

# Oracle® Hospitality Cruise Shipboard Property Management System Gift Card Handling User Guide



Release 20.1  
F33490-01  
September 2020

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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Oracle Hospitality Cruise Shipboard Property Management System Gift Card Handling User Guide, Release 20.1

F33490–01

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# Preface

A Cruise Ship operator may choose to extend a pre-paid credit to its guest in a form of a Gift Card (GC) for use whilst on-board. The Gift Cards can also be offer to Guest as consumer incentives through promotional programs, or integrated into a reward point program to increase the sales volumes.

## Audience

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

## 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

# Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirements for Gift Card features.

## **Prerequisite**

- OHC Administrator.exe
- OHC Management.exe
- OHC DGS Resonline.exe
- OHC Data Import.exe
- OHC Advanced MICROS.exe — for use in MICROS workstation
  - MICROS ISL Script version 1.32a or later
- For use in Symphony workstation
  - OHCSPMSInterface.dll version 20.1 or later

## **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

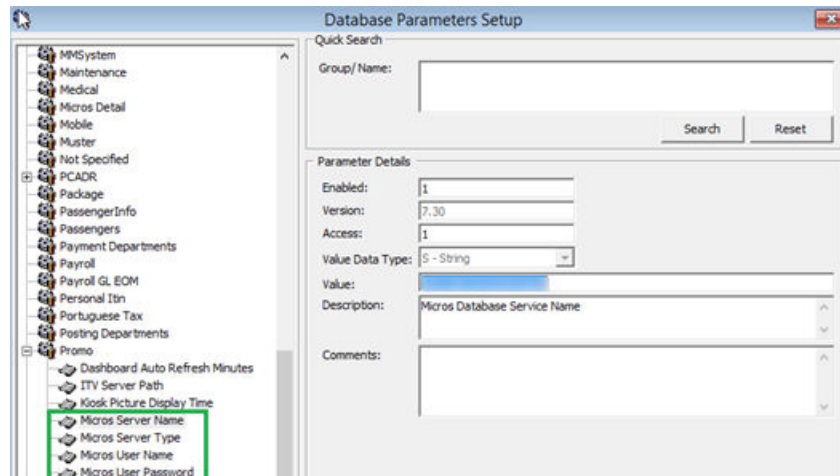
## System Configuration

This section describes the required system codes setup within the **Administration and Management** module. It also includes an additional installation such as Web Service installation, which is required for use in Gift Card function.

### Setting up MICROS Server Connection

To retrieve the MICROS data, a connection to the MICROS Server must be established. Follow the steps below to set up the connection.

**Figure 1-1 MICROS Database Connection**



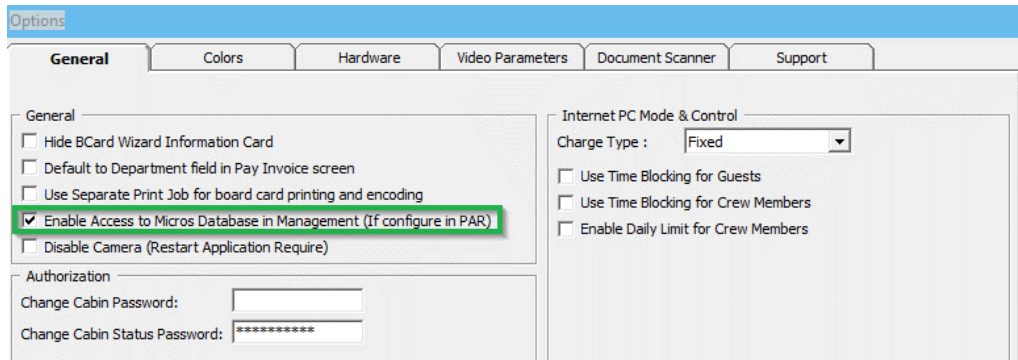
#### Note:

Before setting up the connection, the MICROS database ID (SID) must exist in `tnsname.ora`

1. In the Database Parameters Setup window, expand the Promo group.
2. Enter these value in the respective parameter fields:
  - **MICROS Server Name**- Database Net Service name
  - **MICROS Server Type**- Set value of '0' for Oracle Server
  - **MICROS User Name**- Username to login into database.
  - **MICROS Password**- Password to login into database.
3. If the parameter entered is incorrect, the system will prompt an error "MICROS Server is offline, MICROS setup will be disable"

4. Navigate to Management module and select **Options, General tab**
5. Select "Enable Access to MICROS Database in Management", then click **Apply** to save.

**Figure 1-2 Management, Options Setup**



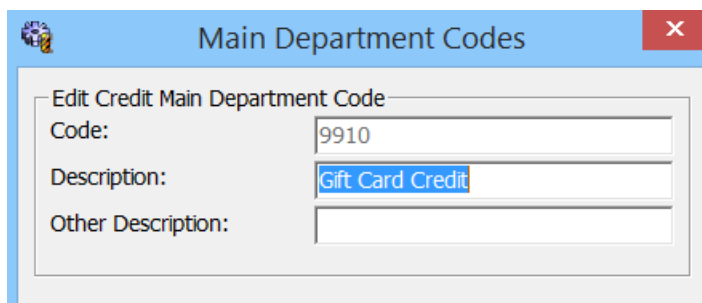
## Department Setup

Any Gift Card posting transaction such as a Gift Card purchase (actual card purchase), Gift Card value posting (purchase against Gift Card), or Gift Card balance (lookup) requires the appropriate financial department to be in place. A debit/credit department code of a gift card is required for charge/posting and this is set up in **Administration module, Financial Setup, Department Setup**.

### Setting up Credit Department Code

Login to **Administration** module and select **Financial Setup, Department Setup** from the drop-down list.

1. Click **New** to create a Main Department code.



2. In the Department Code Setup window, click **New** to create a Sub-Department code.



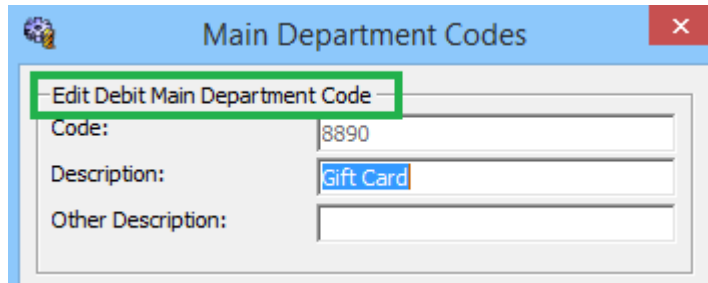
**Figure 1-3 Sub Credit Department Code Setup**

3. In the **Payment Setup** window, select
  - a. **Payment Type** as CB Cash Payment
  - b. Insert a unique **Department Code**
  - c. Insert the sub-department **Description**
  - d. Select **Allow Posting to Gift Card** check box to enable Gift Card posting in MICROS outlets.

### Setting up Debit Department Code

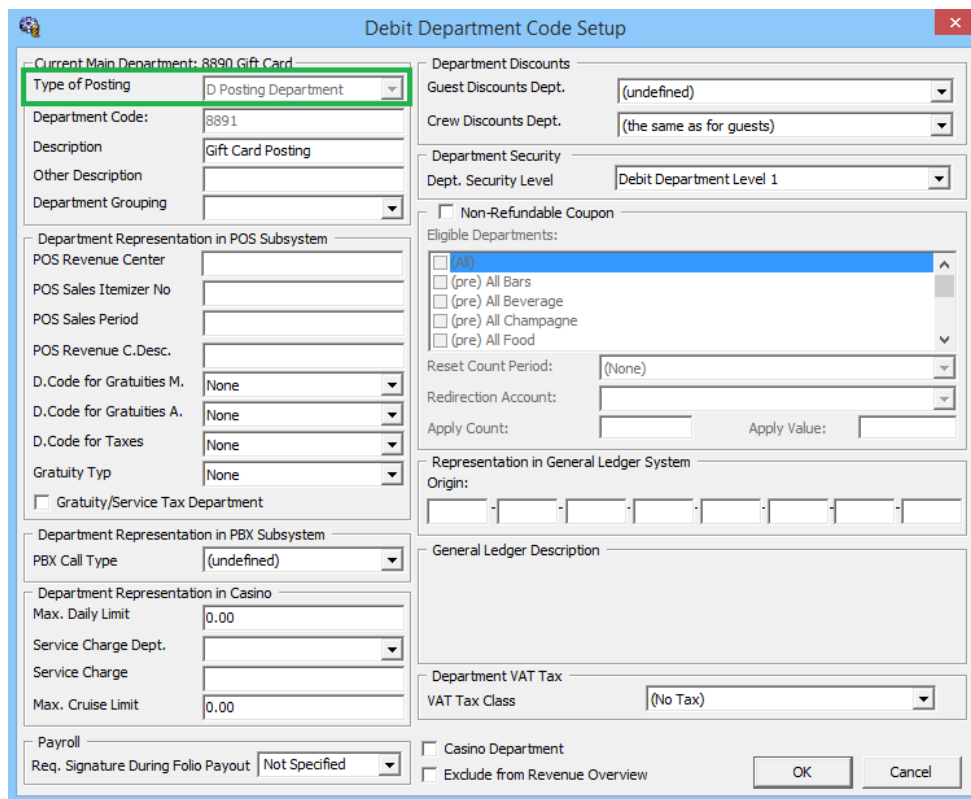
1. Select **Financial Setup, Department Setup** from the drop-down list.

**Figure 1-4 Main Debit Department Code Setup**



2. In the Department Code Setup window, click **New** to create a Sub-Department code.

**Figure 1-5 Sub Debit Department Code Setup**



3. In the Debit Department Code setup window, select the **Type of Posting** as Posting Department, define a unique Department Code and insert the sub-department Description.
4. Repeat the above setup for the following sub department.

**Table 1-1 Gift Card Sub Department List**

Sub Department	Description
Gift Card Posting	Use for posting when selling Gift Card.

**Table 1-1 (Cont.) Gift Card Sub Department List**

Sub Department	Description
Gift Card Collector	Use for unused balance posting. Example: Gift Card expired with remaining balance.
Gift Card Discount	Use for posting of difference amount between Gift Card face value and selling amount.
Gift Card Second Posting	Use for split posting when selling Gift Card.
Gift Card Credit Posting	Use for Gift Card credit posting.

**Figure 1-6 Gift Card Sub Debit Department Code Setup**

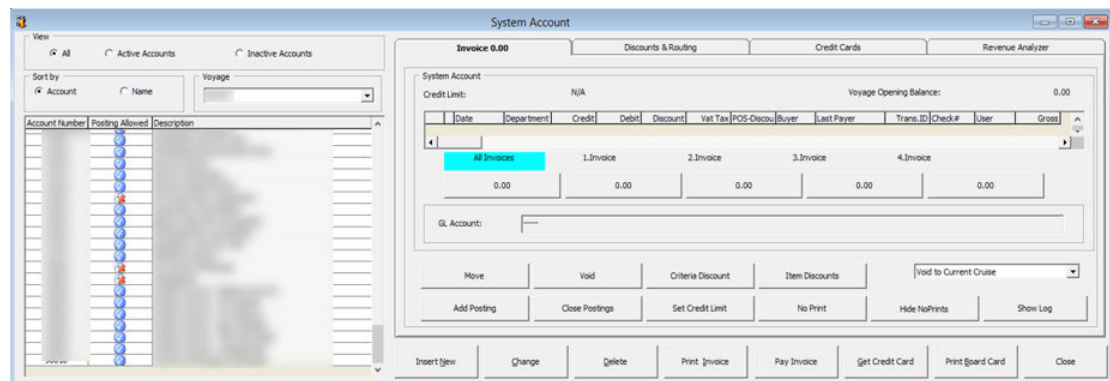
Sub-Dept Code	Description	POS Revenue Center	POS Sales Itemizer	Acc GL Origin	Acc GL Dept	Acc GL Control Acc	Acc GL SubAccount	Acc GL Material	Acc GL Mpm Issue	Acc GL Voyage	Acc GL Spare
8891	Gift Card Posting										
8892	Gift Card Collector										
8893	Gift Card Discount										
8894	Gift Card 2nd Posting										
8895	Gift Card Credit Posting										

## System Account Setup

### System Account Setup

A System Account is required to capture the prepaid Gift Card posting and Gift Card collect posting. The account is setup in **Management** module, **System Account Handling** window.

**Figure 1-7 System Account Window**



1. Launch the **Management** module, and select **Cashier, System Accounts** from the drop-down menu.
2. In the System Account window, select **Insert New**.

**Figure 1-8 System Account Entry Form**

3. In the **System Account Entry** window, insert a unique **System Account number**, **Name**, and select the **default payment department**, or create a different credit department to cater for pre-paid account balancing, and check the '**Posting Allowed**' check box.
4. Repeat above setup to create the following System Account.

