

# Oracle Hospitality Cruise Shipboard Property Management System

## Credit Card Setup Guide – Multiple Formats



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# Preface

This document explains how to set up the credit card interfaces to communicate with the shore-side Credit Card Service Providers to obtain card authorizations and settlements. Included in this guide are the credit card interfaces for:

- Papagena Format
- Generic Credit Card Format
- Ingenico Handling
- Servebase Handling
- Paypoint Handling
- NCL DCC Handling

## Audience

This document is intended for installers, programmers, technical support teams, product specialists and others who are responsible for setting up Oracle Hospitality Cruise Shipboard Property Management System (SPMS) version 23.2.

## 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

| Date         | Description of Change |
|--------------|-----------------------|
| October 2024 | Initial publication.  |

# 1

## Papagena Format

The following section describes the setup and usage of Credit Card Transfer for PAPAGENA Handling.

### SPMS Parameters

This section describes the parameters available to the Credit Card Transfer module which are accessible from **Administration module, System Setup, Parameter** function.

**Table 1-1 PAR\_GROUP General**

| PAR Name                                        | PAR Value | Description                                                                                                                                                                                                              |
|-------------------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Signature Capture for Credit Card        | 0 or 1    | Prevent the credit card registration without a signature when enabled.<br>0 - Disable Signature Capture for Credit Card.<br>1 - Enable Signature Capture for Credit Card.                                                |
| Disable C/Card and Posting when auth is decline | 0 or 1    | 0 - No credit card deactivation and no posting disable.<br>1 - Deactivate the credit card followed by the posting if there are no other active credit cards.<br>2 - Deactivate the credit card. Posting remains enabled. |
| Top Up Percentage                               | <value>   | Specify top up percentage to be calculated with the total authorized amount.<br>For example, Total Auth Amount=1000 * 15% = 1150 as New Auth Amount.                                                                     |
| Test Auth Amount                                | <value>   | Specify PAPAGENA test authorization amount for both online and offline mode.                                                                                                                                             |
| Card Track Data not Stored                      | <BLANK>   | List of card types that should not store or track data in the database. Format ('Card Type 1','Card Type 2').<br>For example, ('DS','DI','JC','DC').                                                                     |
| Allow Manual Card Entry for Papagena            | 0 or 1    | 0 - Do not allow manual entry when card swipe fail.<br>1 - Allow Manual Entry when card swipe fails.                                                                                                                     |

Table 1-2 PAR\_GROUP Interfaces

| PAR Name                      | PAR Value   | Description                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Batch CCard Processing Format | PAPAGENA    | Specify the message format to be generated by Credit Card Transfer program.                                                                                                                                                                                                                                                                      |
| Merchant ID                   | <character> | Defines the Merchant ID for the authorization file.                                                                                                                                                                                                                                                                                              |
| CC Auth/Settlement Folder     | Folder path | <p>Repository location for authorization/settlement files generated by OHC Credit Card Interface.</p> <p>Note: To avoid adverse impact on your system, please abstain from using the following folder path:</p> <ul style="list-style-type: none"><li>• System Directory</li><li>• “\Users\Public\Documents\Oracle Hospitality Cruise”</li></ul> |

## System Configuration

This section describes the setup of various system codes required by PAPAGENA handling. These codes are set up in **Administration module, Financial Setup, Department**.

### Department Setup

For charging and posting, a debit and credit department code for each credit card type accepted by the ship must be configured in SPMS.

### 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 **New** to create a Sub-Department code.
3. Under 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 first two digits of the first set of the card number in the Credit Card digits.
  - b. Enter the **Credit Card ID**. For example, MC - MasterCard, VI - Visa, and others.
  - c. Select the corresponding **Credit Card Internal ID** from the drop-down box.
  - d. Enter the **Credit Card Merchant Number** provided by the Service Provider.
  - e. Set the **Minimum Authorized Value** to 0.
  - f. Select the **Commission Department** from the drop-down list and update the **Commission Rate** in percentage.
  - g. Check the **Debit Card No Commission** charge if the commission is not applicable to debit card.
5. In the **Department Security** access, select the appropriate security level from the drop-down box.

6. Select the **Payment Type** in Payment Department Type. Options are: Both Credit and Debit card, Credit card, or Debit card.
7. Click **OK** to save.

### Receipt Setup

A receipt can be generated upon payment and would require setting up a report template. A Standard Credit Card receipt template is available in **Administration module, System Setup, Report Setup, Receipts Group**. Contact Oracle Hospitality Cruise Support if you would like to configure a customized receipt format.

## Registration of Credit Card

The SPMS program does not allow credit card registration without a signature if the **Enable Signature Capture for Credit Card** parameter is enabled, and a signature device is configured in the hardware option setup.

