Oracle® Hospitality Cruise Shipboard Property Management System
POS Discount Handling

Release 20.1

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ORACLE®

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Contents

Preface

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This guide explains the feature, Point-of-Sale (POS) Discounts, used in the Oracle Hospitality Cruise Shipboard Property Management System (SPMS). It uses the Advanced MICROS Interface to handle the loyalty discount program.

A discount is applied automatically when the discount level is set up. The guest check will display the net payable amount when a discount is applied at the MICROS outlet.

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 the Customer Support Portal at the following URL:

https://iccp.custhelp.com

When contacting Customer Support, please provide the following:

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

Documentation

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

Revision History

Table 1   Revision History

Date	Description of Change
September 2020	Initial publication
January 2024	Updated Customer Portal URL
	Updated document to new format

1

MICROS POS Discount Setup

For the discount to work in Oracle MICROS POS, an additional setting at the MICROS Enterprise Management Console (EMC) is required. The below sections describe the requirement for each of the modules. Discount Record Setup.

1. Log in to **MICROS EMC** module and go to the **Configurator** menu.

2. Select **Discounts** from the **System Information** section.

3. Select a discount record that you want to a POS discount to apply automatically on a guest check.

4. Under the **Option** column, click the **Ellipsis** (...) button to open the **Discount Type Definition** window.

5. Select each checkbox as needed.

Figure 1-1   MICROS EMC Discount Record Setup
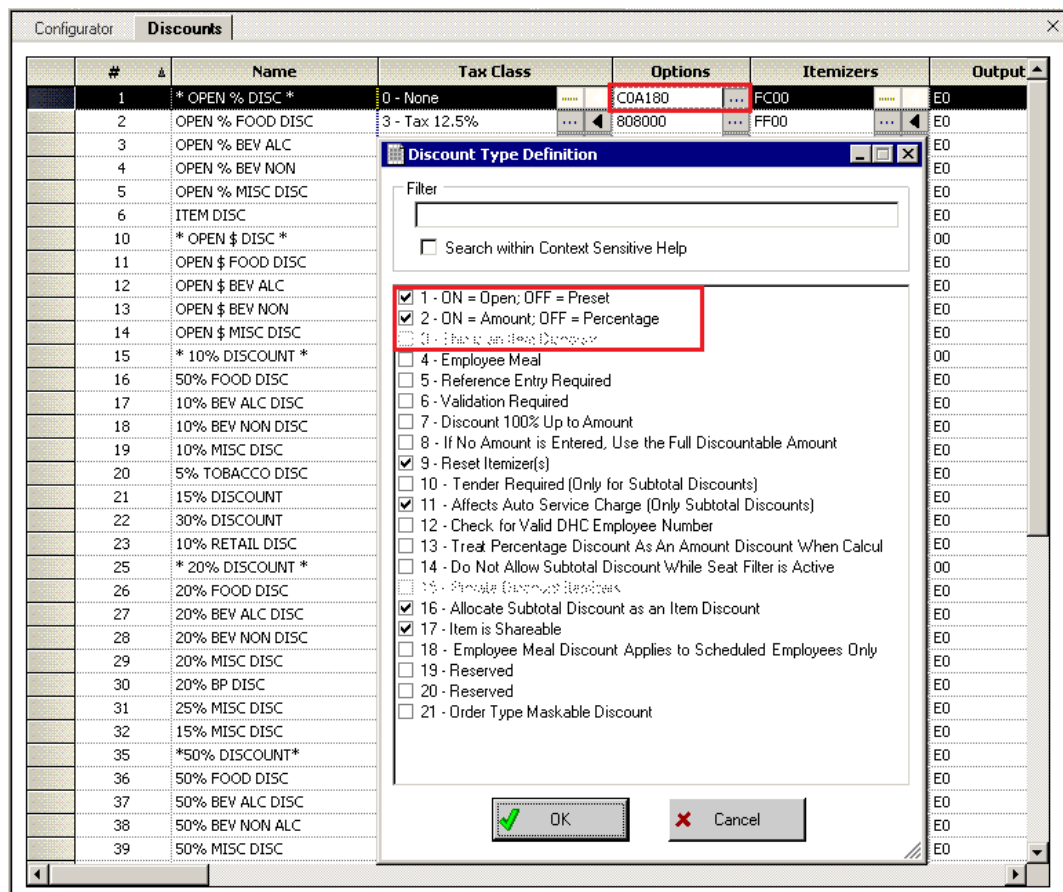
- • 1 — ON = Open OFF (Selected)

- • 2 — ON = Amount OFF (Selected)

- • 3 — This is an Item Discount (Deselect)

6. Click **OK** to save.

7. Launch the **Administration** module.

8. Go to the **Administration, POS Discount, POS Discount Rate (Advance) setup window.**

9. Expand the **Discount Rate**, select a revenue center and a **MICROS Discount Record (Only Open Amount Subtotal Discount)** from the drop-down list to link a discount record.

10. Click **Apply** to save.

Setting Up POS Discount Key

In order to view the discount level entitlement and to automatically apply the discount on the guest check, a new payment key is needed at the POS workstation. This is created on the MICROS PCWS Payment window.

