

Oracle® Hospitality Cruise Shipboard Property Management System

OPI Handling



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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Preface

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

Audience

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

Customer Support

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

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

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

Documentation

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

Revision History

Table 1 Revision History

Date	Description of Change
September 2022	<ul style="list-style-type: none">• Initial publication.

Prerequisites, Supported Systems, and Compatibility

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

Prerequisite

Before you begin, see the OPI and Cruise SPMS Installation Guides for complete setup between OPI and SPMS. Check out a copy of the guide for the respective version from <https://docs.oracle.com/en/industries/hospitality/cruise.html> and [Integrations Platform](#)

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

Compatibility

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

1

SPMS Parameters

This section describes the parameters used by OPI Handling. They are accessible from **Administration module, System Setup, Parameter, or OPI Manager module, Configuration, Parameter.**

PAR_GROUP General

Table 1-1 PAR_GROUP General

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

PAR_GROUP OPI

Table 1-2 PAR_GROUP OPI

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

Table 1-2 (Cont.) PAR_GROUP OPI

PAR Name	PAR Value	Description
Online Incremental Limit	1	The limit for incremental processing by batch or immediate. If the posting amount is greater than the value in PAR, send it for processing immediately. Otherwise send by batch.
Enable Online Initial Authorization	1	0 - Initial authorization. is handled by Batch Manager. 1 - Send to Online initial authorization.
Credit Card Expiry Date Format	MMYY	Sets the credit card expiry date format to display in 'YMMM' or 'MMYY'.
Enable Auto Incremental Authorization	0	Enable/Disable incremental authorization handling. 0 - Disable, 1 - Enable.
Number of Transaction per Tokenize batch	50	Maximum number of transactions to process on each submitted batch for Get Token tab.
Elapsed time to send for online request	30	Time interval seconds to send for online request.
Credit Card Refund	1	Allow user to enable or disable Credit Card Refund handling, default parameter value = 0. 0 - Disable Credit Card Refund handling. Credit Card Refund button not visible. 1 -Enable Credit Card Refund handling. Credit Card Refund button visible.

2

System Configuration

This section describes the various system codes set up within the Administration module.

Department Setup

To post a charge/payment, a debit/credit department code of a credit card type is required. The code is set up in the Administration module, Financial Setup, Department setup.

Credit/Debit Card Department Code Setup

1. Log in to the **Administration** module and select **Financial Setup, Department** setup from the drop-down list.
2. Click the **New** button at the bottom right of the screen to create a Sub-Department code.

Figure 2-1 Department Code Setup

3. In the **Main Department** section, enter the credit/debit card information such as Payment Type, Department code, and Description.
4. In the **Payment Type** details section,
 - a. Enter the two digits of the first set of the credit card number in the **Credit Card Digits** field.
 - b. Enter the **Credit Card ID**. For example, MC - MasterCard, VI - Visa, and so on.

 **Note:**

You must map the Credit Card ID to the OPI Issuer ID.

Table 2-1 OPI Issuer ID

Issuer ID	Card Type
AB	AliPay.
AL	Alliance.

Table 2-1 (Cont.) OPI Issuer ID

Issuer ID	Card Type
AX	American Express.
CU	China UnionPay.
CD	China UnionPay Debit.
DD	Debit.
DC	Diners Club.
DS	Discover.
GC	Gift Card.
JC	JCB.
ME	Maestro.
MC	MasterCard.
MD	MasterCard Debit.
PC	PayPal.
VA	Visa.
VD	Visa Debit.
VE	Visa Electron.
VP	V Pay.
WE	WeChat Pay.
BC	Giro Card.

- c. Select the corresponding **Credit Card Internal ID** from the drop-down list.
 - d. Enter the **Credit Card Merchant Number** provided by the Service Provider.
 - e. Select the **Commission Department** from the drop-down list and update the **Commission Rate** in percentage.
 - f. Check the **Debit Card No Commission charge** if the commission is not applicable.
5. Under the **Department Security** access, select the relevant security level from the drop-down box.
 6. Select the relevant **Payment Type** under Payment Department Type - either Credit and Debit cards, Credit card, or Debit card.

 **Note:**

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

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

Receipt Setup

You can generate a payment receipt upon payment, which requires you to set up a report template. A Standard Credit Card receipt template is available in the **Administration module, System Setup, Report setup, _Receipts group**.

