Oracle<sup>®</sup> Hospitality Payment Interface OPERA Cloud OPI User Guide – OPI On Premise



Release 20.3 F36006-02 January 2024

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Oracle Hospitality Payment Interface OPERA Cloud OPI User Guide - OPI On Premise Release 20.3

F36006-02

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## Preface

#### Purpose

This document describes the steps for processing credit card transactions and functions for the Oracle Payment Interface (OPI) service on premise solution with OPERA Cloud.

This document is applicable across all the OPI on premise versions (6.2, 19.1, 20.1, 20.2 and 20.3).

#### Audience

This document is intended for OPERA Cloud end users utilizing OPI as a payment interface.

#### **Customer Support**

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

#### https://iccp.custhelp.com

When contacting Customer Support, please provide the following:

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

#### Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/

#### **Table 1 Revision History**

Date	Description
October 2020	Initial publication
February 2021	Updated the document for Oracle standards and fixed grammatical errors.
April 2022	<ul> <li>Added Post It functionality for processing Chip&amp;Pin in Other Payments chapter</li> </ul>
March 2023	Added Advance Check In functionality in Check In chapter

Date	Description
April 2023	<ul> <li>Added Assumptions chapter</li> <li>Added Alternate Credit Card for Incidentals: After Check-In (through Chip &amp; Pin) section to In House Payments chapter</li> <li>Added Delayed Charges section to Other Payments chapter</li> <li>Moved Authorization Reversals section to Other Payments chapter</li> <li>Added Token ID Limitations to What has Changed section</li> <li>Added Post Check-In Payments (Card Present) section to In House Payments chapter</li> <li>Add Post Check-In Payments with CC Surcharge section to In House Payments chapter</li> <li>Amended Refund section</li> </ul>
May 2023	<ul> <li>Updated the Customer Support section with the new support portal name and URL</li> </ul>
August 2023	Updated Pay Only section with steps
January 2024	<ul> <li>Added Manual entry of Authorisation codes is not supported to What has changed section</li> </ul>

# 1 Functionality Overview

The Oracle Payment Interface (OPI) allows Oracle partners to support payment integration including OPERA PMS, OPERA Cloud and Suite 8 (PMS). This integration solution allows customers to have the same payment partner solution across multiple Hospitality products.

In addition to providing integrated payments, the OPI solution supports the tokenization of card data, adding a layer of additional security and thus reducing the scope of PCI security concerns.

The following are notable key features of OPI:

- Faster transaction times with single point of entry for card payments
- Robust payment data security
- Easy reconciliation and accounting processes
- Low administration costs
- Streamline operations, providing better customer service
- Value added services, including support for dynamic currency conversion (DCC)

# 2 Assumptions

## Configuring CHIP AND PIN (EMV)

To process Chip and PIN payments, you must set up the Chip and PIN payment devices available at your property.

To configure Chip and Pin (EMV):

- 1. From the Administration menu, go to Enterprise | OPERA Controls | Groups | Credit Card | Parameters.
- 2. **Online Settlement**: Select this check box to allow online settlement. OPI is an online settlement and this must be checked to activate the Chip and PIN Application Setting.
- 3. Select this check box to enable CHIP AND PIN payment types.
  - Chip and PIN Enabled Payment Types: When the IFC | Chip and PIN application parameter is set to Y, this option is visible and selected by default. You may not deselect the check box. Select the LOV to choose the credit card payment types that will trigger a Chip and PIN message with or without credit card data to the EMV Device. Payment types that are configured here will not require a credit card number or expiration date to be entered when selected as a payment method on the Reservation screen or on the Payment screen. This data can be provided in the response message from the Payment Partner.



## **Configuring Credit Card Terminal**

Configure the Payment terminals used that the payment partner will activate to have the card swiped or manually enter in.

- 1. From the Administration menu, go to Administration | Interfaces | Interface Devices | Credit Card Terminals.
- 2. Click New.
- 3. Enter the following information for the reader:
- 4. Property: Enter or select the property.
- 5. Terminal ID: The terminal ID number provided by the vendor. You can also locate this number on the actual card reader device. This data is what will populate the WSNum tag in the OPERA/IFC8 messages.

- 6. **Terminal Label**: A label or description for the terminal/device that identifies its physical location. This helps you easily identify the terminal/device when it appears in a list of devices.
- 7. Device Area: Link the device to an area.
- 8. Click Save.

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View Options				ſ
Property	Terminal Label	Terminal ID	_	
PROP1	Terminal 04	Terminal 04	^	
PROP1	Terminal 05	Terminal 05		
PROP1	Terminal 06	Terminal 06		
PROP1	Terminal 07	Terminal 07		
PROP1	Terminal 08	Terminal 08		
PROP1	Terminal 09	Terminal 09		
PROP1	Terminal 10	Terminal 10		
PROP1	Terminal 11	Terminal 11		
PROP1	Terminal 12	Terminal 12		
PROP1	Terminal 13	Terminal 13	Ŧ	

# 3 Reservations

## **Credit Card Manual Entry**

Credit Card Manual Entry, also known as Mail Order/Telephone Order (MOTO) Transactions, can be processed through two different methods:

• Using the OPERA Cloud Application.

Or

• You can manually enter the details using the payment device.

For both methods, you need to notify your Payment Partner to make sure that they are informed of the requirement to support these transaction types.

In order to test the below scenarios, see Booking a Reservation section of the OPERA Cloud user guide.

## Credit Card Guarantee through the OPERA Cloud Application (Manual Entry into OPERA Cloud)

To enter a card number into OPERA through the OPERA Cloud Application:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.

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OPERA Cloud Client Relations	Bookings 👻 Front Des	k • Inventory • Financials	Channel	Miscellaneous 💌	*	4 .
Home	Reservations	Manage Reservation				
Hello, Kwame! Not you? Sign in as a different user.	Blocks	Walk In Reservation		Q, Search Site Map Dashboard last update	A Search Site Map C Search Site Map C Search Site Map C C C C C C C C C C C C C C C C C C C	
Default 1	Events	House Posting Account		0	Add Page	
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Arrivals In Ho	nuse (Occupied)					
7 7	15 🖹 0					

2. Search for and open the reservation.



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Manage Reservatio	on							🕜 Help	O I W	ant To
Search										-
Advanced Search								Go to Bas	ic Search	•
Name		Communication		Reserva	ition Status	१	Cancelled On DD/MM/YYYY	<b>**</b>		
First Name		Arrival From 25/04/2020	Sot	Created DD/M	3 On //M/YYYY		Created By	æ		
Confirmation Number		Arrival To DD/MM/YYYY	<b>#</b>	Room			Cancelled By	Q		
Block Code		Room Type	Q							
Q			Q					Reset	Sea	re

3. Click I Want To... and select Payment Instructions.

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•	7 \varTheta		1051059	OPI	Checked Out	19/04/2020	19/04/2020	0	IHUSUPDA	\$100.00	11	12
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4												×

OPERA Cloud	Client Relations 👻 Book	ings 👻 Front Desk 👻 Inv	entory 👻 Financials 👻 Char	nnel 👻 Miscellaneous 👻	»	9.9
Home / Bookings / Reservation	is / Manage Reservation					Back to Home
Manage Reserva	ation				🕑 Help	O I Want To
Search						•
Name tested Ar	I Want To				×	
Sort By: Name A-Z	<ul> <li>Modify/Update</li> <li><u>Assign Room</u></li> <li>Check In</li> <li>Place Reservation on Queue</li> <li>Show 3 More</li> </ul>	<ul> <li>Create</li> <li>Copy Reservation</li> <li>eSign Registration Card</li> <li>Registration Card</li> <li>Show 3 More</li> </ul>	View Delivery History Changes Log Closing Script	<ul> <li>Go To Billing Profile Reservation Property Interface Controls</li> </ul>	Criteria	Search
View Options I Want To Alerts (1)	Show All       Reservation       Packages (1)       Stay Details       Notifications       A lerts (1)		Billing Deposit Cancellation (1) Paym Profile Communication (1) Future & I	ent Instructions Past Stays (2)   Linked Profiles (1)	suit	Acom Assign

4. Click New/Edit Payment Instructions.

A Cloud Client Relation	s 👻 Bookings 👻 I	Front Desk 👻 🛛 Inver	ntory 👻 🛛 Financ	cials 👻 Channel 👻 Miscellaneo	us • 🔹 » 🛷 🗩
s / Reservations / Manage Reservation					Back to Hon
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Payment Instructio	ns				×
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ne A-Z Post-Stay Charging		Days 10		Reservation Type GDED Group Deduct	
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Window Payment I	Methods and Routings				Room
Window Method	Card Number	Expiration Card Holder	Payee	Routing/Transaction Codes Routi	ng Dates Assign
erts (1) 1 🚺 MC	.9988	XXX/XXX	tested, OPI		

- 5. Select the payment Method (VA, MC, CP and so on).
- 6. Enter the Credit Card Number.
- 7. Enter the **Expiration** date in MMYY format.
- 8. Tab or click out of the field and the request to exchange the card number for a token is initiated.
- 9. Upon successful response, click Save to attach the token to a reservation.

Ξ				
OPERA Cloud	Payment Instructions		×	P 🕈 🗩
Home / Bookings / Reservation Manage Reserv Search Name tested A	Required field     No Post     Pre-Stay Charging     Post-Stay Charging	Auto Settle Type — Days	Video Checkout Credit Limit Auto Pay Reservation Type ODE	E Sack to Home
Sort By: Name A-Z	Window Payment Methods	Window 4     Window 5     Win	dow 6 Window 7 Window 8	Criteria Search
To	* Method VA - Visa Clear Card Number XXXXXXXXX * Expiration XXXXX	Caid Houser Rule 3 - Nights*(Daily Rate + (Persons*Amor * * Amount 100	Cred Card Terminal 3C&P - 3C&P Email Add Email	Assign
			Cancel Save	

## Credit Card Guarantee through the OPERA Cloud Application (Manual Entry into Payment Device)

To enter a card number into payment device:

- 1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
- 2. Search for and open the reservation.
- 3. Click I Want To... and select Payment Instructions.
- 4. Click New/Edit Payment Instructions.
- 5. Select the general **CP-Chip and Pin** Payment Method, or a specific defined Chip and Pin Payment, such as Master Card, VISA.
- 6. If the Hotel does not have a Payment device for reservations, enter the **Card Number** and **Expiration** date manually. A token request is triggered automatically.

