card Reader Type and Signature Capture share the same Port setting.

8. Close the **Hardware Option**screen and restart OHC Management. The device will download and install the required forms upon the program startup. Below are the indicators for the process.
    - **Signal is caught screen:** This mean the Verifone device is detected.
    - **Form Agent screen:** Forms are being loaded from the device.
    - **System Information screen:** Displays the configuration information.
9. If the port number is wrongly assigned or the device is not properly connected, a message box shall prompt during program startup. Check if the device is connected and the DLL are properly registered.

    `vFormAgent.dll & interop.vFormAgent.dll` is not updated.`vFormAgent.dll & interop.vFormAgent.dll` is not registered properly.

System Configuration NCL DCC

This section describes the various system codes setup within the **Administration module**.

Department Setup

A debit/credit department code of a credit card type is required for charge/posting and this is set 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 the **New** button to create a Sub-Department code.
3. At the **Main Department section**, enter the credit/debit card information such as Payment type, department code and description.
4. At the **Payment Type** details section,
    a. Enter the two 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 box.
    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.
    f. Check the **Debit Card No Commission** charge if the commission is not applicable to debit card.
5. At the **Department Security** access, select the relevant security level from the drop-down box.
6. At the **Department Security** access, select the relevant security level from the drop-down box.
7. Click **OK** to save.

Setting up Receipt

A receipt can be generated upon payment and this requires 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 Oracle Hospitality Cruise Support if you would like to configure a customized receipt format.

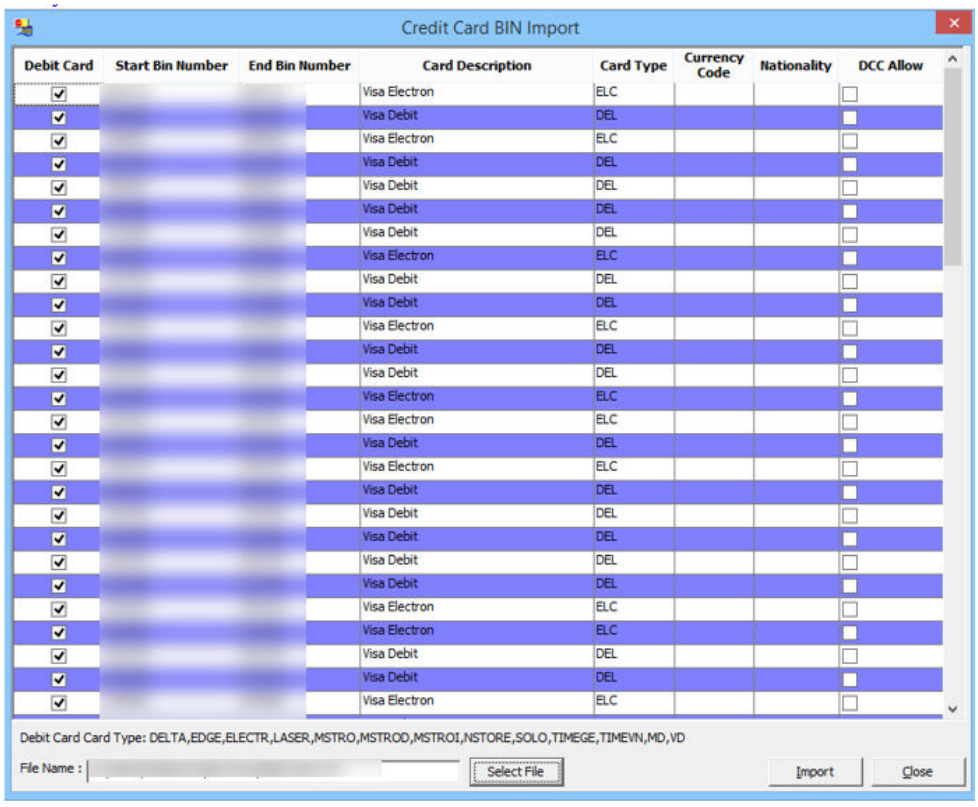
Importing Credit Card BIN

In order for the program to determine the correct card type (Credit/Debit) and its handling, you are required to import a Credit Card Bank Identification Numbers (BIN) in the file into SPMS. This file contains the complete set of eligible BIN range and is provided periodically by ELAVON. When the BIN file reloads, all previously loaded information will be is overwritten during the process.

Loading the BIN File

1. Login to **Administration module** and select **Financial Setup, Import Credit Card Bin** file.
2. Locate and select the latest BIN file from the folder. For example, see section *Sample BIN file*.

Figure 6-1 Credit Card BIN Import Screen



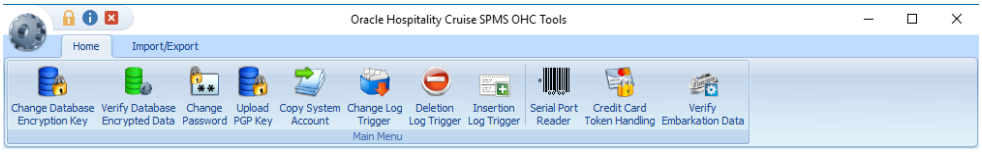
3. The BIN file information populates in the Credit Card BIN Import screen. Click the **Import** to save the BIN ranges into the BIN table and **Close** to exit.

Setting up PGP Encryption

The PGP Encryption is a Payment Application Data Security Standard (PA-DSS) Compliant requirements. Its aims to prevent any third parties from storing prohibited secure data including credit card track data, card validation codes or pin block data, therefore minimize the potential security breaches leading to compromising the full magnetic stripe data, card validation codes or pin block data. The encryption is performed using OHC Tools by way of uploading a PGP key pair, which is then used to encrypt and decrypt the authorization file in OHC Credit Card Transfer.

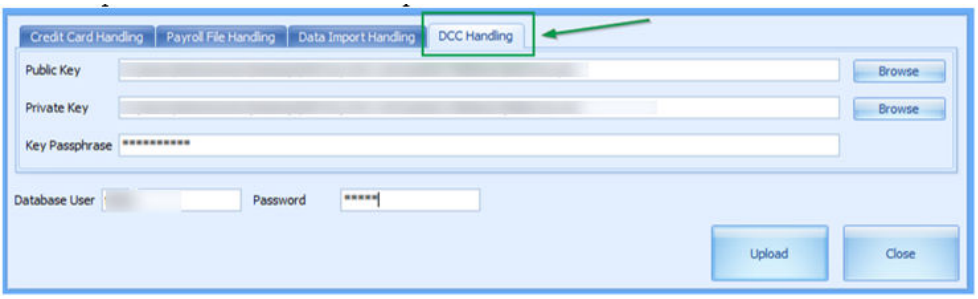
1. Run OHC Tools and select **Upload PGP Key** to upload PGP key pair for DCC handling.

Figure 6-2 OHC Tools Menu



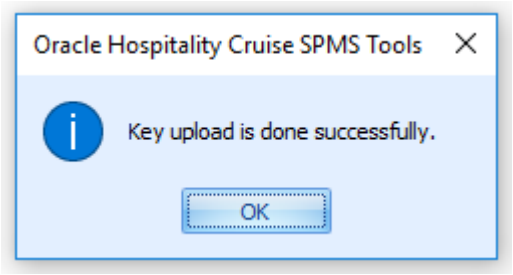
2. At the PGP Key Uploaded screen, navigate to the DCC handling tab.
3. Browse for the bank public key (file format is .pkr) under **Public Key column**.
4. Browse for the secret key (file format is .skr) under **Private Key column**.
5. Enter a **Key Passphrase** if the key pair is generated with a passphrase.
6. Enter Ship's database username and password.

Figure 6-3 PGP Key Uploader — DCC Handling Tab



7. Click the **Upload** button to begin the key upload for DCC Handling.
8. Upon successful upload, the system prompts a message box. Click **OK** to close and exit.