Figure 1-2   MICROS EMC Payment SCN Window
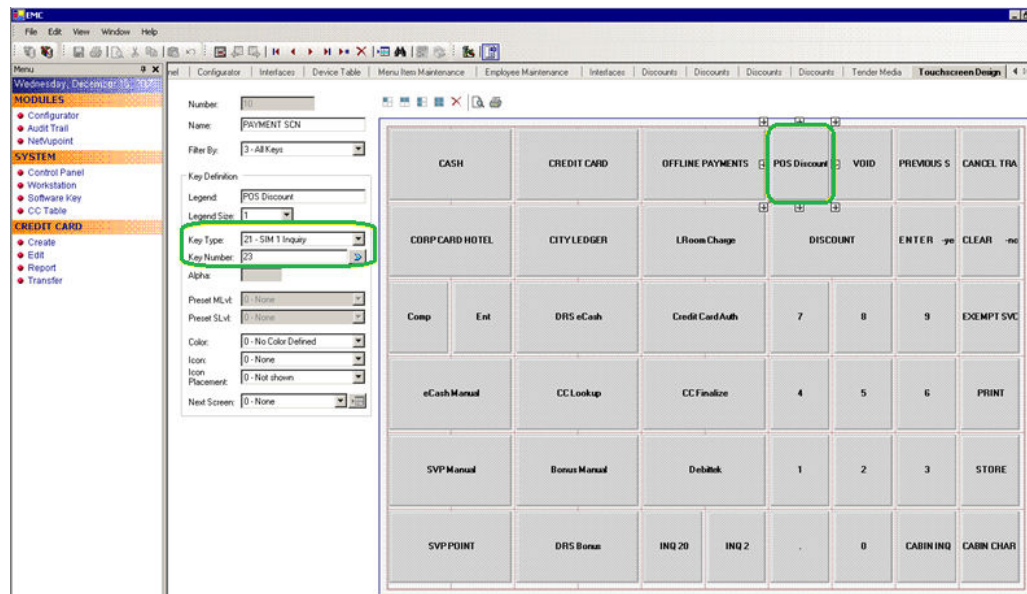
1. Log in to **MICROS EMC** module and go to the **Configurator** menu.

2. From the Touchscreens and Keyboard section, select a Workstations Design.

3. Double-click the **Payment SCN** to open the **Touchscreen Design** window.

4. Enter a new key **'POS Discount'** on the **Payment** window and enter all the required details.

5. The Key **Type** must be set to "21 — SIM 1 Inquiry", and enter the respective inquiry type using the below INQ number.

- • **INQ 22:** Loyalty Discount — Net Off Manual Discount (Discount by itemizer)

- • **INQ 23:** Advance Loyalty Discount — Net Off Manual Discount

- • **INQ 24:** Loyalty Discount (Discount by itemizer)

- • **INQ 25:** Advance Loyalty Discount

  You can create four discount keys and assign them to a different discount handling.

6. Click **OK** to save.

Discount Itemizer Setting (PCWS)

If you have a debit department code set up in the Administration module, you need to enable the POS Discount function and configure the discount itemizer for every MICROS Discount record in the ISL Setup.

1. Log in to MICROS SERver

2. Go to `\\Micros\LES\POS\9700\etc` folder.

Figure 1-3   SPMS ISL Setup Window
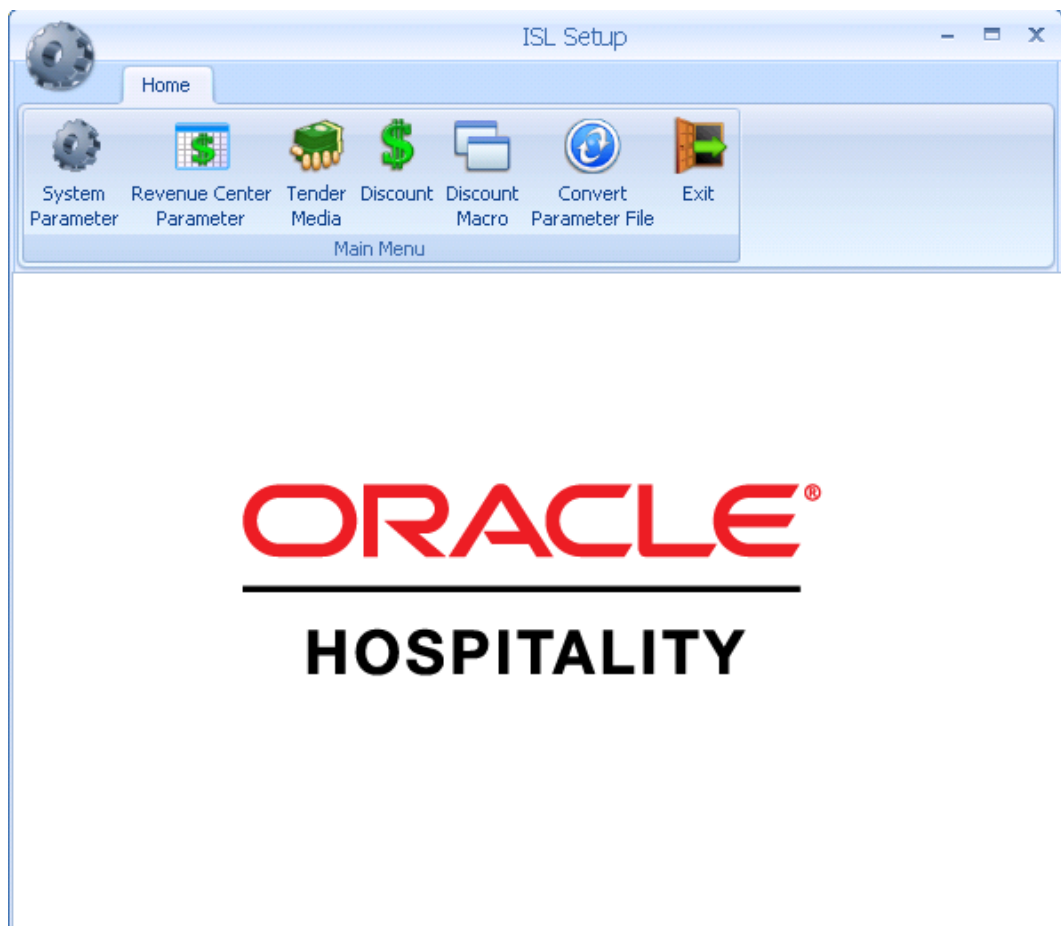
3. Run **ISLSetup.exe**.

