

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



Release 20.3  
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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Oracle Hospitality Cruise Shipboard Property Management System Gift Card Handling User Guide, Release 20.3

F59798–01

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# Preface

A Cruise Ship operator may choose to extend a pre-paid credit to a guest in a form of a Gift Card (GC) for use while on-board. The Gift Cards can also be offered 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 2022	Initial publication.

# Prerequisites, 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
  - OH CSPMSInterface.dll version 20.1 or later

## Compatibility

SPMS version 20.3 or later. For customers operating on a version below 20.3, database upgrade to the recommended or latest version is required.

# 1

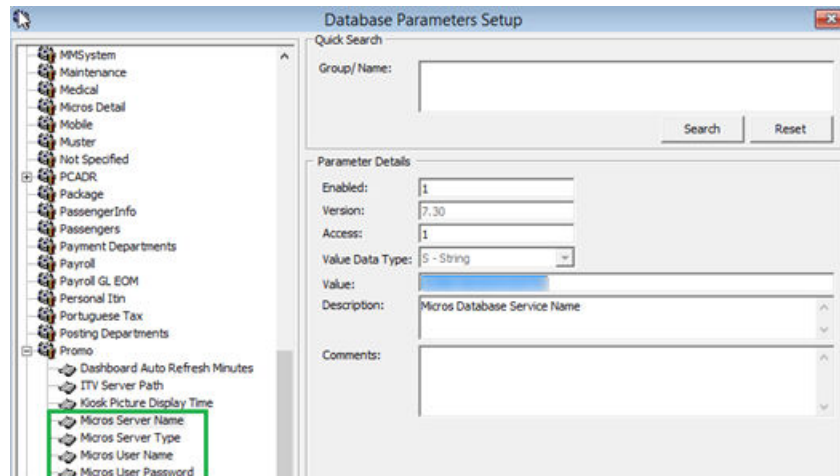
## System Configuration

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

### Setting up MICROS Server Connection

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

**Figure 1-1 MICROS Database Connection**



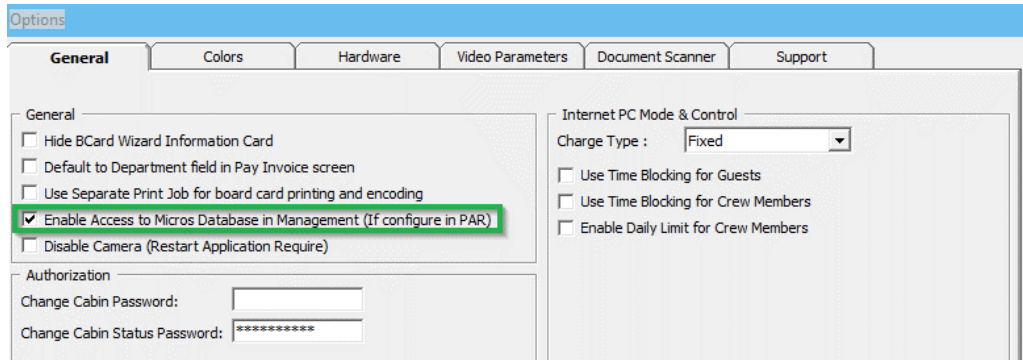
#### Note:

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 disabled"

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

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



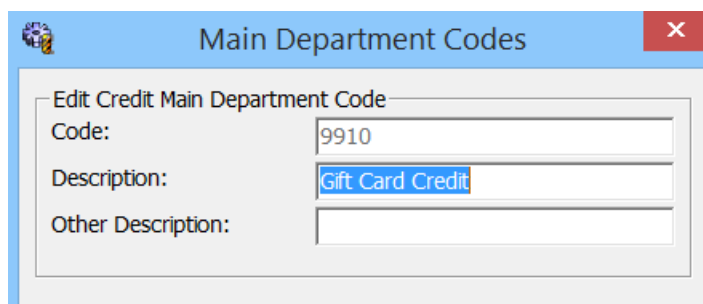
## Department Setup

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 for a Gift Card is required for charge/posting. You can set this up in **Administration module, Financial Setup, Department Setup**.

### Setting up Credit Department Code

Log in to the **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.



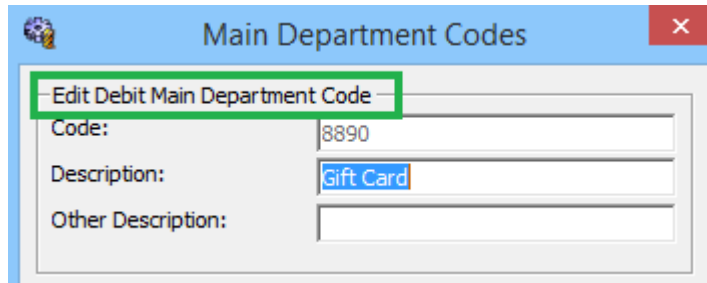
**Figure 1-3 Sub Credit Department Code Setup**

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

### Setting up Debit Department Code

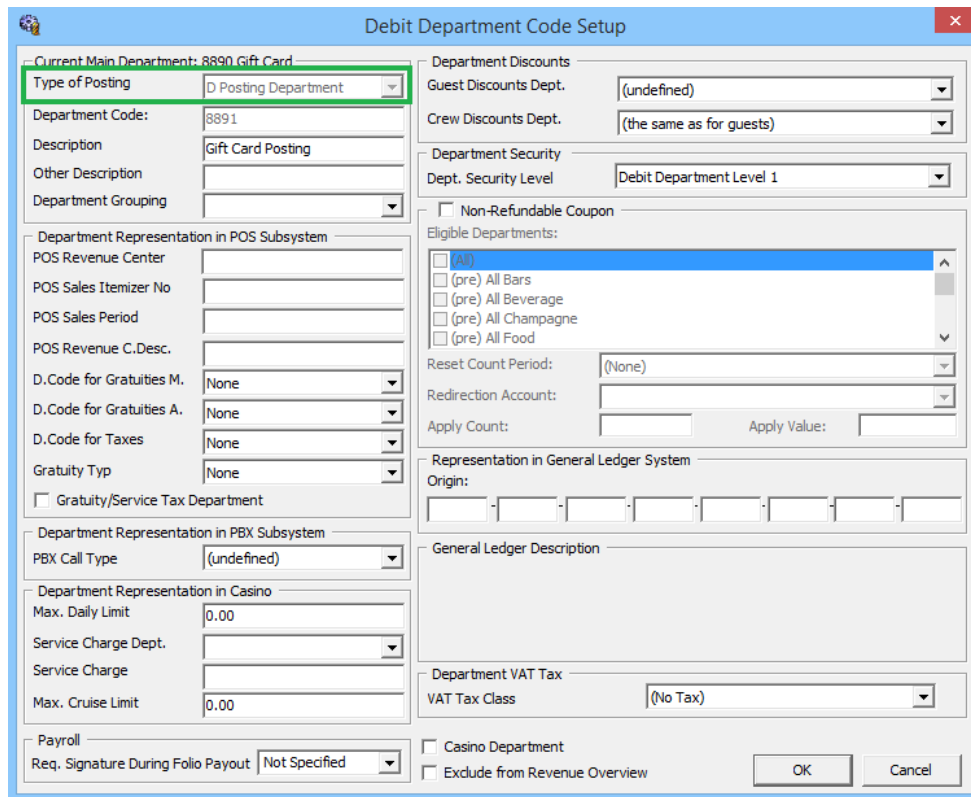
1. Select **Financial Setup, Department Setup** from the drop-down list.

**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 departments:

**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 the **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.

- In the System Account window, select **Insert New**.

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

- 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.
- Repeat the 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 from 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).