Figure 6-4 Successful PGP Key Upload Prompt



Using the Verifone Card Device

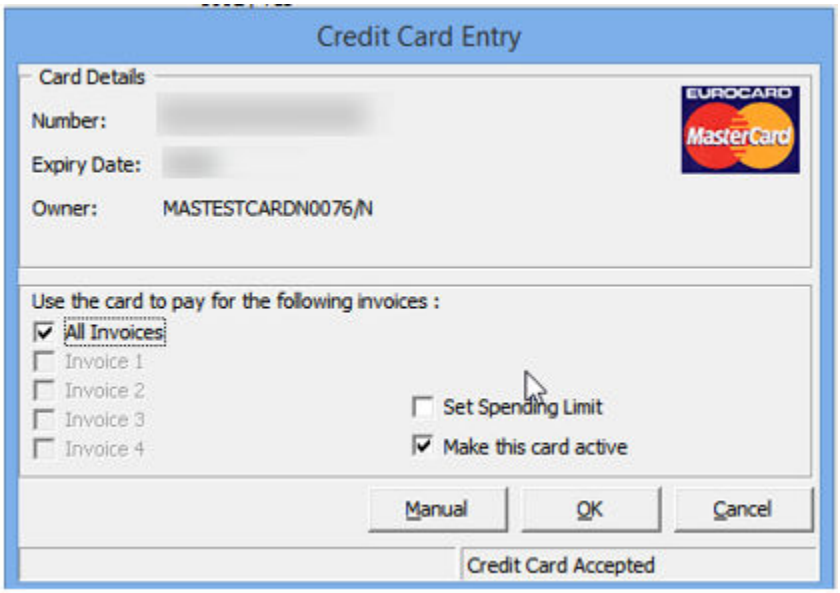
This section describes the usage of the Verifone device in AQCI, Management Module, and Credit Card Transfer Program.

OHC Management

To register a credit card using a Verifone device in the Management Module, follow the steps below:

1. Start the **Management** module.
2. From the main menu, select **Cashier** then **Guests**.
3. Select a checked-in guest and click **Get Credit Card** button in guest handling screen.
4. The system will prompt a message requesting the card to be swiped. Swipe the card through the card slot of the card device.
5. After the card is swiped, the credit card information and its status are reflected on the **credit card entry**. If the credit card is valid, the **credit card accepted** status is shown on the screen.

Figure 6-5 Credit Card Entry Details

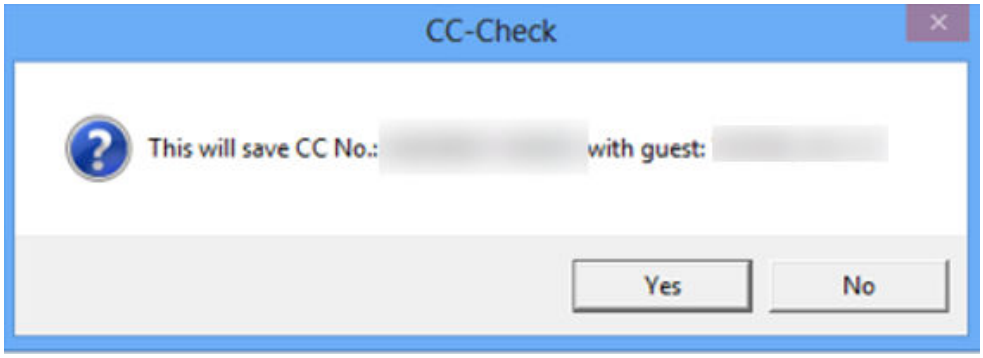


6. The processing screen displays during the credit card registration in the Credit Card Entry screen.

> **Note:**
>
> The Currency Exchange rate used refers to the DCC table and exchange rate imported from the authorization response file.
>
> If the credit card is eligible for Dynamic Currency Conversion (DCC) and is within the DCC BIN range, the program prompts the DCC handling message box, followed by the currency selection screen
>
> .

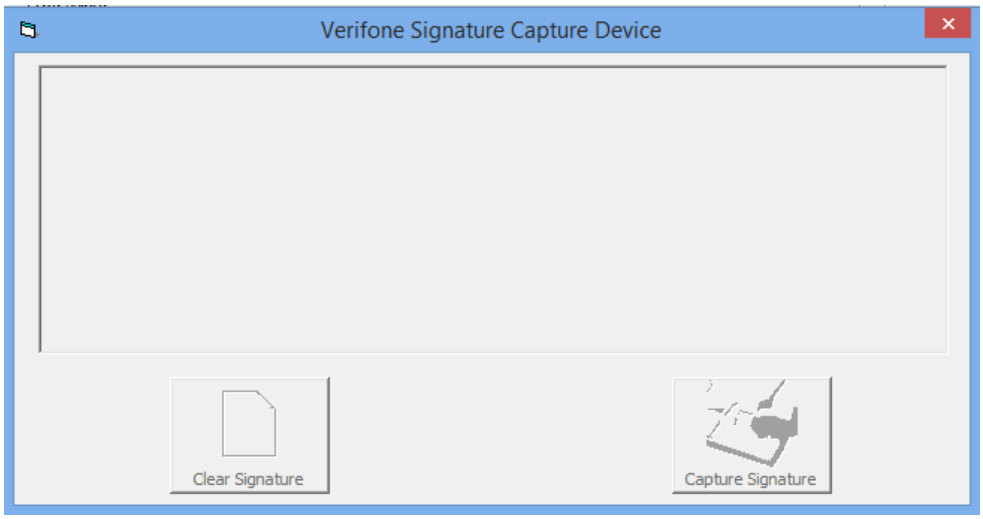
7. Select the available **Card Billing Currency** for the credit card to enroll into the DCC handling prompt for acknowledgement of the DCC's Term and Conditions clause on the card device.
8. Click the **Decline** prompt on the device will terminate the credit card enrollment and save the credit card data into the database. Before saving the credit card data, it will prompt for signature if the parameter **Enable Signature Capture for Credit Card** is enabled.
9. Click **Accept**to enroll the credit card in DCC Handling. The system prompts a confirmation to save the credit card data. Click **Yes** to proceed

Figure 6-6 Message box — DCC Confirmation



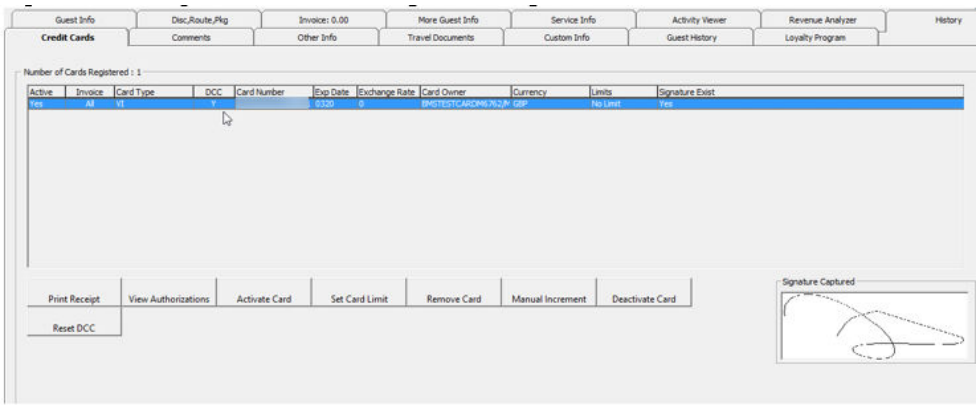
10. If the parameter **Credit Card DCC Route Message** is enabled, a routing message will display on the device.
11. Click the **Accept** button to accept the routing for the other guest or **Decline** if there is no routing for this guest.
12. To use the Signature Capture feature, the parameter '**Enable Signature Capture for Credit Card**' must be enabled and the Signature screen will prompt when the card is registered at both the Management module and the device.