4. Click the **Discount** icon on the ribbon bar to open the Discount Maintenance window.

5. Select a discount record that has **POS Discount** set up in the Administration module, **POS Discount Rate/POS Discount Rate (Advance)** setup.

6. Enter the **Discount Itemizer number** of the Revenue Center sub-department code (debit) in the **Discount Itemizer Settings** field.

Figure 1-4   ISL Discount Itemizer Setting
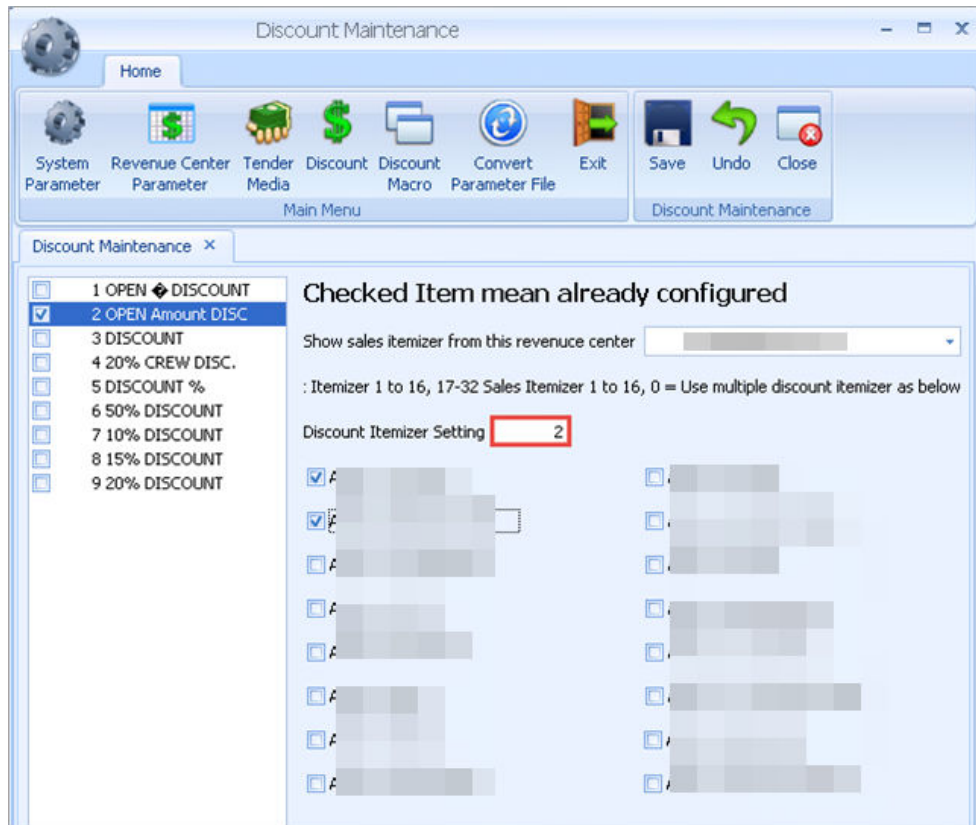
7. Select the applicable **Itemizer** checkebox and click **Save**.

8. Click **Close** to exit the ISL Setup.

MICROS ISL Script

You must have the appropriate ISL Script on the MICROS Server for the POS Discount Handling to work. Below is the script version compatible with SPMS.