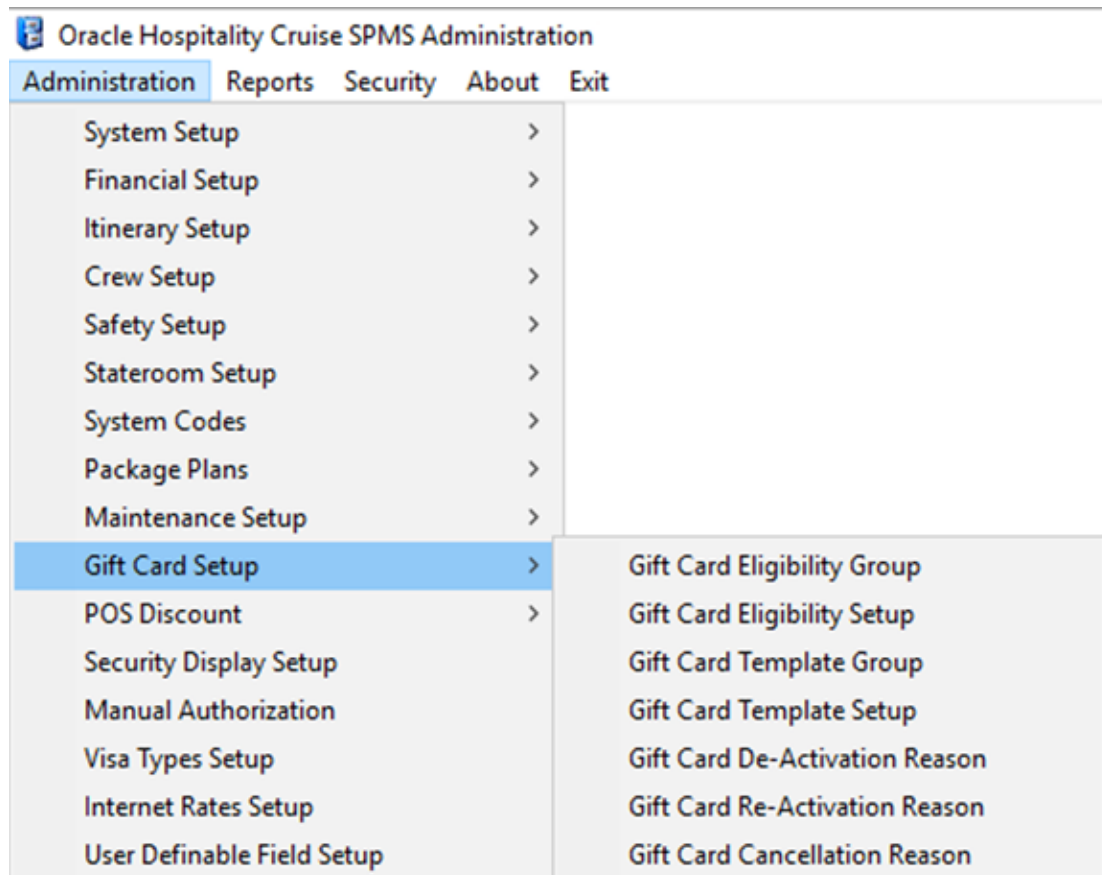
## Gift Card Setup

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

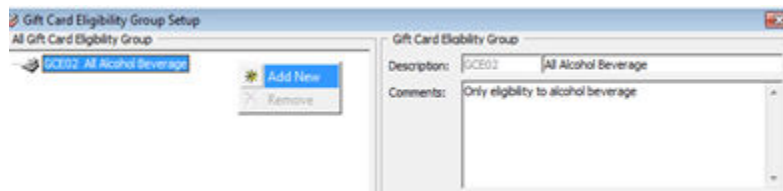
**Figure 1-9 Gift Card Setup**



### 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.

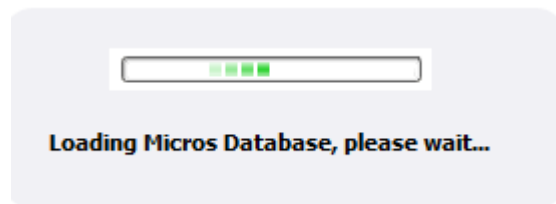
### Setting up Gift Card Eligibility Setup

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

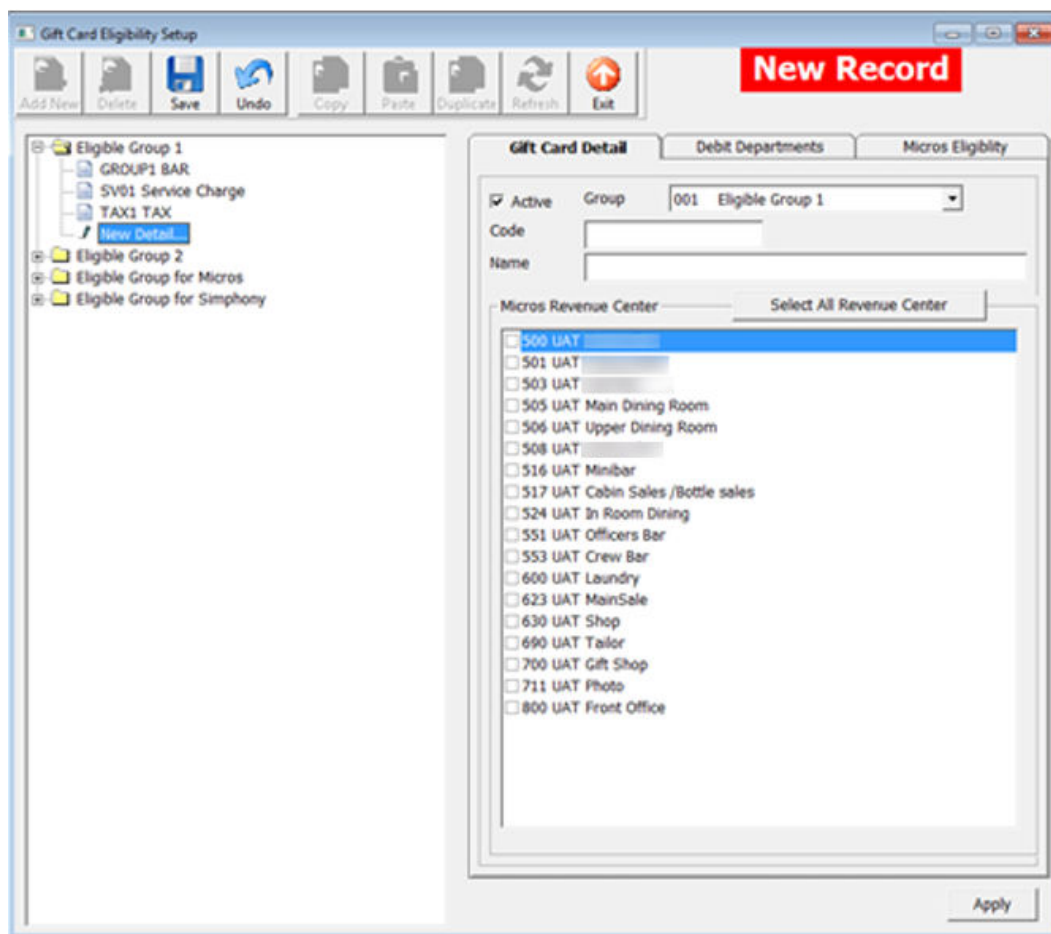
1. From the **Administration, Gift Card Setup** menu, select **Gift Card Eligibility Setup**. This launches a progress window while the System connects to MICROS database

Figure 1-11 MICROS Database Loading prompt



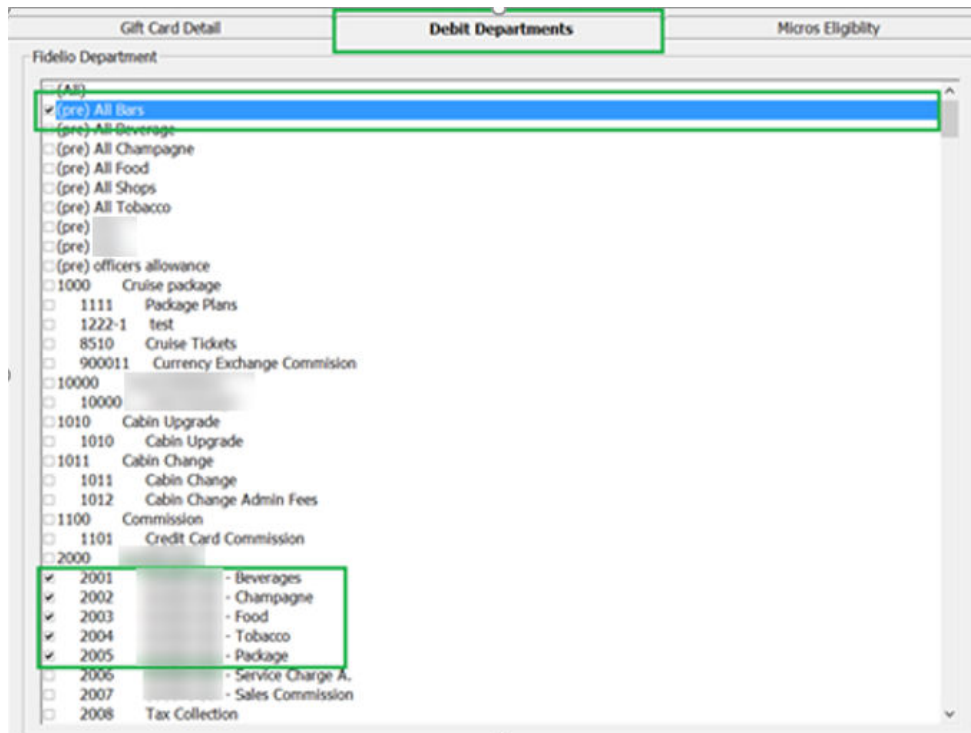
2. On the Gift Card Eligibility Setup window ribbon bar, click **Add New** to add a new record.

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**

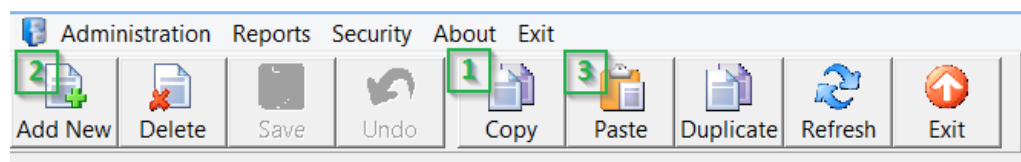


6. Click **Save** on the ribbon bar to save the record.

### Copying Eligibility Setup

An existing eligibility details can be copied 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.

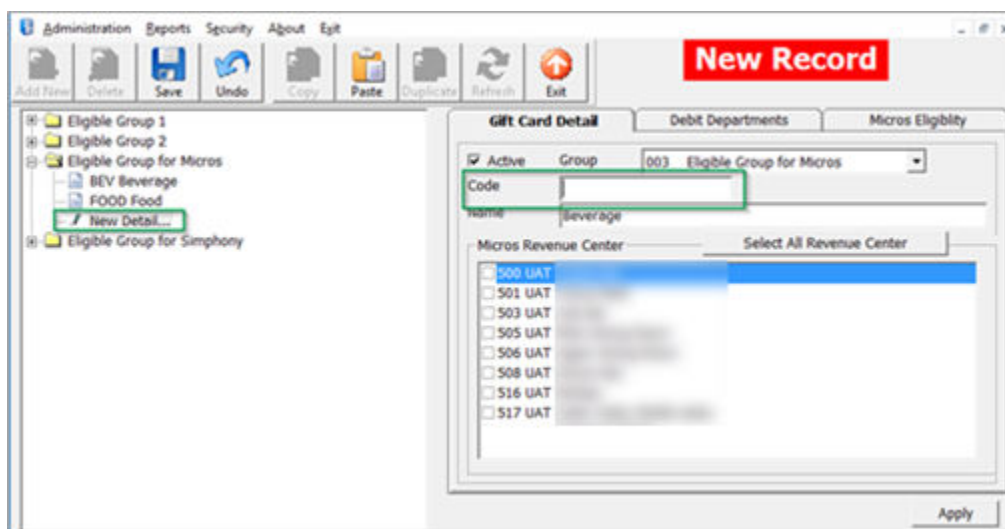
### To Duplicate the Group

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 the **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**

The screenshot shows the 'Micros Eligibility' tab in a software interface. It features a table with two columns: 'Micros Object Type' and 'Micros Object Number'. The '1 - Menu Item' row is selected, and a dropdown menu is open, displaying a list of categories. The 'Major Group' category is highlighted. Below the list is a 'Search/Filter' field and buttons for 'OK', 'Search', 'Filter', and 'Cancel'.

