

Oracle MICROS Payment Cloud Service

What's New in Oracle MICROS Payment Cloud Service



F70387-13
May 2024



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Preface

The Oracle Payment Cloud Service is a web-based application that provides a secure link to process transactions.

Purpose

This document is intended for Payment Cloud Service customers. The document describes new features and updates to Payment Cloud Service.

Audience

Payment Cloud Service documentation applies to the following users:

- Users who perform day-to-day operations with Payment Cloud Service.
- Administrators who configure and maintain Payment Cloud Service.

Customer Support

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

<https://iccp.custhelp.com/>

When contacting Customer Support, please provide the following:

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

Documentation

Oracle MICROS product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/food-beverage/>.

Revision History

Table 1 Revision History

Date	Description of Change
September 2022	Initial publication
April 2023	Added Release 20.1.11
May 2023	Added Release 20.1.11.1
June 2023	<ul style="list-style-type: none"> • Added Release 20.1.11.3 • Added Release 20.1.12

Table 1 (Cont.) Revision History

Date	Description of Change
October 2023	Added Release 20.1.14
May 2024	Added Release 20.1.14.7

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What's New for Oracle MICROS Payment Cloud Service

Here's an overview of the new features and enhancements that were recently added to Oracle MICROS Payment Cloud Service. This document is organized by the date a specific feature or capability became available.

Release 20.1.14.8—May 2024

This release contains bug fixes. To view them, log in to the [Support Portal](#) and then click [Document 10838](#)

Release 20.1.14.7—May 2024

This release contains bug fixes. To view them, log in to the [Support Portal](#) and then click [Document 10838](#)

Release 20.1.14—October 2023

For a list of bugs fixed in the patch, log in to the [Support Portal](#) and then click [Document 10838](#)

Feature or Update	Description
Reports	In the Payout Summary report group header, the Total and Exception amounts reflect the entire scope of the account. Filters are not considered for these amounts.

Release 20.1.12—June 2023

Feature or Update	Description
Reports	<ul style="list-style-type: none"> • Renamed two reports to clarify and better reflect their purpose. <ul style="list-style-type: none"> – Payment Status Summary was renamed to Card Payment Summary and a new description was added. – Reconciliation was renamed to Payout Status and a new description was added. • Added offline authorization information to several reports and the payments transactions screen to identify transactions that were made while the payment device was offline or unable to communicate with the payment processor. <ul style="list-style-type: none"> – Updated the Payment Transaction Detail report (drill-down report from Card Payment Summary and Payout Status reports). – Updated the Payments – Transaction Screen.

Release 20.1.11.3—June 2023

This release contains bug fixes. See [Document 10838](#) for a list of fixed bugs.

Release 20.1.11.1—May 2023

This release contains bug fixes. See [Document 10838](#) for a list of fixed bugs.

Release 20.1.11—April 2023

See [Document 10838](#) for a list of bugs fixed in the patch.

Feature or Update	Description
Payment data permission	New subject area added to the Exports module that are accessible with the new Payments data permission.
Accounts	<p>Instead of locations, now revenue centers are assigned to accounts.</p> <p>You can now assign a merchant category code (MCC) to locations or accounts so that credit card reward points programs can correctly identify the category of charges.</p>
Account holders	The Rates and Fees tab has been removed.

Feature or Update	Description
New reports	<p>Payout Reconciliation: Shows itemized bank payouts so you can track the source. This report drills down to several other reports:</p> <ul style="list-style-type: none"> • Payout Detail • Payout Locations • Payout Business Dates • Payout Settlement Dates • Payment Exceptions
Revenue Centers	<ul style="list-style-type: none"> • Instead of locations, now revenue centers are assigned to accounts. • Existing revenue centers automatically inherit the location or property's store ID number and are assigned to the account that the location or property was assigned to before the upgrade. Any new revenue center assigned to an account after this release is assigned a new store ID number. • If any revenue center address fields were incomplete at the time of the upgrade, then they are filled in with property's address and phone number information. • If you are a new Payment Cloud Service customer you must use the correct combination of releases. If you are an existing customer wanting to add a new revenue center, you must also use the correct combination of releases: <ul style="list-style-type: none"> – (Preferred) Symphony release 19.5 and Enterprise Back Office release 20.1.11 – Symphony release 19.4 and Enterprise Back Office release 20.1.10.1 • A merchant category code (MCC) can be selected for each revenue center at the time of assignment.

Release 20.1.10.1—January 2023

See [Document 10838](#) for a list of bugs fixed in the patch.

Release 20.1.10—September 2022

Feature or Update	Description
Terminal assignment	<p>Restaurateurs can register terminals through Payment Cloud Service instead of contacting Oracle Support. Registration consists of entering the terminal serial number and assigning it to a location.</p> <p>Restaurateurs can use mobile devices to scan a QR code on workstations to assign terminals to locations.</p>
Disputes	<p>Enterprise administrators can now manage chargebacks against sub-merchant accounts when customers dispute charges.</p>

Feature or Update	Description
Support access	Oracle Support can be granted temporary access to provide help with Payment Cloud Service. Enterprises needing support can enter a code and assign a payments role for a given time period so Oracle Support can access the enterprise system.
Full or partial refunds	Authorized administrators can issue partial or full refunds to guests.
New reports	Chargeback Summary : Shows chargeback details by status, location, and revenue center. Transaction and Payout Variances : Shows differences between the point of sale and payment processor.