Table 1-1   MICROS ISL Script

SPMS Product Version	MICROS ISL Script Version
8.0.x	1.30t

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POS Discount Setup

There are two methods to set up the POS discount:

- A Basic Setup with discount applicable to MICROS discount itemizer level.
- An Advance Setup with discount applicable to MICROS major group, family group, and menu item level.

You can choose to set up one or both methods to provide for different type of discounts. To configure the discounts, go to the **Administration module, POS Discount**.

Setting Up MICROS Server Connection

You must establish a connection with the MICROS Server before you can retrieve any of the data. The MICROS Database id (SID) needs to be in the **tnsname.ora** before you set up the connection in SPMS.
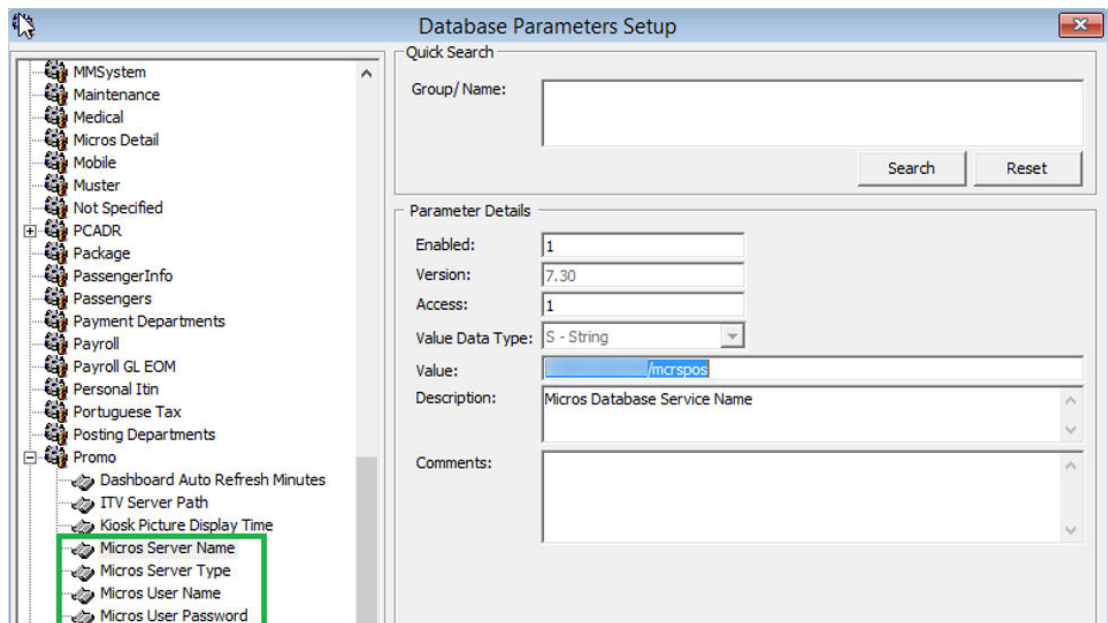
1. Login to the Administration module, System Setup, Database Parameters Setup.
2. In the Database Parameters Setup window, expand the **Promo** group.
3. Enter these values in their respective parameter field:
   — **MICROS Server Name:** Database Net Service name
   — **MICROS Server TYpe:** Set value to '0' for Oracle Server
   — **MICROS User Name:** Database username
   — **MICROS Password:** Database password

4. The system prompts an error "*MICROS Server is offline, MICROS setup will be disabled*" when the parameter is entered incorrectly.