Figure 6-7 Signature Screen at Module



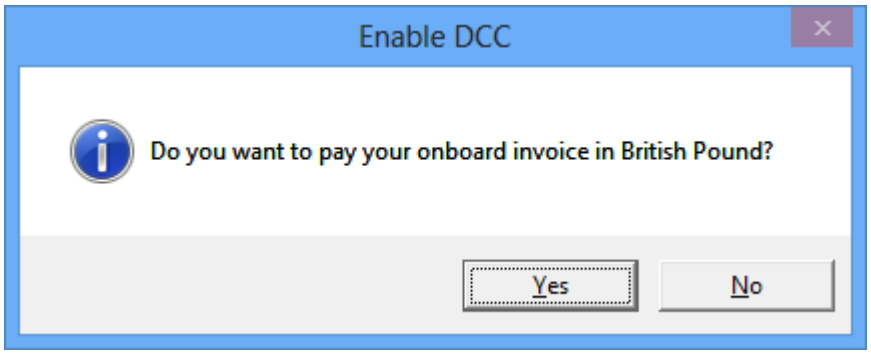
13. After the guest places their signature on the device, click **Enter** to complete the credit card registration process. If **Cancel** is pressed, you will receive a **No Signature Received** promptly in Guest Handling screen.
14. A **Transaction Completed** screen will display on the device when the registration completes or **Transaction Cancelled** when the **Cancel** button is pressed.
15. The signature captured is shown on the signature screen. Clicking the **Clear Signature** button resets the signature and allow the guest to place a fresh signature.
16. Click the **Capture Signature** button to complete the credit card registration on the guest account.
17. Click **OK** at the registration complete prompt to return to the previous screen.
18. The registered credit card details are stored in the Credit Card tab of Guest handling screen, with the DCC column flagged with 'Y' when the card is enrolled with DCC. At the Signature Captured column, the signature captured during the credit card registration is shown. The program does not allow credit card registration without a signature when parameter **Enable Signature Capture for Credit Card** is enabled.

Figure 6-8 Guest Handling Credit Card Screen



19. For DCC handling, below message box will prompt when the ‘Card Reader Type’ is assigned to magnetic swipe device. This shows that the credit card is eligible for DCC enrolment.

Figure 6-9 DCC Enable Screen — Manual Card Swipe

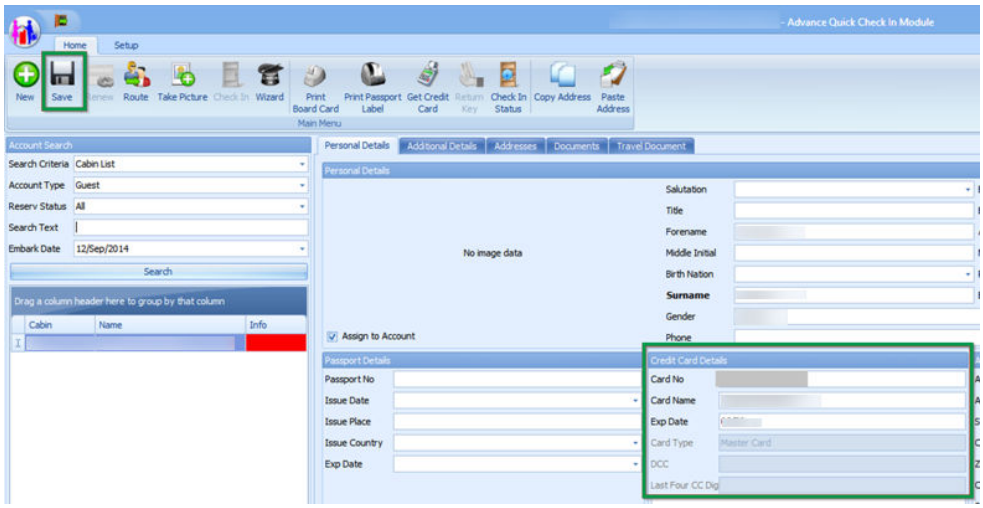


20. Click **Yes** to enroll the DCC handling or **No** to register credit card without DCC handling.

OHC Advanced Quick Check In

1. Run OHC Advanced Quick Check In (AQCI).
2. At the ribbon bar, select the **Setup tab, General Setup**, **Hardware tab**.
3. At the **Hardware** tab, Card Reader #1 section, a port number is assigned. The port number in AQCI always shows the assigned port number that is different from OHC Management.
4. Select the device from the drop-down list. The **Get Credit Card** button is enabled at the ribbon bar after you assigned the device.
5. Clicking the **Get Credit Card** button after selecting a checked-in passenger will prompt a **Please Swipe Card** notification on AQCI screen.
6. After the card is swiped, the credit card details populate in the respective field of Credit Card Details section.

Figure 6-10 AQCI Credit Card Section



7. Click **Save** to proceed with the registration. If the credit card is eligible for DCC enrolment, the system prompts the DCC handling message, requesting you to select the currency on the device.

> **Note:**
>
> The Currency exchange rate used refers to the rate in DCC table, an exchange rate imported from the authorization response file.
>
> If the credit card is eligible for Dynamic Currency Conversion (DCC) and is within the DCC BIN range, the program prompts the DCC handling message box, followed by the currency selection screen.

8. Select the available Credit Card Billing Currency to enroll the card in DCC handling. At the DCC Term and Conditions notification prompt, have the guest read and **Accept** the Terms & Condition on the device. Pressing **Decline** will terminate the card enrollment and saves the credit details into the database. You will be prompt to place a signature on the device if parameter '**Enable Signature Capture for Credit Card'** is enabled.
9. At the AQCI screen, select **Yes** at the confirmation to write the card details into the database.
10. If the parameter **Credit Card DCC Route Message** is enabled, a routing message will display on the device. Click **Accept** to route to another guest or **Decline** if no routing is required.
11. Have the guest place the signature on the device signature screen and press **Enter** to complete the card registration. The guest signature is captured and shown on AQCI screen. Click the **Capture Signature** to save and complete the registration.
12. Clicking the **Clear Signature** button erases the signature, allowing the guest to replace the signature. This prompts a **No Signature Received** on AQCI screen and Transaction Cancelled on the device.
13. The registered credit card details are stored in the Credit Card tab of Guest handling screen, with the DCC column flagged with 'Y' when the card is enrolled with DCC. At the Signature Captured column, the signature captured during the credit card registration is shown. The program does not allow credit card registration without a signature when parameter **Enable Signature Capture for Credit Card** is enabled and you are required to configure the device in hardware option setup.
14. For DCC handling, when the 'Card Reader Type' is assigned to magnetic swipe (not Verifone device), the system prompts a message if you would like to settle the invoice in xxx currency. This shows that the credit card is eligible for DCC enrolment.
15. Click **Yes** to enroll the DCC handling or **No** to register credit card without DCC handling.