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

3

OHC OPI Manager

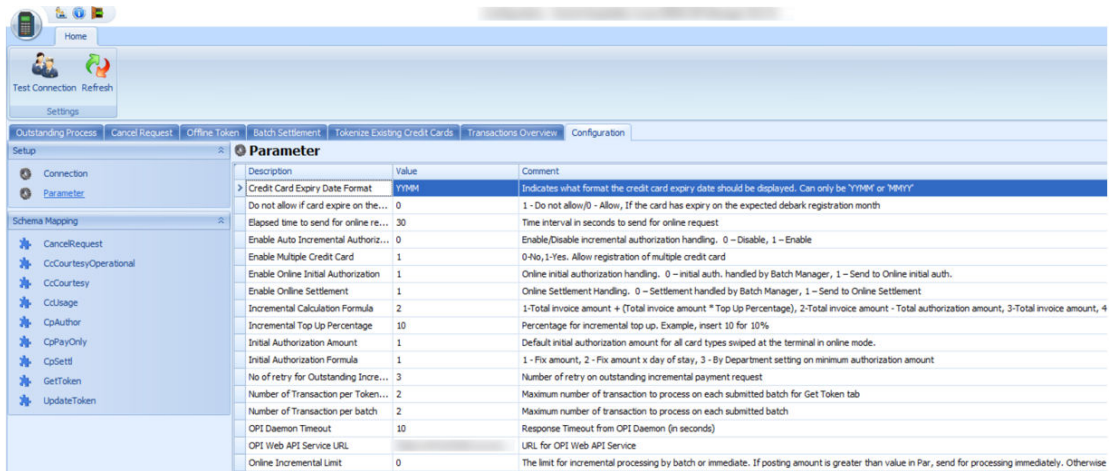
The OPI Manager comprises multiple tabs: Outstanding Process, Offline Token, Batch Settlement, Cancel Request, Tokenize Existing Credit Cards, Transaction Overview, and Configuration tab.

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

Configuration Tab

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

Figure 3-1 OPI Manager Configuration Tab



Connection

This section describes the Connection Setup.

Table 3-1 Connection Setup

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

Table 3-1 (Cont.) Connection Setup

Description	Value
Workstation No.	Workstation number of the client.
Merchant ID	Payment Provider Merchant ID.

Refresh

This function refreshes the Setup screen when clicked.

Test Connection

This function tests the successfulness of the connectivity to OPI.

Schema Mapping

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

Table 3-2 Field Mapping

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

Each request type has the following table columns:

Table 3-3 Request Type

Column Name	Description
Field Name	OPI schema field name.
SPMS Field Name	SPMS schema field name.
Condition	The condition for the data updating / selection.

Table 3-3 (Cont.) Request Type

Column Name	Description
Constant Value	The value to be updated / inserted based on the output from the Condition.
Enabled	Enable the field used in request type.
Mandatory	Mandatory flag for request type.
Direction	Request type flow. (In = response from OPI, Out = request sent to OPI).

Get/Update Schema from OPI

This function sends a request to obtain the latest schema from OPI and updates the SPMS schema.

Refresh

This function refreshes the Setup screen when clicked.

Allow Offline

This function allows the use of the CPAuthor request type to use the offline tokens.

Outstanding Process Tab

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

Overview

All pending statuses of initial authorization/incremental records appear in the grid consist of the following:

Table 3-4 Authorization/Incremental Records Detail

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

Silent Mode

Enabling this function allows the process to run in the background. Updated record status does not appear on the screen.

Start

This function triggers the request to process pending initial authorization and incremental records.

Time Out (second)

Defines the response time for the system to flag the outstanding process as a time-out in seconds.

Log Line

This function lists the number of records to appear in the log overview.

Clear Log

This function clears all logs from the log overview.

Hide Statistics

This function hides or shows the statistics panel on the right of the screen.

Offline Token Tab

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

Overview

All offline token records appearing in the grid consist of the following:

Table 3-5 Offline Token Records Details

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

Silent Mode

Enabling this function allows the process to run in the background. Updated record status does not appear on the screen.

Start

This function commences the token exchange from offline to online.

Time Out (second)

Defines the response time for the system to flag the outstanding process as a time-out in seconds.

Log Line

This function lists the number of records to appear in the log overview.

Clear Log

This function clears all logs from the log overview.