5. Log in to **Management** module and select the **Options, General** tab.

6. Select "Enable Access to MICROS Database in Management".

7. Click **Apply** to save.
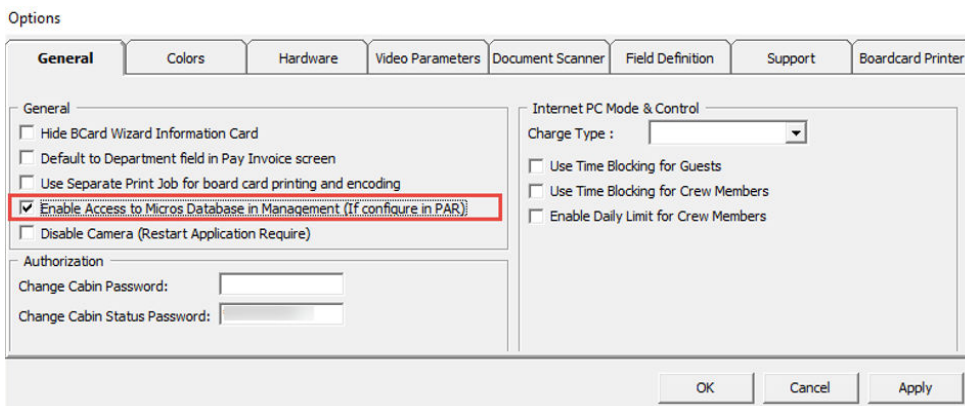
POS Discount Level Setup

Figure 2-1   POS Discount Level Setup
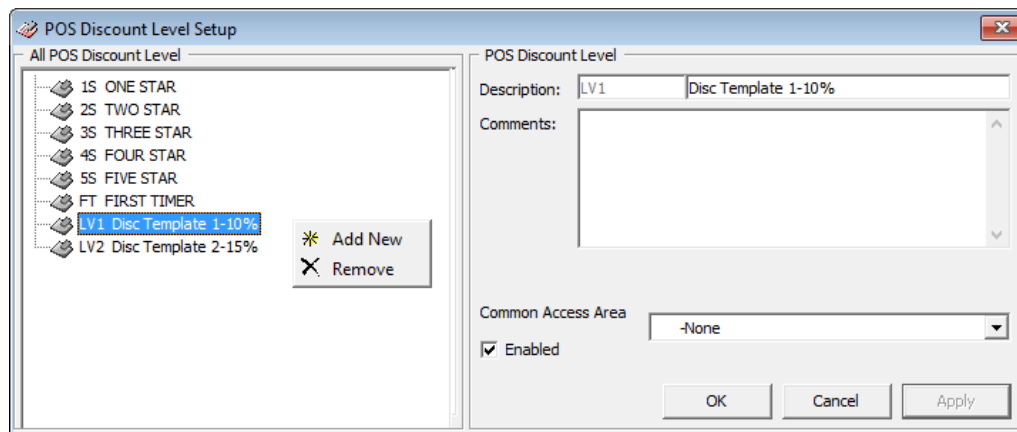
1. From the **Administration, POS Discount** menu, select **POS Discount Level Setup**.

2. In POS Discount Level Setup window, right-click and select **Add New**

3. In the **Description** field, enter a code and the description and comments, if any.

4. Click **Apply** to save and **OK** to exit.

5. Repeat the above steps to enter more discounts.

POS Discount Rate Setup

The POS Discount Rate Setup is the basic setup and is only applicable to the MICROS Discount Itemizer Level. The setup requires a connection to the MICROS Server. Before setting up the Discount Rate, you must configure the settings as shown below. For more information, see Setting Up Micros Server Connection
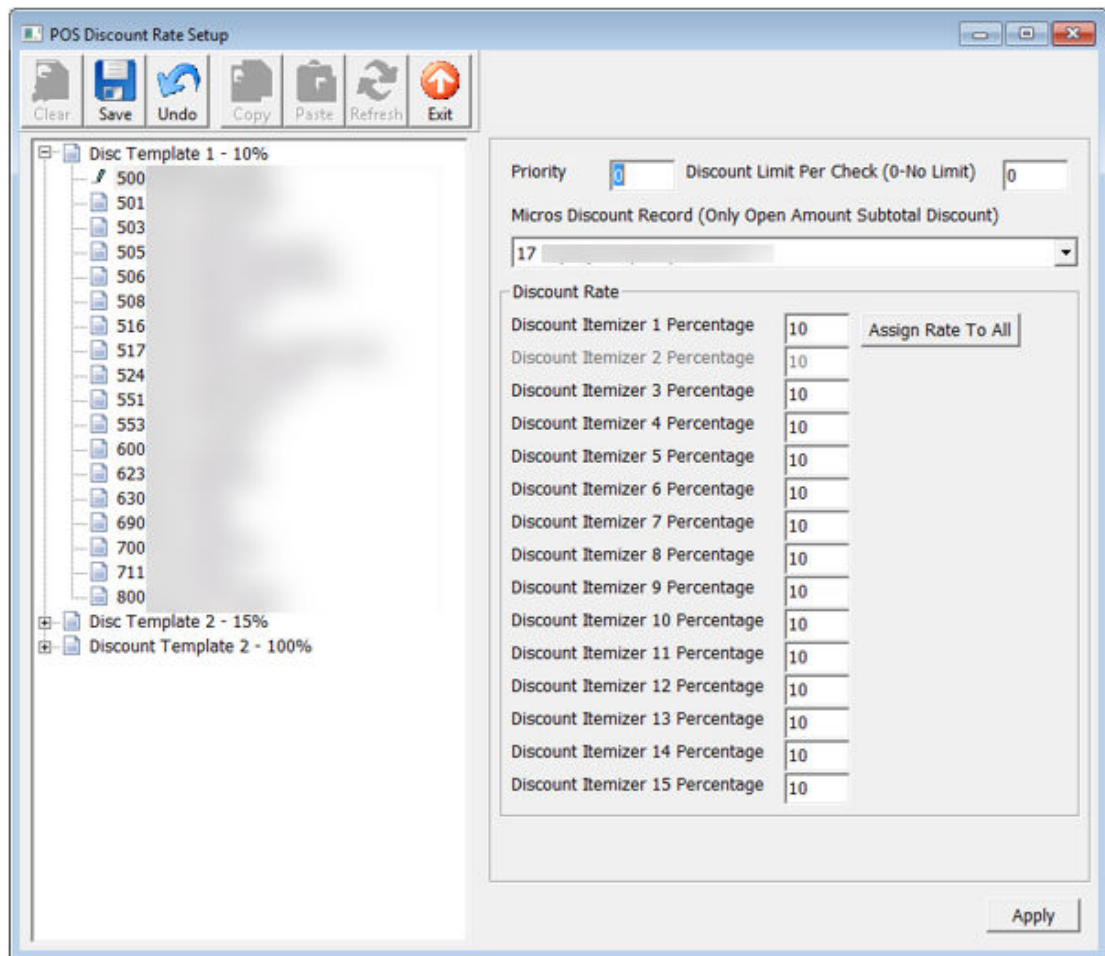

1. From the **Administration, POS Discount** menu, select **POS Discount Rate**.

2. In the POS Discount Rate Setup window, expand the tree-view of the discount level to display the MICROS Revenue Center.