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

**Note:**

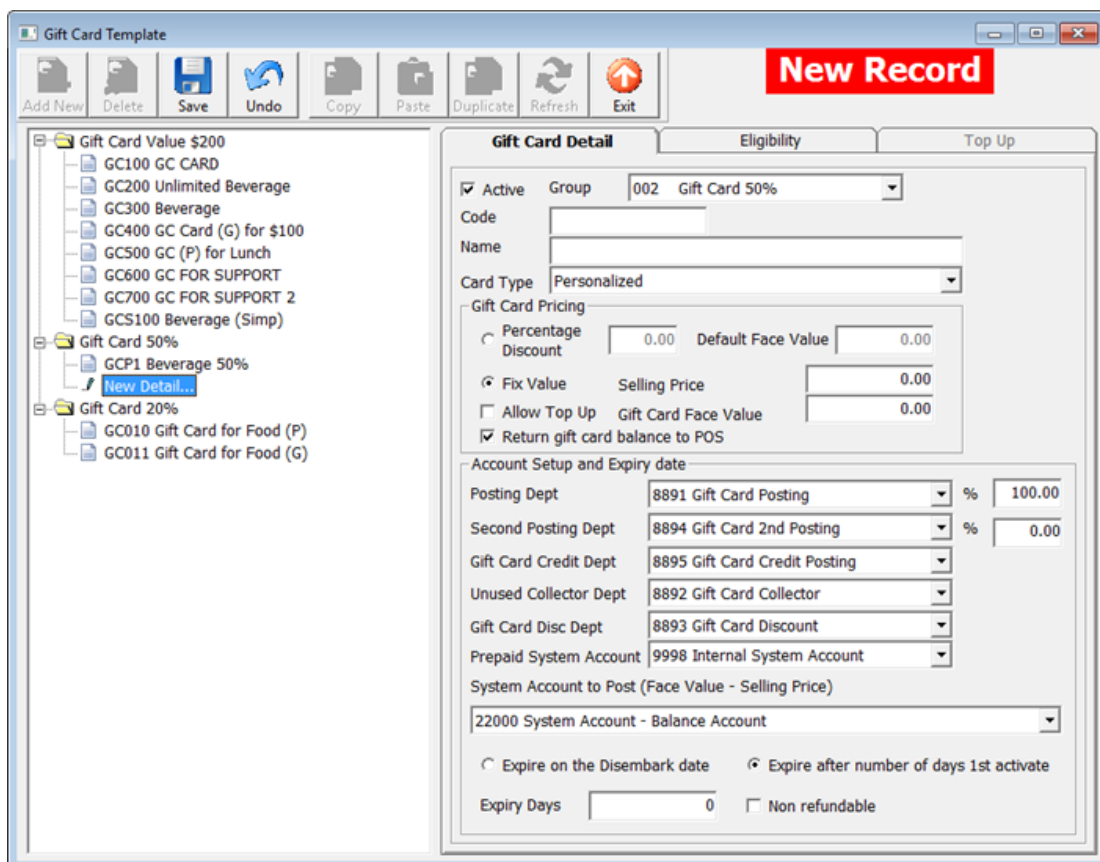
Each GC can have up to 10 different MICROS family groups and are eligible to all outlets for all departments.

**Setting up Gift Card Template Group**

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

**Setting up Gift Card Template**

The Gift Card Template allows you to predefine the Gift Card value, selling price and eligibility within a template, for use during the Gift card sale.



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

Field	Description
<b>Card Type</b>	
Generic	Not associated with a particular guest and may be used by any physical holder.
Personalized	Associated with 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	Gift card selling price and face value is exactly the value indicated.
<b>Account Setup and Expiry Date</b>	
Posting Department	Primary debit department code for Gift card 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 used to capture portion of the Percentage Discount posting. The percentage is not editable and auto updated 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 Gift Card face value.
Unused Collector Dept.	Debit department that collects Gift Card refund amount.
Gift Card Discount Dept.	Debit department for posting differences for Gift Card face value and selling amount.
Prepaid System Account	An account used to post pre-sold Gift Card.
System Account to Post (Face Value – Selling Price)	An account used for posting differences between promotional value of Gift Card 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 Gift Card 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, select 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 the **Eligibility** tab and select the eligible department group and the maximum allowed (*10 department groups*). An inactive department group is indicated with (*Inactive*).
9. In the **Gift Card Eligibility that needs 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 used in the **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 you are encouraged to select the appropriate reason. To enter a De-Activation/Re-Activation Reason, repeat the steps in [Setting up Gift Card Eligibility Group](#)

**Setting up Gift Card Cancellation Reason**

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

## Gift Card Report Setup

The application prints a Gift Card Receipt when guests make purchases or activates their card. 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 used to produce a gift card in the 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 Gift Card top up.

# 2

## Gift Card Handling

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

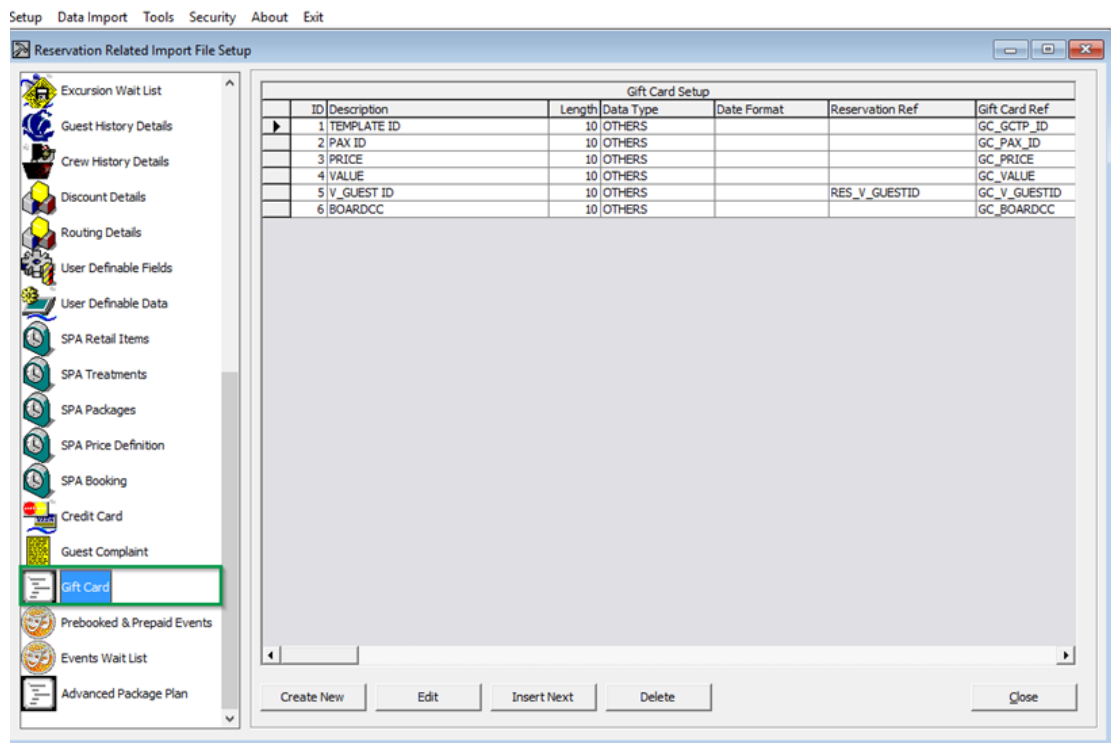
### Gift Card Import

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

#### Importing Gift Card Data using OHC Data Import

Prior to performing an import, you must set up a Gift Card Import file with the seven or more mandatory fields.

**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 the number 7 in the **New Import File Setup** window, and then click **OK**.
4. Insert the field description per the table below and, 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 the **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 using OHC DGS ResOnline

As Gift Card records are generated from FMS System, these records are transferred to OHC SPMS from the FMS Sender module. Once imported, these records are stored in a 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 the **Settings, Parameter** tab.

The Gift Card records are linked 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 one Gift Card.
- If the field value is two, it imports two Gift Cards.
- If the field value updates from two to one, it cancels one of the Gift Cards.
- If the field value update from two to three, it inserts one more Gift Card.

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

## Gift Card Printing

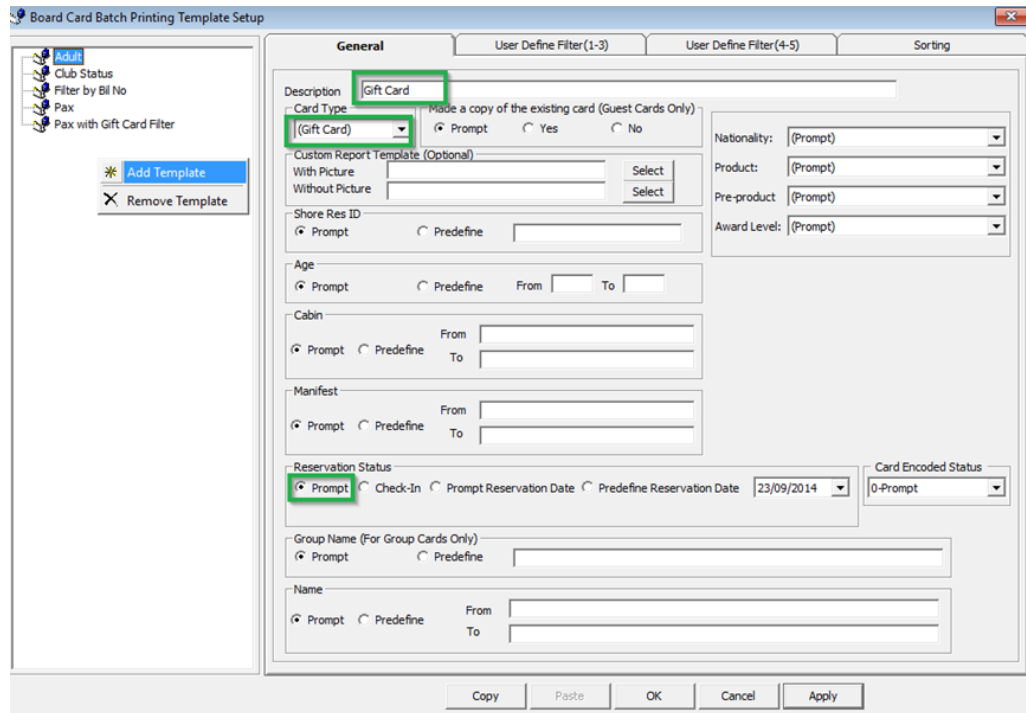
The application provides a few ways to print a Gift Card, either by individual account or by batch, and the print task is performed in the **Management** module.