### Registering Credit Card in Management module

1. Log in to the Management module and select **Guest** from the **Cashier Menu**.
2. Select a checked-in **guest** and click the **Get Credit Card** button.
3. The system prompts to swipe a card through a reader.
4. The credit card details, validity and status of the card populates onto the **Credit Card Entry** window when the card is swiped. If the card is valid, the card status **Credit Card Accepted** is shown at the bottom right of the window.
5. Click **OK** to proceed with payment card registration or click **Cancel** to terminate the payment card registration process.
6. When you click **OK**, the system prompts a signature screen for the card holder to sign and activates when the **Enable Signature Capture for Credit Card** parameter is enabled and a Signotec LCD Signature Pad Omega is installed.
7. Allow the cardholder to place the signature on the Signotec Signature pad and press the **green check mark** to complete the credit card registration. To capture a new signature, press the **Refresh** icon to clear the screen.
8. After the registration is successful, confirmation prompt shall appear. Click **OK** to confirm. If the 'X' is clicked, the token request will be cancelled.
9. The credit card information and signature captured are stored in the **Guest Handling Credit Card** tab.

## Registering Credit Card in Advance Quick Check-In (AQCI)

1. Start the AQCI program and select a checked-in passenger.
2. Click the **Get Credit Card** button at the ribbon bar. Both devices prompt 'Please Swipe card'. At the Request Token prompt, swipe the credit card through a card reader device.
3. The detailed from the swiped credit card will populate in the Credit Card Details fields. Click **Save** at the ribbon bar to save the information and this activates the signature screen on the Signotec Signature pad if the device is installed.
4. Click **Save** to proceed with the registration process. The signature screen prompts when the **Enable Signature Capture for Credit Card** parameter is enabled and the Signotec Signature Pad is installed.
5. The registered credit card details are stored in the **Guest Handling, Credit Card** tab.

# Credit Card Transfer Interface

The Credit Card Interface has several functions enabled for PAPAGENA handling through the Credit Card Batch Authorization. Refer to the following table:

### Table 1-3 Credit Card Transfer Interface Functions

| Authorization                                                                                                                                                      | Settlement                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Test File</li><li>• New Authorization File</li><li>• Read Authorization File</li><li>• Manual Authorization File</li></ul> | <ul style="list-style-type: none"><li>• New Settlement File</li><li>• Read Settlement File</li></ul> |

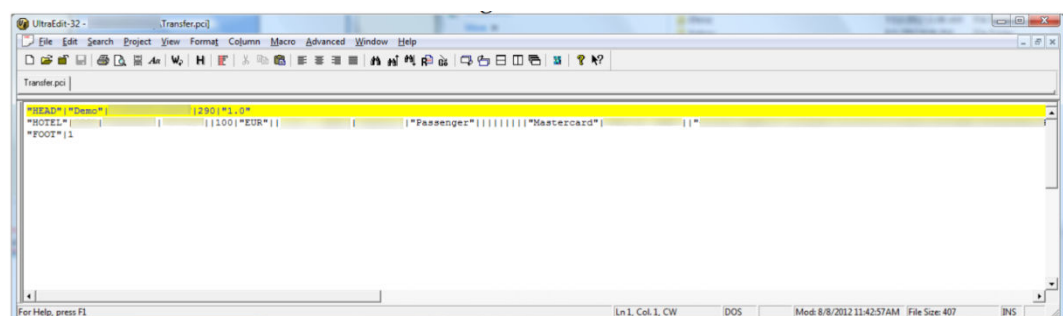
## Creating Test Authorization File

1. Start the **Credit Card Transfer Interface** and select the **Authorization** menu.
2. Select the **Test File** option from the drop-down menu.
3. All payment cards requiring authorization are listed in the Test Authorization screen, with the exception of credit card registered with a token.
4. Click **Process** to generate the Test Authorization. The amount shown in the Test Authorization is the value set within the **Test Auth Amount** parameter.

## Creating Initial Authorization File

1. Repeat step 1 of *Creating Test Authorization File* and then select **New Authorization File** from the drop-down menu.
2. All payment cards requiring an incremental authorization are listed in the PAPAGENA Credit Card Authorization Write screen.
3. The initial authorization can be generated only when the Test Authorization is approved. Following are the validation prompts during the Test Authorization when generating an initial authorization:
  - a. Credit Card registered without Test Authorization or No Test Authorization - The system prompts 'There is Test Authorization not created yet'.
  - b. Credit Card registered with Test Authorization has status *Outstanding* or *Declined*. The system prompts "There is Test Authorization without response or declined response"
4. Click the **Process** button to generate the Initial Authorization file. After the incremental authorization file is created, the screen displays the location of the saved file. A sample of the incremental file is illustrated in [Figure 1-10 - Sample Authorization File](#)

### Figure 1-1 Sample Authorization File



5. The authorization status of the card appears as *Outstanding* in the **Management module, Guest Handling, Credit Card** tab, **View Authorization** function.