OHC Credit Card Transfer

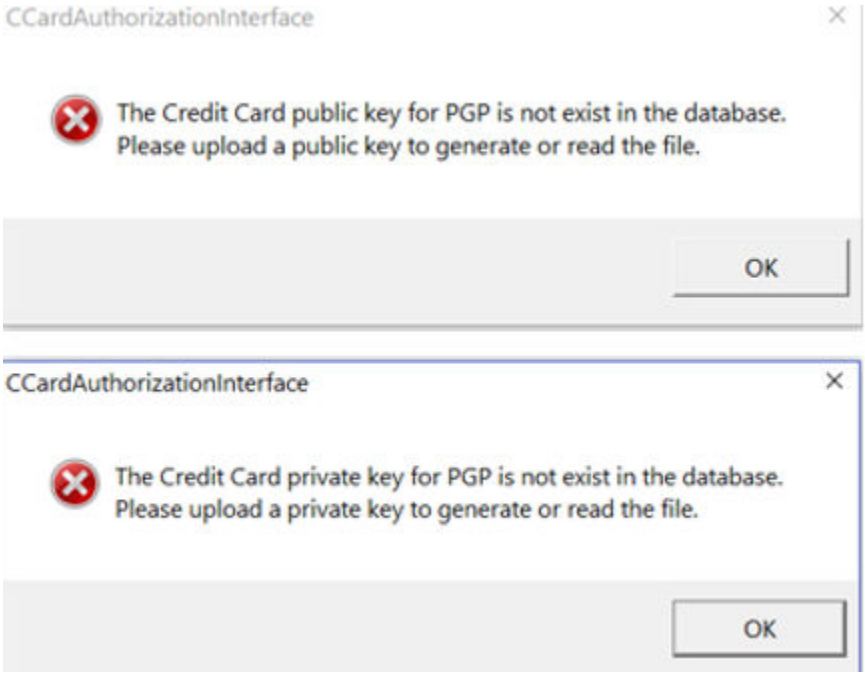
An Authorization file can be generated using one of this option:

- **DCC New Incremental File:** For credit card enrolled with DCC Handling.

- **New Incremental File:** For normal credit card registration that is not enrolled with DCC Handling.

When the PGP Key Pair does not exist in the database, and the **Process** button is clicked, a message box per below will prompt, prohibiting you to generate an authorization file.

Figure 6-11 PGP Does Not Exist Message Prompt

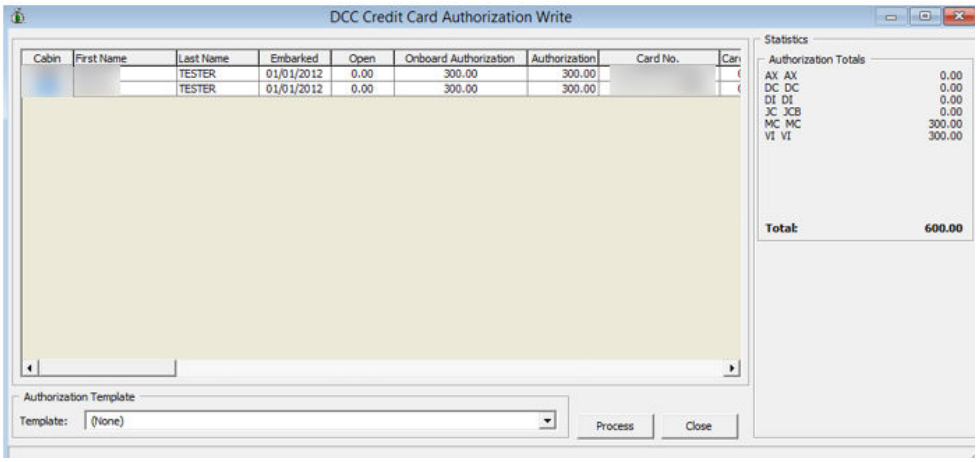


Batch File Processes

Generating an Initial Authorization

1. At the Authorization menu, clicking the **DCC New Incremental File** will list all the credit card requiring authorization that is flagged with DCC= “Y” on the DCC Credit Card Authorization Write screen.

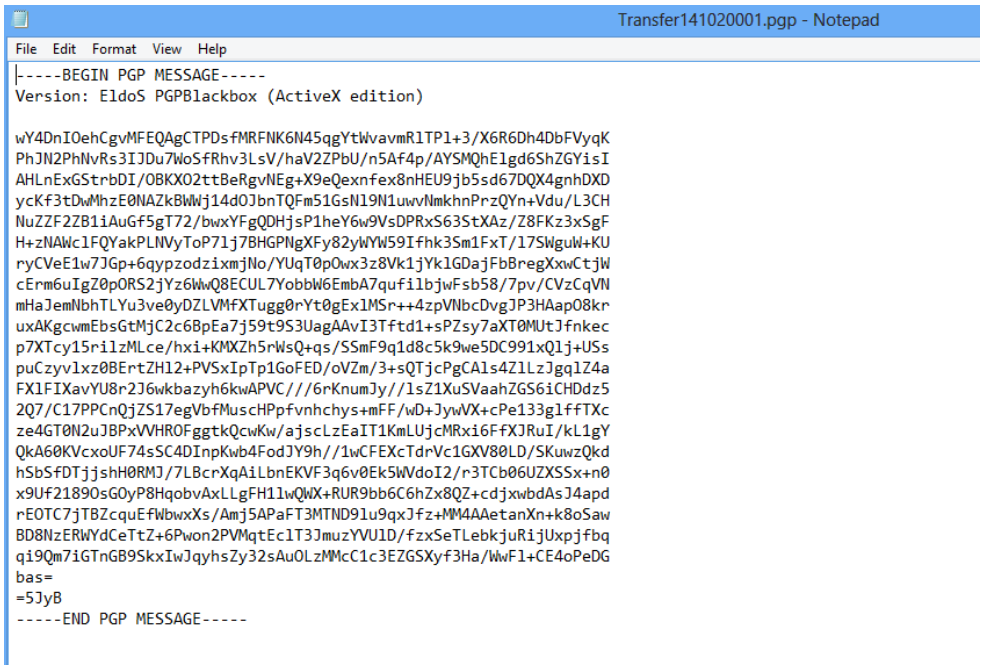
Figure 6-12 DCC Credit Card Authorization Write Screen



> **Note:**
>
> The initial authorization amount refers to Minimum Authorization in Credit Card Financial Setup.

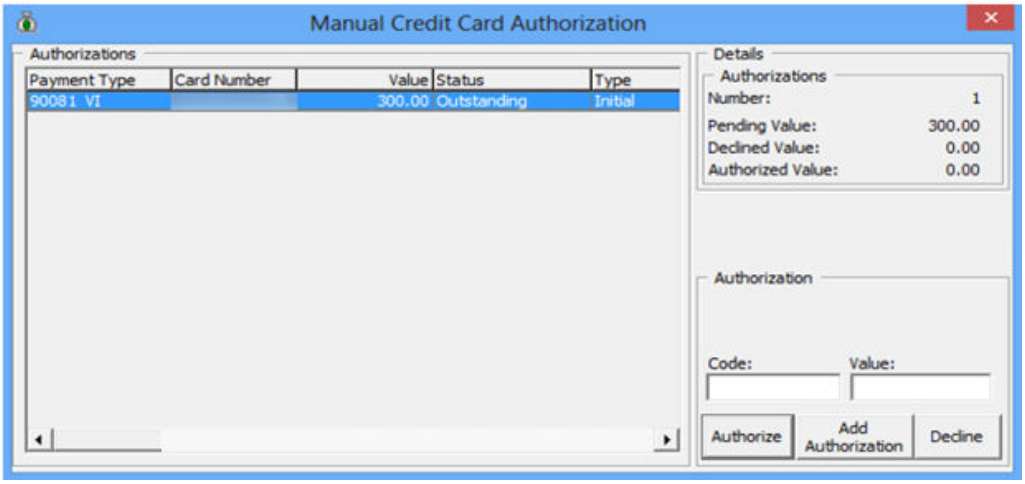
2. After the **Process** button is clicked, an Authorization file is generated and encrypted with a PGP key.

Figure 6-13 Sample PGP Encrypted Authorization File



3. Status for the pending approval authorization transaction is **Outstanding**, and the transaction can be traced in **Management module, Guest handling, Credit Card tab, View Authorization**.