**Table 1-2 Gift Card System Accounts**

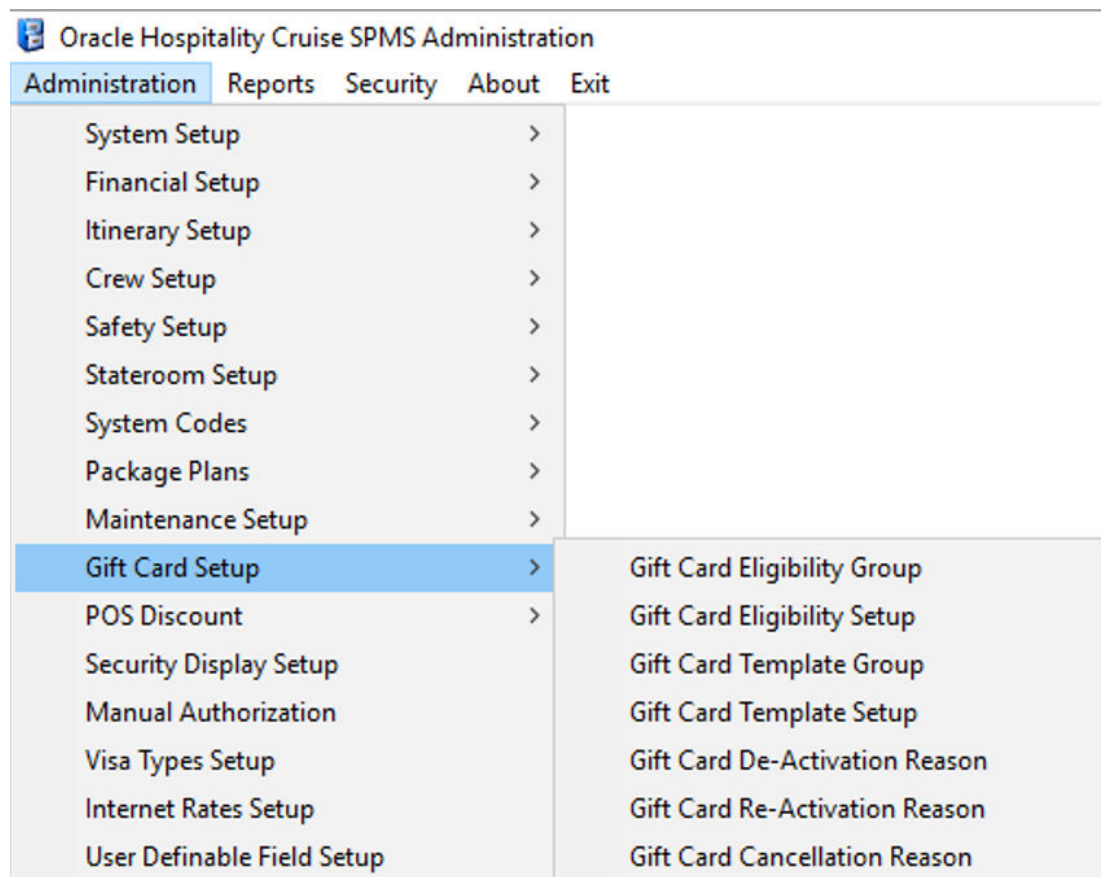
System Account	Description
Gift Card Prepaid System Account	Use for pre-sold Gift Card posting (apply when importing Gift Card records via Data Import / DGS ResOnline)
Gift Card Discount System Account	Use for posting of difference amount between promotional value of Gift Card and prepaid amount (Face value — Selling Price)

## Gift Card Setup

Create a Gift Card product based on the following entitlement and set it up in the **Administration module, Gift Card Setup**.

- Gift Card Eligibility Group
- Gift Card Eligibility Setup
- Gift Card Template Group
- Gift Card Template Setup
- Gift Card De-Activation Reason
- Gift Card Re-Activation Reason
- Gift Card Cancellation Reason

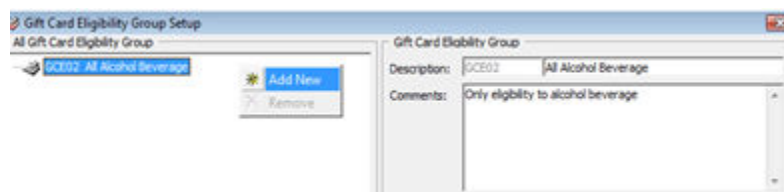
Figure 1-9 Gift Card Setup



### Setting up Gift Card Eligibility Group

This is a group for each type of gift card eligibility. The Eligibility Group defines the type of eligibility for each type of cards.

Figure 1-10 Gift Card Eligibility Group Setup



1. From the **Administration, Gift Card Setup** menu, select **Gift Card Eligibility Group**.
2. In the Gift Card Eligibility Group Setup window, right-click and select **Add New**.
3. Enter a short code and a description in the **Description** field.
4. Enter a comment in the **Comments** field, if any.
5. Click **OK** to save.

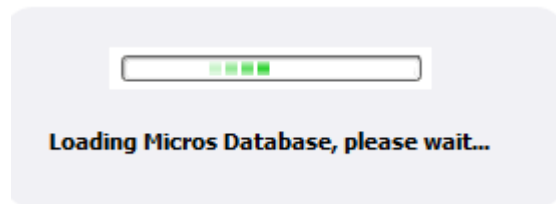
### Setting up Gift Card Eligibility Setup

The Gift Card is another mode of payment accepted by designated F&B or Retail outlets on-board of the ship. A Gift Card transaction may be limited to a range of items and these are managed within the eligibility setup. To retrieve the MICROS Sales Itemizer, you must ensure the connection to the MICROS Database prior to completing the Gift Card Eligibility Setup. See [Setting up MICROS Server Connection](#)

### Adding New Record

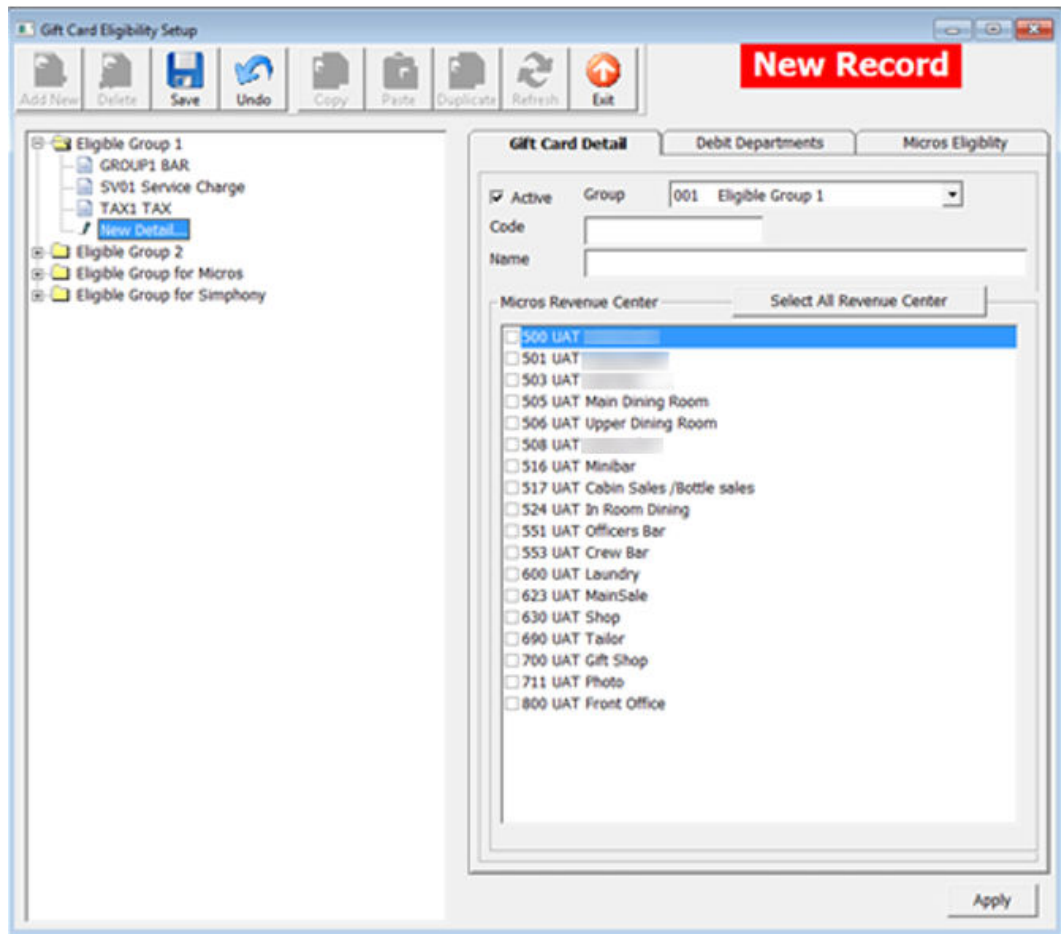
1. From the **Administration, Gift Card Setup** menu, select **Gift Card Eligibility Setup**. This launches a progress window while the System connects to MICROS database

**Figure 1-11 MICROS Database Loading prompt**



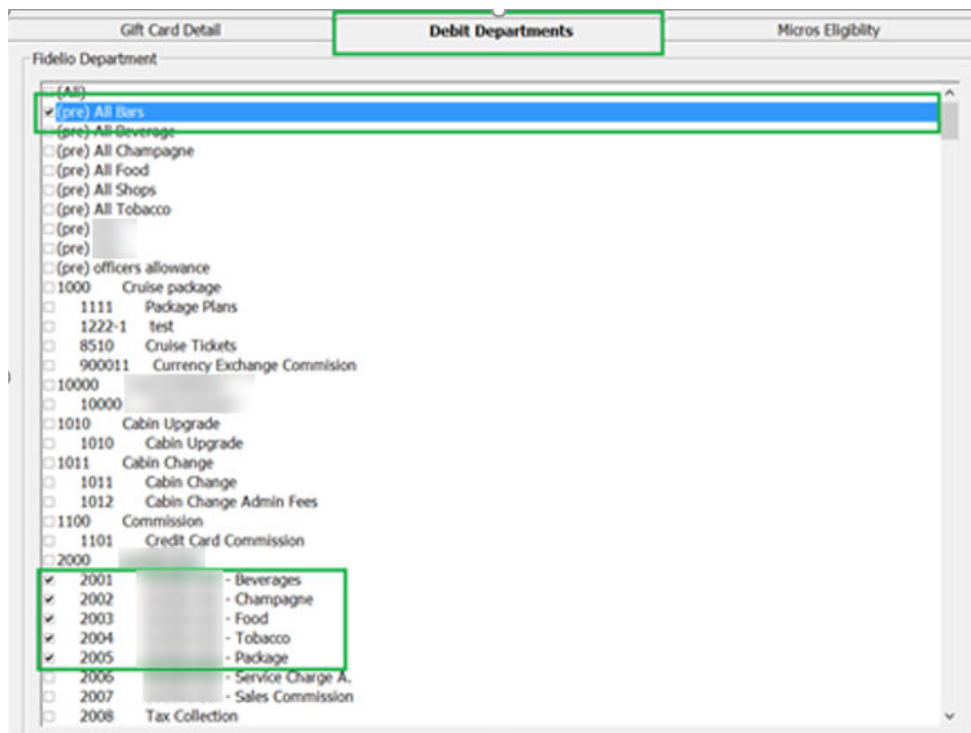
2. On the Gift Card Eligibility Setup window ribbon bar, click **Add New** to add a new record.

Figure 1-12 Gift Card Eligibility Setup



3. On the Gift Card Detail tab, select the **Group** from the drop-down list. Insert a unique Gift Card code and name.
4. Select the applicable **MICROS Revenue Centre** by selecting the respective check box.
5. Navigate to the **Debit Department** tab and select the eligible **SPMS Posting Departments**, by selecting the Main Department, this will also include all the sub-department codes.

**Figure 1-13 Gift Card Eligibility Debit Department Setup**

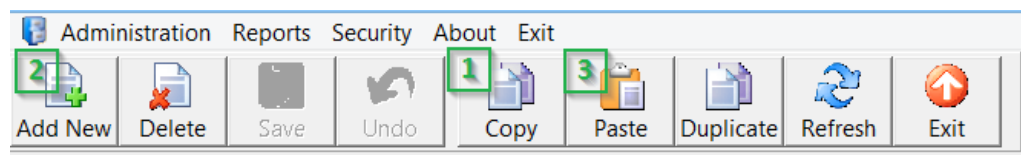


6. Click **Save** on the ribbon bar to save the record.

### Copying Eligibility Setup

An existing eligibility details may be copy to a new record using the simple steps.

**Figure 1-14 Steps to Perform Copy & Paste**



1. From the Eligibility Group tree view, select the code to copy and then click **Copy** on the ribbon bar.
2. Click **Add New**, followed by **Paste** from the ribbon bar.
3. Insert a unique code and make the necessary changes, if any, then click **Apply**.
4. Click **Save** to save the record.

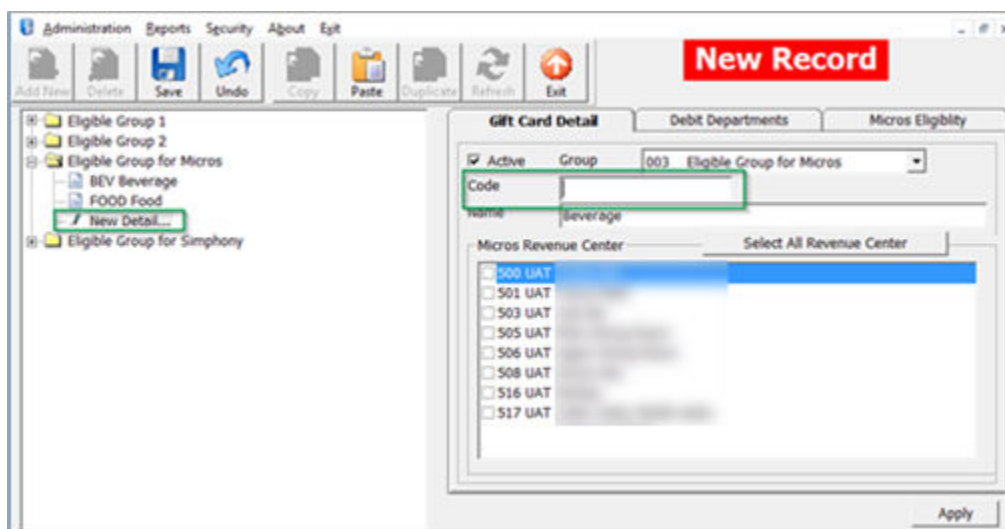
### To Duplicate the Group

1. Expand the tree view and select the eligibility to duplicate.
2. Click **Duplicate** on the ribbon bar.
3. The eligibility of the selected item is duplicated into a New Record form.



4. Insert a new code and click **Save** to save the new record.

**Figure 1-15 Steps to Perform Duplicate**



### Adding MICROS Sales Itemizer to GC Eligibility Setup

1. From the GC Eligibility Setup form, select the Gift Card code.
2. Navigate to **MICROS Eligibility** tab and select the **MICROS Object Type** from the drop-down list.
3. Click the object drop-down list to select the object, or use the search function by clicking the **Binocular** icon to open the MICROS Object Number list.