### NOTE:

If the Hotel has a Payment device for reservations, do not enter **Card Number** or **Expiration** data.

7. Click **Get Token**. This step triggers the Payment device.

onfirmation Number 031361	Status Arrival		Property ROSIE - Rosie's Bed & Breakfast	Balance \$0.00	
Vindow Payment Methods					
Window 1 Window 2 Wind	ow 3 Window 4 Window 5	Window 6 Window 7 W	rindow 8		
Method CP - Chip and Pin 👻 🕅		Card Holder		Credit Card Terminal 3C&P - 3C&P	
ear		Rule		Email	
ard Number		3 - Nights*(Daily Rate + (Persons*Amount	0) 🕶	Add Email	
		- Amount			
et loken		100			
et Token		100			

# Credit Card Guarantee through the OPERA Cloud Application (Card Present)

To enter a card number through OPERA Cloud:

- 1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
- 2. Search for and open the reservation.
- 3. Click I Want To... and select Payment Instructions.



4. Click New/Edit Payment Instructions.

ookings / Reservatio	ns / Manage Reservation					< Back to F
ge Reserv	ation					😧 Help 🛛 🖸 I Wan
h i	Payment Instruction	s				×
e tested Ar					New/Edit Payment Instruc	tions
	No Post		🗹 Auto Settle		Video Checkout	riteria Search
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Name A-Z	Post-Stay Charging		Days 10		Reservation Type GDED Group Deduct	💷 <b>== ==</b> (
v Options						sult 🕴 🗖 Collapse
I Want To	Window Payment M	lethods and Routing	js			Roo
	Window Method	Card Number	Expiration Card Holder	Payee	Routing/Transaction Codes Routing Dates	) Assi
Alerts (1)	1 🚺 MC		XX(/XX	tested, OPI		

- 5. Select the Method of payment.
- 6. Click Get Token. This step triggers the Payment device.

OPERA Cloud	Payment Instructions		×	· • •
Home / Bookings / Reservation Manage Reserv Search Name tested Art Sort By: Name A-Z	Required Field   No Post  Pre-Stay Charging  Post-Stay Charging  Window Payment Methods  Window 1 Window 2 Window 3	Auto Settle Type  Type  Type  Type  Variable Va	Video Checkout  Credit Limit Auto Pay  Reservation Type  GDED  Q Group Deduct  dow 6 Window 7 Window 8	Back to Home Help O I Want To
View Options	MC MC Method CP - Chip and Pin Clear Card Number Get Token Expiration	Card Holder Ruce 3 - Nights*(Daily Rate + (Persons*Amoi  * Amount 100	Credit Card Terminal 3C&P - 3C&P Email Add Email	nult Collapse All Room Assign

### **NOTE**:

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Credit Card Terminal (the pin pad terminal mapping is previously completed by the OPI Installer).

7. Select a terminal to be activated for this transaction.

Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared.

#### 8. Click Select Terminal.

=								
	Payment Instruction	ons					x 🎽 🛷 (	•
Home / Bookings / Reservatio Manage Reserv Search Name tested	Required Field     No Post     Pre-Stay Charging     Post-Stay Charging	9	Auto Settie Type  Days  10  + 10  +		Video Video Credit Reservati GDED	Checkout Limit Auto Pay on Type Q Group Deduct	Back to	Home
Sort By: Name A-Z View Options I Want To	Window Payment Window 1 MC MC MC Mc Method CP - Chip and Pin Clear	Methods Window 2 Wind Select a Credit Carc Confirm or select	ow 3 Window 4	Window 5	Window 6	Window 7 Window 8	- III = III C ult = Collapse	All
Alerts (1)	Get Token Expiration	Display All Termina     AIRPORT     Cl     Concierge 01 - 1501	Is CONCIERC	FDE	No Device Area	O Concierge 03 - 1525		<u>}</u>
						Cancel	Select Terminal	

- 9. A request to receive a token is automatically initiated.
- 10. The device is activated to swipe, or chip read the card.
- **11.** The Token, Card Type, Expiration Date, and last 4 digits of the card number is successfully returned.
- 12. Click Save. The token is saved into a reservation.

Ξ				
OPERA Cloud	Payment Instructions		×	P 🔊 🗩
Home / Bookings / Reservation	Required Field     No Post     Pre-Stay Charging     Post-Stay Charging	V Auto Settie Type Days 10 +	Video Checkout Credit Limit Auto Pay Reservation Type GDED Q Group Deduct	Back to Home
Sort By: Name A-Z	Window Payment Methods Window 1 Window 2 Window 2 Window 2 Window 3	3 Window 4 Window 5 Window 5	dow 6 Window 7 Window 8	sult Collapse All
Alerts (1)	Method     VA - Visa     Visa     Card     Number     Get     Get     GetSken     Spiration     XX/XX	Card Holder Rule 3 - Nights*(Daily Rate + (Persons*Amo: ▼) * Amount 100	Creat Cura Teminai 3C&P - 3C&P Email Add Email	Room Assign
			Cancel Save	

## To View Token ID

Only users with the task to view sensitive data can access the full token number.

To view the token:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.

- 2. Search for and open the reservation.
- 3. Click I Want To... and select Payment Instructions.
- 4. Click New/Edit Payment Instructions.
- 5. Click information icon ( <sup>1</sup>) next to the Card Number to view the full token.

Ξ				
OPERA Cloud	Payment Instructions		×	P 🕈 🗩
Home / Bookings / Reservation Manage Reserve Search Name A Sort By: Name A-2 View Options UWant To A Alerts (1)	Required Field  No Post  Pre-Stay Charging  Post-Stay Charging  Window Payment Methods  Window 1 Window 2 Window  Window 1 Window 2 Window  Care Number  Clear  Care Number  Statisticn  XX/XX	Auto Settle Type Days Days Days Card Holder Rule 3 Nights*(Daily Rate + (Persons*Amor  * Amount 100	Video Checkout Credit Limit Auto Pay Reservation Type GDED Creut Card Terminal Credit Card Terminal CCeP - 3C&P Email Add Email	Back to Home     Help     I Want To  Criteria Criteria Collapse All Room Assign
			Cancel Save	i

6. The Token Number appears in the **Credit Card Information** window as shown in the image below.

OPERA Cloud	Payment Instructions							××	9 🤊
Home / Bookings / Reservation Manage Reserv Search Name tested Ar	Required Field     No Post     Pre-Stay Charging     Post-Stay Charging		Auto Settle Type Days 10 + 10 +		Vi Vi • Reser GDEI	deo Checkout edit Limit Auto Pay rvation Type	Group Deduct	Help	Back to Home     I Want To
Sort By: Name A-Z	Window Payment Methods Window 1 Window 2 Window 2	Window 3	Window 4	Window 5	Window 6	Window 7	Window 8	Criteria sult	Collapse All
I Want To	Method     MC - Master Card     Clear Card Number XXXXXXXXXX     Expiration XXXXXX     D	redit Card Infor ard Number OKEN55667788991 piration 8/25	Card Holder Ruie 3 - Nights*(Daily Ruit * Annual mation	ate + (Persons*Amor	Credit ( 3C&P Email Add E	ard Terminal - 3C&P mail	Cancel		Room Assign
				Close					

## Post a Payment

To perform a post payment:

- 1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
- 2. Search for and open the reservation.
- 3. Click I Want To... and then select Billing.

Controls	

4. Enter your credentials.

OPERA Cashier Sign In 📻	
Enter your password to Sign in	
Required Field User ID	
Cashier ID 66	
Password      Remember my Cashier ID	
-	
	Cancel Login

- 5. Click Login.
- 6. Click I Want To... and select Post Payment.

OPENN CIOLO CHERIC REBUILING - 00	okings • Front Desk • Inventory • Finar	ncials   Channel   Miscellane	ous 👻 Reports 👻		4 🤗
r / Boolings / Reenviron / Manage Reenviron / Manage Reenviron Ing 6 56 6 56 6 56 6 56 6 57 8 50 8 5	Uniting United I Want To	( 	¢-	bora	Eack to Manage Resention     Notifications   @ Help   @ Page Refer      @ () Notes to      X
1 * COCIS, TIST	Modify/Update Post Charge Post Payment Post Redemption Transfer Posting Post Adjustment Post Service Recovery Adjustment Post Rate Code Void Folio Adjust Custom Charges	Create Generate Folio for Window Information Folio Interim Folio Pro-Forma Folio	View Authorization and History Search Transactions Billing Summary Folio History Changes Log	<ul> <li>Go To Profile</li> <li>Reservation</li> <li>Create Keys</li> <li>Property interface Controls</li> </ul>	€ Muchange

- 7. Enter the payment Amount.
- 8. Click Apply Payment.

MC \$0.00	2 \$0.00	3 \$0.00	4 \$0.00	5 \$0.00	6 \$0.00	7 \$0.00	8 \$0.00
Method			Card Holder				
MC - Master Car	d	<u> </u>					
rd Number		3	BC&P - 3C&P				
et Token	0						
Expiration							
(X/XX							
Amount			Deference		Suppler	nent	
Allount	10.00				Supple	institu	

9. Payment is processed and appears in the guest's reservation as shown in the image below.

- Payment of OCTS, TEST, Dr for Room 326				×						
			P	ost Charg						
3 4	5 6	7	8	1						
Payment Processing		- Paymen	t of OCTS, TEST,	Dr for Room	326				×	4
Processing Window 1	Amount \$10,00								Post Charg	14
Method MC - Master Card	Card Holder tested oracle Credit Card Terminal	• MC -\$10.00	2 \$0.00	3 \$0.00	4 \$0.00	5 \$0.00	6 \$0.00	7 \$0.00	8 1 \$0.00	•
Digitation XXX/XXX	3C&P - 3C&P	Method     MC - Master Card			Card Holder					
		Clear Card Number	0		Credit Card Terminal 3C&P - 3C&P					l
		Get Token • Expiration XX/XX								
		<ul> <li>Amount</li> </ul>			<ul> <li>Reference</li> </ul>		Supple	ment		l
		Override Debit A	-10.00 USD	bate						
		View Options					- i -			1
		Code	Descriptio	n	Posted Amount	Status		Window		
		8080	Mastercard	I	\$10.00	Posted on 23/03/20	020	1	Print Receipt	
									Apply Payment	

## Deposit

To create a deposit payment:

- 1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
- 2. Search for and open the reservation.
- 3. Click I Want To... and then select Deposit Cancellation.