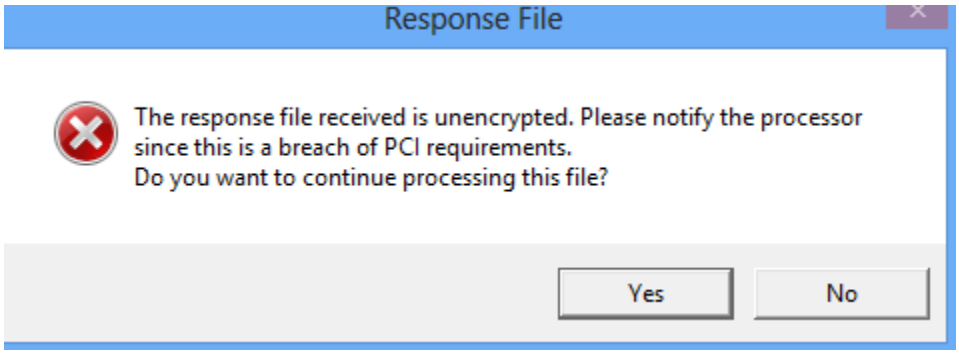
Figure 6-14 Credit Card Authorization in Management Module



Reading an Authorization

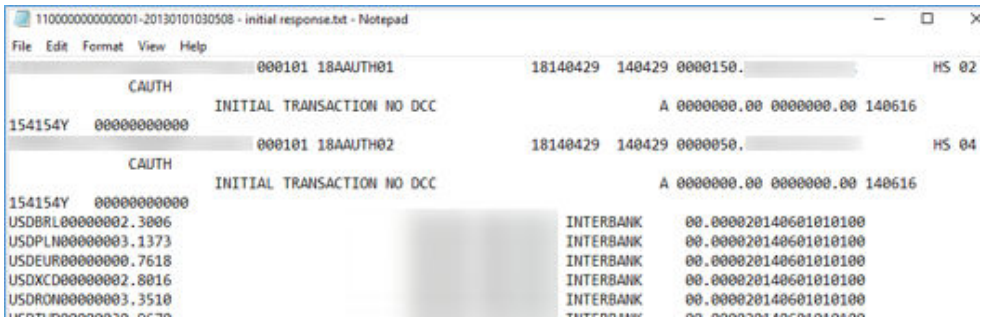
1. After you have obtained the response file from the merchant, at the **Authorization menu**, select **DCC Read Increment File**.
2. Click the **Open File** button and locate the response file from the merchant.
3. If the response file is not encrypted, an alert message box shall prompt. Select the appropriate response.

Figure 6-15 Non-encrypted Response File



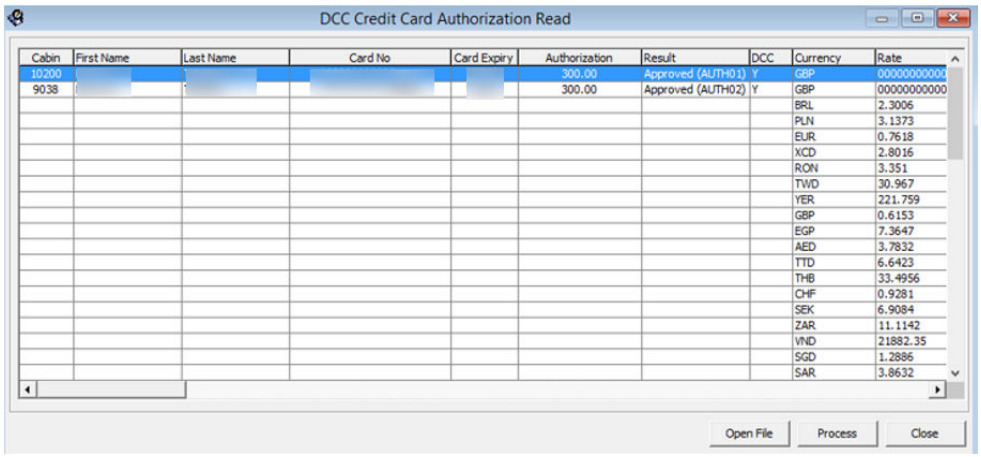
4. You will receive a batch with currency exchange rate provided by the merchant. See the figure below for sample.

Figure 6-16 Sample Response File with Currency Exchange Rate



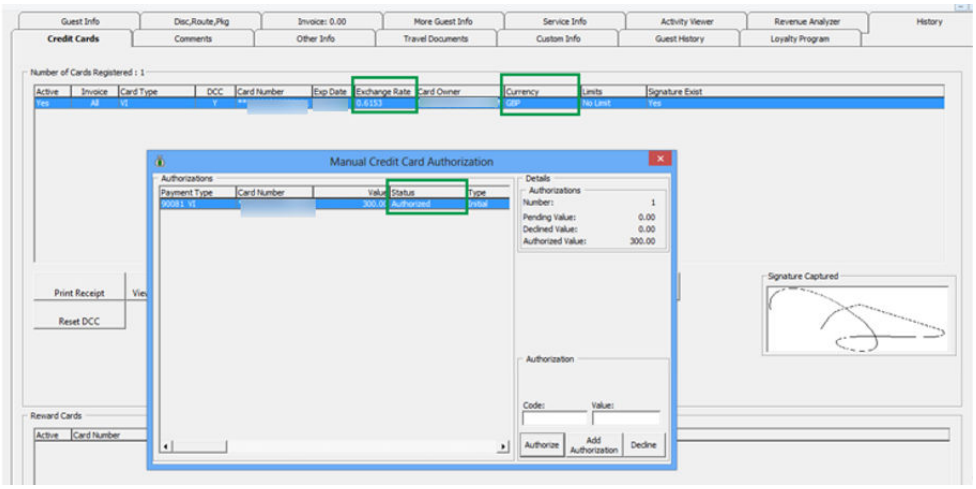
5. Click the **Process** button to continue and this populates the authorization transactions onto the grid.

Figure 6-17 DCC CreditCard Authorization Read Screen with Data



6. Click the **Process** button again to begin the process. The progress status is displayed on DCC Credit Card Authorization Read screen.
7. After the authorization completes, the authorization status in **Guest Handling, Credit Card tab, View Authorization** is updated to **Authorized**, with the exchange rate provided in the response file. The exchange rate is also stored in the DCC table.

Figure 6-18 OHC Management — Credit Card Tab

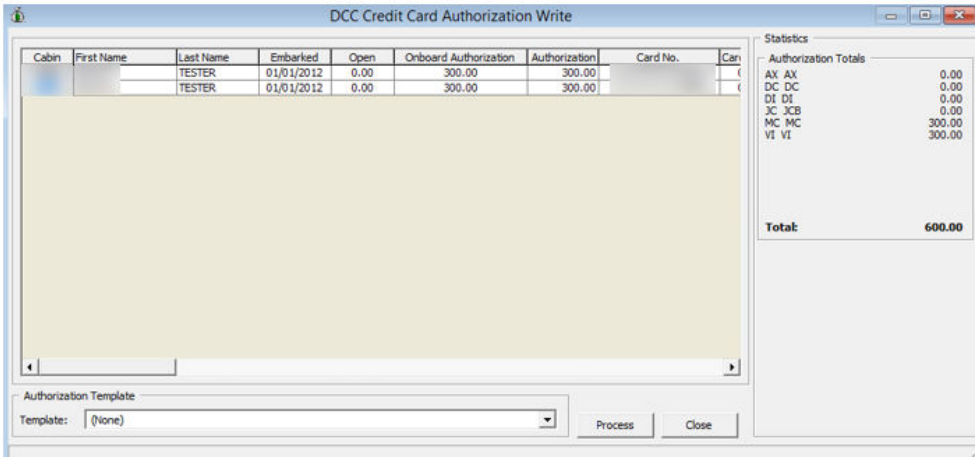


Generating an Incremental File

When the total posting amount is more than the initial authorization, an incremental authorization is required. For example, additional posting is at $370 and the initial authorization is $300. The incremental authorization will be $70.