**Figure 1-16 MICROS Object Number List**

Micros Object Type	Micros Object Number
4 - Major Group	
1 - Menu Item	2915 MARLBORO SINGLE
1 - Menu	Table Refer
1 - Menu	Major Group
0 - Non	0 All
0 - Non	1 Liquor A
0 - Non	2 Liquor NP
0 - Non	3 Wine P
0 - Non	4 Wine NP
0 - Non	5 Beer P
0 - Non	6 Beer NP
0 - Non	7 Non - Alc P
0 - Non	8 Non - Alc NP
0 - Non	9 Beer Non Alc P
0 - Non	10 Tobacco
0 - Non	11 Souvenirs
0 - Non	12 Corkage Fee
0 - Non	13 Food
0 - Non	14 Crew Liquor P
0 - Non	15 Crew Liquor NP
0 - Non	16 Crew Wine P
0 - Non	17 Crew Wine NP
0 - Non	18 Crew Beer P
0 - Non	19 Crew Beer NP
0 - Non	20 Crew Non - Alc P

**Search/Filter**

OK Search Filter Cancel

**Note:**

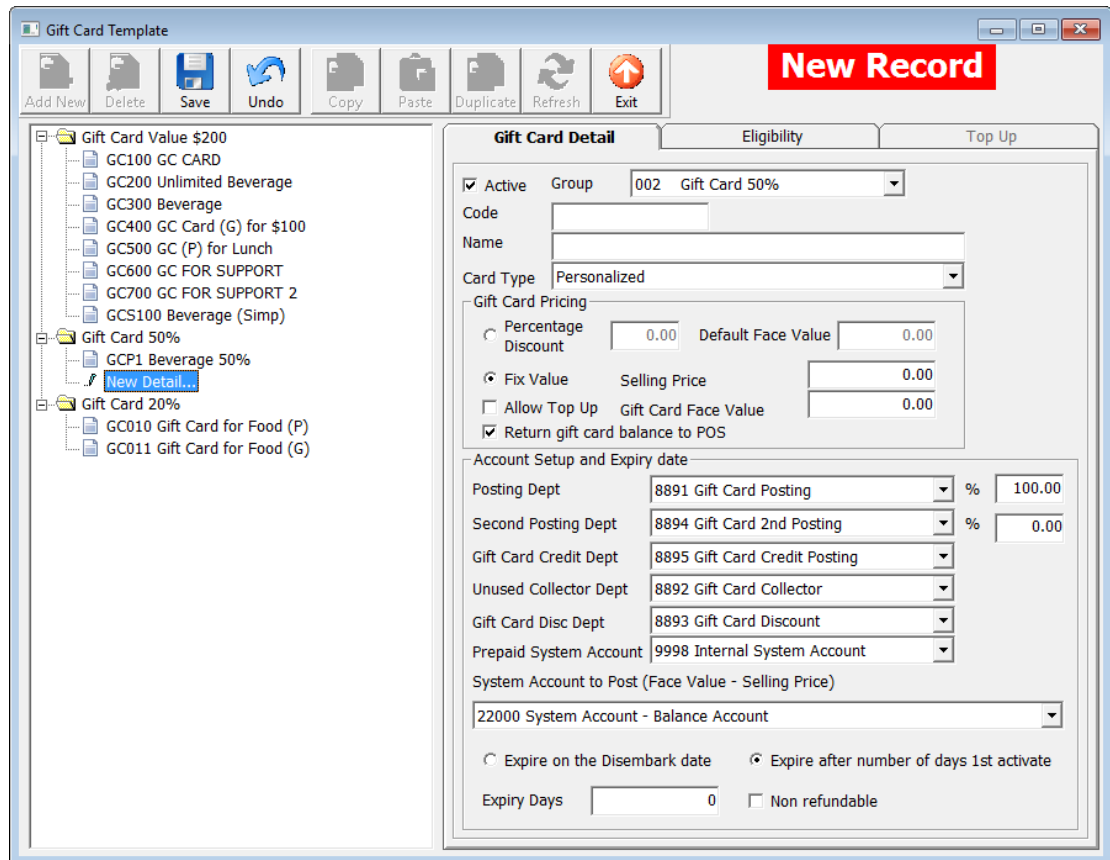
Each GC can have up to then (10) different MICROS family groups and are eligible to all outlets for all department.

**Setting up Gift Card Template Group**

The Gift Card template group is use to group the available templates. To set up, repeat steps in Setting up Gift Card Eligibility Group.

**Setting up Gift Card Template**

The Gift card Template allow user to predefine the gift card value, selling price and eligibility within a template, for use during Gift card sale.



**Table 1-3 Gift Card Field Description**

Field	Description
<b>Card Type</b>	
Generic	Not associated to a particular Guest and may be use by any physical holder.
Personalized	Associated to a particular Guest and may have guest name printed.
<b>Gift Card Pricing</b>	
Percentage Discount	Percentage of Default Face Value defines selling price, for example; Default Face value is \$300 with percentage set as 20%, and therefore selling price of the card is \$240.
Fix Value	GC selling price and face value is exactly the value indicated.
<b>Account Setup and Expiry Date</b>	
Posting Department	Primary debit department code for GC selling price.

**Table 1-3 (Cont.) Gift Card Field Description**

Field	Description
Second Posting Dept.	Secondary debit department for Gift Card selling price is mainly use to capture portion of Percentage Discount posting. The percentage is not editable and auto update by the percentage value in Posting Dept. <i>Example: If Gift Card selling price is \$100, the percentage value defined in Posting Department is 85, the Percentage of Second Posting Dept will auto update to 15. The Gift Card posting will split into \$85 in Posting Department and \$15 into Second Posting Department.</i>
Gift Card Credit Dept.	Credit / Debit department for posting GC face value.
Unused Collector Dept.	Debit department that collects GC card refund amount.
Gift Card Discount Dept.	Debit department for posting differences for GC face value and selling amount.
Prepaid System Account	An account used to post pre-sold GC.
System Account to Post (Face Value – Selling Price)	An account used for posting differences between promotional value of GC and prepaid amount.
Expire on disembarkation date	Expiration date based on Guest disembarkation date.
Expire number of days 1st activate	Expiration date based on x days from period of activation.
Non Refundable	Define whether GC balance is refundable or not.

1. From the **Administration, Gift Card Setup** menu, select **Gift Card Template**.
2. In the Gift Card Template Setup window, click **Add New** on the ribbon bar.
3. Navigate to the Gift Card detail tab and select the Group from the drop-down list.
4. Insert a **unique code, name** and select the **Card Type** from the drop-down list.
5. In the Gift Card Pricing section, choose the pricing method from the drop-down list.
6. Select the **Allow Gift Card Top Up**, if applicable and **return Gift Card Balance to POS (MICROS) for GC balance to print on bill image**.
7. In the **Account Setup and Expiry date** section, select the respective **Posting Department** from the drop-down list.
8. Next, navigate to **Eligibility** tab and select the eligible department group and the maximum allowed is *10 department groups*. Inactive department group indicated with *(Inactive)*.
9. In the 'Gift Card Eligibility that need approval to activate' section, select the eligibility activation approval from the drop-down list.

**Figure 1-17 Gift Card Template Eligibility Setup**

**Note:**

This option is use in **Management module, Gift Card Handling, Special Department / Family group** when it is set to active.

10. Navigate to **Top Up** tab and insert the **Selling Price** and **Gift Card Face Value**.

**Figure 1-18 Gift Card Top Up Setup**

	Selling Price	Gift Card Face Value
Top Up Price 1	0.00	0.00
Top Up Price 2	0.00	0.00
Top Up Price 3	0.00	0.00

**Note:**

This option is available when '*Allow Top Up*' is enable in Gift Card Pricing section.

**Setting up Gift Card De-Activation and Re-Activation Reason**

The De-Activation and Re-Activation Reason code is use for auditing purposes when de-activating/re-activating a gift card and user is encouraged to select the appropriate reason. To enter a De-Activation/Re-Activation Reason, repeat steps in [Setting up Gift Card Eligibility Group](#)

### Setting up Gift Card Cancellation Reason

Similarly, a Cancellation reason code is use for auditing purposes when cancelling a gift card and user is encouraged to select the appropriate reason. To enter a De-Activation/Re-Activation reason, repeat steps in [Setting up Gift Card Eligibility Group](#).

## Gift Card Report Setup

System prints a Gift Card Receipt when guest purchases or activates their card and a Standard Credit Card receipt template is available in **Administration, System Setup, Report Setup, \_Receipts** group. Contact Oracle Customer Support if you wish to have a customized receipt format configured.

- **Gift Card Report:** Layout use to produce Gift Card in Management module.
- **Gift Card Receipt:** Generates upon purchase and activation.
- **Gift Card Refund Receipt:** Generates upon refund of Gift Card value.
- **Gift Card Top up receipt:**Generates upon GC top up.

# 2

## Gift Card Handling

This section describes the features available in Gift Card Handling within the Management module.

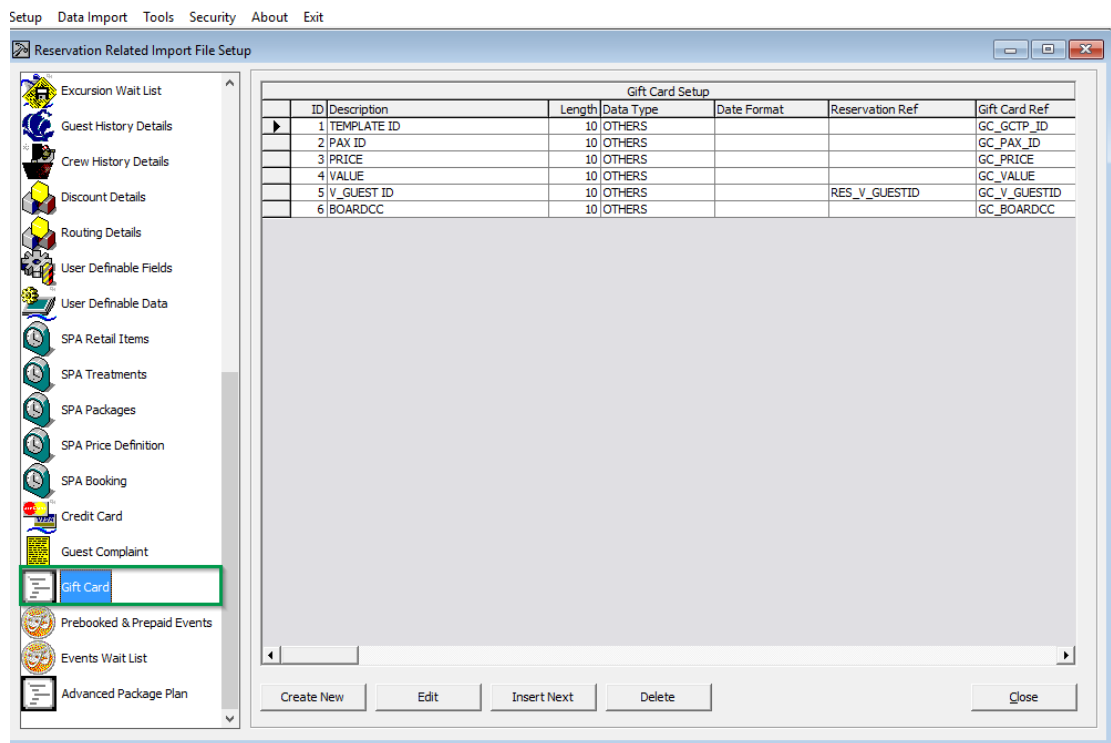
### Gift Card Import

Gift Card sales records are importable via OHC Data Import and OHC DGS ResOnline module. The imported GC are flag as Pre-Paid or Pre-Sold to Guests, and has an *Inactive* status shown. These cards are activate upon first use at MICROS, Simphony and/or OHC SPMS. Upon activation, the purchase is then post to the System Account.

#### Importing Gift Card Data via OHC Data Import

Prior to performing an import, a Gift Card Import file setup with the 7 mandatory fields or more is required.

**Figure 2-1 OHC Data Import — Gift Card**



1. Launch **OHC Data Import** program.
2. From the File menu, select **Setup, Reservation Related** and then **Gift Card**.
3. Click **Create New** and insert '7' in the **New Import File Setup** window, and then click **OK**.

4. Insert the field description per below table, then click **Close**.

**Table 2-1 Gift Card Data Import Field Setup**

Field	Data Type (Length)	Database Field Reference	Description
GC Template	Text (10)	GC_GCTP_ID	Gift Card template code
GC Guest Account	Text (20)	RES_V_GUEST_ID or RES_BOARDCC	Guest association with Gift Card
GC Price	Text (10)	GC_PRICE	Gift Card selling price
GC Value	Text (10)	GC_VALUE	Gift Card face value
GC Number	Text (20)	GC_BOARDCC	Gift Card unique number
GC Card Remark	Text (30)	GC_REMARKS	Gift Card special message
GC Special Department Group	Text (2)	GC_ENABLED_GCEL_ID_SPECIAL	Gift Card special department enable

5. Navigate to **Data Import** menu and select **Prepaid Gift Card** from the drop-down list.
6. In the **General Data Import** form, select the file name and click **Import** to process the data import. See [Appendix C –Sample Gift Card Data Import File Layout](#)

## Importing Gift Card Data via OHC DGS ResOnline

As Gift Card records being generated from FMS System, these records are transferred to OHC SPMS via FMS Sender module, and once imported, these records are stored in ship database table

```
'RESERVATIONS_MSGS' with MSSG_NOTES = RESERVATIONSDATA.
```



Figure 2-2 DGS ResOnline Import

1. Launch **OHC Data Import** program and wait for the import process to begin.
2. If the process does not start automatically, manually trigger the import from **Settings, Parameter** tab.

The GC records are link to the guest reservation/amenity respectively by these fields provided in the XML file.

- Reservation: : <GIFT\_CARD\_RES\_ID> = <RESERVATION\_RES\_ID>
- Amenity: <GIFT\_CARD\_OID> = <AMENITY\_OID>

The number of Gift Card to import is based on the field <GIFT\_CARD\_QUANTITY> in XML file.

- If the field value is NULL, it imports 1 Gift Card.
- If the field value is 2, it imports 2 Gift Card.
- If the field value update from 2 to 1, it cancels 1 of the Gift Card.
- If the field value update from 2 to 3, it inserts 1 more Gift Card.