I Want To			×
Modify/Update Assign Room Check In Place Reservation on Queue Link to a Reservation Cancel Reservation Synchronize to External System Show Less	<ul> <li>Create</li> <li>Copy Reservation</li> <li>eSign Registration Card</li> <li>Registration Card</li> <li>Show 3 More</li> </ul>	View Delivery History Changes Log Closing Script	<ul> <li>④ Go To Billing Profile Reservation</li> <li>Property Interface Controls</li> </ul>
<ul> <li>Show All</li> <li>Reservation</li> <li>Call History (1) Stay Details</li> <li>Notifications</li> <li>A lerts (3)</li> </ul>		Billing Deposit Cancellation (1) Profile Communication (5) Future &	ment Instructions Upgrade Past Stays (20) Linked Profiles (1)

4. In the Deposit panel, click New to create a new deposit.

Deposit Cancellation			×
Reservation			
Confirmation Number 1062479 Name Projected Room Revenue 563.64	Projected Total Revenue \$63.64 Total Deposit Requests \$0.00	Total Deposit Payments <b>\$0.00</b> Deposit Maturity Type <b>Check in</b>	
Deposit			
	No results found.		New
Cancellation			
View Options			New
Cancellation Penalty Descr	ption	Comments	
4PM 0.00 c	ncellation penalty if cancelled after 24/04/2020.	4PM Cancel	1

- 5. Enter the **Deposit Amount**.
- 6. Enter the **Due Date**.
- 7. Click Save.

Deposit Cancellation			×
Reservation			
Confirmation Number 1062479 Name Projected Room Revenue \$63.64	Projected Total Revenue \$63.64 Total Deposit Requests \$0.00	Total Deposit Payments \$0.00 Deposit Maturity Type Check in	
Deposit			
* Required Field Type Rooms Deposit Rule	Percentage	Due Date DD/MM/VYYY Comments	
			Cancel Save
Cancellation			•
View Options Cancellation Penalty	Description	Comments	Ne
4PM	0.00 cancellation penalty if cancelled after 24/04/2020.	4PM Cancel	÷

8. Deposit payment is processed and appears in the guest's reservation as shown in the image below.

Deposit Cancellation				×
Reservation				•
Confirmation Number 1062479 Name Projected Room Revenue \$63.64	Projected Total Revenue \$63.64 Total Deposit Requests \$0.00		Total Deposit Payments <b>\$0.00</b> Deposit Maturity Type <b>Check in</b>	
Deposit				New
View Ontions Deposit Rule	Requested	Paid	Outstanding Comments	
Deposit Rule - Manual	\$15.00	\$0.00	\$15.00	1
Cancellation				
Cancellation	Description		Commente	D N

## **Deposit Cancellation (reversal)**

To cancel an advanced deposit:

- 1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
- 2. Search for and open the reservation.
- 3. Click I Want To... and then select Deposit Cancellation.
- 4. Enter negative amount in the **Deposit Amount** field.
- 5. Enter the Due Date.
- 6. Enter the comments, if any.
- 7. Click Save.

= .				-
_	Deposit Cancellation			
OPERA Cloud				> <b>?</b> •
Home / Bookings / Reservatio	Reservation		0	< Back to Home
Manage Reserv Search Name A	Confirmation Number 1062479 Name Projected Room Revenue	Projected Total Revenue <b>563,64</b> Total Deposit Requests <b>50,00</b>	Total Deposit Payments 50.00 Deposit Maturity Type Check in	Help 💿 I Want To
	Deposit			Criteria Search
Sort By: Name A-Z	Required Field Type Rooms	Percentage	Due Date DD/MM/YYYY	suit Collapse All
To	Q	Deposit Amount     -15.00     USD	Comments Deposit reversal	Room Assign
Alerts (1)			Cancel Save	
	Cancellation		•	lew
	View Options			
	Cancellation Penalty Des	cription	Comments	
	4PM 0.00	cancellation penalty if cancelled after 24/04/2020.	4PM Cancel	
				22.2.4

8. Reversal is processed and appears in the reservation as shown in the image below.

	Deposit Cancellation				x 🔹 🛷 🗩
Home / Bookings / Reservation	Reservation				Back to Home     Help     O I Want To
Name A	Continuation Number 1062479 Name Projected Room Revenue \$63.64	Projected Total Revenue \$63.64 Total Deposit Requests \$0.00		Total Deposit Playments \$0.00 Deposit Maturity Type Check in	Criteria Search
Sort By: Name A-Z	Deposit				New
I Want To	Deposit Rule	Requested	Paid	Outstanding Comments	Room
	Deposit Rule - Manual	\$15.00	\$0.00	\$15.00	Assign
Alerts (1)	Deposit Rule - Manual	-\$15.00	\$0.00	-\$15.00 Deposit reversal	1
×	Cancellation				•
	View Options				New
	Cancellation Penalty	Description		Comments	
	4PM	0.00 cancellation penalty if cancelled afte	r 24/04/2020.	4PM Cancel	i

# 4 Check In

## Advance Check In

At times, when guests arrive to the property prior to a room being ready, you can flag a reservation as Advance Checked In for arrivals due in on the current business date. This enables guests to post charges to their reservation folio prior to check in and helps the rooms management team prioritize room cleaning and assignment. Individual reservations (including Walk In reservations, Pre Registered reservations, and reservations that are in Queue) and group block reservations can be Advance Checked In. See Advance Check In sections of the OPERA Cloud help documentation for more information.

This guide will focus on the arrivals from the **Front Desk** menu $\rightarrow$  **Arrivals** and details the steps to be followed where the card is presented on arrival.

To perform check in:

- 1. From the OPERA Cloud menu, select Front Desk, and then select Arrivals.
- 2. Search for and open the reservation.
- 3. Click I Want To...
- 4. Select Check In.

Home / Front Desk / Arrivals				
Arrivals				
Search				
Sort By: Name A-Z	I Want To			×
View Options	Modify/Update	Create Copy Reservation	View     Delivery History     Changes Log	④ Go To Billing Profile
	Place Reservation on Queue	Registration Card	Closing Script	Reservation Property Interface Controls
A8      ROSIE 1031185				
C A ROSE 1029918	Show All       Reservation       Call History (1)       Stay Details       Notifications       A Alerts (1)		Billing Deposit Cancellation (1) Paymen Profile Communication (1) Future & Pas	it Instructions st Stays (1) Linked Profiles (1)

- 5. On the Check In Reservation screen, review the guest reservation details:
  - a. In the Room Selection panel, assign a room to the reservation.
  - b. Select the Verify Payment panel.

Home / Front Desk / Anivais / Check in Reservation						Back to Arrivals
Check In Reservation						Help
Reservation Overview						
Room upgrade available for this	reservation.					I Want To.
<b>†</b> , (1)						
Confirmation 1031361	Rate Code IHUADVD1	Rate \$110	0.00	Room —	Status Arrival	
Show Less						<b>A</b> [58
Property	Room Type	Rate Code	Last Room	Membership Type	Member Number	• _
e Artival	STDK Room Type To Charge	IHUADVD1 Balance		-	-	
07/04/2020 Tur	STDK (Charged)	\$0.00	-			
© 08/04/2020 Wed						
Show All						
Reservation Call History (1) Stay Details		Billing Deposit Cancellation (1)	Payment Instructions	Profil	e nunication (1) Future & Past Stays (1) Linked Profiles (1)	
Notifications Alerts (1)						
Room Selection (Attention Required)	0	ferify Payment	0	Identifications	Privacy	
A Room Selection						

- c. Click the payment **Method** drop-down and select the payment type as **CP-Chip** and **Pin**.
- d. Verify the authorization rule from the **Rule** field.

#### 6. Click Advance Check In.

🤗 Verify Payment				8
Window 1 Window 2 Window 3 Window 4	Window 5 Window 6 Window 7 Window 8			C.
Helhod     Or-Chip and Pin     Clear     Case     Cash Univer     Cash Univer     Get Token     Bynetion	Card Holer Bule S - Amount	* Amount 999 Coro Reader 10 Select a Card Reader	Cost Start Terminal Default Terminal For Reversals - opersPterminal Automated Ansart —	Ageneni Code — Enal Add Emal
Bas d'an Indesselland			Eack to Manage Reservation	Registration Card Advance Check In Complete Check In

### NOTE:

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Payment Terminal (the pin pad terminal mapping is previously completed during the OPI Installation. See **OPERA Cloud OPI Installation guide** for details on Terminal mapping).

7. Select a terminal to be activated for this transaction.

Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared.

8. Click Select Terminal.

Upon Terminal Selection:

- Information will go out to IFC8 → OPI → Payment Device.
- The payment device will alert the customer to present the card.
- After guest inserts / swipes a card, a Token / Authorization request is automatically initiated.
- A Token, Card Type, Expiration, and last 4 digits of the card number is successfully returned along with a successful authorization.

- Upon successful authorization / tokenization, the guest will be Advanced checked in. To review the guest's reservation information, click **Go to Reservation**.

