

# Oracle® Hospitality Cruise Shipboard Property Management System

## OPI Handling



Release 20.1  
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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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# Preface

This document is to guide users attempting to configure Oracle Payment Interfaces (OPI) on Shipboard Property Management System (SPMS).

## Audience

This document is intended for application specialists and users of Oracle Hospitality Cruise Shipboard Property Management System.

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received 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	<ul style="list-style-type: none"><li>• Initial publication</li></ul>
November 2020	<ul style="list-style-type: none"><li>• Enhanced the Outstanding Process.</li><li>• Added Gift Card Registration in Management/Crew module</li></ul> Renamed Parameter “Enable Incremental Authorization” to “Enable Auto Incremental Authorization”
January 2021	<ul style="list-style-type: none"><li>• Added new schema CcCourtesy to configuration tab.</li></ul> Added Tokenization handling for existing card and Transactions Overview tab.

# Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirement to operate the Oracle Payment Interface (OPI) On Premise.

## **Prerequisite**

See OPI and Cruise SPMS Installation Guide to complete the setup between OPI and SPMS. Check out a copy of the guide of the respective version from <https://docs.oracle.com/en/industries/hospitality/cruise.html> and [Integrations Platform](#)

For customers migrating from the existing credit card handling to OPI, contact Oracle Consulting for a switch over process.

## **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.

# 1

## SPMS Parameters

This section describes the Parameters used by OPI handling and they are accessible from Administration module, System Setup, Parameter or OPI Manager Module, Configuration, Parameter.

### PAR\_GROUP General

**Table 1-1 PAR\_GROUP General**

PAR Name	PAR Value	Description
		0 – Do not allow payment if authorization is declined but allow when offline 1 – Allow payment if authorization is decline or offline. 2 – Do not allow payment if authorization is decline or offline
Allow payment for Declined Authorization	1	
Allow Settlement Voiding	1	0 – Allow voiding, no message will be prompt 1 – Allow voiding, message will be prompted 2 – Do not allow voiding
Disable C/Card and Posting when auth is decline		0 - No credit card deactivation and no posting disable 1 - We will deactivate the credit card first, if there is no more active credit card, the guest posting will be disable. 2 - There is credit card deactivation but no posting disable
Disable Posting Automatically		0-posting is allowed, 1-posting disable
CC Negative Payment Allowed		1-Allowed negative cc payment, 0-Disallow negative cc payment

## PAR\_GROUP OPI

**Table 1-2 PAR\_GROUP OPI**

PAR Name	PAR Value	Description
Do not allow if card expire on the debark month	0	1 - Do not allow/0 - Allow, If the card has an expiry on the expected debark registration month
Enable Multiple Credit Card	0	0-No, 1-Yes. Allow registration of multiple credit card
Enable Online Settlement	1	Online Settlement Handling. 0 – Settlement handled by OPI Manager, 1 – Send to Online Settlement
Incremental Calculation Formula	1	1-Total invoice amount + (Total invoice amount * Top Up Percentage), 2-Total invoice amount - Total authorization amount, 3-Total invoice amount, 4-Total invoice amount - Total authorization amount + (Total invoice amount * top up percentage)
Incremental Top Up Percentage	10	Percentage for incremental top up. Example, insert 10 for 10%
Initial Authorization Amount	250	Default initial authorization amount for all card types swiped at the terminal in online mode.
Initial Authorization Formula	1	1 - Fix amount, 2 - Fix amount x day of stay, 3 - By Department setting on minimum authorization amount
No. of retry for Outstanding Incremental Process	3	Number of retry on the outstanding incremental payment request
Number of Transaction per batch	100	Maximum number of transaction to process on each submitted batch
OPI Daemon Timeout	20	Response Timeout from OPI Daemon (in seconds)
OPI Web API Service URL	http://localhost:xxxx/api	URL for OPI Web API Service



Table 1-2 (Cont.) PAR\_GROUP OPI

PAR Name	PAR Value	Description
Online Incremental Limit	1	The limit for incremental processing by batch or immediate. If posting amount is greater than the value in Par, send for processing immediately. Otherwise send by batch
Enable Online Initial Authorization	1	0 – Initial auth. is handled by Batch Manager 1 — Send to Online initial auth.