See [Appendix D — Sample Gift Card DGS RESONLINE File Layout](#) - for detailed sample XML file format

## Gift Card Printing

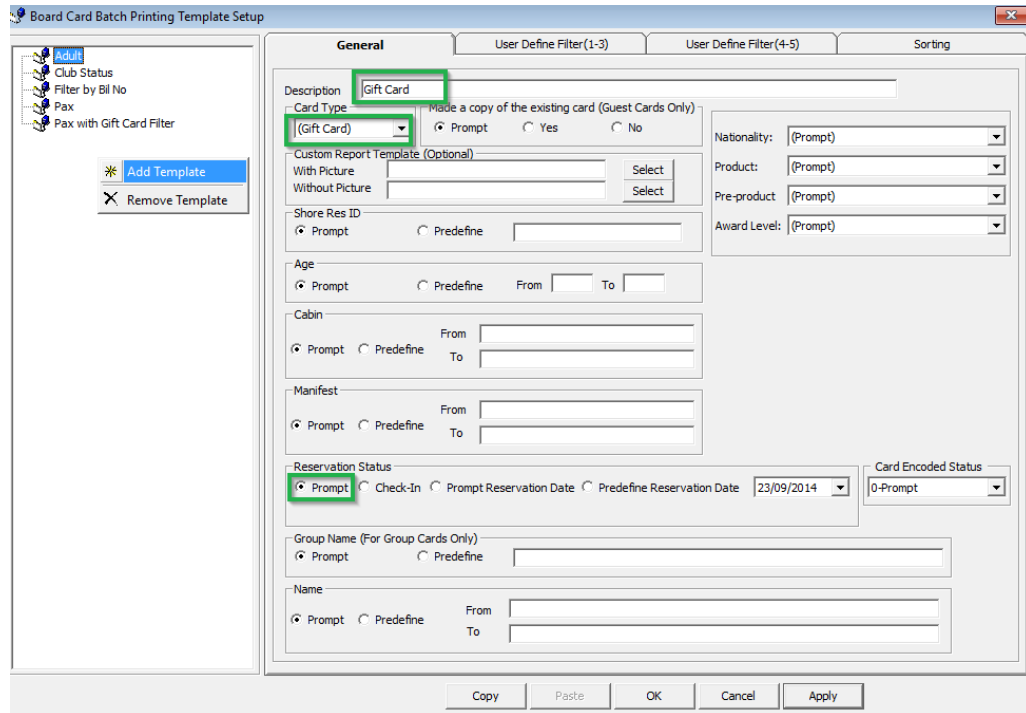
System provide few ways to print a Gift Card, either by individual account or by batch, and the print task is perform in **Management** module.

## Print via Advanced Board Card Printing

Additional setup is required in **Administration module** in order to print a GC using Advanced Board Card Printing function.

## Setting up Gift Card Template

**Figure 2-3 Board Card Batch Printing Template Setup**



1. Launch **Administration** program.
2. In Administration module, then select Board Card Printing Template.
3. In the Board Card Batch Printing Template Setup, right-click and select **Add Template**.
4. In the Board Card Batch Printing Template Setup, right-click and select **Add Template**.
5. Click **Apply** to save the template.
6. To print a Guest Onboard card that is linked to GC, contact the Oracle Customer Support as an additional setup is required in GC Template.

## Printing of Gift Card

1. Login to **Management** module and navigate to **Front Desk, Advanced Board Card Printing**.
2. On the Advanced Board Card Printing window, select the **BCard Template** from the drop-down list.
3. Under Reservation Status section, select **Reservation** to print inactive Gift Card, or **Check In** to print activated Gift Card, and then choose the date to print.

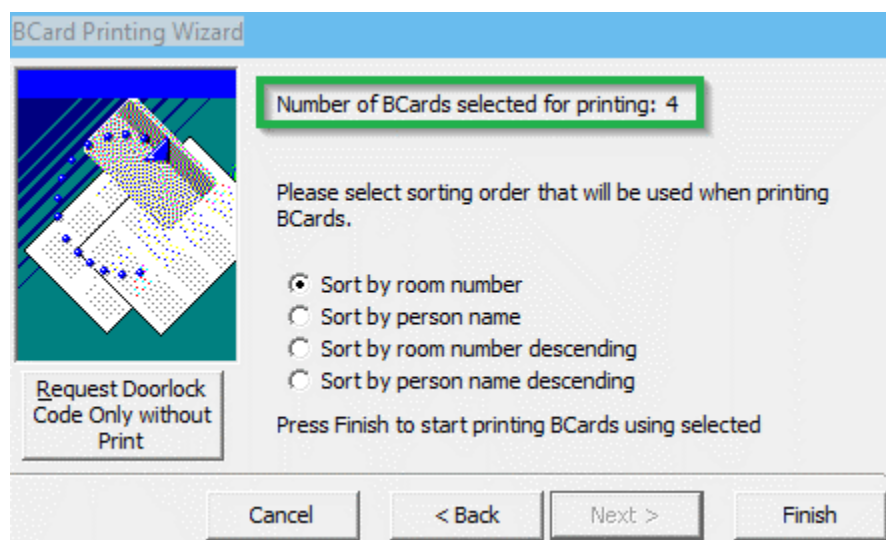
4. Click **Print** to start the print job and select **Yes** when prompt.

## Printing via Board Card Wizard

The Board Card Wizard is a guided function that allows you to print the GC easily. In Management module, select **Front Desk** and then **BoardCard Wizard** from the drop-down list.

1. Click **Next** to begin the print process.
2. In the "What type of BCards would you like to print?" window, select Gift Cards and click **Next**.
3. In "Would you like to print BCards ...." window, select one of the option, and click **Next**.
4. Select the additional print criteria, if any, and then click **Next**.
5. Select the preferred sort order and click **Finish** to process the print job.

Figure 2-4 BCard Printing Wizard



### Printing Individual Gift Card

You can print the Individual GC from **Management, Cashier and Gift Card** function. See [Gift Card Creation](#) section for more details.

## Gift Card Creation

If you have the access right to Gift Card Handling, you are able to create and print the physical Gift Card without associating it to a GC template. In addition, you can create, print, activate in real-time, and post your new GC purchase to Guest Account.

1. Login into Management module, Cashier, Gift Card.
2. Click **New Gift Card**.
3. In the **Create New Gift Card** window, enter all relevant information in the respective fields.

Figure 2-5 Create New Gift Card

Field Name	Description
Number of Card to Create	Defines number of card to create
Gift Card Template	Refers to <b>Gift Card Template Setup</b> . When a template selected, all predefined settings will populate accordingly.
Value on Card	Defines the card value if card is a <b>Percentage</b> pricing type. System will recalculate the <b>Selling Price</b> based on the value entered.
Selling Price	The <b>Selling Price</b> is re-calculated based on the value entered, unless template selected is a <b>Fix Value</b> type, then field is grey out.
Special Message	Special notification message.
Expiry Date	Expiry Date auto calculates based on the setup and <i>not</i> editable.
Generic/Personalize	Define the type of card: Generic or Personalize.

Field Name	Description
Enable Usage for Special Department/ Family Group	Define if Gift Card is allow for use in special eligibility department.
Account Posting/Linking	Account Posting/Linking of guest account is optional during creation. However, if no account is linked, it is <i>not possible</i> to activate the Gift Card.
Advanced	Enable selection of multiple guest reservation. The number of Gift Card printed <i>MUST</i> be set to 1, else error message prompt ' <b>When select multiple guest, the number of card must set to 1</b> '.
Post to System Account	Check when prepaid Gift Cards are imported. System post the purchase to System Account and buyer is assign to Guest Account when it is select manually.
Post, Print & Activate Card	Post, print and activate card when GC template is assign.
Create & Print Card	Create and print without activation. However, user can activate later when Gift Card sold to customer. Gift Card purchased will be printed and encoded.
Create Card	Create GC without activation or print.
Cancel Printing	Cancel the print job. Applicable when printing more than 1 card.

4. Cards created will show in Gift Card Listing in following tabs.

- Inactive
  - New Cards without guest account assigned.
  - Cards created with 'Create & Print Card' carry the GC number.
- Active
  - Cards created using 'Post, Print & Activate Card' function and guest name will show.

Figure 2-6 Gift Card Account Listing

Gift Cards found: 21 Selected: 1	
Room	Name
1017	
1002	
	New Card
	New Card
1002	TESTER
1008	TEST
1008	TEST
1036	TEST



**Note:**

Gift Card creation and activation is available to guest to 'Expected Guests' only.

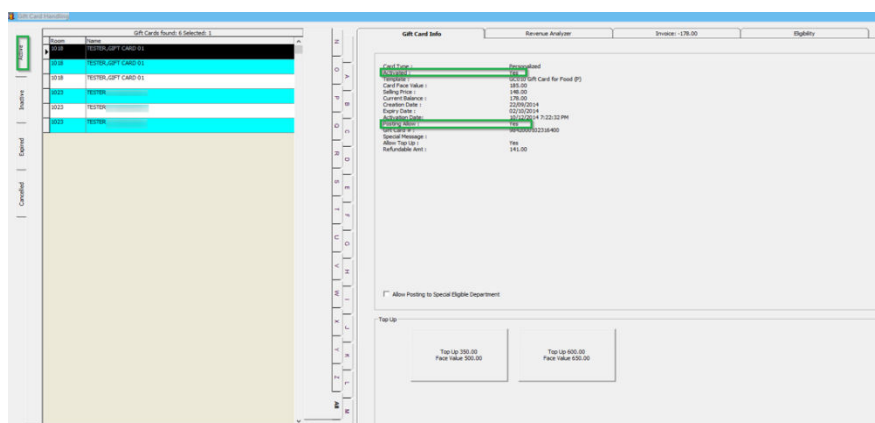
## Gift Card Activation

The physical Gift Card does not carry any value until it is sold, in which a Cashier or agent selects a pre-defined value or manually enter the credit amount purchased onto the card by way of creation and activation. A card must at least have a cabin associated to it, and only those guest with cabin assigned can activate the gift card can be activated.

All Gift Cards generated without activation shown in **Inactive** tab, and changes to the Guest account as well as Gift Card template is allow.

1. In the **Gift Card Handling** window, select the **Gift Card** from the list and click **Activate Card**.
2. System will prompt an **Edit Gift Card** form for the Guest Account or GC template to be assign if they are not present.
3. The card information is transpose to the **Active** tab upon activation.
4. The GC balance and posting status is also reflect in Gift Card Info tab, and the amount purchased is post to the guest account as 'Gift Card Posting'.

Figure 2-7 Gift Card Details



5. Under the **Guest Info** tab in the **Guest Handling** window, select the guest account, and click **Gift Card** to associate the card.

Figure 2-8 Gift Card Button



### Reprinting of Cards

Guest may request for a reprint of the card if it is lost/misplaced. This process will deactivate the earlier card issued.

1. In the **Gift Card Handling** window, click the **Print Gift Card** button. The Gift Card will print with an incremental GC number and disabling the previously printed Gift Card.

 **Note:**

Changing of Guest Account or GC Template is not allow since the detail for the card has been initialize earlier.

2. Check **Eligibility** tab to view the eligible department in SPMS and MICROS the selected gift card.

Figure 2-9 Gift Card Eligibility

Gift Card Info		Revenue Analyzer	Invoice: -400.00	Eligibility
Fidelio Eligibility			Micros Eligibility	
00000	Communications		10	TEST
00001	- Guest Revenue		Menu Item	
00004	- Non Guest Revenue		10 10002	MIX SALAD
00007	Other - Guest Surcharge		10 10003	CHEESE ROLLS
00008	Other - Guest Revenue		10 10004	VEG SAMOSA
00009	Other - Guest Cost Satellite		10 10005	CAESAR SALAD

3. Program would not activate the gift card if associated guest account has exceeded its credit limit, and posting is disable or under expected status.

## Gift Card De-Activation and Re-Activation

Guest may request to de-activate the Gift Card for various reason. De-Activate functionality is only available when a GC has been activated, and Re-activation is only possible when the card is associated to an existing Guest account.

1. In **Gift Card Handling Active** tab, select the card and click the **De-Activate Card**.
2. Select the **De-Activation reason** from the drop-down list or enter a reason using the free text option. Card information are then transpose to **Inactive** tab.
3. To re-activate the card, click **Re-Activate Card** and select the **re-activation reason** from the drop-down list.

### Note:

The De-Activation & Re-Activation process only changes the Gift Card status and posting allow status instead of re-posting the transaction.

## Gift Card Cancellation

Guest, due to inactivity or other reasons may cancel a Gift Card. Once the card is cancel, the process is not reversible, and cancellation is only permissible to *activated card with zero balance*.

1. In **Active** tab, select the Gift Card and click **Cancel Card**.
2. At the confirmation prompt, click **OK** to continue

### Note:

The above process will disassociate the guest details from the card and no posting will occur in the guest account.

3. At 'There is no undo to cancel card operation, do you want to proceed?' prompt, select **Yes**.



4. Select the **Cancellation Reason** from the drop-down list or manually enter the reason, then click **OK** to proceed with cancellation.
5. The card information is transposed to *Cancelled* tab, with its status shown as Cancel.

## Gift Card Expiration

As cards are sometimes lost or forgotten, the GC is no longer valid for posting after its expiration. To minimize fraud, the remaining balance will not be refund to the Guest or Crew. Expiration trigger based on either *System Cruise Change* or *System Date Change* defined in System Parameter Setup. Once the card expiry date is past system date, the GC status is automatically changed to expired, and information are transposed to *Expired* tab in Gift Card Handling window.

The following activity occurs on expiry of the card:

- System automatically sets the posting to *Posting No Allow*.
- Remaining balances is transfer to System Account as define in **Financial Department Setup, Gift Card Template setup**.

**Figure 2-10 Gift Card Expiration Information**

Gift Card Info		Revenue Analyzer
Card Type :	Personalized	
Activated :	Yes	
Template :	GC010 Gift Card for Food (P)	
Card Face Value :	185.00	
Selling Price :	148.00	
Current Balance :	178.00	
Creation Date :	22/09/2014	
Expiry Date :	02/10/2014	
Activation Date:	10/12/2014 07:22:32 PM	
Posting Allow :	Yes	
Gift Card # :		
Special Message :		
Allow Top Up :	Yes	
Refundable Amt :	141.00	

It is also possible to alter the card expiry of an Activated Gift Card, provided the expiry date is greater than or equal to current workstation date.

**Figure 2-11 Edit Gift Card Expiry Date**

Edit Gift Card - for guest - TE...