Select a Credit (	Card Terminal						×
() Confirm or s	elect an alternate l	ocation					
Display All Ter	minals						
AIRPORT	CLUB	CONCIERG	FDE	No Device Area			
O Concierge 01 -	1501	6	Concierge 02 - 151	18	O Conci	erge 03 - 1525	
						Cancel	Select Terminal
						h Email Folio	
Home / Front Desk / Arrivals /	Manage Reservation						
Manage Reserva	ation						
Overview	-						
Deposit / Cancellat	Reservation	Overview					
	đ	<b>†</b> 1 ①					
	W US						X
	Confirmation 220994937	Number 19		Status Arrival Advant	te Checked In		Property
	Show Les	s		L			
	<ul> <li>Arrival</li> <li>10-20-2</li> </ul>	022 Thu	Rooms 1		Room Type to Cl 1BED (Charged	harge 0	Rate Code
	Arrival 10-20-2 1 Departure	2 <b>022</b> Thu	Rooms 1 Room Type		Room Type to Cl 1BED (Charged Room	narge D	Rate Code <b>TYP</b> Rate
	Arrival 10-20-2 1 Departur 10-21-2	2022 Thu e 2022 Fri	Rooms 1 Room Type 1BED		Room Type to Cl <b>1BED</b> (Charged Room <b>103</b>	arge 9	Rate Code TYP Rate \$100.00

**9.** The authorization is processed and appears in the Payment Authorization window as shown in the image below.

Payment Instructions			•
			New/Edit Payment Instructions
No Post	Auto Settle	Days	Credit Limit Auto Pay
Pre-Stay Charging	Туре	Video Checkout	Reservation Type
Post-Stay Charging			CHECKED IN Checked in
Window Payment Methods and Routings			
Window Method Card Number Expiration C	ard Holder	Payee	Routing/Transaction Codes Routing Dates
1 MC X0000000000988 XXX/XX			

**10.** The authorization approval is saved with the reservation and when the room is ready, the reservation is automatically checked in.

## Get Token & Pre-Authorization

### Check in (Card Present)

Check in can happen from any area of the OPERA cloud application where Check in is selected. See Front Desk and Reservations sections for the check-ins performed through Front desk and Reservations.

This guide will focus on the arrivals from the **Front Desk** menu $\rightarrow$  **Arrivals** and details the steps to be followed where the card is presented on arrival.

To perform check in:

- 1. From the OPERA Cloud menu, select Front Desk, and then select Arrivals.
- 2. Search for and open the reservation.
- 3. Click I Want To ...
- 4. Select Check In.

Home / Front Desk / Arrivals				
Arrivals				
Search				
Sort By: Name A-Z	I Want To			×
View Options UWant Property Confirmation External Ref Number External Ref	Modify/Update Assign Room Check In Place Reservation on Queue	Create Copy Reservation eSign Registration Card Registration Card	<ul> <li>View</li> <li>Delivery History</li> <li>Changes Log</li> <li>Closing Script</li> </ul>	
	Show 3 More	Show 3 More		Property Interface Controls
C AT O ROSE 1029918	Show All Reservation Call History (1) Stay Details Notifications A Alerts (1)		Billing Deposit Cancellation (1) Payme Profile Communication (1) Future & Pa	nt Instructions st Stays (1)   Linked Profiles (1)

- 5. On the Check In Reservation screen, review the guest reservation details:
  - a. In the Room Selection panel, assign a room to the reservation.
  - b. Select the Verify Payment panel.

Home / Front Desk / Antivals / Check in Reservation						Back to Arrivals
Check In Reservation						🕑 Help
Reservation Overview						
Room upgrade available for this reserved	vation.					Want To.
<b>†</b> 1 ①						
Confirmation 1031361	Rate Code IHUADVD1	Rate \$110	0.00	Room —	Status Arrival	
Show Less						<b>A</b> [58]
Property Antrial 07/04/2020 Tue 1 Departure 08/04/2020 Wer	Room Type STDK Room Type To Charge STDK (Charged)	Rate Code IHUADVD1 Balance \$0.00	Last Room 	Membership Type	Maniber Nuniber —	¥ [m
Show All Reservation Call History (1) Stay Details Notifications     Alerts (1)		Billing Deposit Cancellation (1)	Payment Instructions		Profile Communication (1)   Future & Past Stays (1)   Linked Profiles (1)	
Room Selection (Attention Required)	<b>O</b> 1	erify Payment	<b>O</b> 1	dentifications	Privacy	
A Room Selection						•

- c. Click the payment **Method** drop-down and select the payment type as **CP-Chip** and **Pin**.
- d. Verify the authorization rule from the **Rule** field.
- 6. Click Complete Check In.

Room Selection	Verify Payment	Identifications	Privacy
Verify Payment     Window 1 Window 2 Window 3 Window 4 Window 2     Window 4 Window 6     Cert runt     Cert Runt     Cert Runter     Cer	Window 8 Window 7 Window 8 # Card Card Tempor AntroDaily Rate + (Person*Amound)) * 4 100		
		< Back to	Arrivals Registration Card Advance Oreck In Complete Oreck In

### NOTE:

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Payment Terminal (the pin pad terminal mapping is previously completed during the OPI Installation. See **OPERA Cloud OPI Installation guide** for details on Terminal mapping).

7. Select a terminal to be activated for this transaction.

Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared.

8. Click Select Terminal.

Upon Terminal Selection:

- Information will go out to IFC8  $\rightarrow$  OPI  $\rightarrow$  Payment Device.
- The payment device will alert the customer to present the card.
- After guest inserts / swipes a card, a Token / Authorization request is automatically initiated.
- A Token, Card Type, Expiration, and last 4 digits of the card number is successfully returned along with a successful authorization.
- Upon successful authorization, the guest will be checked in.

Select a Credit	t Card Termina	al				×
1 Confirm o	r select an alterna	ate location				
Display All T	erminals					
AIRPORT	CLUB	CONCIERG	FDE	No Device Area		
O Concierge 01	- 1501	©	Concierge 02 - 15	518	O Concierge 03 - 1525	
					Cancel	ct Terminal

**9.** The authorization is processed and appears in the Payment Authorization window as shown in the image below.

firmation 52479	Rate Code DU2	Rate \$35.00		Room 20 120	Status Arrival	
tifications Alerts (1)	Payment Authorization				×	
Room Selection	Processing Window 1					0
Verify Payment	Method MC - Master Card		Card Holder			E
	Card Number XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		Credit Card Terminal 3C&P - 3C&P		_	
Method	Expiration XX/XX					
MC - Master Card						
llear						
ard Number		3 - Nights*(Daily Rate + (P	ersons*Amount)) 🔻			
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		* Amount				
Set Token Expiration		100				

10. The guest is checked in successfully. To review the guest's reservation information, click **Go to Reservation**.

Check In Reservation				😧 нер
× •	÷.		L.	O I Want To
Confirmation 1289718	Rate Code DAILY1	Rate \$100.00	Room () 215	Status Checked In
Show More				
C Room Selection		O Verify Payment	C Identif	fcations
Identifications				0
			()	Back to Arrivals Go To Reservation Go To Billing

# 5 In House Payments

## **Top Up Authorizations**

A Top Up Authorization allows an additional authorization amount to be taken during the guest stay.

To enter the authorization amount:

- 1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations** and then click **Manage Reservation**.
- 2. Search for and open the reservation.
- 3. Click I Want To... and select Payment Instructions.
- 4. Click the vertical ellipsis, and select Credit Card Authorization.

Payment Instructions			×
		New/Edit Payme	nt Instructions
No Post	Auto Settle	Days Credit Care	d Authorization
Pre-Stay Charging	Туре	Reservation Type Credit Care	d History
Post-Stay Charging		CHECKED IN Checked View Routi	ing Instruction
		Move Payr	ment Method
Window Payment Methods and Routings			
Window Method Card Number	Expiration Card Payee Rou Holder Payee Rou	ting/Transaction Codes Routin	ıg Dates
1			
2			
Window Payment Methods and Routings Window Method Card Number  1 2	Expiration Card Payee Rou	Move Payr	nent Method

- 5. Select Additional option.
- 6. Enter the Authorization Amount.
- 7. Click Run Additional Authorization.

Authorization & History			Credit Card History
Method VA - Visa VISA Card Number	Card Holder Authorised Amount 0.00	Folio Balance 0.00 Amount Needed 600.00	Additional Manual
xpiration XX/XX		Additional Authorization	
		Required Field Method VA - Visa VISA Card Number	Currently Authorized Ansourt 0.00 Fore Salance 0.00 • Authorization Ansourt
		Expression XXX/XX Card Holder	20.00 USD
		Credit Care Territoria 3C&P - 3C&P	N
			Cancel Run Additional Authorization

8. The payment processing screen appears.

Payment Processing						
Processing	Amount					
Window 1	<b>\$20.00</b>					
Method	Card Holder					
VA - Visa	Credit Card Termina					
Card Number	<b>3C&amp;P - 3C&amp;P</b>					
Expiration XX/XX						

9. Confirmation of posted authorization appears in the **Authorization and History** screen.

Authorizati	ion & History								×
								Cred	it Card Histor
Method MC - Master Card Number Expiration XX/XX	Card 💽		Card Ho Authoriz 20.00	ider ed Amount			Folio Balance 0.00 Amount Needed 580.00	Additional	Manual
View Opti	Date	Approval	Amount	cc	Credit Card	Expirat	ion Transaction	Auth/Settle	Swined
Successful	4/6/2020 11:40	<b>Code</b> A1246	20.00	MC MC	er en re en la	XX(/XX	Additional	Authorization	
4									

## **Post Check-In Payments**

### Post Check-In Payments (Card on File)

Payments during the guest stay can be made at any time from the billing screen using the tokenized card on file.

To process a payment using the tokenized card on file:

- 1. From the **OPERA Cloud** menu, select **Bookings**, select Reservations, and then select **Manage Reservation**.
- 2. Search for and open the reservation.
- 3. Click I Want To... and then select Billing.