# 2

## System Configuration

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

### Department Setup

To post a charge/payment, a debit/credit department code for a credit card type is required and this is setup 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 located on the bottom right of the screen 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.

 **Note:**

The Credit Card ID has to map with OPI Issuer ID.

**Table 2-1 OPI Issuer ID**

Issuer ID	Card Type
AB	AliPay
AL	Alliance
AX	American Express
CU	China UnionPay
CD	China UnionPay Debit
DD	Debit
DC	Diners Club
DS	Discover
GC	Gift Card
JC	JCB
ME	Maestro
MC	MasterCard

**Table 2-1 (Cont.) OPI Issuer ID**

Issuer ID	Card Type
MD	MasterCard Debit
PC	PayPal
VA	Visa
VD	Visa Debit
VE	Visa Electron
VP	V Pay
WE	WeChat Pay
BC	Giro Card

- 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. Under the **Department Security** access, select the relevant security level from the drop-down box.
  6. Select the relevant **Payment Type** under Payment Department Type. Both Credit and Debit card, Credit card or debit card.

 **Note:**

This field determines whether the payment type is a Credit Card or Debit Card.

7. Click **OK** to save the form.

## Receipt Setup

You can generate a receipt upon payment and this would require a report template to be set up. A Standard Credit Card receipt template is available in Administration module, System Setup, Report setup, \_Receipts group.

Contact Oracle Support if you wish to have a customized receipt format configured.

# 3

## OHC OPI Manager

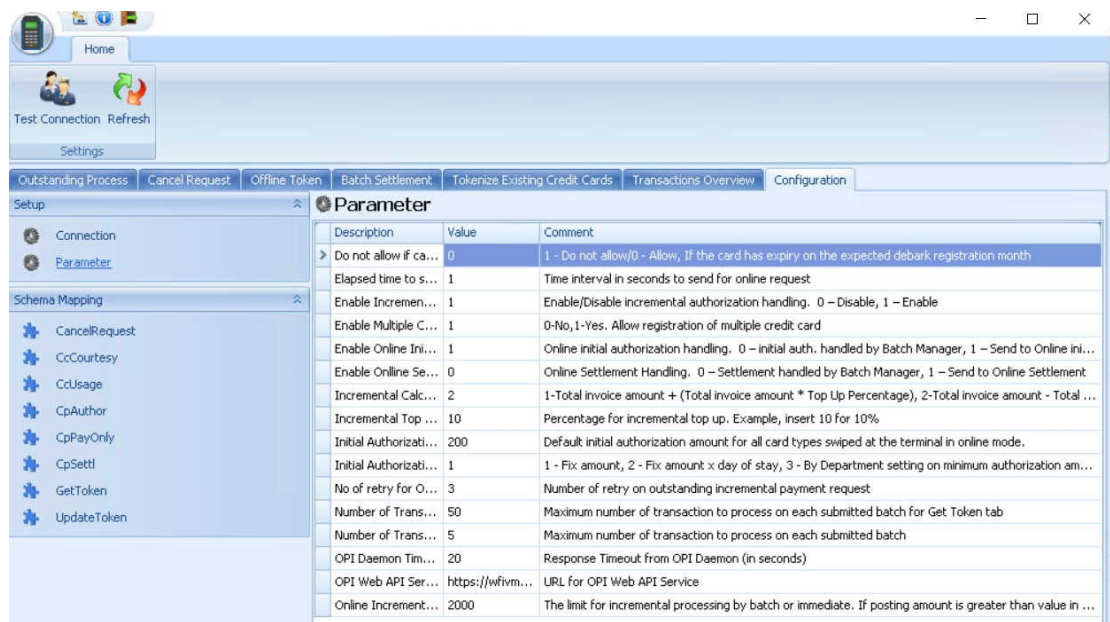
The OPI Manager comprises of multiple tabs such as Outstanding Process, Offline Token, Batch Settlement, Cancel Request and Configuration tab. In each of this tab, there are another two (2) tabs, which are Overview and Log.