Card Balance:	178
Select Gift Card Template	GC010-Gift Card for Food (P)
Value on Card	185
Selling Price	148
Special Message	
Expiry Date	02/10/2014

October 2014

29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

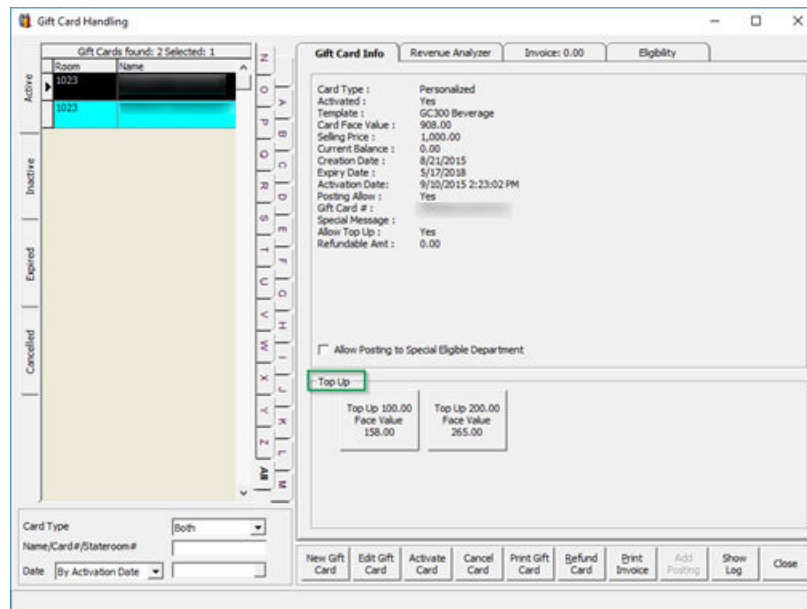
Today: 25/08/2015

## Gift Card Top Up

Value top up on current active card is permissible and the process is similar to Gift Card purchase, with the top up charges being post to the guest account.

There are ten (10) top up options available for guest to choose, and each top up option may have different selling price and value based on the setup in GC Template. However, the top up option is not available to those expired, inactive, and cancelled GC.

**Figure 2-12 Gift Card Top Up Option**



### To Top up the value

1. Select the guest account from the **Active** tab.
2. At the **Top Up** section in **Gift Card Info** tab, select the top up value, and then click **Yes** at the confirmation prompt.
3. A receipt is printed and a charge posted to the guest account with the top up value added to the card.

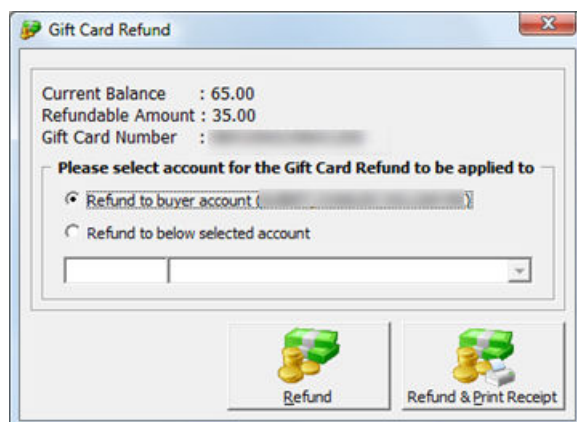
## Gift Card Refund

The system has the ability to refund the remaining gift card balance to either the buyer account, or the selected passenger account and the ability to print the refund receipt for passenger. Refund is only allowable if these criteria are met.

- Card is still active and not expired.
- Has a credit balance after deducting the discounts given?
  1. In Gift Card Handling window, click the Refund Card.

- In the Gift Card refund window, choose to whom the balance will be refund.

**Figure 2-13 Gift Card Refund Window**



- Click Refund or **Refund & Print Receipt** to print a refund receipt.
- Once the gift card balance has been refund the gift card will automatically become expired.

 **Note:**

Card that have multiple top up transactions, program will refund the first top up selling price. If it still has balance, the next top up selling price will be fully refund. The refundable calculation is =  $[Face\ Value - Total\ Posting] - [Face\ Value - Selling\ Price]$ . If the current balance is less than  $[Face\ Value - Selling\ Price]$ , refund amount will be 0. For more refund scenarios, see [Appendix E. Gift Card Refund Scenarios](#)

### Gift Card Refund

Gift Card Quick Refund allows user to refund of unused gift card balance based on the selection criteria.

**Table 2-2 Quick Gift Card Refund**

Field	Description
Gift Card Expiry Date	Filter to display cards where the expiry date is same or lesser than date defined.
Gift Card Template	Display active cards of selected template.
Included Unactivated Prepaid Gift Card	Include prepaid gift card (GCDT_PREPAID=1) linked to guest account where the gift card expiry date is based on the guest's disembarkation date.
Included Gift Card with Refund Amount =0, and Balance >0	Included gift card with refundable amount = \$0 and balance is not \$0.

- Login into Management module, Cashier, Gift Card Quick Refund.

2. Click Search Gift Card to search for all valid gift card, or use the filters to select the desired information.
3. In the guest list Selected column, unselect the checkbox of cards to *exclude* from refund process.
4. Click **Proceed** to set all selected gift card to Expired and refund the amount to the default buyer account. The process is not reversible.

### Gift Card Quick Collect

Gift Card Quick Collect enables the Chief Purser to make a quick collect of unutilized gift card amount at end of cruise. All unutilized amount collected will be posted to the gift card revenue department and a report will be generated.

**Figure 2-14 Gift Card Quick Collect**

Selected	Card Number	Activated	Template	Unused Amount	Card Value	Purchase Price	Buyer Name
<input checked="" type="checkbox"/>	[REDACTED]	<input type="checkbox"/>	Unlimited Beverage	0.00	900.00	780.00	TESTER,GIFT CARD TRAINING 03
<input checked="" type="checkbox"/>	[REDACTED]	<input type="checkbox"/>	Unlimited Beverage	0.00	900.00	780.00	TESTER,GIFT CARD TRAINING 02
<input checked="" type="checkbox"/>	[REDACTED]	<input type="checkbox"/>	Unlimited Beverage	0.00	900.00	780.00	TESTER,GIFT CARD TRAINING 01

1. Login to **Management module, Cashier, Gift Card Quick Collect**.
2. In the Quick GC Collection Unutilized Amount window, click **Search Gift Card** to populate valid gift cards into the grid list.

**Note:**

The **Gift Card Expiry Date** field is by default set to current System date, and is disabled to avoid user from accidentally collect unused gift card balance when guest have not disembarked. System will filter the gift card where gift card's expiry date is same or smaller than the default date.

3. Select the **Gift Card Template** from the drop-down box, only to populate GC by selected template.
4. Select **Included Unactivated Prepaid Gift Card** to included prepaid gift cards not activated.
5. Uncheck the **Selected** checkbox of each gift card to skip the account, if any.
6. Click **Proceed** to post unutilized GC amount to GC revenue department as cruise revenue and set card as **Expired**.

**WARNING:**

This process is not reversible.

## Gift Card Posting

Gift Cards may post from various modules such as Management, Casino, Shore Excursion, or FCUI. As each of the posting steps may vary, follow the steps below for each module.

### Gift Card Posting from Management Module

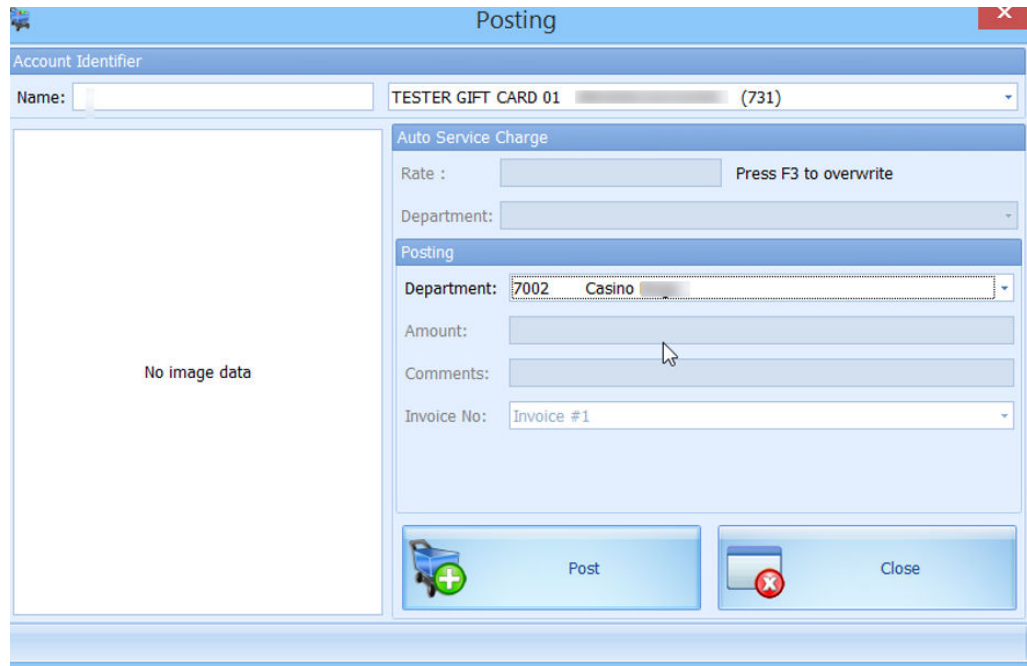
1. Login to Management module, and select from the menu **Cashier, Gift Card**.
2. In the Gift Card Handling window, select **Add Posting**.
3. In the **Add Posting** form, only the eligible departments will show in the department drop-down list.
4. Select the **department** and enter the value in the respective sub-department, then click **Add**.

**Figure 2-15 Add Gift Card Posting in Management Module**

5. Click **Post** to confirm posting and deducting the sales from the GC account.
6. Once the GC balance becomes zero, the **Add Posting** button will be disabled.
7. When a transaction is **Void**, the amount is credit back to the GC account.
8. When a discount is applied, the **Item Discount** or **Criteria Discount** on sales transaction is credit to the GC account.
9. **Move and Route** transactions from another account is acceptable in GC posting. For more posting scenarios, See [Appendix F. Gift Card Posting in Management Module](#)

### Gift Card Posting in Casino Module

**Figure 2-16 Gift Card Posting in Casino Module**

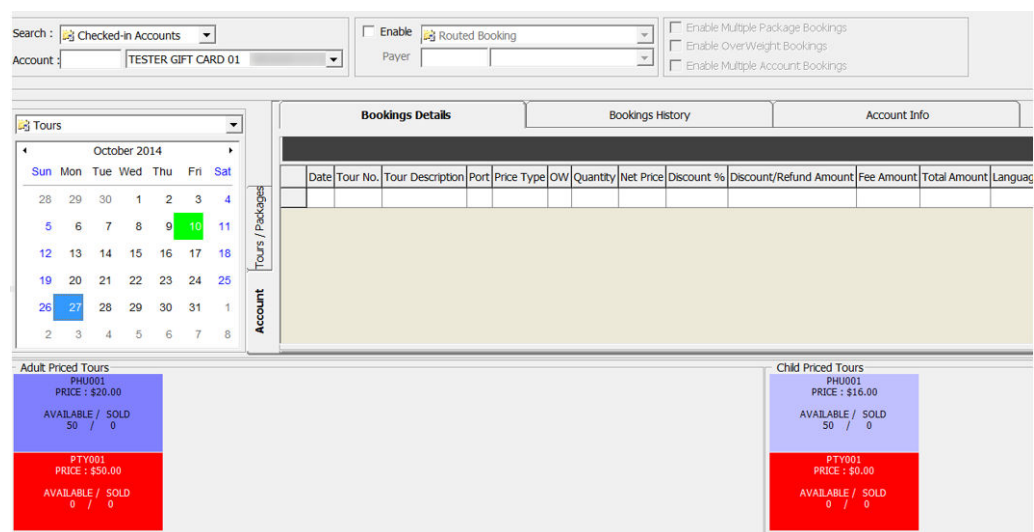


1. Login to Casino module, Cashier or Posting.
2. In posting window name field, enter the name or swipe the Gift Card.
3. Select the Casino Posting Department from the drop-down list, enter the Amount, and then click **Post** to post the charge.

For more posting scenarios, see [Appendix G. Gift Card Posting in Casino Module](#)

### Gift Card Posting from Shore Excursion

**Figure 2-17 Gift Card Posting in Shore Excursion Module**



1. Login into **Shore Excursion module** and select **Bookings** or **Quick Bookings** from the Book menu.
2. In the **Search box**, enter the name/cabin or swipe the GC to purchase an excursion. Excursion purchased will deduct from GC account.

 **Note:**

Multiple Account Bookings is disable upon swiping of Gift Card. Posting is able to route to selected payer when enabling Prepaid Booking option (payer can be a System account, Gift Card account or Guest account). Wait list is not allow for Gift Card.

3. System will credit the GC account when the purchase voided, and will post the Cancellation fee, if any.
4. Transaction purchased with GC can be view in:
  - a. Excursion Handling, Account / Control No Handling, and Batch Ticket Printing window.
  - b. All posted excursions by GC can be viewed in
    - View, Handling List
    - View, Account/Control No. Handling window.
    - Batch Ticket Printing and Export window.

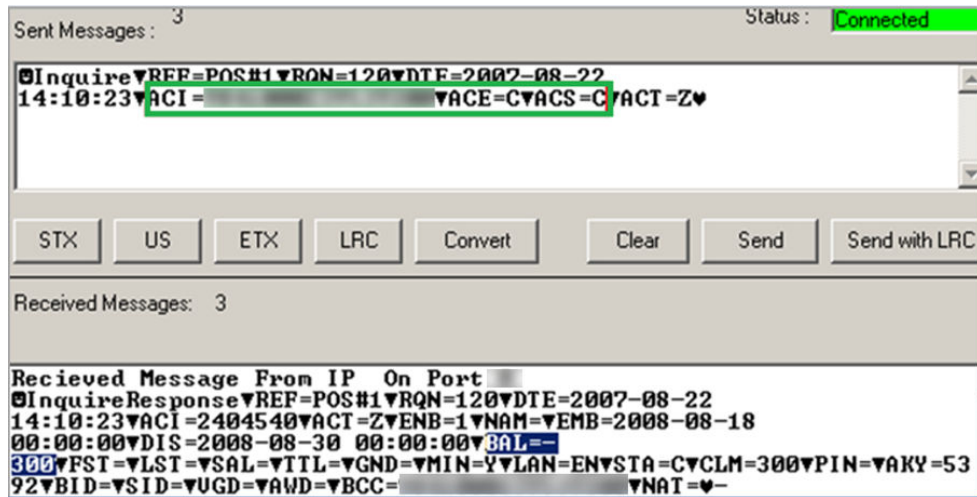
For more posting scenario, see .