Asservation Overview									
O Break Game									D O I WORK TO
\$. U									1
<b>PK</b> 14		I Want To				×			•
1020547		# Modify/Update	⊕ Create	@ View	⊙ Go To		50.00		
Bitter (and     24/54/2020 ht     Bitter (and     24/54/2020 ht     Bitter (and     25/2/2020 htm     Bitter (and     STOK	Pour for STDK / Room HUAD	Check Out Sarly Move Room Link to a Reservation Synchronize to External System Custom Charge Exemption	Copy Reservation etign Registration Card Registration Cast Link Reservation Key Rocket Proforma invoice	Changes Log Clasing Script Delivery History	Billing Profile Create Kirys Property Interface Controls	Ner (0915) Ner (0912) Ner (0913)		See LODA	0
						Came 210	ne fille from the Constant Manual States	Lindow Spracester 11-4	Ar Analysis purch
Drom All			Rifes			Dentile			

#### 4. Click Post Payment.

5. Enter the payment Amount to be charged and click Apply Payment.

Ξ		
OPERA Cloud	Client Relations 👻 Bookings 👻 Front Desk 👻 Inventory 👻 Financials 👻 Channel 👻 Miscellaneous 👻 🧼	9 🗩
Home / Front Desk / In House	- Payment of tested, OPI for Room 120	Back to In House
Billing	Post Charge	🗧 🖉 Page Refresh
👘 SE	2 3 3 4 5 6 7 8 1 , -522.00	E O I Want To
Confirmation 1062479	Method     Card Holder	
Show More	MC - Master Card     Image: Clear       Clear     Credit Card Terminal       Card Number     3C&P - 3C&P	Hove Charges
1 * 🐠	Expiration     OX/XX	Reservations rop charges to ges from one
View Options Date 25/04	Anount     Paference     Supplement     Supplement     Supplement	MC
	Apply Payment	22.00
	2	\$0.00
	Post Redemption Post Charge	Post Payment

6. The payment is processed and applied to the reservation.



OPERA Cloud							×	99
Home / Front Desk / In House							Post Char	ge Back to In House
Billing	🚺 мс 2	3 \$0.00	4 \$0.00 \$0.00	5 \$0.00	6 \$0.00	7 \$0.00	8 1 \$0.00	> C Page Refresh
<b>.</b>	-\$44.00							🗆 🖸 I Want To
Confirmation	• Method		Card Holder					
1062479	MC - Master Card Clear	<b></b>	Credit Card Terminal					
Show More	Card Number	0	3C&P - 3C&P					
	Get Token • Expiration							+ Move Charges
	XX/XX							ws
1 👻 🌒	* Amount		<ul> <li>Reference</li> </ul>		Suppler	nent		Reservations
		-44.00 USD						rop charges to ges from one another.
View Options	Override Debit Acti	vity to Process Rebate						
25/04	Code	Description	Posted Amount	Status		Window		мс
25/04	8080	Mastercard	\$22.00	Posted on 25/04/202	20	1	Print Receipt	22.00
							Apply Payment	
								50.00
						Post Red	emption Post Charge	Post Payment

### Post Check-In Payments (Card Present)

As a best practice have the guest present their card whenever possible to process a payment.

To process a payment using a card presented by the guest:

- 1. From the OPERA Cloud menu, select Front Desk, and then select In House.
- 2. Search for and open the reservation.
- 3. Click I Want To... and then select Billing.
- 4. Select the guest room which requires the payment.
- 5. Click Post Payment.
- 6. Click the **Payment** Method drop-down and select the payment type as **CP-Chip and Pin**.
- 7. Enter the payment Amount to be charged and click Apply Payment.

### **NOTE:**

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Payment Terminal (the pin pad terminal mapping is previously completed during the OPI Installation. See **OPERA Cloud OPI Installation guide** for details on Terminal mapping).

8. Select a terminal to be activated for this transaction.

Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared. The payment device will alert the customer to present the card. After guest inserts / swipes a card, if transaction is successful, a Token, Card Type, Expiration, and last 4 digits of the card number is returned to OPERA.

9. The payment applies to the guest folio.

### Post Check-In Payments with CC Surcharge

To process a payment using a card presented by the guest with credit card surcharge:

- 1. From the OPERA Cloud menu, select Front Desk, and then select In House.
- 2. Search for and open the reservation.
- 3. Click I Want To... and then select Billing.
- 4. Select the guest room which requires the payment.
- 5. Click Post Payment.
- 6. Click the **Payment** Method drop-down and select the relevant Payment Type the guest has presented, and do not add any card information into OPERA Cloud.
- 7. **Apply Surcharge**: Select to apply a credit card surcharge (available when the Credit Card Transaction Surcharge OPERA Control is active).

### **NOTE**:

If you are using the Automated Credit Card Surcharge feature in OPERA, the CP Payment type does not add the surcharge. If you need a surcharge to be added, please refer to Post Check-In Payment with CC Surcharge section for details.

 Enter the payment Amount to be charged and click Apply Payment. This activates the payment device.

### **NOTE:**

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Credit Card Terminal (the pin pad terminal mapping is previously completed by the OPI Installer).

9. Select a terminal to be activated for this transaction.

Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared. The payment device will alert the customer to present the card. After guest inserts / swipes a card, if transaction is successful, a Token, Card Type, Expiration, and last 4 digits of the card number is returned to OPERA.

**10.** The Payment details are automatically updated in OPERA Cloud.

## Adding Alternate Credit Card for Incidentals: After Check-In (through Chip & Pin)

To add an alternate credit card to a guests profile after Check-In:

- 1. From the OPERA Cloud menu, select Front Desk, and then select In House.
- 2. Search for and open the reservation.
- 3. Click I Want To... and select Payment Instructions.
- 4. Click Window 2.
- 5. Select Payment Type as CP-Chip and Pin and the Authorization Rule as needed.
- 6. Click OK to save.

<ul> <li>No Post</li> <li>Pre-Stay Charging</li> <li>Post-Stay Charging</li> </ul>	Auto Settle Type Days	Video Checkout Reservation Type CHECKED IN Checked In
Window Payment Methods Window 1 Window 2 Window	3 Window 4 Window 5 5 VISA VA VISA VA	Window 6     Window 7     Window 8       VISA     VA     VISA     AX
Method CP - Chip and Pin Clear Card Number Set Token Expiration Card Present Add Card Holder	Rule 5 - Amount * Amount Card Reader * test	<ul> <li>Credit Card Terminal</li> <li>Terminal-1 - Terminal-1</li> <li>Credit Card Wallet</li> <li>Select a Credit Card</li> <li>Email</li> <li>Opt In Email Folio</li> </ul>

7. Click the vertical ellipsis and select Credit Card Authorization.

Authorization & History			×
			Credit Card Histor
Method VA - Visa V/SA Card Number Expiration XX/XX C Card Present	Card Holder — Authorized Amount 0.00	Folio Balance 4,74,682.34 Amount Needed 4,74,883.34	Additional Manual
Method CP - Chip and Pin Card Number Expiration Card Present	Card Holder — Authorized Amount 0.00	Folio Balance 1,03,165.66 Amount Needed 1,03,366.66	Additional Manual

- 8. Select the alternate payment (in this case CP) from the **Window 2** and select **Additional** option.
- 9. Verify the Additional Authorization Amount to be authorized and click **Run Additional Authorization** to activate the Payment Terminal for Chip & Pin.

NOTE:	
Follow the prompts on the I transaction.	Payment Terminal Device to complete the
Additional Authorization	×
* Required Field	
/lethod	Currently Authorized Amount
CP - Chip and Pin	0.00
Card Number	Folio Balance
	* Authorization Amount
xpiration	103.366.66 USD
Card Present	
Tard Holder	
_	
Credit Card Terminal	

# 6 Check-Out

## Settlement

To process a check out and settle guest charges:

- 1. From the OPERA Cloud menu, select Front Desk, and then select In House.
- 2. Search for and open the reservation.
- 3. Click I Want To ...



4. Select Check Out.

lame / Front Desk / In House					< Back to Home
n House					🕢 Help 🛛 I Want To
Search	I Want To				*
Sort By: Name A-Z	Modify/Update <u>Check Out</u> Move Room Link to a Reservation Synchronize to External System	<ul> <li>Create</li> <li>Copy Reservation</li> <li>eSign Registration Card</li> <li>Registration Card</li> <li>Show 3 More</li> </ul>	View Delivery History Changes Log Closing Script	Go To Billing Profile Reservation     Show 2 More	Criteria Scarch
I Want To	Show All Reservation Packages (1) Stay Details Notifications Alerts (1)		Billing Deposit Cancellation (3) Profile Communication (1) Futu	Payment Instructions re & Past Stays (2) Linked Profiles (1)	Room

- 5. Folio Settlement confirmation screen appears.
- 6. Verify the card information on file:
  - a. If replacing the main card with a new card, update the payment method, verify the amount, and click **Settle and Send Folio**. This step triggers the Payment device.
  - **b.** If using the same card on file, proceed with the below steps.

	Check Out Early		×	
OPERA Cloud	Folio Settlement		Post Chan	* * *
Home / Front Desk / In House				< Back to Home
In House	1 💽 мс			Help 🗿 I Want To
Search	-\$37.00			-
Name	* Method	Card Holder		
	MC - Master Card 🔹			States Sauch
	Clear Card Number	Credit Card Terminal 3C&P - 3C&P		
Sort By: Name A-Z	Get Token - Expiration XX/XX			ult Collapse All
	Amount	* Reference	Supplement	O 12
Alerts (1)	-37.00 USD Override Debit Activity to Process Rebate			
	Code Description	Posted Amount Status	Window	
	8080 Mastercard	\$28.00 Posted on 25/04/2020	1 Print Receipt	
			Settle and Send Folio	
			Schedule Check Out Check Out Now	

7. Verify the Amount to be settled and click Settle and Send Folio.

8. Select the **Destination** option for the folio, and then click **Process**.

Ξ	Check Out Early		×
OPERA Cloud		Post	Charge
Home / Front Desk / In House			< Back to Home
In House	1 🌔 мс	Report Destination	Help 💿 I Want To
Search	-\$37.00	Folio Style	•
Name	* Method MC - Master Card Clear	1 - Detailed Folio (Date) View In Currency Folio Text	Criteria Search
Sort By: Name A.Z View Options 1 Want To A Alerts (1)	Get Token • Diparation XX/XX • Amount • Override Debit Activit © View Options Code 8080	Report Destination       Destinations       Imail to Print       Imail       Fax       Download   Proces       MasterCard     2000 Posted on 25/04/2020	III Collapse All Room
		Settle and Send Folio Settle Folio	

9. Click Check Out Now.

Ancunt     ODD     USD     Acters (1)     Code     Description     Code     Description     Code     Description     Code     Description     Code     Description     Status     Window     Soptement     Code     Description     Status     Window     Soptement     Soptement	COPERA Cloud Home / Front Desk / In House In House Search Name Sort By: Name A-Z View Options I Want	Check Out Early Folio Settlement          Folio Settlement         1       • MC         50.00         • Method         MC - Master Card         Clear         Carl Number         Get Token         • Expiration         XX/XX	•	Card Holder Credit Card Terminal 3C&P - 3C&P			× Post Charg	eria Search
▲ Alerts (1)       ♥ View Options       Window         Code       Description       Posted Amount       Status       Window         8080       Mastercard       -537.00       Posted on 25/04/2020       1       Print Receipt         8080       Mastercard       S28.00       Posted on 25/04/2020       1       Print Receipt         Settle and Send Folio		* Amount	00 USD	Reference		Supplement		0
Code         Description         Posted Amount         Status         Window           8080         Mastercard         -S37.00         Posted on 25/04/2020         1         Print Receipt           8080         Mastercard         \$28.00         Posted on 25/04/2020         1         Print Receipt           Settle and Send Folio	Alerts (1)	View Options						
8080     Mastercard     -\$37.00     Posted on 25/04/2020     1     Print Receipt       8080     Mastercard     \$28.00     Posted on 25/04/2020     1     Print Receipt		Code	Description	Posted Amount	Status	Window		
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Settle and Send Folio Settle Folio		8080	Mastercard	\$28.00	Posted on 25/04/2020	1	Print Receipt	
						Settle and Send Folio	Settle Folio	

## Pay Only

To process pay only payment:

- 1. From the OPERA Cloud menu, select Front Desk, and then select In House.
- 2. Search for and open the reservation.
- 3. Click I Want To...