Batch Settlement Tab

The Batch Settlement Tab is a placeholder for all unprocessed records. You have an option to process the settlement records by batch or online, depending on the value set in **Enable Online Settlement** parameter.

If the parameter value is:

0 = The program sends all unprocessed settlement records to OPI in batches if the number of transactions matches the selection criteria. You can preview the records with the **Preview** button and press the **Start** button to begin. The process will stop once all records are processed/cleared from the screen.

1 = The program sends all unprocessed settlement records to OPI for immediate approval. Once the **Start** button is pressed, the program continually checks for unprocessed settlement records until you press the **Stop** button.

Overview

All pending settlements appearing in the grid consists of the following:

Table 3-6 Pending Settlements Details

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

Account Type

Filter for the account you wish to process. Option is disabled if parameter value is "1".

Embark Date

Filter the records by the selected date. Option is disabled if parameter value is "1"

Cabin

Filter the records by the cabin number defined. Option is disabled if parameter value is "1".

Preview

This function shows the records to process, and the statistic is shown on the right of the grid. Option is disabled if parameter value is "1".

Page

This function navigates to the next / previous page of the records shown. You can also navigate to a specific page by entering a page number. Option is disabled if parameter value is "1".

Silent Mode

Enabling this function allows the process to run in the background. Updated record status does not appear on the screen.

Start / Stop

The system only allow you to process the Batch Settlement from one client machine at a time. Records are sent to OPI for approval. Once the **Start** button is pressed, the button switches to **Stop** and vice-versa.

Time Out (second)

Defines the response time for the system to flag the outstanding process as a time-out in seconds.

Log Line

This function lists the number of records to appear in the log overview.

Clear Log

This function clears all logs from the log overview.

Hide Statistics

This function hides or shows the statistics by status listed below:

- **Records Approved**
Shows the total of records and amount for the approved records.
- **Records Declined**
Shows the total of records and amount for the declined records.
- **Records Time Out**
Shows the total of records and amount of the timed out records.
- **Pending Outstanding Authorization**
Shows the total of records and amount for the pending authorizations records that are not able to process.

Cancel Request Tab

The Cancel Request tab lists all pending statuses of the initial authorization, incremental, and settlement records sent to OPI for approval.

Overview

All pending statuses of initial authorization/ incremental/ Settlement records appearing in the grid consist of the following:

Table 3-7 Pending Status of Initial Authorization / Incremental / Settlement Records

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

Silent Mode

Enabling this function allows the process to run in the background. Updated record do not appear on screen.

Start

This function commences the Cancel request.

Time Out (second)

Defines the response time for the system to flag the outstanding process as a time-out in seconds.

Log Line

This function lists the number of records to appear in the log overview.

Clear Log

This function clears all logs from the log overview.

Hide Statistics

This function hides or shows the statistics of the records.

Tokenize Existing Credit Cards Tab

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

Overview

All cards appearing in the grid consist of the following:

Table 3-8 Pending Status

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

Start

This function commences the tokenization process.

Time Out (second)

Defines the response time for the system to flag the outstanding process as a time-out in seconds.

Log Line

This function lists the number of records to appear in the log overview.

Clear Log

This function clears all logs from the log overview.

Transactions Overview Tab

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

The fields appearing in the Offline Token window are slightly different from the Initial Authorization, Incremental, and Settlement.

Overview

All Transaction Type **Offline Tokens** appearing in the grid consist of the following:

Table 3-9 Transaction Type Offline Token

Column Name	Description
Sequence No.	The sequence number of the record.
First Name	Account First Name.
Last Name	Account Last Name.
Expire Date	Account credit card expiry date.
Card No	Credit Card No with a masked value.
Card Status	Current card status, inactive.
Reason	Card Non-Approval Text.

Table 3-9 (Cont.) Transaction Type Offline Token

Column Name	Description
Transaction Date	Transaction Date.
Account Type	Account Type (Crew, Staff, Guest, Group & System Account).

Account Type

This function filters the account type you wish to process.

Transaction Type

This function filters the transaction type to process – Offline Token, Initial Authorization, Incremental, and Settlement.

Transaction Status

Flag for the transaction status to process - Time out, Decline or Approved. Single selection.

Transaction Date

Filters the transactions by the selected date.

All Date

Retrieves all the transaction records without filtering the transaction modified date.