The following section describes the field definition of each tab and usage in the OPI Manager. The function buttons for each tab varies depending on the tab you are viewing.

### Configuration Tab

This section consists of Connection Setup, Parameter and Schema Mapping between SPMS and OPI.

**Figure 3-1 OPI Manager Configuration Tab**



#### Connection

**Table 3-1 Connection Setup**

Description	Value
OPI Interface URL	OPI Interface URL (in format ws://ip address: )
SPMS Client Port No.	The same SPMS client Port No. defined in OPI Daemon configuration Tool

**Table 3-1 (Cont.) Connection Setup**

Description	Value
OPI Daemon Port No.	The same OPI Daemon Port No. that defined in OPI Daemon configuration Tool
Workstation No.	Workstation No of the client
Merchant ID	Payment Provider Merchant ID.

**Refresh**

Click Refresh to refresh the setup screen.

**Test Connection**

Click the Test Connection to test whether the connection is establish successfully.

## Schema Mapping

The Schema Mapping is located on the left panel of the Configuration tab. This section describes the field mapping, pre-defined conditions and constant value between SPMS and OPI schema for different types of request:

**Table 3-2 Field Mapping**

Request Type	Description
CancelRequest	Send a cancel request
CcCourtesy	This request type obtains the Gift Cards details..
CcUsage	Request type obtains the Credit Card details.
CpAuthor	Request type obtains the Get Initial Authorization and Incremental/ Top Up.
CpPayOnly	Request type is use for Direct Sale only
CpSettl	Payment Settlement request
UpdateToken	Request type used to exchange offline token to online token.

Each request type has the following table columns:

**Table 3-3 Request Type**

Column Name	Description
Field Name	OPI schema field name
SPMS Field Name	SPMS schema field name
Condition	Define condition for the data updating/ selection
Constant Value	Define value to be updated/ inserted based on the output from the Condition

**Table 3-3 (Cont.) Request Type**

Column Name	Description
Enabled	Enable the field to be used for the request type
Mandatory	Mandatory flag for request type.
Direction	Request type flow. (In = response from OPI, Out = request send to OPI)

**Get/Update Schema from OPI**

Click Get/ Update Schema From OPI to send a request for the latest schema from OPI and updates into SPMS schema for mapping.

**Refresh**

Click Refresh to refresh the setup screen.

**Allow Offline**

Click Allow Offline to indicate the request type is allow to use offline tokens.

## Outstanding Process Tab

The Outstanding Process tab lists all the pending initial authorization/incremental records for OPI approval.

**Overview**

All the pending status of initial authorization/incremental records shown in the grid consists of:

**Table 3-4 Authorization/Incremental Records Detail**

Column Name	Description
Cabin	Account cabin no.
First Name	Account First Name.
Last Name	Account Last Name.
Embarked	Account embarkation date
Sequence No.	The sequence number of the record
Auth. Amount	Authorization amount of the record
Current Action	Current action taking of the record
Card Expiry	Account credit card expiry date

**Silent Mode**

By enabling the Silent mode, the record processing is perform in the background. Updated record status not shown on screen.

**Start**

Clicking the Start button triggers the request process for pending initial authorization and incremental records.

**Time Out (second)**

Defines the number of seconds for the system to flag the outstanding response as time out.

**Log Line**

Define the number of record lines to show in the log overview.

**Clear Log**

Clicking the Clear Log buttons clears all the logs from the log overview.

**Hide Statistics**

Clicking the Hide Statistics to either show or hide the statistics of the records.

## Offline Token Tab

The Offline Token tab stores the offline transaction token in exchange for online token once the system is online.

**Overview**

All the offline token records shown in the grid consists of:

**Table 3-5 Offline Token Records Details**

Column Name	Description
First Name	Account First Name.
Last Name	Account Last Name.
Sequence No.	The sequence number of the record
Card Status	Status of the registered credit card
Current Action	Current action taking of the record
Card Expiry	Account credit card expiry date

**Silent Mode**

By enabling the Silent mode, the record processing is perform in the background. Updated record status not shown on screen.