### Gift Card Posting from FCUI

Third party vendors whose systems works with FCUI may require changing their System in order to handle gift cards transactions. Thus, user must ensure that such vendors received the appropriate technical specifications (v7.3.4xx onwards) that include GC message handling from SPMS installer. The OHC Universal Interface is capable of accepting Inquiry messages from an external system, based on the variable passed into the System.

1. The Inquiry message must be set to ACT=Z for Gift Card type.
2. Define Gift Card status in ACS per below.
  - Define **ACS = C** for enquiry about activated, de-activated & cancelled Gift Card balance.
  - Define **ACS = R** for enquiry about inactive Gift Card balance.
  - Define **ACS = Z** for enquiry about expired Gift Card balance.

Figure 2-18 Gift Card Posting in Universal Interface



3. Define GC number in ACI, balance shows the current value when message received.
4. Universal Interface is capable of accepting **Posting, Book Excursion and Book Excursion Packages** from external system.
5. Any purchase will deduct against the Gift Card account.
6. Universal Interface does not allow making any posting against invalid Gift Cards.

For more posting scenarios, see [Appendix I. Gift Card Posting in Universal Interface](#)



# 3

## Gift Card Handling in MICROS/Simphony POS

Gift Cards is sell, activated or top up from MICROS or Simphony POS System, with their postings are channel to OHC SPMS. Both systems would require the latest ISL Script patch and these are describe in the *Prerequisite, Supported Systems, and Compatibility* section.

The following section describes the Gift Card Handling in MICROS System and handling may be varies in Simphony System.

### Purchasing New Gift Card

Purchase or activation of GC at MICROS terminal requires a guest cabin card and this is limited to card type that are:

- 'Personalised' — without any guest
- 'Generic' — with or without guest account assignment.

Purchase of Gift Card is not permissible when:

- The gift card type is 'Personalized' and already assigned to guest account. System will prompt '**This is a Personalized Card**'
- The gift card that is 'Prepaid'. System will prompt '**This is a prepaid Gift card.**'



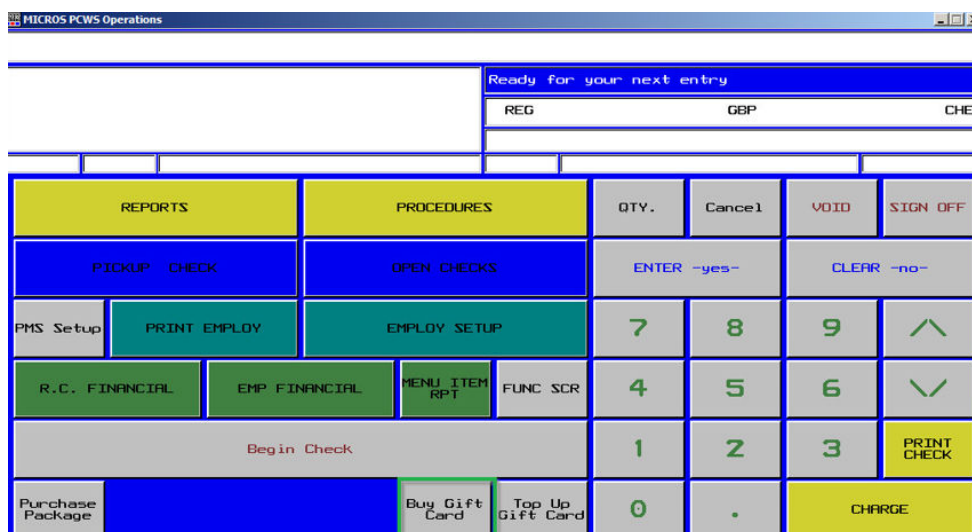
#### Note:

This function requires option 'Use 10 digits account ID (require SIM scripts Version 1.00 Beta 13 and above) and the SIM Scripts' enable in OHC Advance MICROS.

To purchase a card at MICROS outlets,

1. Select **Buy Gift Card**.

Figure 3-1 Buy Gift Card in MICROS Workstation

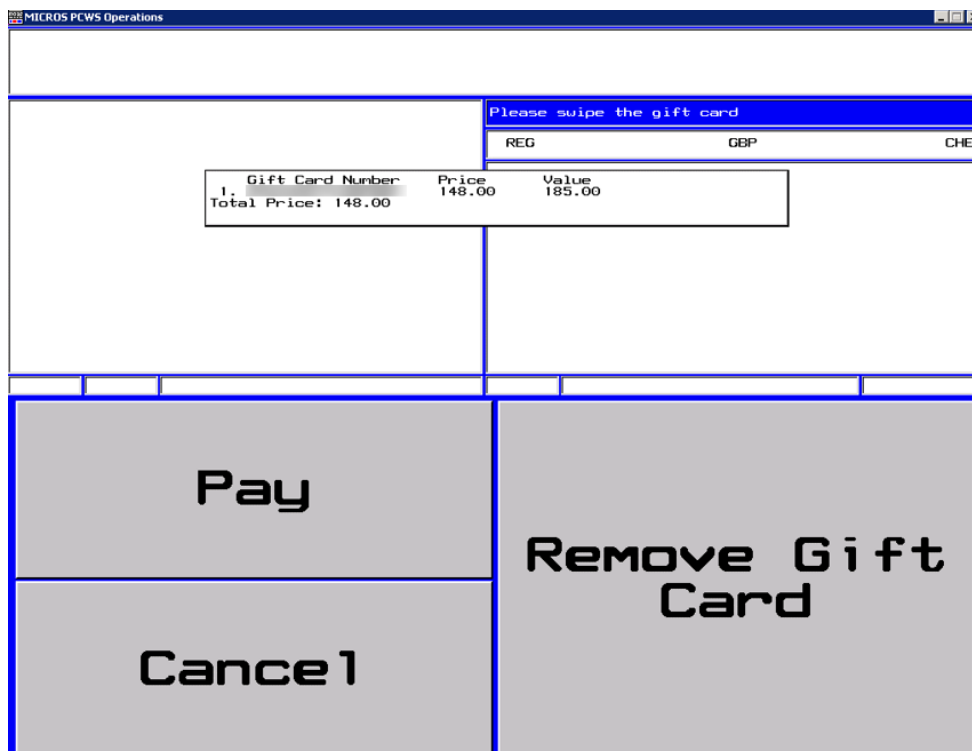


2. Swipe the pre-printed GC on the magnetic card swipe. If the new GC is valid, the GC transaction adds to the purchase list.

 **Note:**

The **maximum** purchase allowed is 10 (ten) gift card transaction per individual.

Figure 3-2 Swipe Gift Card in MICROS Workstation



3. Select **Remove Gift Card** to remove the GC from purchase list.
4. Select **Cancel** to cancel the transaction.
5. For more purchases, swipe another GC and a valid card will be added into the purchase list.
6. If the new GC does not have a pre-defined template, the **Gift Card Template** menu will appear.
7. Enter the **Gift Card value** if GC pricing type is pre-defined as a 'Percentage'.

 **Note:**

This can only be defined after the value is provided as MICROS System defaults the value to 2 (two) decimal points.

8. Select **Pay** to confirm the transaction.

 **Note:**

When making payment for the gift card, user must first swipe the guest's boarding card at the MICROS terminal for purchase posted to the guest's account and receipt to be printed.

## Activating Gift Card

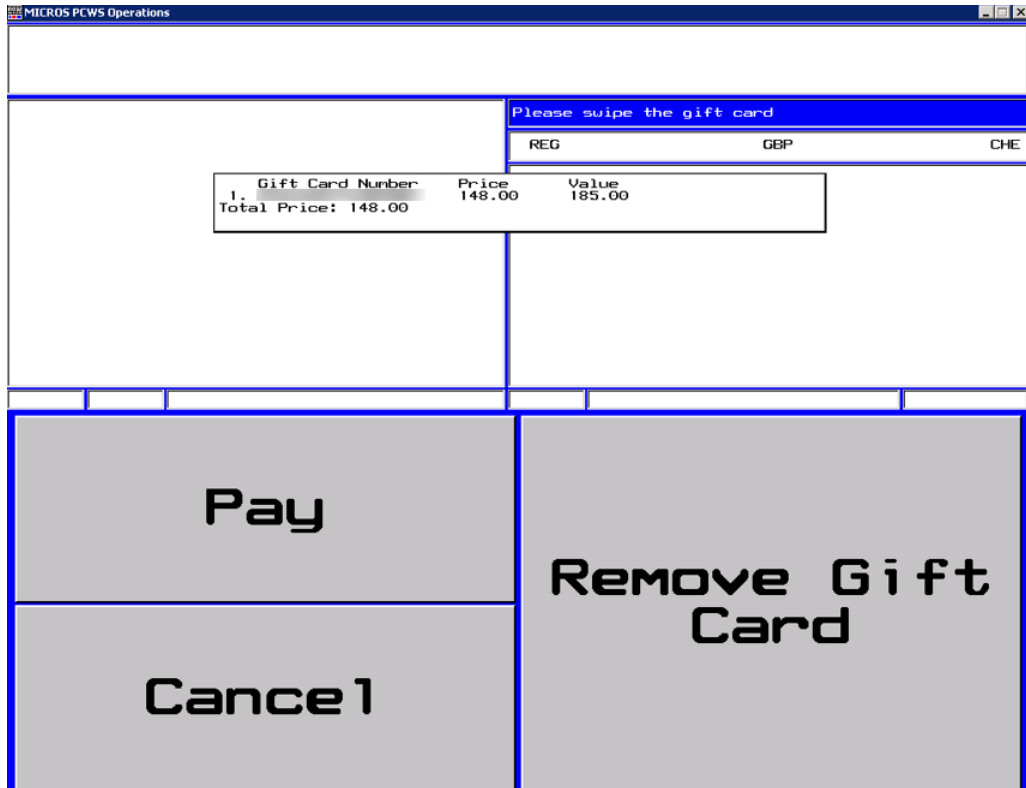
A gift card may be purchased from the Front Desk and activate via MICROS terminal. Such Gift Card *cannot* be activate through '**Cabin Inquiry**' when:

- The Gift Card type is 'Generic' whether with or without guest account assigned. Only the gift card information shown when swiped.
- The Gift Card type is 'Personalized' without guest account assign, and only gift card information is shown when swiped.

Guest can activate their Gift Card via '**Cabin Inquiry**' when:

- The gift card type is 'Personalized' with guest account assigned.
- The gift card is 'Prepaid'. The Prepaid Gift Card must match with guest account assigned.
  1. In MICROS terminal, select the **Cabin Inquiry**.
  2. Swipe the **pre-printed gift card** at the MICROS Account number prompt, followed by swiping the guest board card to verify that the gift card belongs to the same guest account.

Figure 3-3 Activate Gift Card in MICROS Workstation



## Gift Card Posting in MICROS Workstation

Figure 3-4 Gift Card Posting in MICROS Workstation

The screenshot displays the MICROS PCWS Operations interface. At the top, the transaction amount is shown as **CHILLED CANAP 17.00**. Below this, a receipt area lists the item: 1 CHILLED CANAPES 17.00. To the right, a payment screen shows the check number **CHK 5675**, the date **26AUG' 15 15:24**, and the GST rate **GST 0**. The payment summary includes: **SUBTOTAL 17.00**, **SCV 15% 2.55**, **TAX 2.93**, and **TOTAL PAID 0.00**. Below the payment screen, the total amount is **CABIN ORDER T 22.48**.

The keypad at the bottom of the screen contains the following elements:

- Buttons for **cktl A-H**, **cktl I-Z**, **non alc bev**, **beer**, **sherry port**, and **spirit**.
- Buttons for **CHEESE AND ONION**, **CHILLED CANAP PC**, **CHILLED CANAPES**, **JUMBO SHRIMP**, and **LOOSE TEARS**.
- Buttons for **READY SALTED**, **SALT & VINEGAR**, **WARM CANAPE PC**, and **WARM CANAPES 20**.
- Buttons for **PAYMENT SCREEN**, **FUNCTION SCN**, **VOID**, and **SIGN OFF**.
- Buttons for **PREV SCN**, **ENTER -yes-**, and **CLEAR -no-**.
- Buttons for **7**, **8**, and **9**.
- Buttons for **4**, **5**, and **6**.
- Buttons for **1**, **2**, and **3**.
- Buttons for **0**, **.**, and **00**.
- A highlighted **CABIN CHARGE** button.

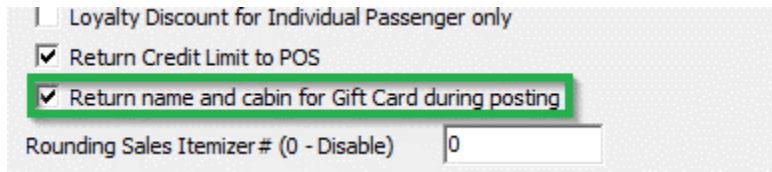
1. In MICROS terminal, select the **Cabin Inquiry**.
2. Click **Cabin Charges** to confirm the transaction.

**Note:**

Gift Card need to be activate before begin check else error "GC is newer than check" will prompt.

3. Swipe the GC, followed by Guest card for validation.
4. If the GC is not a prepaid GC and/or not activate yet, system prompts a message '**Gift Card Not Activated**'.
5. Posting amount will be deduct against GC account if GC is eligible on the selected posting. Swipe the Guest card again to complete the posting and print the purchase receipt.
6. In **Advanced MICROS Interface, Settingtab**, select the option '**Return name and cabin for Gift Card during posting**' to print Guest Name and Cabin Number on the check.