≡													
<b>O P</b>	PERA Cloud	Cli	ent Relatio	ns 💌	Bookings 💌	Front Desk 💌	Inventory 💌	Financials 💌	Channel 💌	Miscellaneous 💌	»	-	•
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Name													
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Sort By:	Name A-Z			•							Views: 🌐		
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	I Want To	Property	Confirmati Number	on	Name	Reservation Typ	e Arrival	Departure	Nights	Rate Code	Rate	Roo	om
•	<b>A</b> 8 <b>O</b>		1062479		tested, OPI	Checked in	25/04/2020	27/04/202	0 2	DU2	\$35.00	e	12
	Alerts (1)	Communi	ication (1)	Deposit	Cancellation (3)	Future & Past Stay	ys (2) Linked Pro	ofiles (1) Packag	pes (1) Payment	t Instructions Stay D	etails		
4													•

#### 4. Select Billing.

OPERA CIOUd	Client Relations * Booki	ngs • Front Desk • Inv	entory · Financiais ·	Channel • Miscellaneous •	*	7 7
me / Front Desk / In House					<	Back to H
House					🕢 Help	O I Want
Search	I Want To				×	6
Name	Modify/Update Check Out Move Room	Create     Copy Reservation     eSign Registration Card	View Delivery History Changes Log	<ul> <li>④ Go To Billing Profile</li> </ul>	Criteria	Search
Sort By: Name A-Z	Link to a Reservation Synchronize to External System	Registration Card Show 3 More	Closing Script	Reservation Show 2 More		Collapse A
I Want To	C Show All Reservation Packages (1) Stay Details		Billing Deposit Cancellation (3)	Payment Instructions		Roor
View Options	Show All Reservation Packages (1) Stay Details Notifications		Billing Deposit Cancellation (3) Profile	Payment Instructions	sult C	3

5. Click Post Payment.

- <u>-</u>									Monday, 27 Apr, 2020	
OPERA Cloud	Client Relations 🝷	Bookings 💌	Front Desk 💌	Inventory •	Financials 🔻	Channel 👻	Miscellaneous 👻	Reports 👻		e 🔹 💌
ome / Front Desk / Arrivals / Billing										< Back to Arriv
illing									Notifica	itions   😧 Help   🛛 Page Refr
∯1 ∰ 55										🗆 🖸 i Want
Confirmation 1062562			Status Arrival				Room 		Balance \$0.00	
Show More										
1 • MC									Vers: DD S0.00 Fott Charge   Information Fotio 2	Windows     Other Reservations     Drag and drop charges to move charges from one window to another.
				1	lo postings exi	st for this foli	o window.			1 • MC
										\$0.00 2
										3 \$0.00
										4 \$0.00
										5 \$0.00
										6 \$0.00
										7 \$0.00

- 6. Select payment Method as Pay Only.
  - a. If the card is present or the card number need to be entered on the device, verify the amount, and click **Apply Payment**. This will activate the device for card entry.
  - **b.** If the card number and expiry are available, then enter the Credit **Card Number** and the **Expiration** Date in MMYY format.
- 7. Tab or click out of the field and the request to exchange the card number for a token is initiated.

Class Relations	Monday, 27 Apr. 2020	
fore / front Desk / Arrivals / Billing	тип рев плетилу - тивнова - слание - тиревалода - терога -	< Back to Arrivals
Silling	A Notificat	tions   😧 Help   🛱 Page Refresh
		O I Want To.
Confirmation 1062562	x o	
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1 * 🐑 Mc Tested, CPI	Monted     Montes     Pop-Pop Only     Montes     Confination     Confina	O Other Reservations Drag and drop charges to move charges from one window to another.  1 OD MC
	Annualt     Solo     Solo	\$0.00 2 \$0.00
	Leph Agenet.	\$0.00 4 \$0.00
		5 \$0.00
		6 \$0.00
		7 \$0.00
	[Pest References]	Post Charge Post Payment

8. Upon successful response, verify the **Amount** to be settled and click **Apply Payment**.

≡ <u>@</u>				Monday, 27	Apr, 2020
OPERA Cloud Client Relations - Bookings -	Front Desk • Inventory • Financials •	Channel • Miscellaneous •	Reports 👻		9.9
Home / Front Desk / Arrivais / Billing					Back to Arrivals
Billing					Notifications
∯1 40 SE					🗆 🖸 i Want To
Confirmation 1062562	ROSIE - Payment of tested, OPI	in a second s		× 00	
Show More				Post Charge	
	MC 2 3     S0.00 S0	4 5 50.00 \$0.00	6 7 \$0.00 \$0.0	o 8 so.co 1,	Views:
1 * Cested, OPI	Method     MC - Master Card     Clear Clear Card Number Got Token	Expiration     X/XX Card Holder	Cand Reader Magnek Credt Cand Terminal 3C&P - 3C&P	sst Charge   ii	S0.00 formation Folio
	Annount     18.00 USD Surcharge     Apply Credit Card Surcharge     50.00	Total Amount \$18.00 Reference	Supplement		\$0.00 2 \$0.00 3 \$0.00
				Apply Payment	4 \$0.00
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					7 \$0.00
					Post Redemption Post Charge Post Payment

## Dynamic Currency Conversion (DCC)

- Dynamic Currency Conversion or DCC as it is commonly known is a service which is offered through the Payment Partner that allows your international guests to settle their bill in their home currency.
- When a payment is being processed, the DCC offer will be presented on the payment device, and once approved the details are updated back to OPERA Cloud.
- Payment Partners will provide training in relation to DCC during the implementation and can assist with any questions you have about this service.

# 7 Other Payments

## **Delayed Charges**

Delayed Charges are payments that need to be processed for a guest that is not in house. This can be **No Show Fee**, **Late Charge**, or **Mini Bar Charge**. Payments for these charges can be processed:

- Using the tokenised card on file
- Using a MOTO card transaction
- 1. From the OPERA Cloud menu, select Front Desk, then select Departures.
- 2. Enter search criteria, then click **Search**.
- 3. Select the checked out reservation in the search result, then click I Want To. . . and select Go To > Billing.
- 4. Click Reinstate Reservation.

#### Or

5. If the Open folio functionality is active and in use, there is no need to reinstate the reservation you can post a charge and payment. Go to step 7.

Billing					Notifications     Page Refresh
<b>†</b> 1	I Want To				× 🕒 I Want To
Confination 2421131 Show More	Modify/Update Reinstate Reservation	<ul> <li>Create</li> <li>Generate Folio for</li> <li>Window</li> <li>Information Folio</li> <li>Pro-Forma Folio</li> </ul>	View Authorization and History Search Transactions Billing Summary Folio History Changes Log	<ul> <li>④ Go To Profile Reservation</li> <li>Property Interface Controls</li> </ul>	Windows     Other Reservations
Reinstate Reservatio	<b>n</b> out. Do you want to reinstate?				×
Send the check in to	the interface.				Reinstate

6. Click Reinstate.

Home / Front Desk / Departures / Billing					<ul> <li>Back to Departures</li> </ul>
Billing				Notifica	tions 🛛 😧 Help 🛛 🗢 Page Refresh
<b>†</b> 1					O <u>I Want To</u>
Confirmation 2498229	Status Departure		Room 101	Balance \$0.00	
Show More					
					Hove Charges
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1 👻 VISA VA Percy Vere				\$0.00	O Other Reservations
A Mary Orders				Post Charge Information Folio	one window to another window.
Date Code	Description A	Amount Supplement	Reference	12 results	1 VISA VA
				Post Redemption Post Charge	Post Payment Check Out

- 7. Select **Post Charge** if you need to post a new charge or skip this step if the charge already exists.
- 8. Click Post Payment.
- 9. The tokenised card on file will pop-up as the Payment type with the final due amount.

Payment of	for	Room 1	01									×
											Post	Charge
1 V/SA VA 2	3	\$0.00	4 \$0.00	5	\$0.00	6	\$0.00	7	\$0.00	8	\$0.00	
\$4.20												
* Method		Ca	rd Holder									
VA - Visa 🔻	VISA											
Clear		Cre	edit Card Terminal									
Card Number		м	SO - MSO									
Get Token												
* Expiration												
Card Present												
* Amount		Tot	tal Amount				Supplem	nent				
4.20 USD	)	\$4	.20									
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Apply Credit Card Surcharge \$0.0	00											
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										Ľ	чрріу Рауте	int

- If a new card is provided for the additional charges, then manually enter the Card Number and Expiry dates. See Credit Card Guarantee through the OPERA Cloud Application (Manual Entry into OPERA) section for details.
- 11. Click Apply Payment to activate the Payment device.

### NOTE:

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Payment Terminal (the pin pad terminal mapping is previously completed during the OPI Installation. See **OPERA Cloud OPI Installation guide** for details on Terminal mapping).