## Print using Advanced Board Card Printing

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

### Setting up Gift Card Template

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



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

### Printing of Gift Card

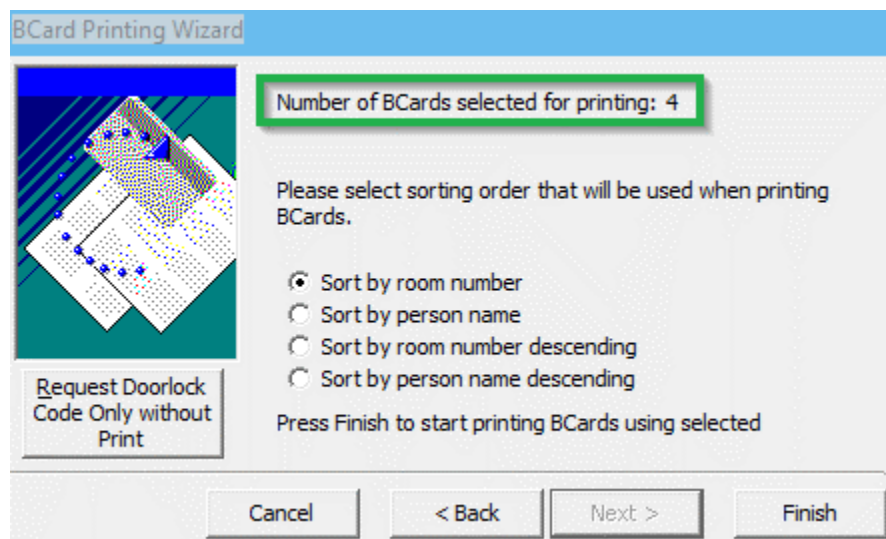
1. Log in to **Management** module and navigate to **Front Desk, Advanced Board Card Printing**.
2. On the Advanced Board Card Printing window, select the **BCard Template** from the drop-down list.
3. Under the Reservation Status section, select **Reservation** to print an inactive Gift Card, or **Check In** to print an activated gift card, and then select the date to print.
4. Click **Print** to start the print job and select **Yes** when prompted.

## Printing from Board Card Wizard

The Board Card Wizard is a guided function that allows you to print the Gift Card easily. In the 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 the "Would you like to print BCards ...." window, select one of the options 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 rights to Gift Card Handling, you can create and print the physical Gift Card without associating it with a Gift Card template. In addition, you can create, print, activate in real-time, and post your new Gift Card purchase to the Guest Account.

1. Log in to the 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 is selected, all predefined settings will populate accordingly.
Value on Card	Defines the card value if the 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.

Field Name	Description
Generic/Personalize	Define the type of card: Generic or Personalize.
Enable Usage for Special Department/ Family Group	Define if Gift Card is allowed for use in special eligibility departments.
Account Posing/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 reservations. The number of gift card printed must be set to one, or else an error message prompts: <b>When select multiple guest, the number of card must set to one.</b>
Post to System Account	Check when prepaid Gift Cards are imported. The application posts the purchase to System Account and the buyer is assigned to the 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, you can activate later when the Gift Card is sold is to customer. The gift card purchased will be printed and encoded.
Create Card	Create Gift Card without activation or print.
Cancel Printing	Cancel the print job. Applicable when printing more than one card.

4. The newly created cards created will appear in the Gift Card Listing in the following tabs.
- Inactive
    - New Cards without guest account assigned.
    - Cards created with 'Create & Print Card' carry the Gift Card number.
  - Active
    - Cards created using 'Post, Print & Activate Card' function and guest name will appear.

Figure 2-6 Gift Card Account Listing

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 'Expected Guests' only.

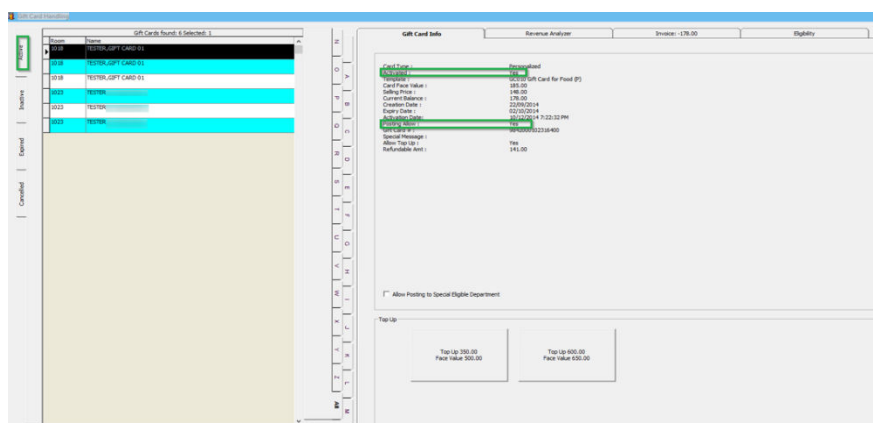
## Gift Card Activation

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 enters the credit amount purchased onto the card by way of creation and activation. A card must at least have a cabin associated with it, and only those guests with an assigned cabin can activate the Gift Card.

All gift cards generated without activation are shown in the **Inactive** tab, and changes to the Guest account as well as Gift Card template are allowed.

1. In the **Gift Card Handling** window, select the **Gift Card** from the list and click **Activate Card**.
2. The application will prompt an **Edit Gift Card** form for the Guest Account or Gift Card template to be assign if they are not present.
3. The card information is transposed to the **Active** tab upon activation.
4. The Gift Card balance and posting status is also reflected in the Gift Card Info tab, and the amount purchased is posted 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 it with the card.

Figure 2-8 Gift Card Button



### Reprinting of Cards

A 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 disables the previously printed Gift Card.

 **Note:**

Changing of Guest Account or GC Template is not allowed since the detail for the card was initialized earlier.

2. Check the **Eligibility** tab to view the eligible department in SPMS and MICROS of 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. The program would not activate the Gift Card if the associated guest account has exceeded its credit limit, and if posting is disabled or under expected status.

## Gift Card De-Activation and Re-Activation

A guest may request to de-activate the Gift Card for various reason. Deactivation functionality is only available when a Gift Card has been activated, and reactivation is only possible when the card is associated with an existing Guest account.

1. In the **Gift Card Handling Active** tab, select the card and click **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 is then transposed to the **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 and the Re-Activation process only changes the Gift Card status and posting allow status instead of re-posting the transaction.

## Gift Card Cancellation

Guests, due to inactivity or other reasons, can cancel a gift card. Once the card is cancelled, the process is not reversible, and cancellation is only permissible for *activated card with zero balance*.

1. In the **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 the prompt "There is no undo to cancel card operation, do you want to proceed?" select **Yes**.



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

## Gift Card Expiration

As cards are sometimes lost or forgotten, the Gift Card is no longer valid for posting after its expiration. To minimize fraud, the remaining balance is not be refunded 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 the system date, the Gift Card status is automatically changed to expired, and information is transposed to the *Expired* tab in the Gift Card Handling window.

The following activity occurs on expiration of the card:

- System automatically sets the posting to *Posting No Allow*.
- Remaining balances are transferred to the 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	
<b>Expiry Date :</b>	<b>02/10/2014</b>	
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 possible to alter the expiration of an activated gift card provided the expiry date is greater than or equal to the 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	
<b>Expiry Date</b>	<b>02/10/2014</b>
Generic	October 2014
Special Department/Family Group	
Account Posting/Linking	1018 TESTER G
Post to System	

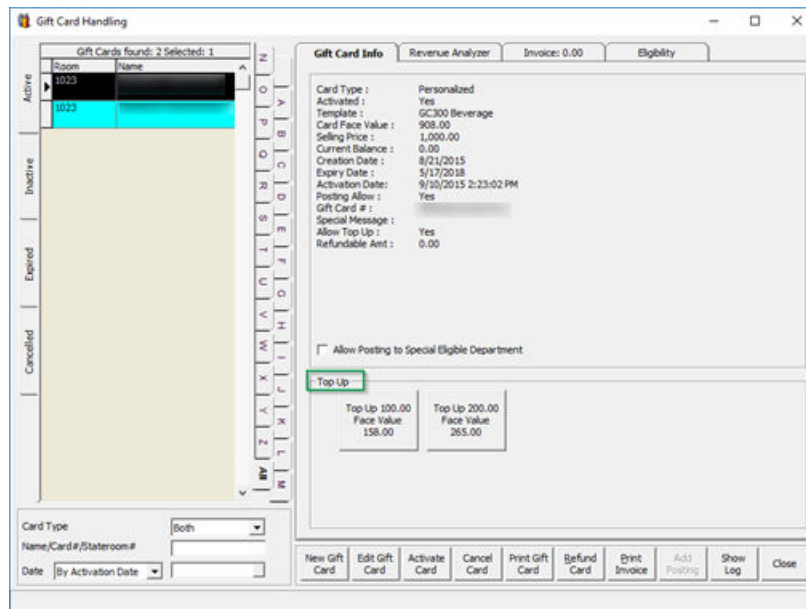
Today: 25/08/2015

## Gift Card Top Up

Value top up on current active card is permissible and the process is similar to a gift card purchase, with the top up charges being posted to the guest account.