**Figure 3-5 Advanced MICROS Interface Setting for Gift Card Posting**



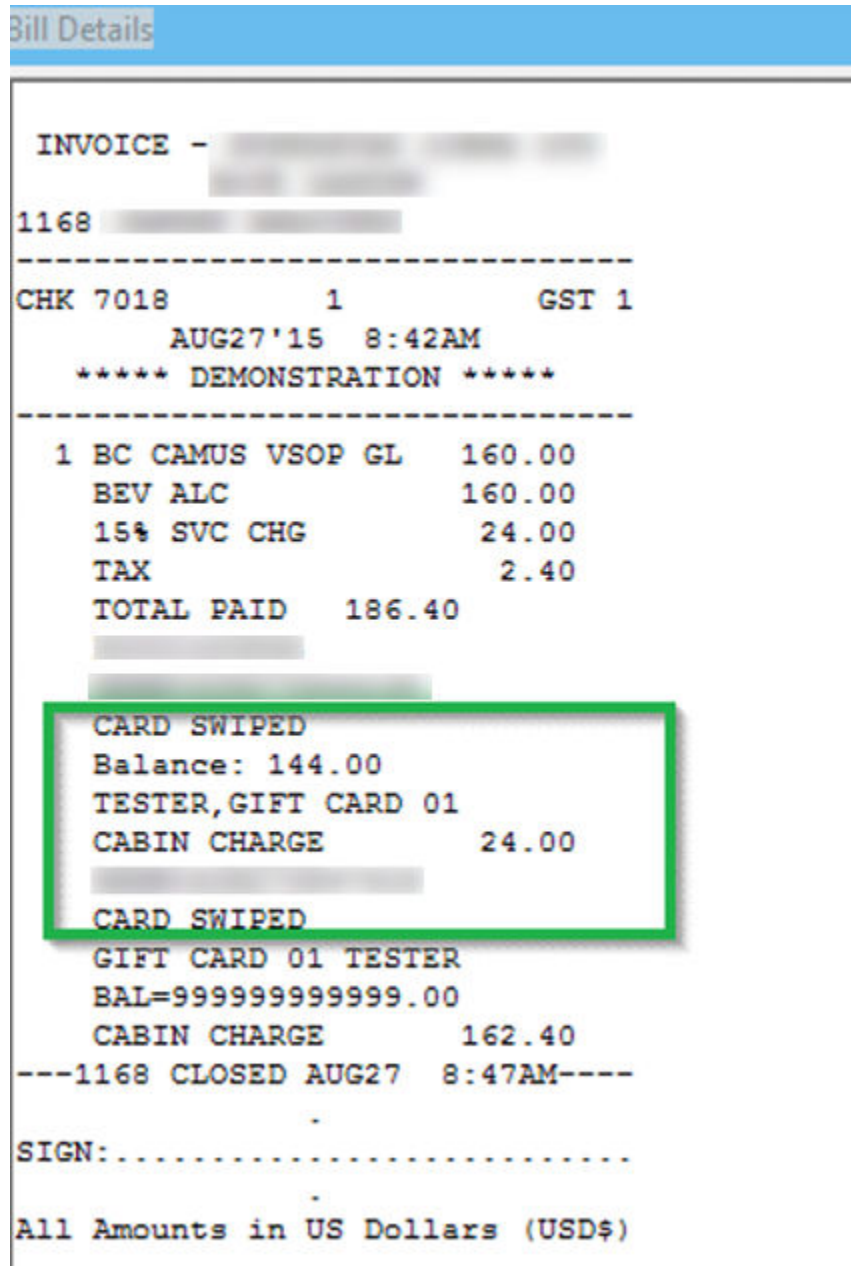
The screenshot shows a settings panel with the following options:

- Loyalty Discount for Individual Passenger only
- Return Credit Limit to POS
- Return name and cabin for Gift Card during posting
- Rounding Sales Itemizer# (0 - Disable)

 **Note:**

In order to display the cabin number for posting, ensure the **MICROS ISL** setup, under system parameter – **Hide Cabin Number from Posting Response** is unchecked.

Figure 3-6 Bill Image of Gift Card Posting in MICROS Workstation

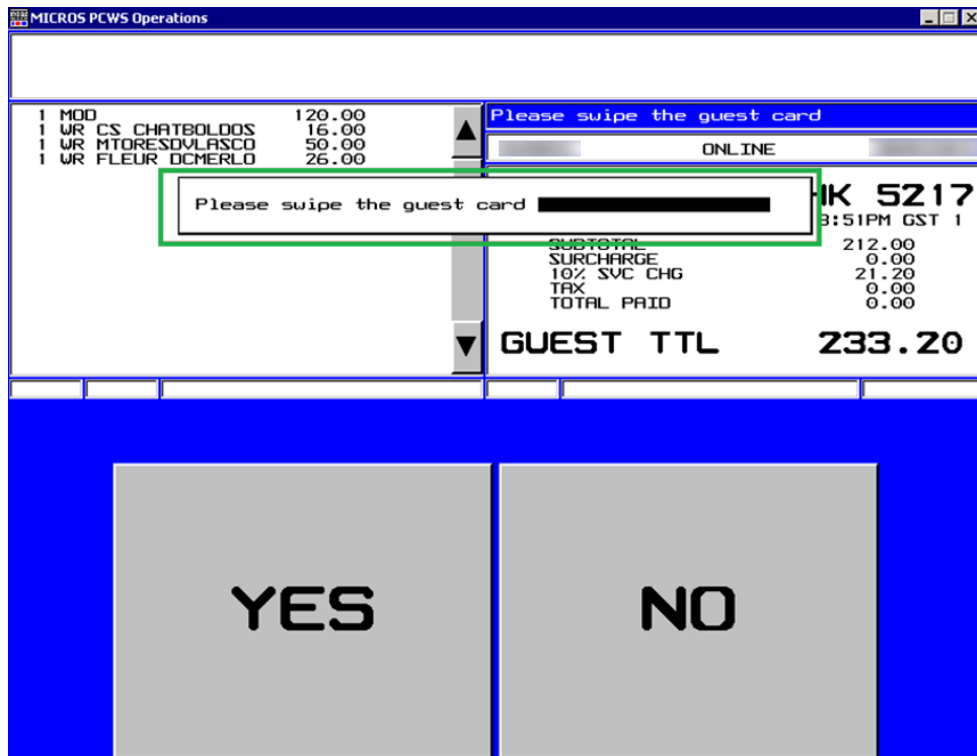


## Prepaid Gift Card Posting

MICROS posting may be settle using a prepaid GC. When system validates that the GC as inactive during **Cabin Charge**, system prompts a message to activate the gift card.

1. To activate the GC, the prepaid GC holder must be the associated to the Guest account. Therefore, the Guest card must be swipe in order to perform the GC Card activation.

Figure 3-7 Swipe Guest Card when Activate Prepaid Gift Card



2. A message will prompt '**Pax account not match with Prepaid Gift Card**' if GC owner does not match the Guest account selected.
3. Upon a valid Guest card swipe, MICROS will post the item(s) to the GC account.
4. An activation receipt is printed and GS purchase posted to System Account.

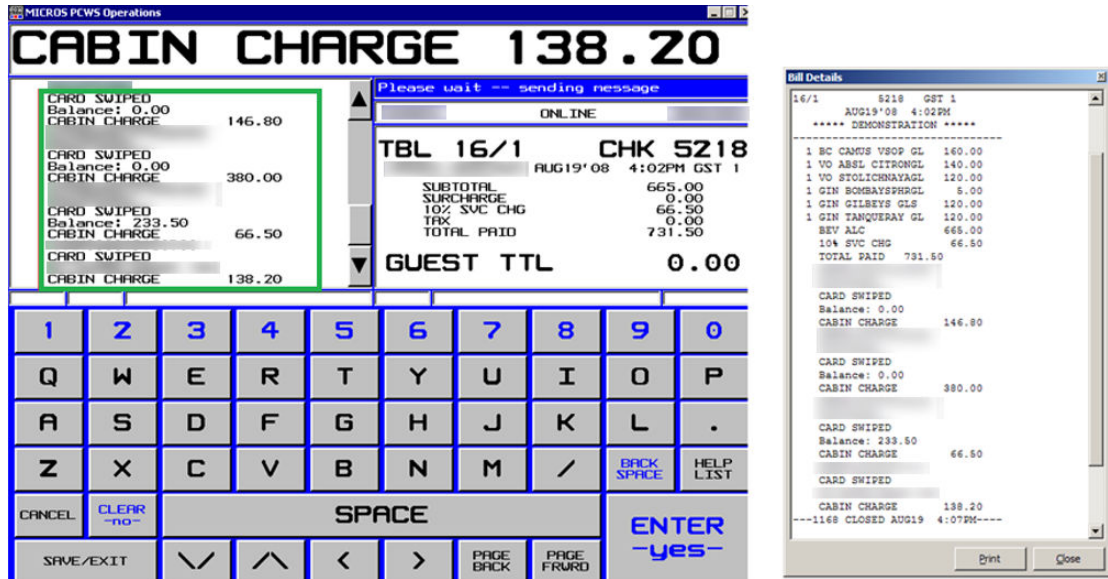
## Multiple Gift Card Posting

Upon settlement of check and the amount is higher than the remaining balance of the GC or certain transactions are not eligible to the GC, the Guest's card will be swiped to settle the remaining balance of the Guest check, or to settle by Cash prior to disembarkation.

The MICROS System is able split the payment method by cash or other Gift Cards in any eligible department. If the Guest holds multiple Gift Cards which are eligible for the item(s) department, partial payment is allow by swiping each GC during the posting.



Figure 3-8 Gift Card Partial Payment



1. Swipe the GC follow by Guest card through the magnetic swipe. If both cards are valid, system will deduct the amount against GC account, followed by the subsequent card for the remaining balance.
2. The remaining balance allow to post against GC, which are in eligible departments. If the GC is not eligible for the posting, then the Guest card is use to settle the remaining balance,

## Voiding a Gift Card Posting

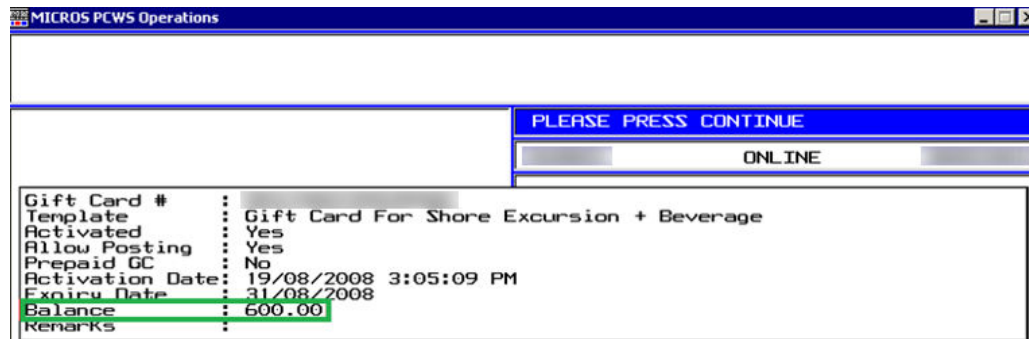
MICROS allows Gift Card postings to be void before the cabin is charged, and credit the amount to the GC account accordingly. Highlight the sales transaction and select **VOID**.

1. Select **Cabin Inquiry** and swipe the GC to display the balance.
2. Re-Open the closed check and void the posting.

### Note:

Voiding can only be perform on the transaction-posting day. Otherwise, you are required to open a new check, select the same sales items and then post a negative payment to the GC account.

Figure 3-9 Void Gift Card Posting in MICROS Workstation

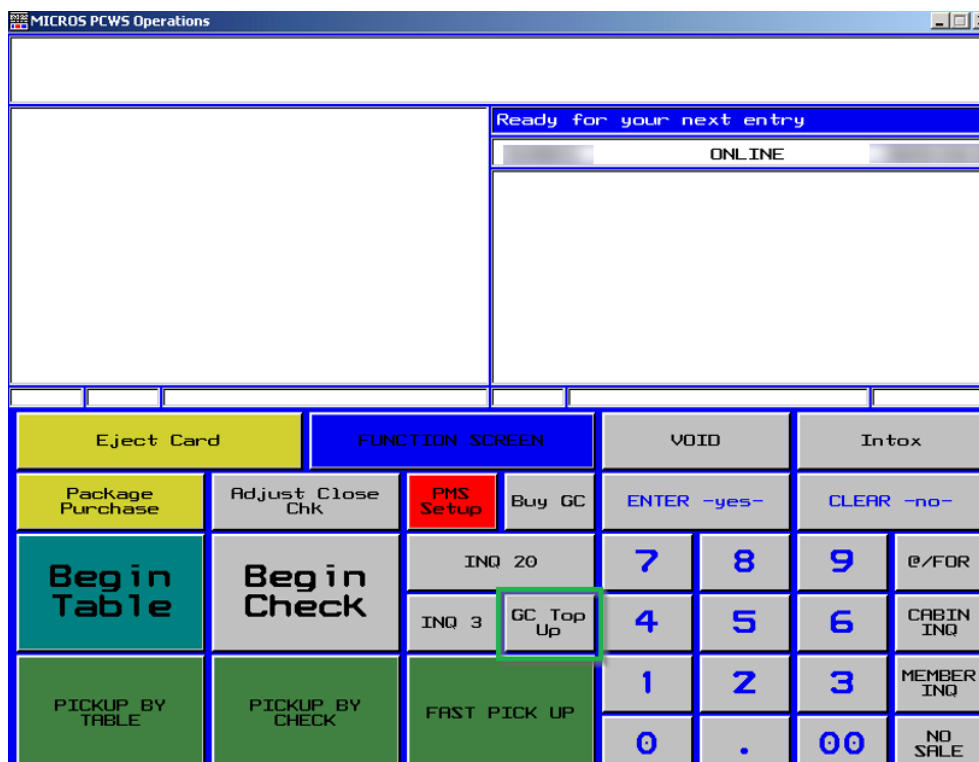


## Gift Card Top Up in MICROS Workstation

Gift Card Top Up is available in MICROS Terminal. See [Appendix J — Setup Gift Card Top up Function in MICROS](#).