**Start**

Clicking the Start button commences the exchange of offline tokens to online tokens.

**Time Out (second)**

Defines the number of seconds for the system to flag the outstanding response as time out.

**Log Line**

Define the number of record lines to show in the log overview.

**Clear Log**

Clicking the Clear Log buttons clears all the logs from the log overview.

## Batch Settlement Tab

The Batch Settlement Tab is a placeholder for all unprocessed records. By default, the parameter 'Enable Online Settlement' is 'enabled', allowing an immediate sending of all settlement records to OPI for approval.

### Overview

All the spending settlements shown in the grid, which consists of:

**Table 3-6 Pending Settlements Details**

Column Name	Description
Cabin	Account cabin no.
First Name	Account First Name.
Last Name	Account Last Name.
Embarked	Account embarkation date
Sequence No.	The sequence number of the record
Settl. Amount	The settlement amount of the record
Current Action	Current action taking of the record
Status	Status of the record
Card Expiry	Account credit card expiry date

### Account Type

Filter for account to be processed.

### Embark Date

Filter records by the selected date.

### Cabin

Filter record by the defined cabin number.

### Preview

Clicking the Preview button displays the records to be processed. The record statistics shown on the right side of the grid.

### Page

Clicking the Next/ Previous navigates to next/ previous page of the records. You can navigate to a specific page using the page number.

### Silent Mode

By enabling the Silent mode, the record processing is perform in the background. Updated record status not shown on screen.

### Start

Clicking the Start button commences the process. The system only allows the Batch Settlement to be process from one client machine at a time.



**Time Out (second)**

Defines the number of seconds for the system to flag the outstanding response as time out.

**Log Line**

Define the number of record lines to show in the log overview.

**Clear Log**

Clicking the Clear Log buttons clears all the logs from the log overview.

**Hide Statistics**

Clicking the Hide Statistics will either show or hide the record statistic.

## Tokenize Existing Credit Cards Tab

The Tokenize Existing Credit Cards tab lists all cards and changes the non-OPI token to OPI token. This feature duplicates the existing checked in and future reservations cards before tokenizing the card. Before you perform this step, you must ensure all invoice balances from previous payment provider is settled. For checked in reservation and if credit card has been deactivated after a settlement, the system will re-activate the card based on the settlement history.

**Overview**

All cards shown in the grid consists of:

**Table 3-7 Pending Status**

Column Name	Description
First Name	Account First Name.
Last Name	Account Last Name.
Sequence No.	The sequence number of the record
Card Status	Current card status, inactive
Current Action	Current action taking of the record
Card Expiry	Account credit card expiry date

**Start**

Clicking the **Start** button commences the request.

**Time Out (second)**

Defines the time number of seconds to flag the outstanding response records as time out.

**Log Line**

Define the number of record lines to show in the log overview.

**Clear Log**

Clicking the **Clear Log** button clears all the logs from the log overview.

## Transactions Overview Tab

The Transactions Overview tab lists all records filtered by the selected Transaction Type, Transaction Status, Transaction Dates and Account Type(s). The total number of transaction records displayed is based on value set in Parameter **“Number of Transaction per batch”**.

The fields shown in the Offline Token window is slightly different from the Initial Authorization, Incremental and Settlement, as listed in the [Table 3-9](#)

**Table 3-8 Transaction Type Offline Token**

Column Name	Description
Sequence No.	The sequence number of the record.
First Name	Account First Name.
Last Name	Account Last Name.
Expire Date	Account credit card expiry date.
Card No	Credit Card No with masked value.
Card Status	Current card status, inactive
Reason	Card Non Approval Text
Transaction Date	Transaction Date
Account Type	Account Type (Crew, Staff, Guest, Group & System Account)

### Account Type

The Account Type filters of account to be for processed.

### Transaction Type

Choose either one of the type Offline Token, Initial Authorization, Incremental and Settlement to filter the transaction records to be for processed.

### Transaction Status

Choose wither one of the status Timeout, Decline and Approved to filter the transaction records to be for processed.