3. Select **MICROS Revenue Center** of the discount level.

4. Assign the discount priority number in the **Priority** field for each of the outlets. The lower priority number would be the higher chance for the discount to be applied to the guest with the same cabin and booking number. For more information, see Discount Level Assignment.

5. Enter the total discount limit per sales check in the **Discount Limit Per Check (0-No Limit)** field. For more information, see Discount Limit Per Check.

6. In the **MICROS Discount Record (Only Open Amount Subtotal Discount)** drop-down list, select the MICROS discount record representing the discount key.

7. In the **Discount itemizer 1 Percentage**, enter the discount rate.

8. To apply the same discount rate to the rest of the discount itemizers, click **Assign Rate To All**.

9. Click **Apply** to save.

Discount Level Assignment

In the following table, there are two POS Discount levels set up with a different priority number and discounts at each outlet. This will apply to the guest when:

• Guest X and Guest Y are staying in the same cabin and both have the same booking number;

• Guest X assigned to Four-Star POS Discount level and Guest Y assigned to Five-Star POS Discount level.

Table 2-1   POS Discount Level Assignment

POS DIscount Level	Revenue Center (Outlet)	Priority Number	Discount (%) for all itemizers
Four-Star	A	1	40
	B	2	30
	C	0	20
Five-Star	A	0	50
	B	2	40
	C	1	30

The Discount Level applied are:

1. Guest X spends in outlet A and is entitled to a Five-Star discount rate of 50% (The Five-Star level has a lower priority number in outlet A).

2. Guest X spends at outlet B and is entitled to a Four-Star discount rate of 30% (both Four-Star and Five-Star levels have the same priority number for outlet B).

3. Guest X spends in outlet C and is entitled to a Four-star discount rate of 20% (Four-Star level has the lowest priority number for outlet C).

4. Guest Y spends at outlet A and can be entitled to a Five-Star discount rate of 50%.

5. Guest Y spends at outlet B and can be entitled to a Five-Star discount rate of 40% (both Four-Star and Five-Star levels have the same priority number for outlet B).

6. Guest Y spends in outlet C and can be entitled to a Four-star discount rate of 20% (Four-Star level has the lowest priority number for outlet C).

Discount Limit per Check

The default value is set to zero (0 = no limit) per check. If you set a value per check at 50, the maximum discount is limited to $50 per check. When the total discount value for a check exceeds the predefined limit, the full value applies.

For example, One-Star POS Discount Level has a discount rate of 10% and a discount limit up to $100 per Guest check. A check posting at an outlet has a total of $1200, the Guest is only entitled to a maximum of a $100 POS Discount instead of $120.
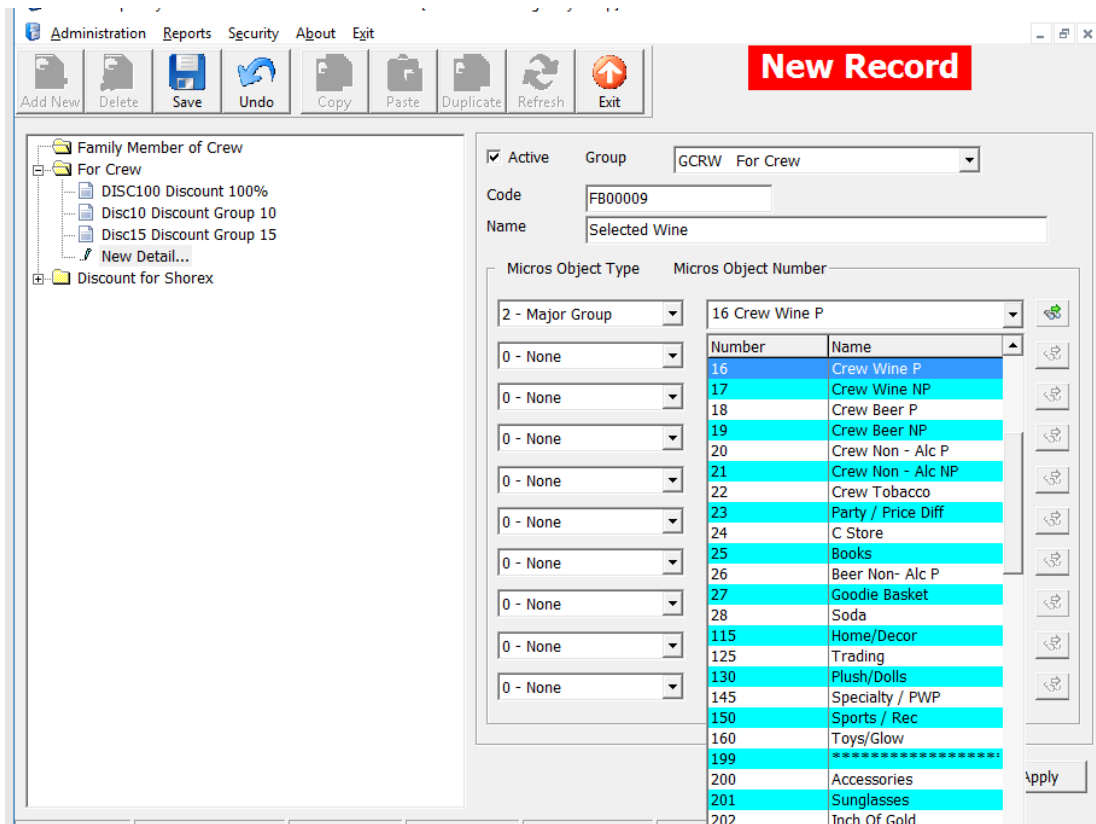
POS Discount Eligibility Group Setup