There are 10 top-up options available for guests to choose, and each top-up option can have a different selling price and value based on the setup in the GC (Gift Card) Template. However, the top up option is not available on expired, inactive, and cancelled Gift Cards.

**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 is posted to the guest account with the top up value added to the card.

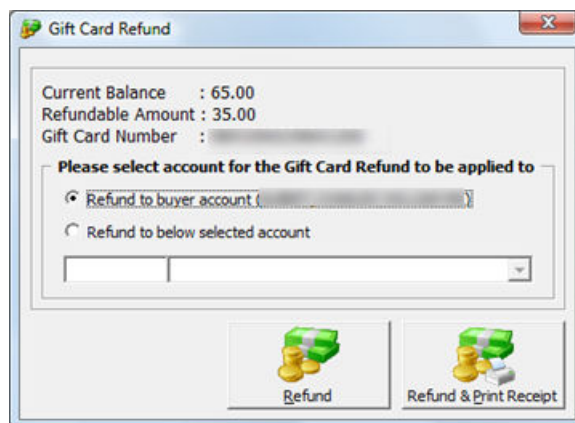
## Gift Card Refund

The system can refund the remaining Gift Card balance to either the buyer account, or the selected passenger account and can print the refund receipt for the passenger. Refunds are allowable only if the following criterias are met:

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

- In the Gift Card Refund window, select either **Refund to buyer account** or **Refund to below selected account** and select the account from the drop-down list.

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



- Click **Refund** or **Refund & Print Receipt** to print a refund receipt.
- Once the Gift Card balance is refunded, the Gift Card automatically becomes expired.

 **Note:**

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

### Gift Card Quick Refund

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

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

Field	Description
Gift Card Expiry Date	Filter to display cards where the expiry date is the same or less 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.

1. Log in to the **Management module, Cashier, Gift Card Quick Refund**.
2. Click **Search Gift Card** to search for all valid Gift Cards, or use the filters to select the desired information.
3. In the guest list Selected column, deselect the check\_box of cards to *exclude* from the refund process.
4. Click **Proceed** to set all selected Gift Cards 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 collection of unutilized Gift Card amounts at the end of the cruise. All unutilized amounts collected will post to the Gift Card revenue department and generate a report.

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

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

1. Log in to the **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 the current system date and is disabled to prevent you from accidentally collecting unused Gift Card balances when guests have not disembarked. The system filters the Gift Card where Gift Card's expiry date is same as or smaller than the default date.

3. Select the **Gift Card Template** from the drop-down box to populate Gift Card by the selected template.
4. Select **Included Unactivated Prepaid Gift Card** to include prepaid Gift Cards not activated.
5. Deselect the **Selected** check box of each Gift Card to skip any account.
6. Click **Proceed** to post the unutilized GC amount to the GC revenue department as cruise revenue and set card as **Expired**.

**⚠ WARNING:**

This process is not reversible.

## Gift Card Posting

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

### Gift Card Posting from Management Module

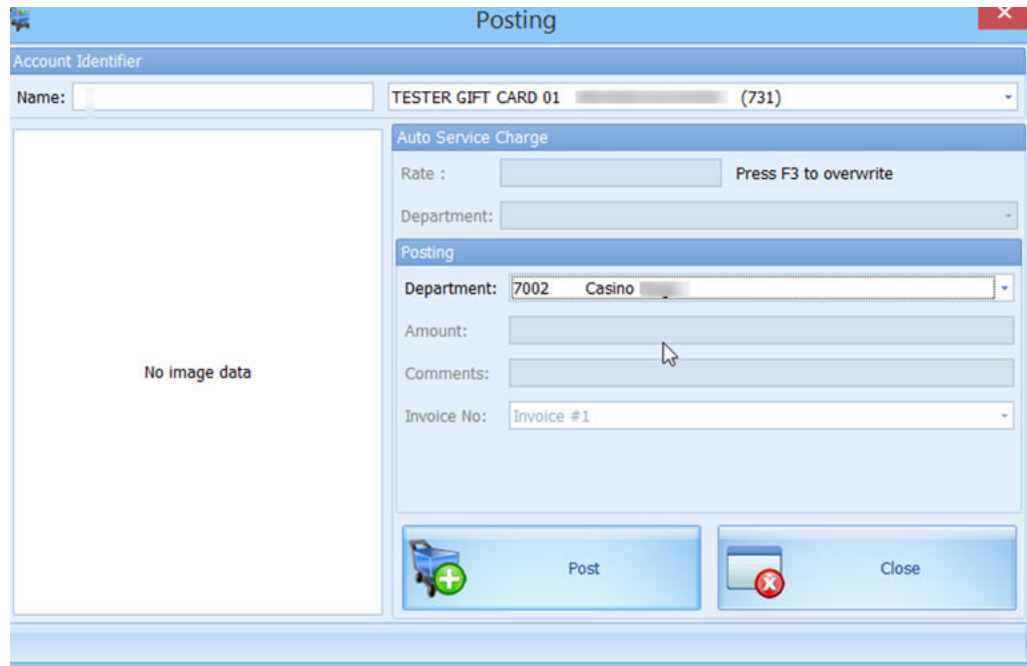
1. Log in to the **Management module**, and select from the menu **Cashier, Gift Card**.
2. In the Gift Card Handling window, select **Add Posting**.
3. In the **Add Posting** form, only the eligible departments appear in the department drop-down list.
4. Select the **department**, enter the value in the respective sub-department, and 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 becomes 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 the sales transaction is credited to the Gift Card 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**

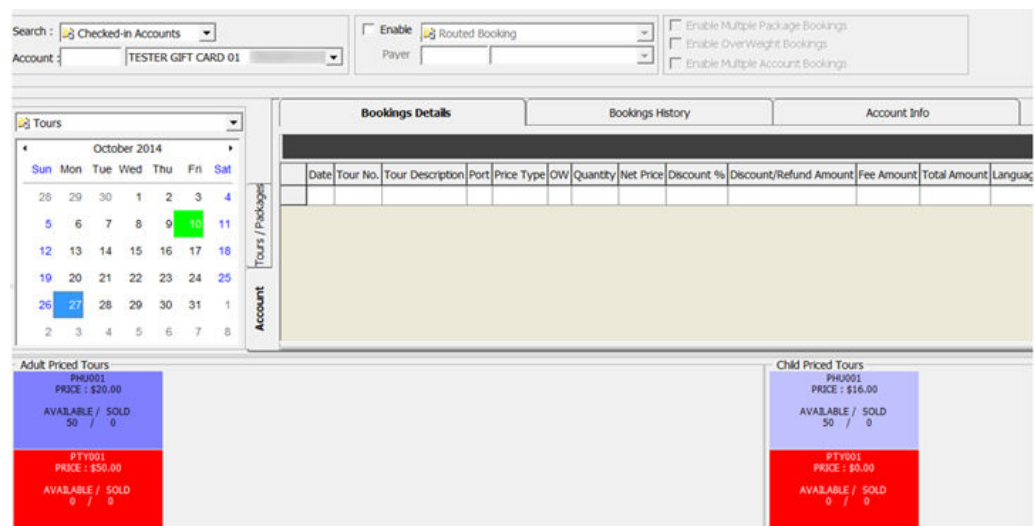


1. Log in to the **Casino module, Cashier, or Posting.**
2. In the Posting window Name field, enter the **name** or swipe the **Gift Card.**
3. Select the **Casino Posting Department** from the drop-down list, enter the Amount, and then click **Post** to post the charge.

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. Log in to the **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. The excursion purchased will deduct from Gift Card account.

 **Note:**

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

3. System credits the Gift Card account when the purchase is voided and posts the Cancellation fee, if any.
4. You can view the transaction purchased with gift card 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.

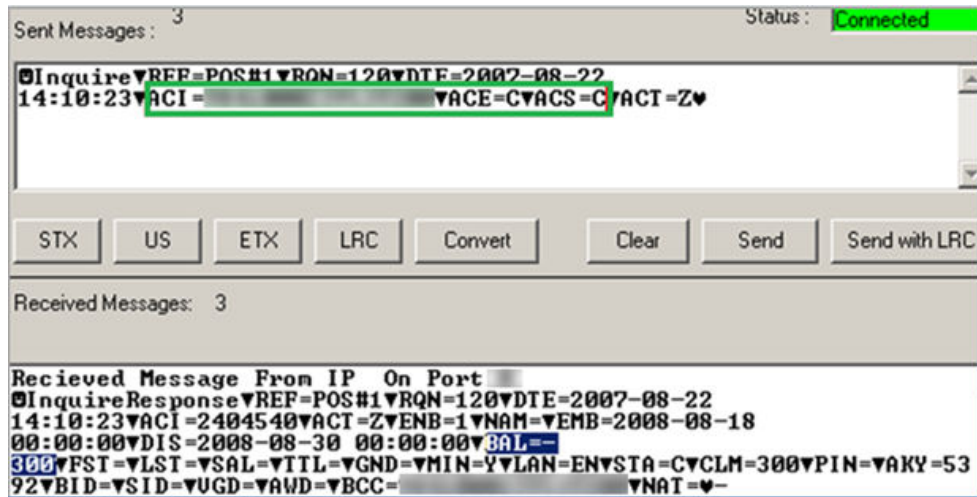
For more posting scenario, see .

### Gift Card Posting from FCUI

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

1. The Inquiry message must be set to ACT=Z for Gift Card type.
2. Define Gift Card status in ACS per the following.
  - Define **ACS = C** for inquiry about activated, de-activated, and 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 the GC number in ACI. The balance shows the current value when the message is received.
4. The Universal Interface is capable of accepting **Posting, Book Excursion and Book Excursion Packages** from an external system.
5. Any purchase deducts from the Gift Card account.
6. The 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 require the latest ISL Script patch. Refer to the *Prerequisite, Supported Systems, and Compatibility* section.