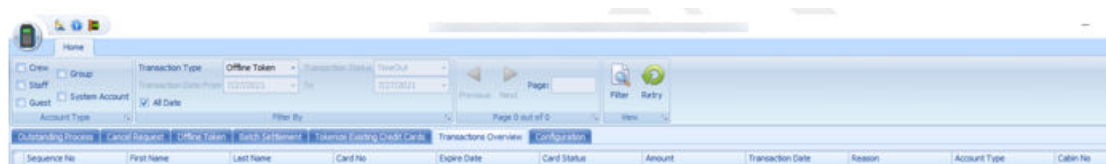
Page

This function navigates to the next/previous page of the records. You can use the **Page** number to go to a specific page.

Filter

This function filters and populates the selected information on the screen when clicked.

Figure 3-2 Transaction Overview



Retry

This function sends a retry request for Initial Authorization with Time Out status for all active cards.

4

OPI Handling

The following section describes the steps to register a credit card, add posting and settlement in SPMS integrating with OPI. These steps also apply to the Crew module.

OHC Management

The steps described in this section are applicable to the OHC Crew module.

Registering a Credit Card

1. Log in to the **OHC Management** module and select **Guest** from the Cashier menu.
2. Select a **checked-in guest** and click the **Get Credit Card** button located at the bottom of the screen.
3. Swipe the credit card through the card device when prompted.
4. Once the guest enters the credit card PIN, the OPI Web API checks and authenticates the initial authorization at the same time, and stores the card information in the **Guest Handling, Credit Card** tab.
 - After receiving a valid credit card token from OPI, the card details are saved and the card status is set to Active mode if the initial authorization response is authorized and timed out.
 - If the initial authorization response is declined or error, the credit card status is in Deactivate mode.
 - The Initial Authorization to sent for an online or offline mode depending on the **Enable Online Initial Authorization** parameter. If the parameter value is set to 1, the initial authorization is sent to OPI directly. Otherwise, the initial authorization remains in Outstanding status and is processed by OPI Manager
 - The default Initial Authorization amount refers to the **Initial Authorization Amount** parameter.
 - The calculation of the Initial Authorization amount also uses the value set in the **Initial Authorization Formula** parameter based on Fix amount, Fix amount x day of stay, or department setting on the minimum authorization amount.

Adding a Posting

1. Log in to the **OHC Management** module and select **Guest** from the Cashier menu.
2. Select a checked-in guest with a credit card assigned.
3. Click the **Add Posting** button located at the bottom of the screen.
4. Select the **posting department**, enter the **posting amount**, and click the **Post** button.
5. Incremental Authorization is triggered once the initial authorization is not enough to cover the invoice balance.
 - Incremental Authorization triggered when adding a posting is based on the **Enable Auto Incremental Authorization** parameter. If the parameter value is set to 1, it

triggers an incremental authorization during add posting. Otherwise, this is triggered during settlement.

- The Incremental Authorization to sent (an online authorization or to be processed by batch) refers to the **Online Incremental Limit** parameter. It sends to OPI immediately if the value is greater than the value in the parameter. Otherwise, this is processed by OPI Manager.
- The calculation used refers to the **Incremental Calculation Formula** and **Incremental Top Up Percentage** parameter.

Viewing Authorization Amount

1. Log in to **OHC Management** module and navigate to the **Guest Handling** screen.
2. In the Search Panel, browse for the guest account.
3. Navigate to the Credit Card tab in the guest account. The registered card should be in *Active* mode.
4. To display the authorization, select the **credit card** and click **View Authorization**.

Figure 4-1 Authorization Screen

The screenshot shows a window titled "Manual Credit Card Authorization" with a close button (X) in the top right corner. The window is divided into two main sections: "Authorizations" and "Details".

The "Authorizations" section contains a table with the following data:

Payment Type	Card Number	Value	Status	Type
Visa OPI	XXXXXXXXXXXX	1.00	Authorized	Initial
Visa OPI	XXXXXXXXXXXX	69.00	Authorized	Incrementa

The "Details" section on the right shows the following information:

Authorizations	
Number:	2
Pending Value:	0.00
Dedined Value:	0.00
Authorized Value:	70.00

Paying an Invoice

1. Log in to the **OHC Management** module and select **Guest** from the **Cashier** menu.
2. Select a **guest** with a credit card assigned and a posting in the invoice.
3. Click the **Pay Invoice** button.
 - The settlement triggered by the **Pay Invoice** button whether to send in an online or offline request is based on the **Enable Online Settlement** parameter. If the parameter value is '1', it sends to OPI immediately. Otherwise, it is processed by OPI Manager.