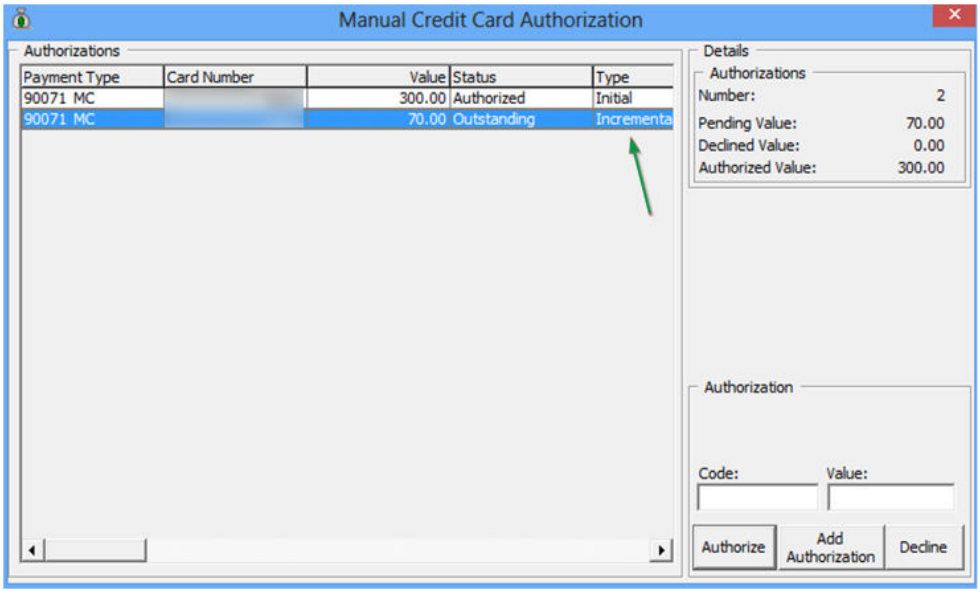
1. At the **DCC Credit Card Authorization Write** screen, a converted (Onboard Authorization * Currency Exchange Rate) pending authorization transaction is listed. Click the **Process** button to write the authorization transactions into the file.

Figure 6-19 DCC Credit Card Authorization Write



2. In **Guest Handling, Credit Card, View Authorization** screen, the status of the unconverted incremental authorization amount is listed as *Outstanding* status.
3. To change the status to Authorize, see *Reading an Authorization*.

Figure 6-20 View Authorization with Incremental Authorization — Pending Approval

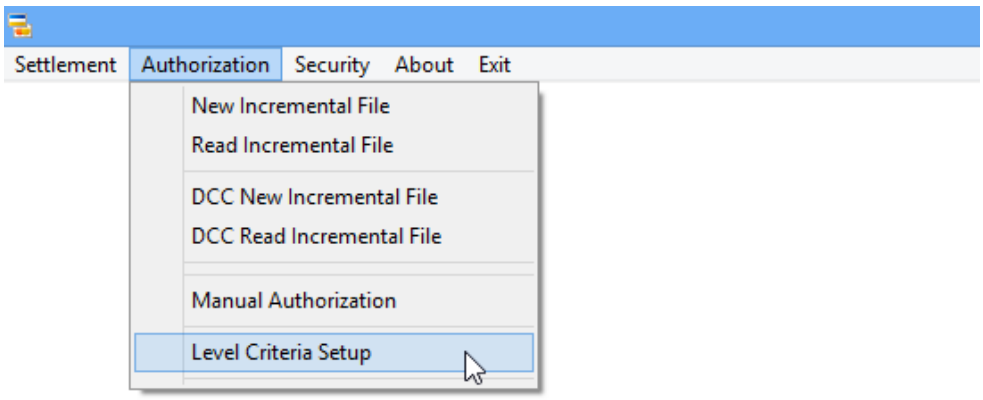


Generating Incremental File with Authorization Template

An Authorization Template is used to obtain additional authorization amount. Usage of this template only applies to Incremental Authorization and does not apply to Initial Authorization. Below are the steps to setup the Authorization Template.

1. At the Authorization menu, clicked the **Level Criteria Setup**from the drop-down list.

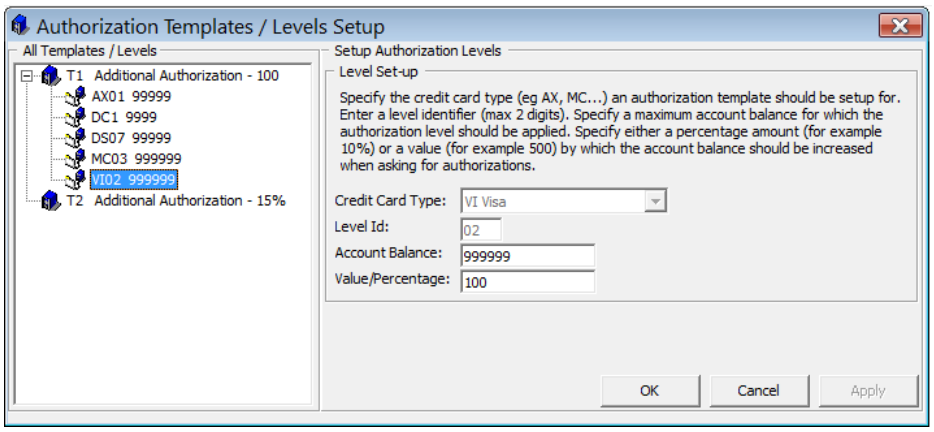
Figure 6-21 OHC Credit Card Transfer — Authorization



2. Configure the Authorization template in value amount. For example, see Figure 6–27 — Sample Level Criteria Setup in Value.
   - Define the credit card type (VI Visa).

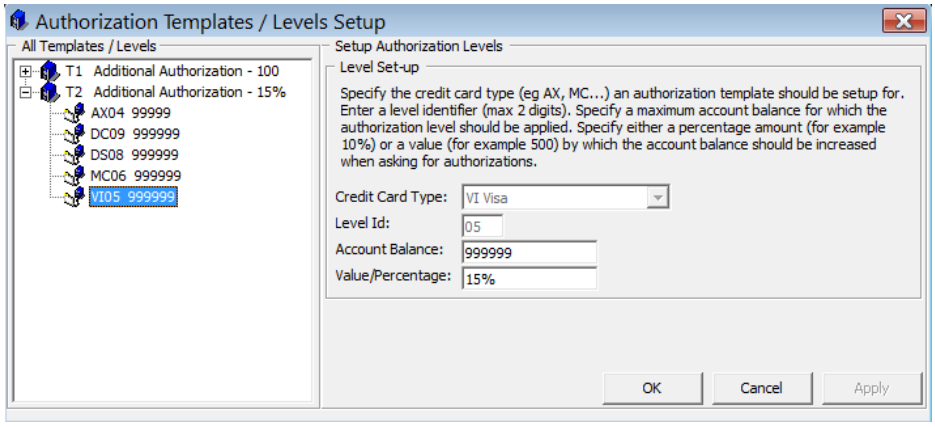
- Define the Level ID (02)
- Define the Account Balance (999999)
- Define the Value/Percentage (100)

Figure 6-22 Sample Level Criteria Setup in Value



3. Configure the Authorization template in percentage. For example, see Figure 6–28 — Sample Level Criteria Setup in Percentage.
   - Define the credit card type (VI Visa)
   - Define the Level ID (05)
   - Define the Account Balance (999999)
   - Define the Value/Percentage (15%)

Figure 6-23 Sample Level Criteria Setup in Percentage



4. Below are the formulas use in **Authorization Template** calculation
   - For Value Amount
     - If current balance > 0 = (Total Posting - Total Approved Authorization Amount) + Level Amount
     - If current balance < 0 = (Level Amount - Open balance)

- For Percentage
  - (Total posting - Total approved authorization) + (current balance + percentage%)