The following section describes the Gift Card Handling in the MICROS System. Handling by the Simphony System might vary.

### Purchasing New Gift Card

Purchase or activation of Gift Cards at the MICROS terminal requires a guest cabin card and this is limited to card types that are:

- Personalized — without any guest.
- Generic — with or without guest account assignment.

Purchasing a gift card is not permissible when:

- The Gift Card type is personalized and already assigned to a guest account. The system prompts you with, “This is a Personalized Card.”
- The gift card is prepaid. System prompts you with, “This is a prepaid Gift card.”



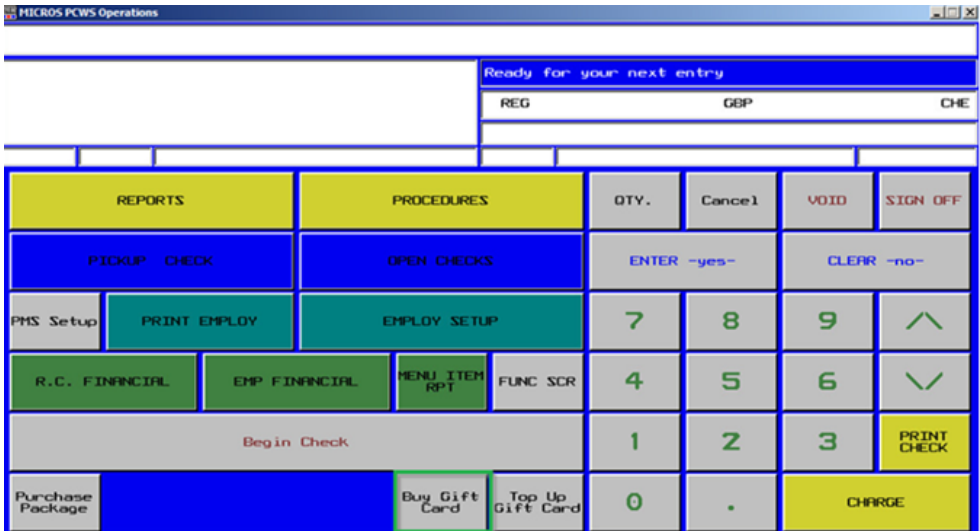
#### Note:

This function requires you to enable the “Use 10–digits account ID (requires SIM scripts Version 1.00 Beta 13 and above) and the SIM Scripts” option in the OHC Advance MICROS.

To purchase a card at MICROS outlets:

1. Select **Buy Gift Card**.

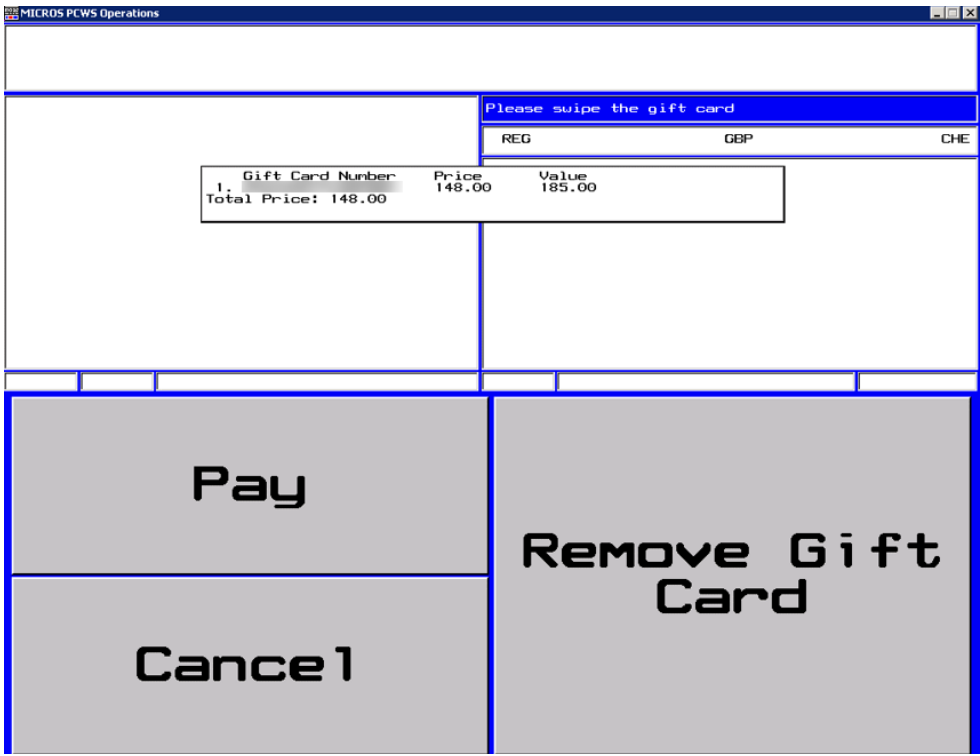
Figure 3-1 Buy Gift Card in MICROS Workstation



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

**Note:**  
The **maximum** purchase allowed is 10 Gift Card transactions per individual.

Figure 3-2 Swipe Gift Card in MICROS Workstation



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

 **Note:**

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

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

 **Note:**

When making payment for the Gift Card, you must first swipe the guest's boarding card at the MICROS terminal for the purchase to post to the guest's account and print a receipt.

## Activating Gift Card

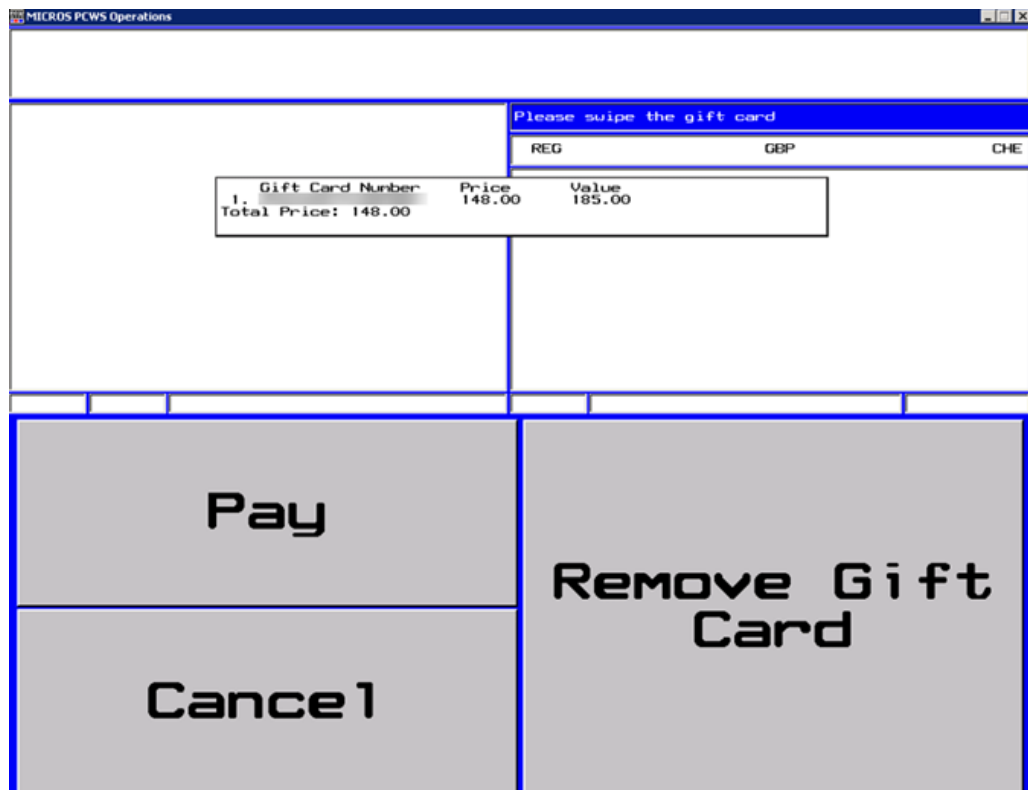
A Gift Card can be purchased from the Front Desk and activated through the MICROS terminal. Such gift cards cannot be activated through **Cabin Inquiry** when:

- The Gift Card type is Generic whether with or without a guest account assigned. Only the Gift Card information appears when swiped through the reader.
- The Gift Card type is Personalized without a guest account assigned, and only Gift Card information appears when swiped through the reader.

Guests can activate their gift card through **Cabin Inquiry** when:

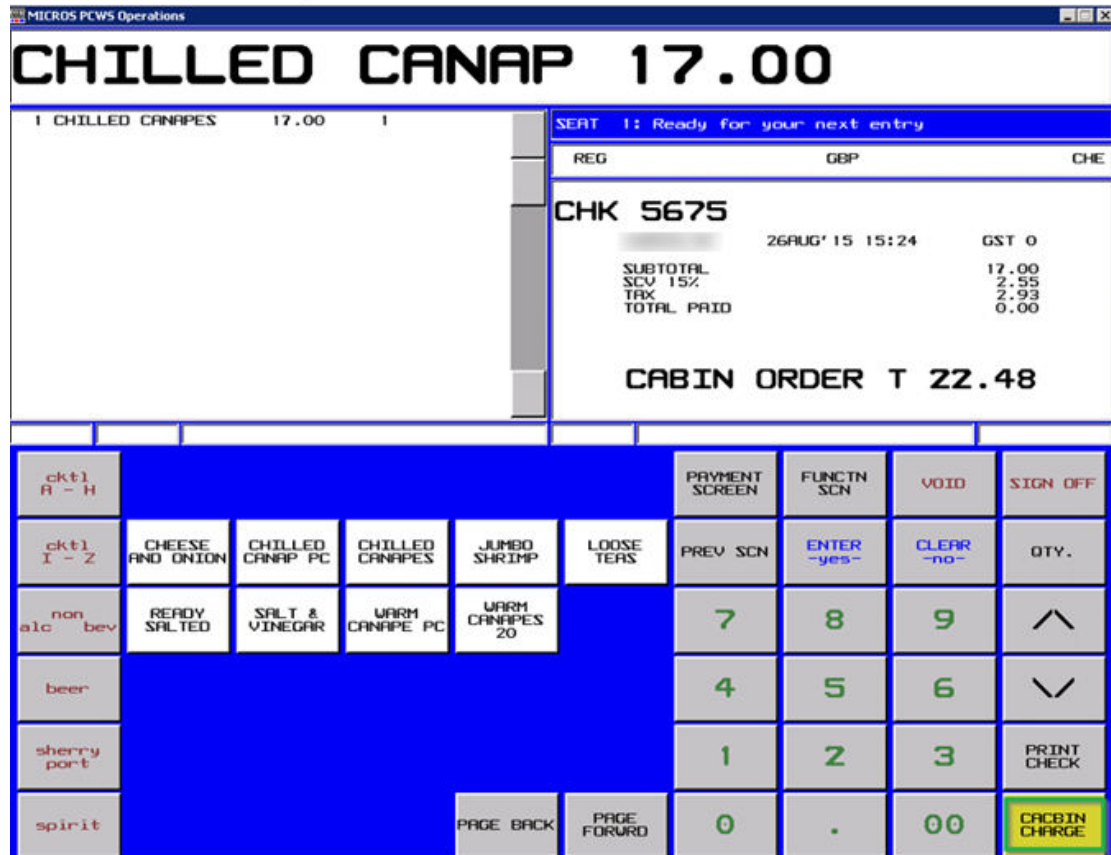
- The Gift Card type is Personalized with a guest account assigned.
  - The Gift Card is 'Prepaid'. The Prepaid gift card must match with the guest account assigned.
1. In the MICROS terminal, select the **Cabin Inquiry**.
  2. Swipe the **pre-printed Gift Card** at the MICROS Account number prompt, 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