### Transaction Status

Choose wither one of the status Timeout, Decline and Approved to filter the transaction records to be for processed.

### Transaction Date

The transaction will be filter by transaction date entered.

### All Date

Once the **All Date** is selected, it retrieve all the transaction records without filtering the transaction modified date.

### Page

Clicking the **Next/Previous** navigates to the next/previous page of the records. You may use the **Page** number to go to a specific page.

### Filter

Clicking the **Filter** button commences the request.

All Transaction Type **Initial Authorization/Incremental/Settlement** are shown in the grid consists of:

**Table 3-9 Transaction Type(s) Initial Authorization/Incremental/Settlement**

Column Name	Description
Sequence No.	The sequence number of the record.
Cabin No.	Reservations's Cabin Number.
First Name	Account First Name.
Last Name	Account Last Name.
Expire Date	Account credit card expiry date.
Card No	Credit Card No with masked value.
Card Status	Current card status, inactive
Amount	Credit Card Record Amount
Transaction Date	Transaction Date
Reason	Card Non Approval Text
Account Type	Account Type (Crew, Staff, Guest, Group & System Account)

### Account Type

The Account Type filters of account to be for processed.

### Transaction Type

Choose either one of the type Offline Token, Initial Authorization, Incremental and Settlement to filter the transaction records to be for processed.

### Transaction Status

Choose either one of the status Timeout, Decline and Approved to filter the transaction records to be for processed.

### Transaction Date

The transaction will be filter by transaction modified date.

### All Date

Once **All Date** is selected, the two transaction date will be disable and the transaction records will be retrieve without filter the transaction modified date.

### Page

Clicking the next/Previous navigates to the next/previous page of the records. You may use the **Page** number to go to a specific page.

### Filter

Clicking the **Filter** button commences the request.

**Retry**

Clicking the **Retry** button commences the Retry request for Initial Authorization with Time Out status for all active card.

# 4

## OPI Handling

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

### OHC Management

#### When Vendor Has No Internet

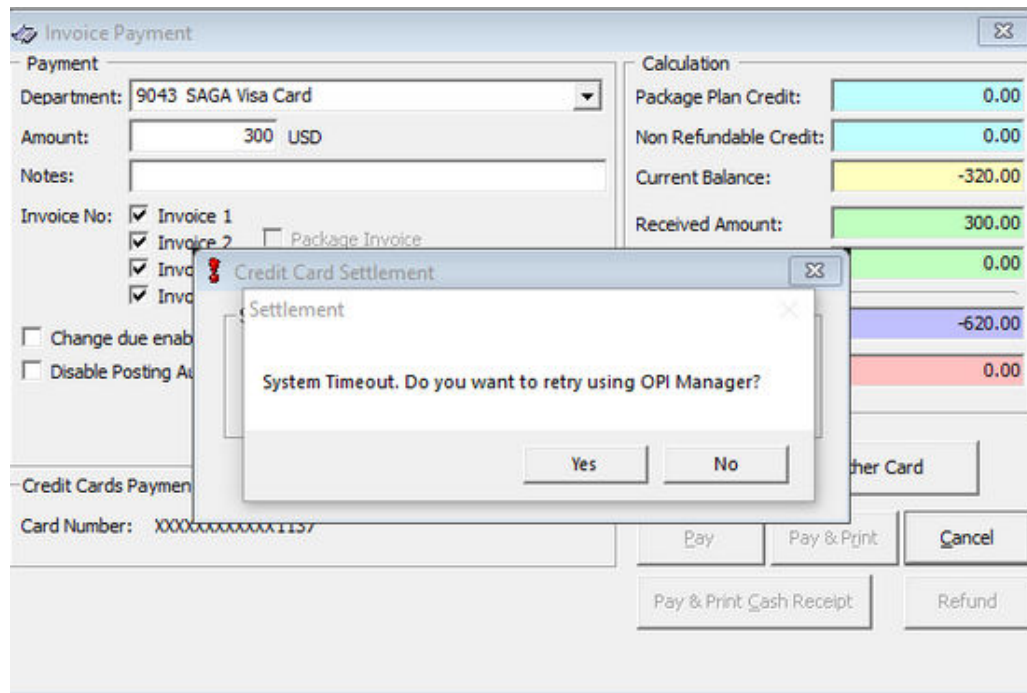
For PAR 'Enable Online Settlement' = 1:

When CpSettl is response <> OK and <> TO, system will insert a record with -1\* POS amount into table POS. This will offset the credit amount to ensure invoice balance does not become 0 when settlement is failed.