12. Select a terminal to be activated for this transaction.

Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared. The payment device will alert the customer to present the card. After guest inserts / swipes a card, if transaction is successful, a Token, Card Type, Expiration, and last 4 digits of the card number is returned to OPERA.

13. The Payment details are automatically updated in OPERA Cloud.

## Refunds

### NOTE:

- For 'post check-out' processing, the guest should Go To > Billing and click Reinstate Reservation to initiate the refund process.
- Reinstate Reservation is not needed if the Open folio functionality is active and in use.

### Refund on existing card on file

The Refund feature is supported by OPI and OPERA Cloud. A refund is a transaction that can be performed any time to credit funds back to the card holder. The refund amount can be different from the payment amount that was initially processed.

You can post a rebate (refund) to a credit card when the Credit Card Rebate Validation OPERA Control is active. In addition, OPERA Cloud will verify that the rebate amount does not exceed the previously charged amount to the credit card. This will validate the debit with the credit on the same credit card and pop up a message if the user tries to refund more than what has been charged.

- From the **OPERA Cloud** menu, select **Front Desk** and then select **In-House**.
- Enter search criteria and click Search. Select the reservation from the search results, click I Want To . . . and select Billing.
- On the **Manage Billing** screen, click **Post Payment**, select the payment method, and provide the credit card details, enter the negative payment amount, and click **Apply Payment**.

Following two conditions should be met to process the refund:

- Refund feature needs to be activated by the Payment Service Provider.
- OPERA Cloud users need privileges to process the negative payments.

To process the refund on existing card on file:

- 1. From the OPERA Cloud menu, select Front Desk and then select In House.
- 2. Search for and open the reservation.

Ξ	_											
6	PERA Clou	id	Client Relations	<ul> <li>Bookings </li> </ul>	Front Desk 👻	Inventory 👻	Financials 🔻	Channel 🔻	Miscellaneous 🔻	*	-	•
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_	I Want To	Property	Confirmation Number	Name	Reservation Type	Arrival	Departure	Nights	Rate Code	Rate	Roo	) m
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	Communic	ation (1)	Deposit Cancellat	ion (3) Future & Pi	st Stays (1) Linked F	Profiles (1) Paym	ent Instructions	Stay Details	Stay Revenue			
<												÷

- 3. Click I Want To...
- 4. Select Billing.

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OPERA Cloud	Client Relations 👻 Booki	ngs 👻 Front Desk 👻 Inve	entory 👻 Financials 👻 Cha	nnel 👻 Miscellaneous 👻	» 🛛 🔊
Home / Bookings / Reservations	/ Manage Reservation				< Back to Home
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Search	I Want To				×
Sort By: Name A-Z	<ul> <li>Modify/Update</li> <li>Assign Room</li> <li>Check in</li> <li>Place Reservation on Queue</li> <li>Show 3 More</li> </ul>	<ul> <li>Create</li> <li>Copy Reservation</li> <li>eSign Registration Card</li> <li>Registration Card</li> <li>Show 3 More</li> </ul>	View Delivery History Changes Log Closing Script	<ul> <li>Go To Biling</li> <li>Profile</li> <li>Reservation</li> <li>Property Interface Controls</li> </ul>	
I Want To	Show All Reservation Packages (1) Stay Details Notifications		Billing Deposit Cancellation (1) Payr Profile	nent Instructions	Room
Alerts (1)	Alerts (1)		Communication (1) Future &	Past Stays (2) Linked Profiles (1)	,

- 5. Enter your credentials if requested.
- 6. Select Post Payment.

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OPERA Cloud	Client Relations 🔻	Bookings 👻	Front Desk 🔻	Inventory -	Financials 🔻	Channel 🔻	Miscellaneous	• »	-	•
Home / Bookings / Reservations / I	Manage Reservation / Billing							< Back to N	lanage Res	ervatior
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Ť1									= <b>O</b> IV	Vant To
Confirmation 1062479		Status Arrival		Room			Balance \$0.00			
Show More										
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1 🔻 🌒 мс							\$0.00	O Other Res	ervations	
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								1 💌	мс	
								\$0	.00	
								2	.00	
						(	Post Redemption	Post Charge	Post Paym	ent

- 7. Enter negative amount in the Amount field.
- 8. Provide **Reference** details, if any.
- 9. Click Apply Payment.

SE											×	•
nfirmation										Pos	st Charge	
Contemportations	● MC 2 ≤ \$30.00	\$0.00	3 \$0	.00	\$0.00	5 \$0.00	6 \$	0.00	\$0.00	8 \$0.00	1	
25/04	- 10-10-1										P M	
25/04	MC - Master Card		-	Card Holder	- To cons ( o. p. (						30.0	)
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25/04				0.4							\$0.0	0
	Amount	₿0.00 USD		Kererence				supplement			\$0.0	,
										Apply Payn	nent	

**10.** The payment is processed and applied to the reservation as shown in the image below.

OPENA CIOUU								×	
T.								Post Char	ge
infirmation 062479	МС 4 \$60.00	2 \$0.00	3 \$0.00	4 \$0.00	5 \$0.00	6 \$0.00	7 \$0.00	8 1 \$0.00	•
View Options									
Date Date	* Method			Card Holder					
25/04	MC - Master Card		- •						MC
25/04	Card Number	0		Credit Card Terminal 3C&P - 3C&P					30.00
25/04	Get Token								\$0.00
25/04	XX/XX								
25/04									\$0.00
25/04	* Amount	þ.00 USD		Reference		Supplen	hent		\$0.00
	View Options								
	Code	Descriptio	n	Posted Amount	Status		Window		\$0.00
	8080	Mastercard		-\$30.00	Posted on 25/04/202	20	1	Print Receipt	\$0.00
								Analy Promont	0.00

### Refund to a new card on file

Refund can be made at any time from the billing screen using the tokenized card on file. To process the refund to a new card on file:

- 1. From the OPERA Cloud menu, select Front Desk and then select In House.
- 2. Search for and open the reservation.
- 3. Click I Want To...
- 4. Select Billing.

kings / Reservation	rs / Manage Reservation					C Back to He
je Reserva	ation				🕜 Help	O I Want
1 Ar	I Want To				×	C
		⊕ Create	@ View	⊕ Go To		_
	Assign Room	Copy Reservation	Delivery History	Billing	Criteria	Search
	Check In	eSign Registration Card	Changes Log	Profile		
Name A-Z	Place Reservation on Queue	Registration Card	Closing Script	Reservation	<b></b>	
tions	Show 3 More	Show 3 More		Property Interface Controls	sult	Collapse Al
int	Show All					Room
	Reservation		Billing			
0	Packages (1) Stay Details		Deposit Cancellation (1) Payr	ment Instructions	1	Assign
lerts (1)	Notifications A Alerts (1)		Profile Communication (1) Future &	Past Stays (2) Linked Profiles (1)		,

- 5. Enter your credentials if requested.
- 6. Select Post Payment.



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OPERA Cloud	Client Relations 🔻	Bookings 👻	Front Desk 🝷	Inventory -	Financials 🔻	Channel 🔻	Miscellaneous 👻	»	Ŧ	•
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lling							Notification	ns 🛛 🔞 Help	🛛 🕫 Page	Refrest
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Show More										
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1 🔻 🌒 мс							\$0.00	O Other Res	ervations	
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		No postings	exist for this fo	olio window.					<b>A</b>	
								1 🌒	MC	
								\$0	.00	
								2 \$0	.00	
						(	Post Redemption	Post Charge	Post Paym	nent

- 7. Select the payment **Method** (VA, MC, CP and so on).
- 8. Enter negative amount in the **Amount** field.
- 9. Provide **Reference** details, if any.
- 10. Click Apply Payment. This will initiate the device to enter the card data.

SE	Ŷ.												×	6
nfirmatic	on											Post C	harge	
62479	w Options Date	MC 330.00	2 \$0.00	3 \$0	.00	\$0.00	5 \$0.0	6	\$0.00	7 \$0.00	8	\$0.00	1	
	25/04	• Method			Card Holde	Br							- P N	1C
	25/04	MC - Master Car	d	-									30.	00
	25/04	Card Number	•		Credit Card 3C&P - 3	C&P							\$0.0	00
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	25/04	<ul> <li>Expiration</li> <li>XX/XX</li> </ul>											S0.	00
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		* Amount	he ee uss		Reference				Supplem	ent				
			-50.00 051	,									\$0.	00
											Ap	ply Payment	ר 📗	

**11.** The payment is processed and applied to the reservation.

## Post It

Post it allows you to post articles to rooms but also to settle charges immediately without a room number.

To perform post it:

1. From the OPERA Cloud menu, select Financials, select Cashiering, and then select Post It.

The Post It screen appears.

2. Select the articles that are configured for Post It.

When you select an article, that article and its price (and associated taxes) appear in the posting window as shown in the image below.

	<ul> <li>Activate Minus Postine</li> </ul>	< Back to Hom
	Activate Minus Posting	🕑 Help
	Activate Minus Postino	
		Fast Post
\$5,00 Cod	le Description	Price
\$30,00 2011	0 Bottled Water	\$2,75 🗙
\$5,00	0 Popsicle	\$5,00 ×
	11tems: 3 A	mount: <b>\$12,50</b>
	530,00 555,00 700	3010         Bottled Water           3010         Sprite           3010         Sprite           7000         Pepsicle

3. Click **Pay** and select the **Method** of payment as one of the credit card payment types or as (Chip and Pin) and no need to enter any card data.

OPERA Cloud Client Rel	lations 🔻 Bookings 👻 Front Desk 👻 Inventory 👻 Financials 👻 Channel 👻 Miscellaneous 👻 Reports 👻		
Article Transaction Codes	Payment 3	¢ vate Minus Postin	g 🔲 Fast Post
Sun Glasses -\$4,00	- Method Card Holder	on	Price
Test \$10,00	Clear Curd Reader Card Number Qued Number Qued Number Qued Number Qued Curd Reader Qued Curd Reminal	rater	\$4,75 ×
Misc \$5,00	Get Token Prototen		\$5,00 🗶
Sunscreen \$10,00	Card Present  Paser By Additional Information		
	Norme Q		
«»	Memor: 3 Amount: \$12,55 Rounding Difference: \$0,00		642.50
	Cancel Complete Sale	Items: 3	umount: \$12,50

### **NOTE**:

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Payment Terminal (the pin pad terminal mapping is previously completed during the OPI Installation. See

OPERA Cloud OPI Installation guide for details on Terminal mapping).