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

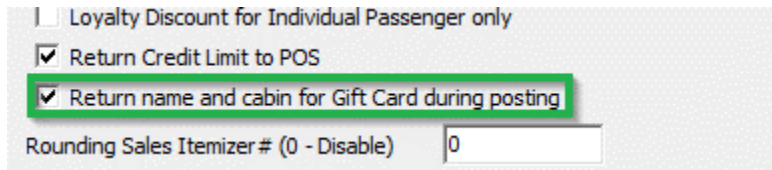
**Note:**

Gift cards must be activated before checking out, otherwise the error, "GC is newer than check" appears.

3. Swipe the Gift Card, followed by guest card validation.
4. If the Gift Card is not a prepaid Gift Card and/or not activated yet, the system prompts a message, **Gift Card Not Activated**.
5. The posting amount will be deducted against the Gift Card account if Gift Card 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**, **Setting** tab, select the **Return name and cabin for Gift Card during posting** option to print the Guest Name and Cabin Number on the check.

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

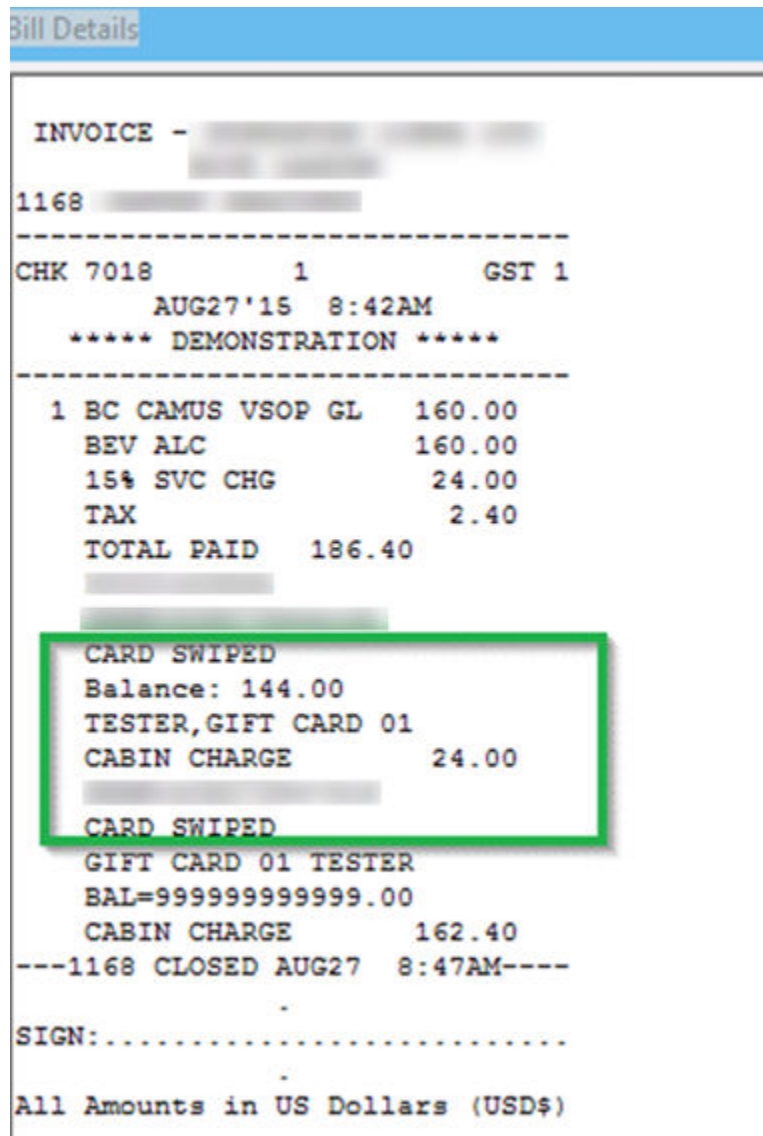


Loyalty Discount for Individual Passenger only  
 Return Credit Limit to POS  
 Return name and cabin for Gift Card during posting  
Rounding Sales Itemizer # (0 - Disable)

 **Note:**

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

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

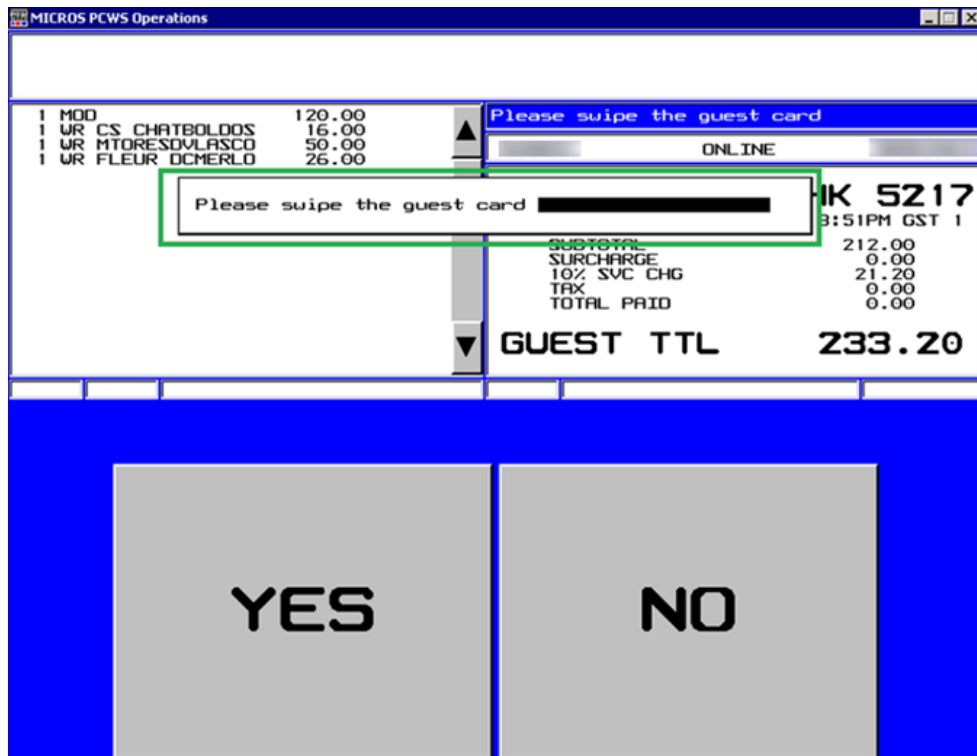


## Prepaid Gift Card Posting

A MICROS posting can be settled using a prepaid Gift Card. When the system validates that the Gift Card as inactive during **Cabin Charge**, the system prompts a message to activate the Gift Card.

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

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



2. A message "Pax account not match with Prepaid Gift Card" prompts if the Gift Card owner does not match the guest account selected.
3. Upon a valid guest card swipe, MICROS posts the item(s) to the Gift Card account.
4. An activation receipt is printed and the Gift Card purchase is posted to the System Account.

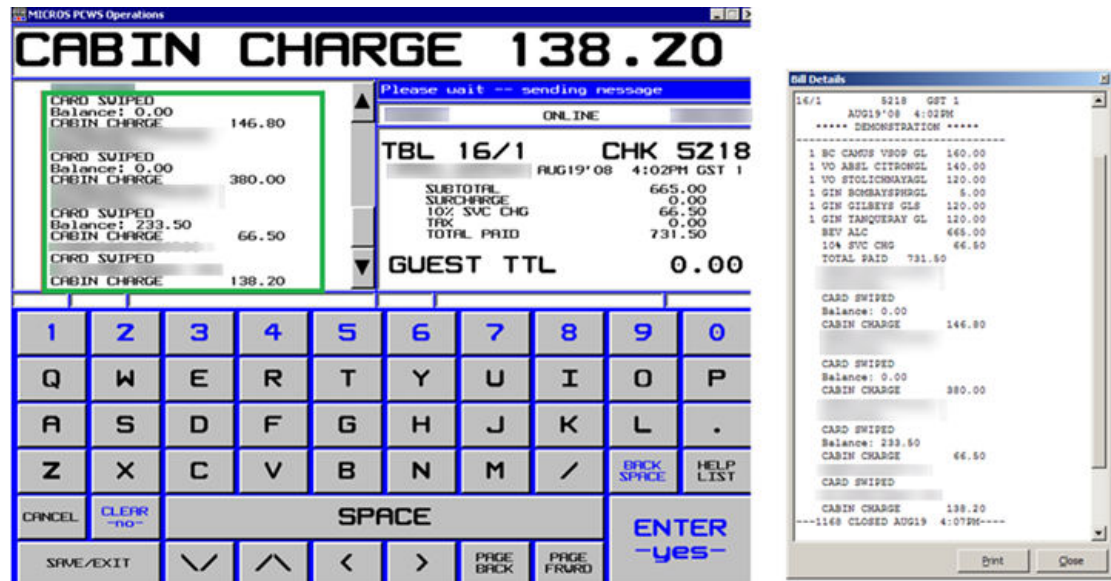
## Multiple Gift Card Posting

Upon settlement of the check, if the amount is higher than the remaining balance of the Gift Card or certain transactions are not eligible for the Gift Card, you must swipe the guest's card to settle the remaining balance of the guest check, or settle by cash prior to disembarkation.