When Vendor Has No Internet

For the **Enable Online Settlement** parameter = 1:

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

On time-out (TO), you have the option to either retry the transaction at OPI Manager or terminate the transaction per the following process:

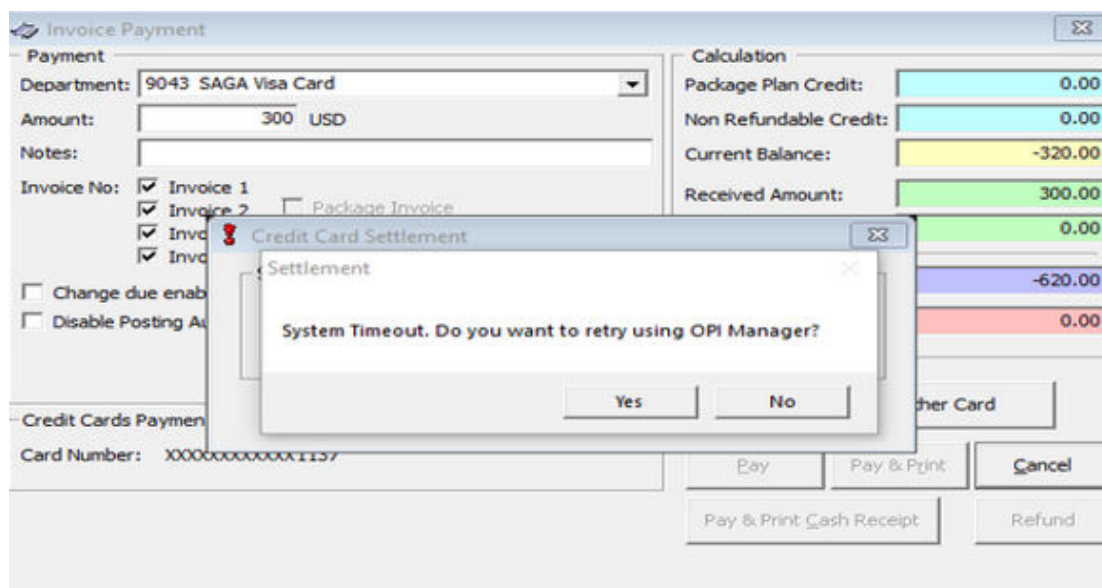
For **Number of retry for Outstanding Incremental** = 1 parameter or above:

- **Yes:** The OPI Manager processes the transaction and sets the CCT_STATUS to 4. The number of retries is set in the **Number of retry for Outstanding Incremental Process** parameter. Once it reaches the maximum number of retries, the system sets the CCT_STATUS to 5 and inserts a record with -1* POS amount into the POS table.
- **No:** The transaction is terminated and CCT_STATUS is set to 6. The system inserts a record with -1* POS amount into the POS table.

For the **Number of retry for Outstanding Incremental = 0** parameter:

- The system sets the CCT_STATUS to 5 and inserts a record with -1* POS amount into table POS.

Figure 4-2 System Timeout



For **Online Settlement** parameter = 0:

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

Quick Billing

Quick Billing allows you to balance the accounts in batches using the payment method as a criteria. For payment methods using a credit card, the system integrates with OPI for credit card related transactions.

If the **Enable Online Settlement** parameter is set to 1, an incremental authorization is sent to OPI directly, otherwise OPI Manager processes it.

For Online Settlement, if the connection error occurs from the OPI Daemon or the Payment Provider, an alert message appears for each transaction. You can still click the **Stop** or **Resume** button.

Advance Quick Check-In (AQCI)

The process to register a credit card in the Advance Quick Check-In (AQCI) is relatively similar to the Management module.

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

AQCI Check-In Wizard (CIW)

You can also register the credit card from the Check-In Wizard screen.

1. At the AQCI module, click on the **Wizard** button at the ribbon bar.
2. At the Welcome screen, search the guest from the Guest Lookup option.
3. At the Onboard Account screen, click the **Credit Card** button.
4. Swipe the credit card through the card device when prompted.
5. Once the guest enters the credit card PIN, the OPI Web API checks and authenticates the initial authorization at the same time, and stores the card information in the Guest Handling, Credit Card tab.
6. The system processes the registration mentioned in step 4 of [Registering a Credit Card](#).