4. Select a terminal to be activated for this transaction.

Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared.

5. Click **Complete Sales** to run the transaction (authorization followed by sale, or just a sale) to activate the Payment Device.

The payment device will alert the customer to present the card. After guest inserts / swipes a card, if transaction is successful, a Token, Card Type, Expiration, and last 4 digits of the card number is returned to OPERA.

Article Transaction Codes	UPC Description	n					Activate Minus Po	iting 🔲 Fast Po	ist
Sun Glasses -\$4,00	hajmola lozeng \$0,00	Bottled Water \$2,75	Absolut \$50,00	Lays	\$5,00	Code	Description	Price	
						3010	Bottled Water	\$2,75	ж.
Test \$10,00	Sprite Payment Processing	Transaction in Pro	qress	1.4.1	\$10.00		×	\$4,75	×
Sunscreen \$10,00	Choc Window 1 Method MC - Master Card I			esponse.					
K)						Pay	Items: 3	Amount: \$12,	,50

6. Report Destination window appears to print the Post It Folio.

Report Destination	×
Folio Style <u>9 - Detailed Folio (Room)</u>	
View In Currency	
Folio Text	
Report Destination	
Destinations Previou to Print Email	
P	rocess

7. Click **Process** to print the payment receipt for Post It Folio.



### **Declined or Failed transactions**

There are many reasons why a transaction may decline. For example, this can be due to insufficient funds, the card being reported lost/stolen, or a loss in connection to the bank.

For a declined transaction, you will see a "**Failed**" status response in OPERA Cloud with a Decline response error.

If you are not sure why your card has been declined, you need to contact your Payment Service Provider for details.

## **Authorizations Reversals**

OPERA Cloud and OPI supports Pre-Authorization Reversals. This is an automated electronic reversal message sent to the Payment Service Provider to request the release of the pre-authorization.

OPERA Cloud does this automatically if these two conditions apply:

1. A pre-authorization exists

ORACLE'

2. The main card type is replaced with a new card.

For example, if the authorization on Check-In was processed to a Visa and the payment on Check Out was through Master Card, then change the payment method to MC and OPERA Cloud will automatically send out the authorization reversal request for the Visa card.

To perform authorization reversals:

- 1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
- 2. Search for and open the reservation.
- 3. Click I Want To... and select Payment Instructions.
- 4. Click New/Edit Payment Instructions.

Payment Instruction	ns			×
	ew/Edit Payment Instructions			
<ul> <li>No Post</li> <li>Pre-Stay Charging</li> </ul>		🗹 Auto Settle	Days	Credit Card Authorization
		Туре	Reservation Type	Credit Card History
Post-Stay Charging		_	CHECKED IN Checked	View Routing Instruction
				Move Payment Method
Window Payment N	Nethods and Routing	ļS		
Window Method	d Card Number Expiration Card Payee Routing/Transaction Code		s Routing Dates	
1				
2				

- 5. Click the payment Method drop-down and select the payment type of your choice.
- 6. Enter the Credit Card Number.
- 7. Enter the Expiration date in MMYY format.
- 8. The new Token is received and the request to release the authorization on the previous card is triggered.
- 9. Click Save.

	Payment Instructions			
Home / Bootings / Reservation Manage Reservation Scarch Name tested An Sort By: Name A-Z View Options I Want To A Alerts (1)	Required Field     No Post     Pre-Stay Charging     Post-Stay Charging	v Auto Settle Type - Days - 10 ◆	Video Checkout Credit Limit Auto Pay Reservation Type GDED Q Group Deduct	Criteria Search
	Window Payment Methods Window 1 Window 2 Window  Mindow 2 Window  Mindow 2 Window  Mindow 2 Window  Mindow 2 Window  Window 2 Window  Mindow  Mind	3 Window 4 Window 5 Win Card Holder Rule 3 • Nights*(Daily Rate • (Persons*Amo: • • Amount 100	rdow 6 Window 7 Window 8 Credt Card Terminal 3CAP - 3CAP 2mail Add Email	ult © Collapse All Room Assign

# 8 Reconciliation

## **Balancing Reports**

A critical part of the integration of payments is the reconciliation process. To balance the transactions processed through OPI, a report is needed to reconcile with the Payment Service Provider reports.

To access OPERA Cloud reports:

1. From the **OPERA Cloud** menu, select **Reports** and then select **Manage Reports**.

OPERA Cloud	Client Relations 🔻	Bookings 👻	Front Desk 💌	Inventory -	Financials 👻	Channel 👻	Miscellaneous 🔻	Reports 👻	•	?
Home								Manage Reports	ь	
Hello,							Q	Shift Reports	0	Go
Not you? Sign in as a different	user.						Dashbo	Configure Repor	IS 🕨 M.	C Refresh
Default								🗘 Add	Page	
			Your dash	board page is	currently empty.					
				Add New T	iles					

2. Enter a Report Name and/or select a Report Group from the drop-down list.

OPERA Cloud	Client Relations 🔻	Bookings 👻	Front Desk 💌	Inventory	<ul> <li>Financials</li> </ul>	Channel	<ul> <li>Miso</li> </ul>	ellaneous 🝷	Reports	•	-	•
Home / Reports / Manage Reports										<	Back to	Home
Manage Reports												Help
Search												•
Required Field     Property		Report Name			Report Group All Reports		•	Show Inte	rnal			
							New Repo	rt   Manage Rep	ort Groups	Reset Manage Sch	neduled R	n Reports
View Options Report Group		Report			Interna	l Name				Multi Property Report		
Blocks and Groups												*
		Actual Business I	Block Rooms		rep_acti	bh					1	۰.
		BI Publisher Con	tract Merge		sample	cont_merge						а.
		Banquet Check F	olio by Event		sample_	_bqt_chk_folio_b	/_event				1	
		Banquet Check F	olio by Revenue Type	/Group	sample	.bqt_chk_folio_b	/_rev				1	
		Block Informatio	n		resblkin	fo					1	
		Blocks by Cutoff	Date		resblock	doycutoffdate					1	
		Business Block S	hort List		rep_bh_	short					- ÷	
		Daily Forecast			rep_dail	y_forecast					1	
		Deposits			rep_dep	iosit					-	
		6 ( A 16 )	80 1 1 1 P							-	$\mathbf{\hat{\mathbf{v}}}$	*
					Select Printer	Downlox	d As Ei	mail Edit Rep	oort Parameters	Previe	w / Down	load

3. Click **Search** to display the report.



# 9 Review Standard Operating Procedures

## **Pre-Authorization Rules**

- OPERA Cloud provides support for automated Pre-Authorization Rules. You can set the rules as follows:
  - A standard rule across the OPERA Cloud Property.

Or

- A customized pre-authorization rule based on Room Type, Room Class, Rate Code, Rate Category, Reservation Type and Source Code.
- These rules are used upon check-in and control the pre-authorized amount against a guest card upon arrival.
- See About Credit Card Authorization Rules for details.

## What has changed?

As customers install this new solution, it is important to acknowledge that there are changes in the way the card data is handled and processed, which means a change to Standard Operating Procedures that are in place.

Before activating the new solution some of the areas are recommended for review:

### Full Card Number No Longer Stored in OPERA Cloud

- **Description of Issue**: Initially the full card number was stored in OPERA Cloud. When it is encrypted, it is still accessible to the users who had necessary user privileges. When OPI is installed, the OPERA Credit Card Vault feature swaps the credit card with a Token ID and only the Token ID is stored. With OPI activation, no user has access to guest card number from OPERA Cloud.
- **Review**: Because the credit card number is no longer stored, it is important to discuss any processes within the business that were previously dependent on card numbers. This is essential in helping you understand how your business processes may be impacted, and in assisting you with determining a new solution.

## Chargebacks

- **Description of Issue**: Hotels often deal with chargeback requests for credit cards and may require the full card number for the chargeback.
- **Review**: Because the credit card number is no longer stored in OPERA Cloud, it is important to have a discussion with your Payment Service Provider regarding Chargeback management.

## Pay Only

- **Description of Issue**: The Pay Only function in OPERA Cloud is designed to accept only **Sale** transactions. This is used by the Card types that do not support pre-authorizations. Some examples of the payment types that can be set up are, Debit Cards, Virtual Credit Cards, AliPay and WeChat.
- **Review**: It is important to discuss which payment types you need to be set up during the installation process.

## **Pre-Authorizations**

- **Description of Issue**: Hotels are often managing guest complaints for preauthorizations held on guest credit cards. It is important to understand that OPERA Cloud and OPI supports the electronic Pre-Authorization Release transaction type, it is up to the Card Holder's bank to release the pre-authorization. Many banks today do not support the electronic Pre-Authorization Release message. Therefore, the hotels may question why holds remain on guest credit cards.
- **Review**: Hotels can still use the existing processes to release pre-authorizations if they are still being held for any reason. It is always recommended to review the pre-authorization rules carefully before implementing OPI to avoid any unnecessary funds being held on a guest card. If possible, it is recommended to process a payment rather than a pre-authorization.

### **Token Limitations**

- **Description of Issue**: When OPI is implemented all cards in the OPERA Data Base are Tokenized. While this is more secure, it is important to note that these tokens are not credit cards and are handled differently.
- Review:
  - Tokens cannot be copied from one reservation to another
  - Tokens cannot be saved to guest profiles
  - Tokens can be copied from one window to another in the same reservation
  - Tokens cannot be manually entered into OPERA

## Manual entry of Authorisation codes is not supported

- **Description of Issue**: Legacy Payment Interface supported manual entry of authorisation codes into OPERA Cloud, which can then be processed with payments later. OPERA Cloud users would call the bank to generate the manual authorisation code and enter it into OPERA Cloud. This feature was used when payment terminals were offline or if the guests card had declined.
- **Review**: The manual enter of authorisation codes is not supported with the OPI integration with OPERA Cloud. This is because the auth code generated over the phone was not generated via OPI and cannot be recognised by OPI.