The POS Discount Eligibility Group is the first set of configurations for the Advance POS Discount. This is to define the group eligible for a specific POS discount.

To configure, repeat the steps in the POD Discount Level Setup.

POS Discount Eligibility Setup

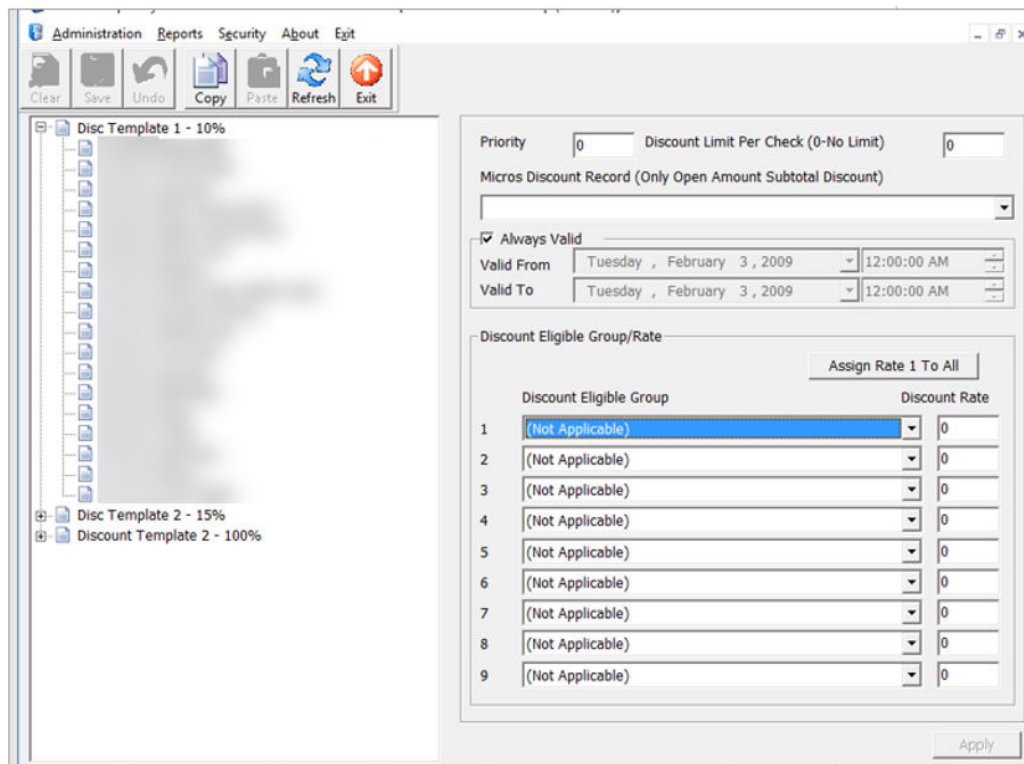**Figure 2-2   POS Discount Eligibility Setup**

1. From the **Administration, POS Discount** menu, select **POS Discount Eligibility Setup**.

2. In the POS Discount Eligibility Setup window, click **Add New** on the ribbon bar.

3. In the Group field, select a group from the drop-down list.

4. Enter the code and the name.

5. Go to the **MICROS Object Type** section and select one of the following options; 0 = None, 1 = Menu, 2= Major Group, or 3 = Family Group

6. Select the respective item from the MICROS Object number drop-down list or click the **Binocular** icon to search.

7. To enter more menu items, repeat the steps above.

8. Click **Apply** to save.

POS Discount Rate (Advance)

The POS Discount Rate (Advance) is the final part of the Advance POS Discount. This is used to define the discount eligible group per POS discount level, using a specific discount rate, and supports up to nine discount groups per revenue center.