OHC DGS ResOnline

The majority of the reservations information including the credit card details are imported through OHC DGS ResOnline module. Initial authorization is triggered only when the guest checks in.

OHC Data Import

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

OHC Web Service

Reservations information including the credit card details are imported through the OHCWeb Services. Initial authorization is triggered once the guest checks in. See *OHCWebservices Technical Specification* for further details.

Deactivating a Credit Card

When a credit card is deactivated and there is no settlement history found, the system performs a reversal on the authorization and releases the authorized amount of the card.

When the initial authorization fails, the system deactivates the credit card. If the **Enable multiple cards** is enabled, the system reassigns the invoices.

Similarly, when you change the payment method to Cash in OHC Management, OHC Crew or AQCI, the system deactivates the credit card and releases the initial authorized amount.

Settlement using Pay with Other Card

When performing a settlement in **OHC Management** or **OHC Crew**, you can choose to settle with the registered payment method, or use the **Pay With Other Card** option, also known as Direct Sales.

If you choose to settle using Direct Sales:

- You would require the guest to present a credit card.
- A new credit card record is created with an inactive status.
- Direct Sales is an online transaction, and it always connects to OPI Daemon to perform the full payment with OPI.

In the event you have to perform a refund,

- You need to first enter a negative value.
- The system prompts for a credit card to be inserted before you are allowed to settle using the **Refund** option.

Credit Card Refund

In the event where a credit card refund is necessary, you need to select the settlement record to perform the refund. This is to allow the system to send the refund with the initial authorization number it is linked to and enable the payment vendor to track from which settlement the refunded amount is linked. You can only perform the Credit Card Refund on settlements paid by credit card, and a refund on a voided credit card settlement is not allowed.

If '**Credit Card Refund**' parameter is set to:

True: Credit Card Refund Handling is enabled and the **Credit Card Refund** button is shown on the Invoice tab.

False: Credit Card Refund Handling is disabled and the **Credit Card Refund** button is not shown on the Invoice tab.

To perform the refund,

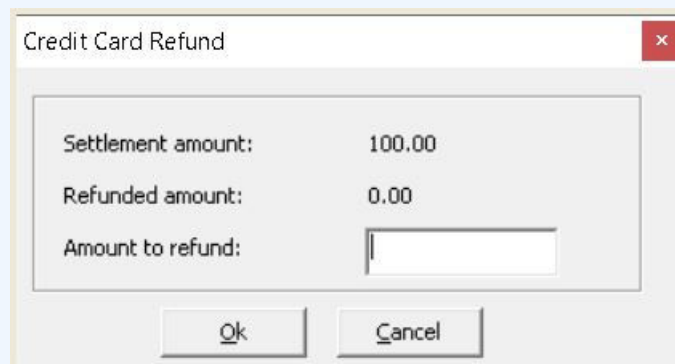
1. Login to **OHC Management / OHC Crew** module.
2. In the **Cashier Menu**, select a checked-in guest that you wish to refund with a credit card payment.

- Under the Invoice tab, click the **Credit Card Refund** button. This launches the Credit Card Refund window, showing the **Settlement amount**, **Refunded amount**, and **Amount to refund**.

 **Note:**

- Settlement Amount: The selected settlement amount
- Refunded Amount: Total refunded amount for the selected settlement
- Amount To Refund: User input amount to refund

Figure 4-3 Credit Card Refund window



- Insert the value in **Amount to refund** and click **OK** button to proceed. The sum of the **Refunded amount** and **Amount to refund** must not exceed the Settlement amount.
- A success message is shown when the refund is successful.
- The refunded amount is reflected in the Invoice tab, Credit column as a negative amount.

Gift Card Handling

The Gift Card feature enables you to register, redeem, void, reload, and transfer balances of the gift card. These tasks are performed in OHC Management or OHC Crew module.

This feature is compatible with OPI version 20.3 and higher.

Registering a Gift Card

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

- **True or False** - the system allows multiple active gift cards on all invoices within the guest account.
- Log in to **OHC Management** module and select **Guest** from the **Cashier Menu**.