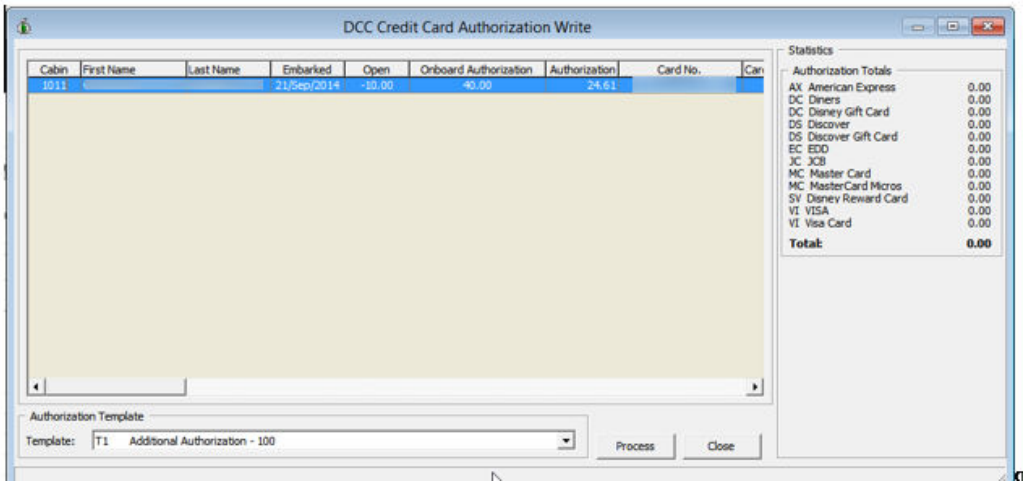
In below scenario,

- Current Balance = -10
- Total Approved Authorization Amount = 50

Authorization Template: Value Amount

- Template: Additional Authorization $100
- Result : (-10 + 100) - 50 = 40
- **Authorization amount converted with exchange rate = 40 * 0.6153 = 24.61

Figure 6-24 DCC Credit Card Authorization Write with Authorization Template



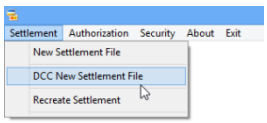
Authorization Template: Percentage

- Template : Additional Authorization 15%
- Result : (-10 - 50) + (-10 * 15%) = -61.50
- Negative Authorization amount/value will not be process

Generating Settlement File

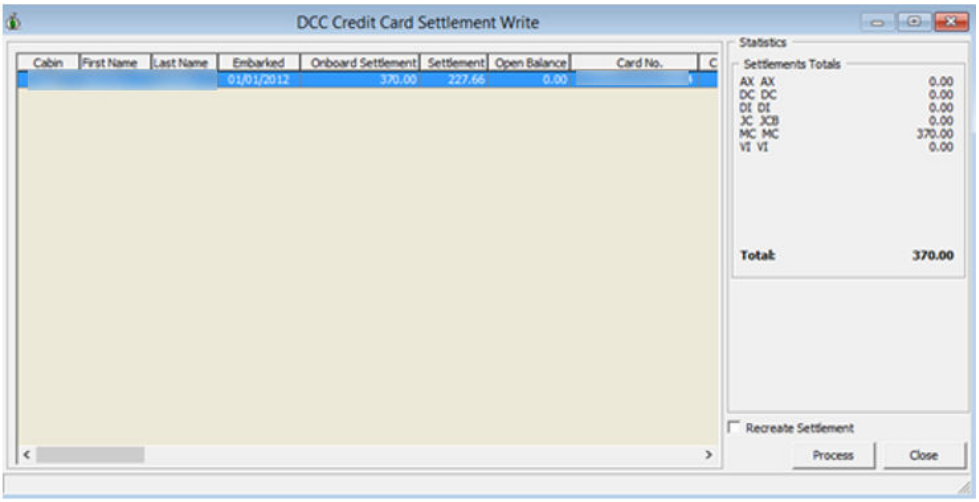
1. After a settlement is performed on a guest account, the settlement transaction requiring approval will be list under DCC New Settlement file.

Figure 6-25 OHC Credit Card Transfer — Settlement Menu



2. At the **Settlement Menu, DCC New Settlement** screen, the settlement transaction is flagged with DCC, and the amount shown is converted using the exchange rate from DCC table. (Onboard Settlement * Currency Exchange Rate).

Figure 6-26 DCC Credit Card Settlement Write Screen (With Settlement Transaction)



3. Click the **Process** button to write the settlement transaction into the settlement file.

> **Note:**
>
> The NCL Credit Card format does not read the settlement response file. Hence the CCT_STATUS is updated to ‘1’ upon generation of the settlement file.

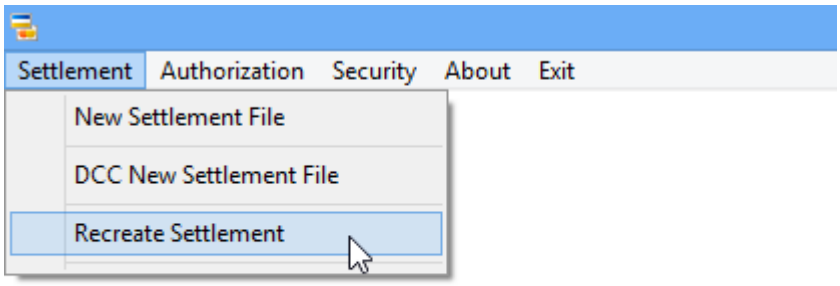
> **Note:**
>
> The NCL Credit Card format does not read the settlement response file. Hence the CCT_STATUS is updated to ‘1’ upon generation of the settlement file.

Recreating a Settlement File

This function allows you to regenerate the settlement file.

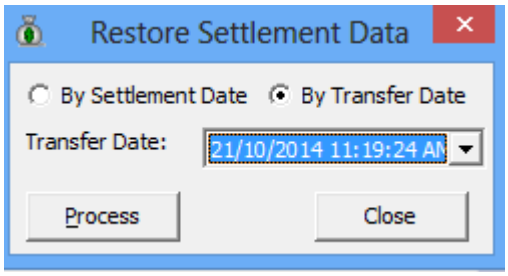
1. Click the **Recreate Settlement** from the **Settlement** menu.

Figure 6-27 Settlement Menu — Recreate Settlement



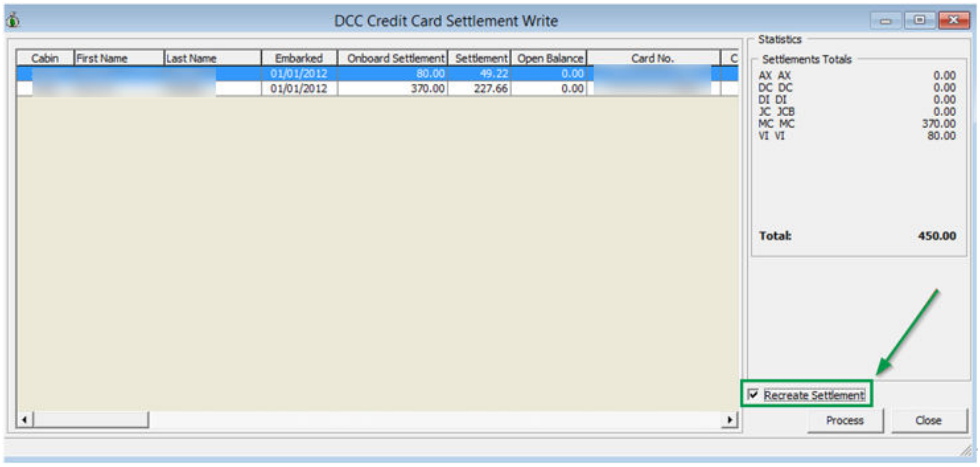
2. At the **Restore Settlement Data** screen, select a **Transfer Date** to regenerate and click **Process**.