Figure 2-3   POS Discount Rate (Advance)

1. From the **Administration, POS Discount** menu, select **POS Discount Rate (Advance)**.

2. Repeat steps 2 to 5 of the POS Discount Rate Setup.

3. The **Always Valid** is checked by default. Deselect the checkbox if you need to change the validity period.

4. In the **Discount Eligible Group** section, select the discount group/rate from the drop-down list.

5. In the **Discount Rate** column, enter the discount percentage.

6. Repeat steps 4 and 5 if the POS Discount Level has more than one discount eligibility group.

7. If the discount applies to all itemizers, click **Assign Rate To All**.

8. Click **Apply** to save.

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POS Discount Department

To track the respective POS Discounts that you have applied, a separate Financial Department code is required in each debit department and the code must link to a POS Sales Itemizer. The current Sales Itemizer discount department for Food, Beverage, Alcohol, and others are configured for the basic discount posting.

To separate the POS Discount amount from the regular discount, you must set up a separate sale itemizer in the POS Discount posting department.

To separate the POS Discount amount from the regular discount, you must set up a separate sale itemizer in the POS Discount posting department

Figure 3-1   Discount Debit Department

For each Debit main department code, create a sub-department for the POS Discount sale itemizer as shown in the above figure. You must link the **Guest/Crew Department Discount Department** to the **POS Discount Posting Department Code.**

You can set up the POS Discount level individually in a guest account from the **New Guest Information** and/or the **Edit Guest Information** window. This would determine the applicable discount rate on the guest check. The eligible discount rate for a guest is sent to MICROS POS through the Advanced MICROS Interface when you swipe the guest board card at the outlet.

Assigning Discount Level in Management/Crew Module

Figure 3-2   Disc Template Assignment in Edit Guest Info

1. Log in to **Management** module and select **Cashier, Guest** from the drop-down list.

2. In the **Guest Info** tab, click **Edit Information** of the selected guest.

3. In the Edit Information window, **Name/Reservation** section, select the POS Discount level from the **Disc Template** drop-down list.

4. Click **OK** to save. The Assigned Disc. Template is shown in the Guest Info tab, Passport Information section.

5. In the **Disc & Route, Pkg** tab, it displays the eligible POS Discount department information in MICROS POS in different tabs.

Table 3-1   MICROS POS Tabs and Descriptions

Tab	Description
MICROS Discount	Displays the MICROS Discount Itemizer for the Basic POS Discount.
MICROS Advance Discount tab	Displays the Advance Discounts Items such as Menu Item/Family Group/Major Group Details.

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Assigning Discount Level in Quick Check-In Module

The assignment of discounts in the Quick Check-in module varies, depending on the layout.

To set the **Disc Template** drop-down list as visible in ONE TAB, TWO TABS, or FOUR TABS format, make sure the field column **UXP_A_LOYALTY** is set to **Visible, Editable in AQCI Setup, Field Definition, Additional Details** tab.
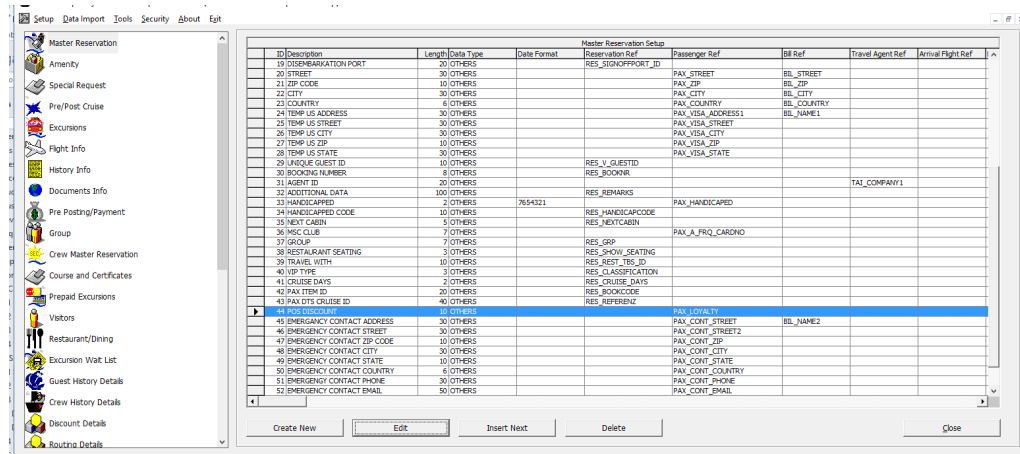
Figure 4-1   AQCI Discount Template Field

Importing Reservation with POS Discount Level using Data Import

The POS Discount status can be imported using the Data Import module.

Figure 4-2   Data Import

1. Open the **Data Import** application.

2. In the **Setup** menu, select **Reservation Related** from the drop-down list.

3. In the **Master Reservation** window, select a line and click **Insert Next** to add a new field.

Figure 4-3   Edit Data Import Fields

4. Enter the required information.

5. Check the **PAX** checkbox, and in the **PAX Table Reference** drop-down list, select **PAX_LOYALTY**.

6. Click **Save** and click **Close** to exit.

> **Note:**
>
> The reservation manifest should contain the POS Discount code, for example, FIRST, ONE, TWO, THREE, FOUR, and FIVE for reservation with POS Discount status.