On timeout (TO), the system will prompt a confirmation message box for user to choose either retry the transaction at OPI Manager or terminate the transaction.

- **Yes:** OPI Manager will process the transaction and CCT\_STATUS set to 4. The number of retry is set in PAR: 'Number of retry for Outstanding Incremental Process'. After it hit the max number of retry, system will CCT\_STATUS set to 5 and insert a record with -1\* POS amount into table POS.
- **No:** the transaction will be terminated and CCT\_STATUS set to 6. System will insert a record with -1\* POS amount into table POS.

**Figure 4-1 System Timeout**



For PAR 'Online Settlement' = 0:

The system will follow the 'Yes' logic above. When SPMS client is not able to connect to OPI API or Daemon, system will delete the POS record so that the invoice is not 0.

### Registering a Credit Card

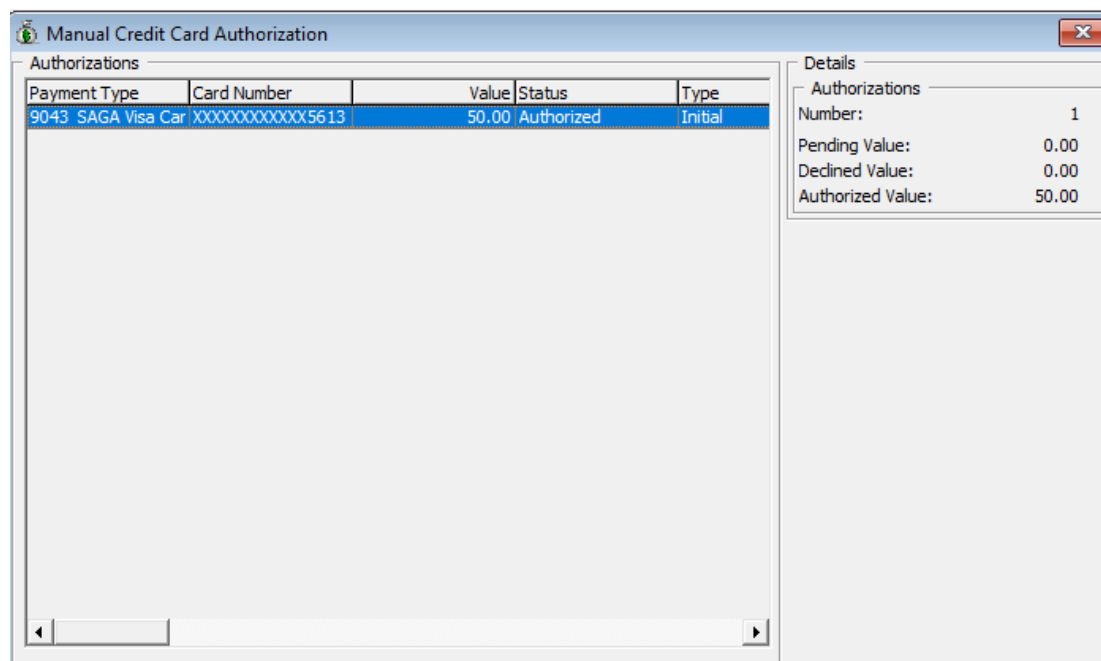
1. Login to **Management** module and select **Guest** from the **Cashier Menu**.
2. Select a checked-in guest and click the **Get Credit Card** button located at the bottom of the screen.
3. Swipe the credit card through the card device when prompt.
4. Once the guest enters the credit card pin, the OPI Web API checks and authenticate the initial authorization at the same time, and stores the card information in **Guest Handling, Credit Card tab**.
  - After received a valid credit card token from OPI, system will save card details and set card status to 'active' mode, regardless the status of initial authorization.
  - When the initial authorization is decline, the credit card status is in 'deactivate' mode.