The MICROS System can split the payment method by cash or other gift cards in any eligible department. If the guest holds multiple gift cards that are eligible for the item(s) department, partial payment is allow by swiping each Gift Card during the posting.



Figure 3-8 Gift Card Partial Payment



1. Swipe the Gift Card follow by the guest card through the magnetic swipe. If both cards are valid, the system deducts the amount against the Gift Card account, followed by the subsequent card for the remaining balance.
2. The remaining balance allows you to post against Gift Cards, that are in eligible departments. If the Gift Card is not eligible for the posting, then then guest card can be used 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 Gift Card account accordingly. Highlight the sales transaction and select **VOID**.

1. Select **Cabin Inquiry** and swipe the Gift Card to display the balance.
2. Re-open the closed check and void the posting.

### Note:

Voiding can only be performed on the same day as the transaction-posting. Otherwise, you must open a new check, select the same sales items, and then post a negative payment to the Gift Card account.

Figure 3-9 Void Gift Card Posting in MICROS Workstation

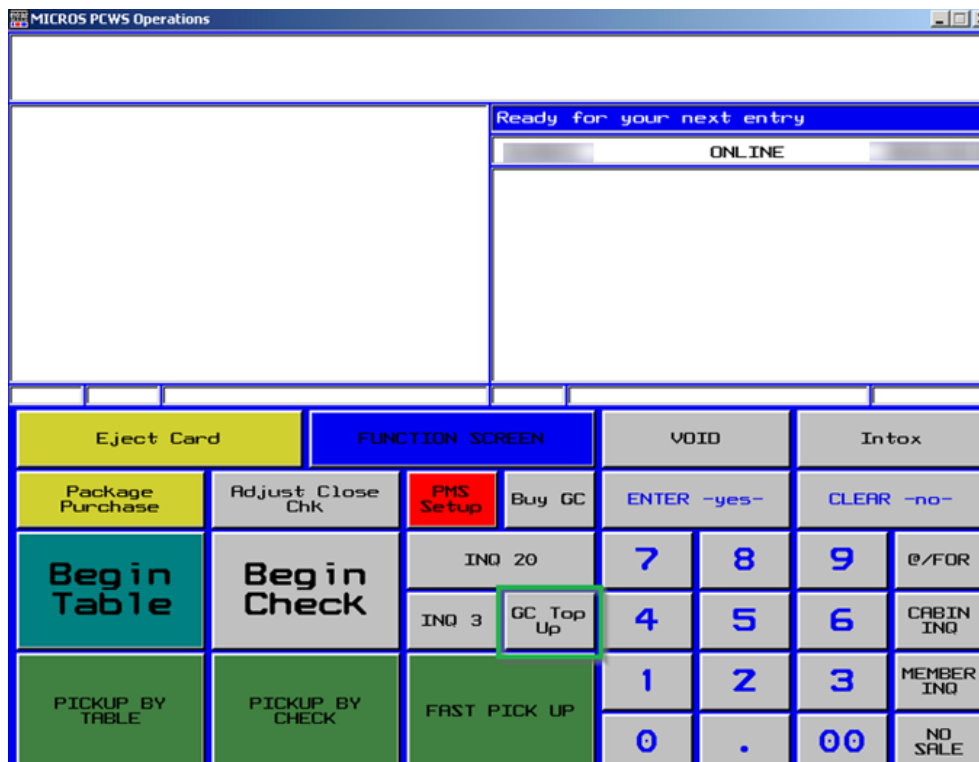


## Gift Card Top Up in MICROS Workstation

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

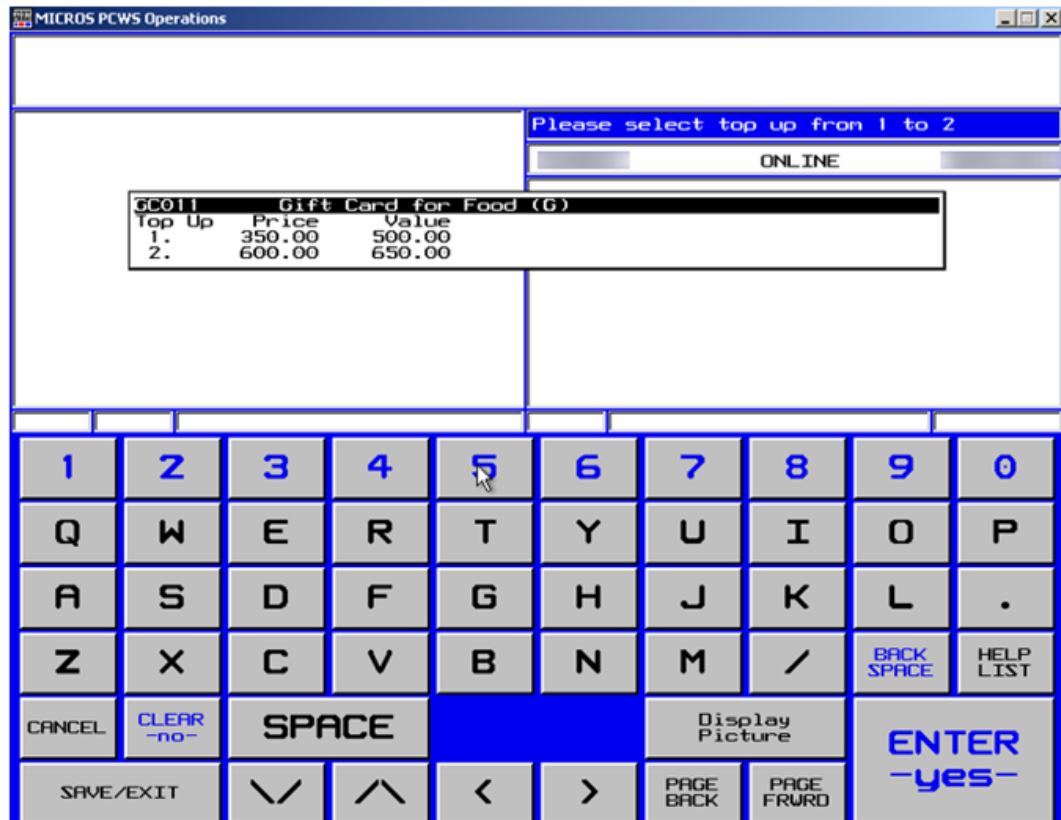
1. In **MICROS Terminal**, click 'GC Top Up' in the lower, middle section of the window.

Figure 3-10 Gift Card Top Up in MICROS Workstation



2. You will be prompted to swipe the Gift Card.
3. Select the Top Up value from the selection list. If the Gift Card does not allow Top Up, a message prompts 'Top Up not allowed'.

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, the system prompts **Pax ID not match**.
5. Upon successful top up, the charge posts to the guest account and a receipt prints out automatically.
6. The program allows you to void a top up transaction if done accidentally. This only applies when the top up amount is more than the current invoice balance. If the top up amount is less than current invoice balance, a message prompts **Voiding of top up value more than balance xx**.

# 4

## Appendices

The following appendices will assist you in identifying the required system files to use with the latest Shipboard Property Management System (SPMS) version.

### Appendix A. User Security Group

This section describes the User Security Groups available to the Gift Handling module. They are accessible in **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
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 the Management module. 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. Example: Gift Card Expiry Date on 19/08/2021. Gift card expires when system date switches to 20/09/2021.</p> <p><b>1- During Change System Cruise</b></p> <p>Gift card expires after system cruise has change. Example: Gift Card Expiry Date on 19/08/2021. Gift Card expires when system cruise change to 19/08/2021.</p> <p>Number of days after guest disembarks.</p>
Expiry Date for prepaid un-activate card		

**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 with an open balance linked to the guest.</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 has open balance</li> </ul>
Auto Post to Guest Acc when insufficient GC Bal		<p>Gift Card balance = 0, System prompts, "The Gift Card balance is zero".</p> <p>If the posting amount &gt; Gift Card balance, system posts the balance amount to guest account.</p> <p>When voiding, system voids the transaction and revert amount to the same transaction payer.</p> <p>If check credit limit PAR ON, by posting the insufficient Gift Card balance to guest account, system prompts credit limit exceeded.</p>

## Appendix C. Sample Gift Card Import File Layout

This section describes the file layout of Gift Card data import to be imported to the 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 through the OHC DGS RESONLINE module.

```

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    <RESERVATION_VIP></RESERVATION_VIP>
    <RESERVATION_GROUP_ID></RESERVATION_GROUP_ID>
    <RESERVATION_ACATEGORY xml:space="preserve">
  </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 the Gift Card account has exceeded the credit limit.

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

Scenario 2: Move posting to Gift Card has 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 moving 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) followed by Gift Card balance.

**Result:** Message prompts when posting if 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 adding 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 if exceeded credit limit.

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

**Result:** Message prompt indicates 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 prompts indicates that Gift Card is not eligible to the department.

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

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

**Result:** Message prompt indicates that Gift Card is disabled.

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

System does not allow adding Gift Card posting to Expired Gift Card.

**Result:** Message prompt indicates 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 adding Gift Card posting to Expired Gift Card.

**Result:** Message prompt indicates that Gift Card is not activated.

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 indicates that Gift Card is cancelled.

## 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