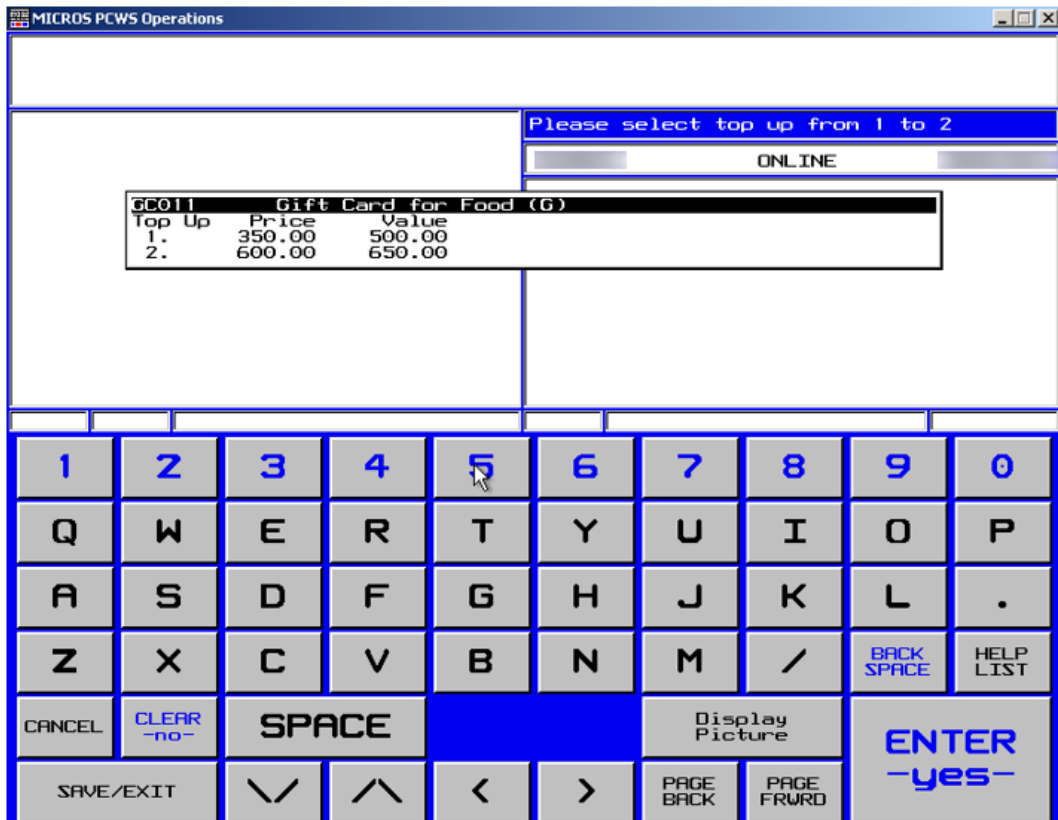
1. In **MICROS Terminal**, click 'Gift Card Top Up' in the middle section of the window.

Figure 3-10 Gift Card Top Up in MICROS Workstation



2. You will be prompted to swipe the GC.
3. Select the Top Up value from the selection list. If the GC does not allow Top Up, message prompt, 'Top Up not allow'.

Figure 3-11 Gift Card Top Up Selection in MICROS Workstation



4. Swipe the Guest Board card to confirm. If the board card does not match the account, System will prompt 'Pax ID not match'.
5. Upon successful top up, the charge is post to the guest account and a receipt will print out automatically.
6. Program allow user to void a top up transaction if done accidentally. This only apply when top up amount is more than current invoice balance. If top up amount is less than current invoice balance, message prompt '**voiding of top up value more than balance xx**'.

# 4

## Appendices

The following appendixes will assist you in identifying the required system files for use with the latest SPMS version.

### Appendix A. User Security Group

This section describes the User Security Group available to Gift Handling module and they are accessible through **OHC Launcher, Utilities, Security**.

**Table 4-1 User Security Group**

User Group No.	Security Reference No.	Description
Modules\Administration\Menu \Administration\Gift Card Setup	838	Gift Card Eligibility Setup
	839	Gift Card Template Setup
	840	Gift Card De-Activation Reason
	841	Gift Card Re-Activation Reason
	842	Gift Card Cancellation Reason
	894	Gift Card Eligibility Group Setup
	895	Gift Card Template Group Setup
Modules\Data Import\Data Import	3059	Prepaid Gift Card
Management\Menu\Cashier	3065	Gift Card Quick Collect
	3066	Gift Card Quick Refund
Management\Menu\Cashier\Gi ft Card	843	Gift Card Handling
	844	Create New Gift Card
	845	Edit Gift Card
	846	Activate Gift Card
	847	De-Activate Gift Card
	848	Re-Activate Gift Card
	849	Cancel Gift Card
	874	Print Gift Card
	875	Print Gift Card Invoice
	876	Add Posting
877	Void Posting	
878	Criteria Discount	
879	Item Discount	

Table 4-1 (Cont.) User Security Group

User Group No.	Security Reference No.	Description
	880	No Print
	881	Close Posting
	882	Move and Route
	883	Show/Hide No Print
	884	Show Revenue Analyzer
	885	Show Invoice
	886	Show Balance ( Balance in Gift Card Info tab is auto hide )
	887	Enable Special Eligible Department
	3064	Refund Gift Card
	3025	Top Up Gift Card

## Appendix B. SPMS Parameters

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

Table 4-2 PAR Group General

PAR Name	PAR Value	Description
Gift Card Expiration Process	0,1	<p><b>0- During Change System Date</b></p> <p>Gift card expires after the system date. E.g. Gift Card Expiry Date on 19/08/2008. Gift card expires when system date switch to 20/09/2008.</p> <p><b>1- During Change System Cruise</b></p> <p>Gift card expires after system cruise has change. E.g. Gift Card Expiry Date on 19/08/2008. Gift Card expires when system cruise change to 19/08/2008.</p>
Expiry Date for prepaid un-activate card		Number of days after guest disembark.

**Table 4-2 (Cont.) PAR Group General**

PAR Name	PAR Value	Description
Action For Open Balance Gift Card during check-out	0, 1, 2	<p>Option to not to allow guest check out if there is a gift card linked to the guest with open balance.</p> <p>Parameter value = 2</p> <ul style="list-style-type: none"> <li>if gift card has already expired and with negative balance, check out guest is allowed.</li> <li>if gift card is still active and with balance, check out guest is not allowed.</li> </ul> <p>Parameter value = 1</p> <ul style="list-style-type: none"> <li>if gift card is already expired and with negative balance, check out is allowed and no message prompt.</li> <li>if gift card is still active and with balance, prompt message to decide allow or disallow check out.</li> </ul> <p>Parameter = 0</p> <ul style="list-style-type: none"> <li>always allow check out even gift card have open balance</li> </ul>
Auto Post to Guest Acc when insufficient GC Bal		<p>Gift Card balance = 0, System prompt "The gift card balance is zero".</p> <p>If the posting amount &gt; gift card balance, System post the balance amount to guest account.</p> <p>When voiding, System void the transaction and revert amount to the same transaction payer.</p> <p>If check credit limit PAR ON, by posting the insufficient GC balance to guest account, System prompt credit limit exceeded.</p>

## Appendix C. Sample Gift Card Import File Layout

This section describes the file layout of GC data import to be import to OHC Data Import or OHC DGS ResOnline module.

GC200 1046454 780 900 1046454 9941000252764906

GC200 1046405 780 900 1046405 9941000251764909

## Appendix D. Sample Gift Card DGS RESONLINE File Layout

Below is the sample XML file format for Gift Card Import via OHC DGS RESONLINE module.

```

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    <RESERVATION_VIP></RESERVATION_VIP>
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  </RESERVATION_ACATEGORY>
    <RESERVATION_PCATEGORY></RESERVATION_PCATEGORY>
    <RESERVATION_PRODUCT></RESERVATION_PRODUCT>
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```

```

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```



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</GIFT_CARD>
</RESERVATION>
</MESSAGE_TYPE>
<DataSetReservations>
```

## Appendix E. Gift Card Refund Scenarios

- Scenario 1: no posting and no top up. Full refund the selling price.  
Selling price = 780  
Face value = 900  
Refundable amount = 780
- Scenario 2: no posting and have top up. Full refund for both gift card and top up selling price.  
Selling price = 780  
Face value = 900  
Top up selling price = 140  
Top up face value = 200  
Refundable amount = 920
- Scenario 3: with posting and no top up  
Selling price = 780  
Face value = 900

Posting amount = 133

Refundable amount = 667 [(900–113)-(900–780)]

- Scenario 4: with posting and top up. Refund from the first gift card, if still have balance from the first gift card, the next top up selling price will fully refund.

Selling price = 780

Face value = 900

Top up selling price =  $140 \times 2 = 280$

Top up face value =  $200 \times 2 = 400$

Posting amount =  $121 + 123 + 125 = 369$

Refundable amount = 691

*1st card refund =  $(900 - 369) - (900 - 780) = 411$*

*2nd refund from top up = 280*

- Scenario 5: with posting more than original purchase amount and with top up. Refund for first gift card purchase offset. The rest of top up will get full refund.

Selling price = 780

Face value = 900

Top up selling price =  $140 \times 2 = 280$

Top up face value =  $200 \times 2 = 400$

Posting amount = 800

Refundable amount = 280

*1st refund from card:  $(900 - 800) - (900 - 780) = -20$  No refund*

*2nd refund from top up: 280*

- Scenario 6: with posting more than original purchase amount and top up amount. Nothing to refund from first gift card purchase, refund from the first top up + fully refund on 2nd top up.

Selling price = 780

Face value = 900

Top up selling price =  $140 \times 2 = 280$

Top up face value =  $200 \times 2 = 400$

Posting amount =  $800 + 170$

Refundable amount = 210

*1st refund from card:  $(900 - 900)$  fully utilized. The remain 70 will refund from 1st top up*

*2nd refund from 1st top up:  $(200 - 70) - (200 - 140) = 70$*

*3rd refund from 2nd top up: 140*

- Scenario 7: nothing refund due to posting exceeded refundable amount

Selling price = 780

Face value = 900

Top up selling price =  $140 \times 2 = 280$

Top up face value =  $200 \times 2 = 400$

Posting amount =  $800 + 170 + 280 = 1250$

Refundable amount = 0

*1st refund from card: (900 – 900) fully utilized. The remain 350 will refund from 1st top up*

*2nd refund from 1st top up: (200 – 200) fully utilized. The remain 150 will refund from 2nd top up*

*3rd refund from 2nd top up: (200 – 150) – (200 – 140) = -10 No refund*

- Scenario 8: Void Top Up and get refund.

Selling price = 780

Face value = 900

Top up selling price =  $140 \times 2 = 280$

Top up face value = 200

Posting amount = 750

Refundable amount = 140

Refundable amount = 0 after void top up

- Scenario 9: Refund where Gift Card Balance was fully utilize.  
Gift Card Refundable Amount show 'Not defined'. Refund button disabled.
- Scenario 10: Refund where Gift Card is prepaid and un-activated.  
Gift Card Refundable Amount show 'Not defined'. Refund button.

## Appendix F. Gift Card Posting in Management Module

Scenario 1: Posting when credit limit is exceeded.

System does not allow posting when Gift Card account is exceeded credit limit.

**Result:** System does not allow posting when Gift Card account is exceeded credit limit.

Scenario 2: Move posting to Gift Card is exceeded credit limit.

System does not allow Move Posting to Gift Card when the credit limit exceeded.

**Result:** Message prompt shows Gift Card's balance is not sufficient.

Scenario 3: Move Posting to Inactive, Expired & Cancelled Gift Card.

System does not allow Move & Route to Expired, Cancelled & Inactive Gift Card.

**Result:** Message prompt upon swiping expired, inactive & cancelled Gift Cards in Search box when attempting to Move & Route sales transaction.

Scenario 4: Move posting to non-eligible department.

System does not allow move Gift Card posting to non-eligible department.

**Result:** Message prompt Move & Route is not allow to post in non-eligible department.

## Appendix G. Gift Card Posting in Casino Module

Scenario 1: Add posting to Gift Card is over limit.

The program first checks the credit limit department (if defined in Financial Department setup) follows by Gift Card balance.

**Result:** Message prompts when posting in Gift Card balance is less than zero.

Scenario 2: Add Gift Card posting to non-eligible department.

System does not allow adding a Gift Card posting to non-eligible department.

**Result:** message prompt shows Gift Card is not eligible for that department.

Scenario 3: Add posting to Expired, Inactive & Cancelled Gift Card.

System does not allow add posting to Inactive Gift Card. Expired & cancelled Gift Card are not able to search upon swipe Gift Card in Search box.

**Result:** Message prompt shows Gift Card not activated.

## Appendix H. Gift Card Posting in Shore Excursion Module

Scenario 1: Post Gift Card posting to non-eligible department.

System does not allow add Gift Card posting to non-eligible department.

**Result:** Message prompt shows Gift Card is not eligible in shore excursion department and any attempted posting will be cancel.

Scenario 2: Add posting to Gift Card is exceeded credit limit.

System does not allow add posting to Gift Card is exceeded credit limit.

**Result:** Message prompt shows Gift Card has exceeded its credit limit.

Scenario 3: Add posting to Expired, Inactive & Cancelled Gift Card.

System does not allow add posting to Inactive, Expired & Cancelled Gift Card upon swipe Gift Card in Search box.

**Result:** Message prompt upon swipe expired, cancelled or inactive Gift Card in Booking or Quick Booking window > Search box.

## Appendix I. Gift Card Posting in Universal Interface

Scenario 1: Add posting to Gift Card that exceeded credit limit.

System does not allow add posting to Gift Card that has exceeded its credit limit.

**Result:** Message prompt will indicate that Gift Card has exceeded its credit limit.

Scenario 2: Post Gift Card posting to non-eligible department.

System does not allow add Gift Card posting to non-eligible department.

**Result:** Message prompt will indicate that Gift Card is not eligible to the department.

Scenario 3: Post Gift Card posting to De-Activated Gift Card.

System does not allow add Gift Card posting to de-activate Gift Card.

**Result:** Message prompt will indicate that Gift Card is disable

Scenario 4: Post Gift Card posting to Expired Gift Card.

System does not allow add Gift Card posting to expire Gift Card.

**Result:** Message prompt will indicate that Gift Card is expired on a given date 'dd/mm/yyyy'.

Scenario 5: Post Gift Card posting to Inactive Gift Card.

System does not allow add Gift Card posting to expire Gift Card.

**Result:** Message prompt will indicate that Gift Card is not activate.

Scenario 6: Post Gift Card posting to Cancelled Gift Card.

System does not allow add Gift Card posting to a cancelled Gift Card.

**Result:** Message prompt will indicate that Gift Card is cancel.

## Appendix J. Setup Gift Card Top up Function in MICROS

This section shows the Gift Card Top Up option in MICROS Server is using **Key Type = 21-Sim 1 Inquiry**

Figure 4-1 MICROS Key Type Sim INQ