2. Select a checked-in guest and click the **Credit Card** tab.
3. Under the Rewards Card Panel, click the **Get Gift Card** button. This prompts the Inquire Gift Card Points window with the message “Requesting gift card token”.
4. After receiving a valid gift card balance response from OPI, the system saves the gift card details and set the card status to *Active* mode.
5. Clicking the **View Card Transactions** button displays the Gift Card Authorization dialogue box. You can view the Payment Type, Card Number, Value, Status, Type, Auth Date, Auth Code, Error Code, and Comments of the selected Gift Card.

**Note:**

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

Redeeming a Gift Card

The Gift Card Redeem enables you to offset your invoice balance with the gift card value.

1. Log in to the **OHC Management** module and select **Guest** from the Cashier Menu.
2. Ensure the selected guest has a registered gift card.
3. Under the Rewards Card Panel, click the **Redeem** button. A dialogue box opens displaying the Current card balance, Current Invoice Outstanding and Amount to redeem.
4. Insert the value in **Amount to redeem** and click **OK** button to proceed.
5. A success message appears when the redemption is successful. The amount redeemed is shown on the Invoice Tab as a positive value.
6. Clicking the **View Card Transactions** button displays the Gift Card Authorization dialogue box where you can view the Payment Type, Card Number, Value, Status, Type, Auth Date, Auth Code, Error Code and Comments of the selected Gift Card.

**Note:**

The **Amount to redeem** field only accepts an amount more than 0, equal to or less than the current invoice outstanding amount, equal to or less than the current card balance amount.

Voiding a Gift Card

The Gift Card Void allows you to reverse the redemption by posting a negative when you press the **Void** button.

1. Log in to **OHC Management** module and select **Guest** from the **Cashier Menu**.
2. Ensure the selected guest has a redeemed transaction and a registered gift card.
3. Under the Rewards Card Panel, click the **Void** button. A dialogue box shall prompt, displaying the **Current card balance**, **Total amount redeemed**, and the **Amount to void**.
4. Insert the value in **Amount to void** and click the **OK** button to proceed for gift card void.

5. A success message appears when the void is successful.
6. The Void amount appearing in the Invoice tab is a negative value.
7. Clicking the **View Card Transactions** button displays the Gift Card Authorization dialogue box, showing the Payment Type, Card Number, Valur, Status, Type, Auth Date, Auth Code, Error Code, and Comments of the selected Gift Card.

 **Note:**

The **Amount to void** field only accepts amounts more than 0, equal to or less than the current invoice outstanding amount, equal to or less than current card balance amount.

Reloading a Gift Card

You can only reload the Gift Card when there is a credit amount in the invoice account.

1. From the **OHC Management** module, select the **Guest** from the Cashier Menu.
2. Under Rewards Card Panel, select the **gift card** and click the **Reload** button. A dialogue box appears, displaying **Current Card Balance** and **Amount To Reload**.
3. Enter the reload value in **Amount To Reload** and click **OK** to proceed.
4. A message opens when the reload transaction is successful and the Reload Amount shown in the Invoice tab is a credit amount.
5. Clicking the **View Card Transactions** button opens the Gift Card Authorization dialogue box, showing the Payment Type, Card Number, Value, Status, Type, Auth Date, Auth Code, Error Code, and Comments of the selected Gift Card, and the type '*Reload*' indicated in the Type column.

Transferring Gift Card Balance

The Gift Card Transfer allows you to transfer the balance from one gift card to another gift card.

1. From the **OHC Management** module, select the **Guest** from the Cashier Menu.
2. Ensure the selected guests has multiple gift cards registered.
3. Under the Rewards Card Panel, select the **gift card** and click the **Transfer** button. A dialogue box opens, displaying the **From**, **To**, and **Amount To Transfer**.
 - a. The **From** field displays the Gift Card Number, Owner Name, and Current Balance the gift card user selects.
 - b. The **To** field consists of a drop-down list with active gift cards.

 **Note:**

You are not allowed to partially transfer the amount.

4. The **Amount To Transfer** field is disabled and displays the same amount as the gift card balance amount.

5. Click **OK** to transfer from the old gift card to the new gift card. A success message opens.
6. Clicking the **View Card Transactions** button displays the Gift Card Authorization dialogue box, showing the Payment Type, Card Number, Value, Status, Type, Auth Date, Auth Code, Error Code, and Comments of the selected Gift Card, and the type *'Transfer'* indicated in the Type column.

5

Troubleshooting

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

Table 5-1 Known Error Messages

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