### Viewing Authorization Amount

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 Card** tab in the guest account. The registered card should be in *Active* mode.

4. To display the initial authorization, select the credit card and click **View Authorization**.

**Figure 4-2 Authorization Screen**



## Advance Quick Check-In (AQCI)

The process to register a credit card in AQCI is relatively similar to the Management module.

1. Login to AQCI module and select **Guest** option from the search function.
2. Select a guest from the list, and click the **Get Credit Card** button located at menu ribbon at the top of the screen.
3. Swipe the credit card through the card device when prompt.
4. The system processes the registration mentioned in step 4 of [Registering a Credit Card](#).
5. Once the credit card is register successfully, the Credit Card information is populate in the credit card section.

## AQCI Check-In Wizard (CIW)

You can also register the credit card from the Wizard screen by logging to AQCI.

1. At the AQCI module, click on the **Wizard** button from the menu ribbon at the top of the screen.
2. Search the guest from the guest lookup option.
3. Select a guest from the list, and click the **Get Credit Card** button located at menu ribbon at the top of the screen.

4. Swipe the credit card through the card device when prompt.
5. Once the guest enters the credit card pin, the OPI Web API checks and authenticate the initial authorization at the same time, and stores the card information in **Guest Handling, Credit Card tab**.
6. If initial authorization is approved or outstanding, the credit card status will be in 'active' mode.
7. Once we received a valid credit card token, the card status will be in 'active' mode.

## DGS ResOnline

Majority of the reservations information including the credit card information are import through DGS ResOnline module. Initial authorization is trigger once the guest checked-in.

## Data Import

Credit card information can be import through Data Import module, using a specific text file. For example, if you are importing a credit card information, the text file should only contain the credit card information. Initial authorization is trigger once the guest checked-in.

## Web Service

Reservations information including the credit card information is imported through the OHC Web Services. Initial authorization is triggered once the guest checks in. See the Web Service Technical Specification for further details.

## Registering a Gift Card

When registering a gift card, if Parameter '**Enable Multiple Credit Card**' is set to:

- **True:** the system will allow multiple active gift cards and prompt a dialogue box for you to select the invoice within the guest account;
- **False:** the system will deactivate an earlier registered gift card. Only the newly added gift card is set to active.



### Note:

This feature would require OPI version 20.3

## OHC Management / OHC Crew

1. Login to **OHC Management** module and select **Guest** from the **Cashier Menu**.
2. Select a checked-in guest and click the Credit Card tab.
3. Under Rewards Card Panel, click the **Get Gift Card** button. This prompts the Inquire Gift Card Points window with "Requesting gift card token' message.



4. At the Activate Gift Card dialogue box prompts, the card number is shown. You need to select the applicable invoice window for the card.

 **Note:**

Invoice dialogue box will not display if Parameter '**Enable Multiple Credit Card**' is set to False.

5. Click **Activate** button to save the Gift Card Details.
6. After receiving a valid gift card balance response from OPI, the system will save the gift card details and set card status to an '**Active**' mode.
7. Click **View Card Transactions** button and the **Gift Card Authorization** dialogue box will display. You will be able to view the Payment Type, Card Number, Balance Value, Status, Type, Auth Date, Auth Code, Error Code and Comments of selected Gift Card.

 **Note:**

The system will not register the card if it is declined by the payment provider.

# 5

## Troubleshooting

This section lists the error messages known to OPI that will help you to resolve the errors with OPI handling.

**Table 5-1 Known Error Messages**

<b>Error Message</b>	<b>Resolution</b>
Web API: The card department : XX didn't setup properly	Check the card type from OPI and ensure it is configured correctly in SPMS Administration module. XX = the card type defined by OPI
Web API: Unauthorized	Invalid login or web API token, re-login the program.
Web API: The card is expired before the guest dis-embark	Payment card provided has expiry before disembarkation date.
Web API: Internal server error	Contact Oracle Support for assistance.