Figure 6-28 OHC Credit Card Transfer — Recreate Settlement Screen



3. At the **DCC Credit Card Settlement Write** screen, select the **Recreate Settlement** check box to list the transaction.

Figure 6-29 DCC Credit Card Settlement Write Screen — Recreate Settlement Checkbox



Mapping Fields

This section lists the mapping format used in NCL DCC Credit Card.

Request File Format
Transfer161108006.pgp

Transfer<**DATE**><**SEQ#**>.pgp

Table 6-3 Request File Format Detail

Name	Description
	Transfer - Authorization file
Transfer	Settle - Settlement file
161108	Creation date
006	Sequence number of authorization/ settlement file
.pgp	File name extension

Table 6-4 Transaction Record Detail

Field	Start	End	Size	Comment
				Generated when authorization or settlement file is created by OHC Credit Card Transfer. (CCA_ID, CCT_ID)
Account No	1	7	7	
Trans. Type	8	10	3	Hardcoded - OBC
Method of Pmt.	11	12	2	Hardcoded - AX-Amex, MV-Visa/ Master, D-Discover
Credit Card No.	13	28	16	CRD_NO
Blank	29	29	1	Blank
Crdt Card Seq no	30	33	4	Hardcoded - 0001
Company	34	35	2	Hardcoded - 01
Blank	36	36	1	Blank
Ship No.	37	38	2	Parameter > DCC Ship ID

Table 6-4 (Cont.) Transaction Record Detail

Reply Code	39	39	1	A-Approved, H-Refund, S-Settled, D-Denied, W-Wait, E-Error, C-Call back, X-Deleted, ‘ ‘-None, R-Reject (CCA_CRED_SOURCE / CCA_CRED_RESPONSE)
Response Code	40	45	6	Authorization number provided in authorization response file (CCA_AUTH_REFERENCE)
Reservation no.	46	54	9	RES_V_GUESTID
Group No	55	60	6	Space
Cruise no	61	68	8	Read ship number from parameter (DCC Ship Id) + SCR_A_DATE
Cruise Segment	69	70	2	Space
Blank	71	71	1	Blank
Sailing date	72	77	6	Format : YYMMDD (SCR_A_DATE)
Blank	78	78	1	Blank
Amount	79	88	10	CCA_AMOUNT - Authorization amount CCT_AMOUNT - Settlement amount CCA_CUR_AMOUNT - to track value written to authorization / settlement file
Blank	89	89	1	Blank
Cdt Card Expiry	90	93	4	Credit card expiry date (Format : MMYY)
Last Name	94	108	15	UXP_A_NAME
First Name	109	118	10	UXP_A_FSTN

Table 6-4 (Cont.) Transaction Record Detail

Authentication Code	119	127	9	Blank
Authentication Source	128	128	1	5-Approval, D-Referral, E-Offline Approval. (CCA_CRED_RESPONSE / CCA_CRED_SOURCE)
Interface Cmd	129	133	5	CAUTH - Authorization CSETL - Settlement
Card track 1	134	212	79	Blank
Card track 2	213	252	40	Blank
Message	253	282	30	Use only when declined - CCA_NONAPPROVAL_TEXT
Auth ACI Code	283	284	2	Blank
Tran ID	285	299	15	CCA_REPLY017TO122
Validation Code	300	303	4	CCA_REASON
Transmit Status	304	304	1	Blank
Request Type	305	305	1	A-Authorization, I-Incremental, I-Settlement
Blank	306	306	1	Blank
CTD Auth Amount	307	316	10	Hardcoded - 0
Blank	317	317	1	Blank
Initial Auth Amount	318	326	10	CCA_AMOUNT
Blank	327	328	2	Blank
Init Auth Date	329	334	6	CCA_BDATE
Blank	335	335	1	Blank
Init. Auth. Time	336	341	6	CCA_BDATE
DCC Opt In	342	342	1	1 - DCC, 0 - Not DCC (CRD_DCC)
DCC Currency Ind.	343	345	3	CRD_CUR
DCC Exchange Rate	346	356	11	CCA_RATE
DCC Control Number	357	396	40	CCA_CTLNO

Table 6-5 Exchange Rate Record Detail

Field	Start	End	Size	Comment
Base currency code	1	3	3	Currency code is in ISO 4217 format. (DCC_BASE)
Foreign currency code	4	6	3	Currency code is in ISO 4217 format. (DCC_CUR)
Exchange rate	7	19	13	DCC_EXRATE
Rate issue date	20	33	14	DCC_DATE
Rate expiry date	34	47	14	DCC_EXP_DATE
Exchange rate source name	48	79	32	Specifies the source of the exchange rate
Commission percentage	80	86	7	Reserved for the purpose of meeting regulatory requirements where applicable. Space if not present.
Exchange rate source timestamp	87	100	14	Format yyyymmddhhmmss.

Sample BIN file

Below are the BIN range samples provided periodically by the bank.

VOL120110427162858 4000790643RUB 4001020986BRL 4001030032ARS

4001040032ARS 4001150826GBP 4001210978EUR 4001310978EUR

4001360986BRL 4001450937VEF 4001540710ZAR 4001590376ILS

4001620986BRL 4001630986BRL 4001680986BRL 4001700986BRL

4001740986BRL 4001760986BRL 4001780986BRL 4001820986BRL

4001840986BRL 4001850986BRL 4001870986BRL 4001880978EUR

4001900978EUR 4001910986BRL 4001920578NOK 4001990986BRL

4002010901TWD 4002110901TWD 4002160578NOK 4002170986BRL

4002230410KRW 4002250986BRL 4002270985PLN 4002340986BRL

4002350986BRL 4002360986BRL 4002370986BRL 4002380986BRL

4002390986BRL 4002420986BRL 4002430986BRL 4002450986BRL

4002470986BRL 4002480986BRL 4002490986BRL 4002520986BRL

4002530986BRL 4002540986BRL 4002580214DOP 4002670214DOP 4002680986BRL 4002710978EUR 4002720978EUR 4002760032ARS 4002770578NOK 4002800978EUR 4002810978EUR 4002870643RUB 4002880578NOK 4002910784AED 4002930978EUR 4003020978EUR 4003080214DOP 4003090214DOP 4003110978EUR 4003120978EUR 4003140978EUR 4003150978EUR 4003160978EUR 4003170978EUR 4003320978EUR 4003330978EUR 4003340978EUR 4003350978EUR 4003400780TTD 4003530901TWD 4003550901TWD 4003560901TWD 4003570901TWD 4003580344HKD 4003590901TWD 4003610901TWD 4003890344HKD 4003990682SAR 4005240203CZK 4006010414KWD 4006050484MXN 4006080170COP 4006090036AUD 4006120344HKD 4006150032ARS 4006250986BRL 4006260826GBP 4006270643RUB 4006280643RUB 4006310780TTD 4006340986BRL 4006350986BRL 4006360986BRL 4006370986BRL 4006380986BRL 4006420986BRL 4006430986BRL 4006450986BRL 4006460986BRL 4006470986BRL

Table 6-6 OHC Tools Known Issue and Solution

Known Issue	Solution
Error - 'Key unable to upload'	Register PGPBBox7.dll with regsvr32.exe again.
Error - 'License Key has not been set'	Register PGPBBox7.dll with regsvr32.exe again.

Table 6-7 OHC Credit Card Transfer Known Issue and Solution

Known Issue	Solution
OHC Credit Card Transfer doesn't reflect the correct credit card format.	Check the credit card format in System Parameter in Administration Module under System Setup, Database Parameter, Interfaces, Batch CCard Processing Format.

Table 6-8 OHC Management Known Issue and Solution

Known Issue	Solution
Error - 'Please check if Verifone device dll is registered or device is connected'	Ensure the Verifone device is connected with the workstation.