### Reading Authorization File

After the authorization request is processed by the Merchant/Service Provider, a response file with authorization codes is returned. These authorization codes are updated in the guest account using the Read Authorization function.

1. Repeat step 1 of *Creating Test Authorization File* and select **Read Authorization File** from the drop-down menu.
2. On the PAPAGENA Credit Card Authorization Read screen, select **Open** to locate the response file returned by the merchant.
3. Click the **Process** button to process the information on file. The progress status is shown at the bottom left of the screen.
4. At the end of the process, the system updates the payment card status to *Authorized*. You can verify the status by logging into the **Management module, Guest Handling, Credit Card** tab, **View Authorization** function.

The above process also updates the CRD\_TOKEN field followed by CCT\_TOKEN field in the database, if the settlement record is created before running the Read Authorization.

### Creating Incremental File

When an account balance exceeds the initial authorization amount, you must obtain an additional authorization value to allow postings to flow through the account.

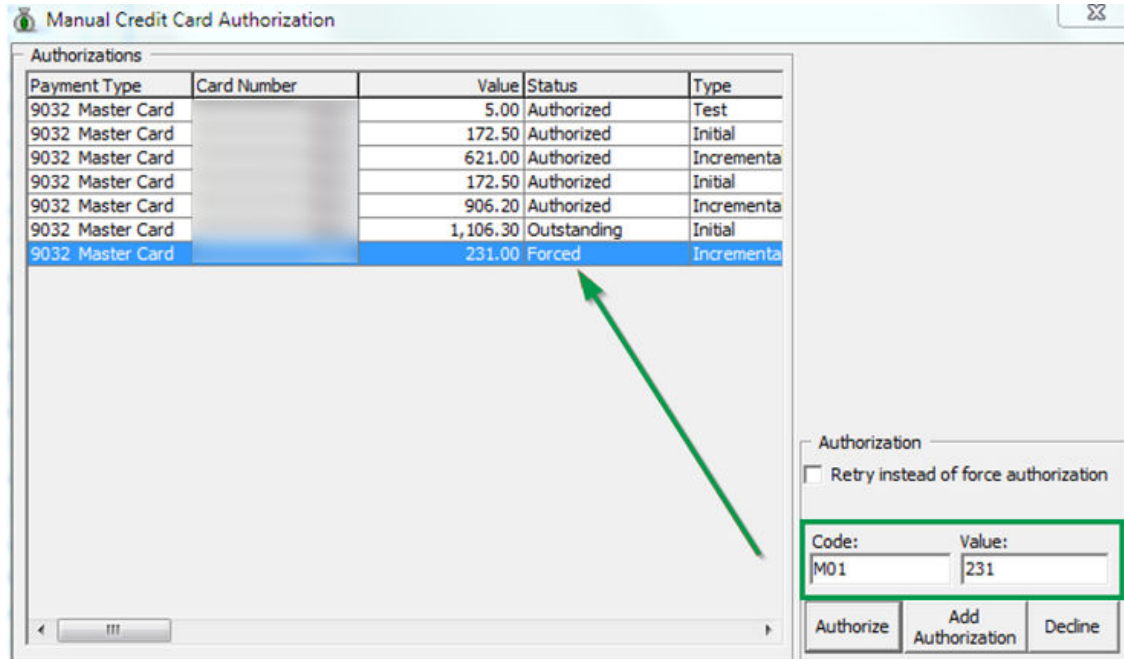
The process for obtaining additional authorization is the same as the steps in *Creating Initial Authorization File* and *Reading Authorization File*.

### Obtaining Manual Authorization

A manual authorization is obtain-able on an ad hoc basis and is performed within the guest account.

1. In the **Management module, Guest Handling** function, select the guest account.
2. Navigate to the **Credit Card** tab and click **View Authorization**.
3. In the Authorization screen, select **Add Authorization**.
4. Enter the value including the initial authorized value in the Credit Card Authorization screen when prompted and click **OK** to save.
5. An additional authorization is added to the Authorization grid with its status shown as *Outstanding*. Select the line item from the grid, enter the code and value obtained, and then click **Authorized**. This process overwrites the existing value and changes the authorization status to *Forced*, and writes the authorization code into the Settlement file as the last authorization code.

**Figure 1-2 Management — Manual Authorization**



### Creating Settlement File

At the end of an invoice settlement, the system writes the settlement to the Settlement file to be processed in a batch.

1. At the Credit Card Transfer Interface, select the **Settlement** menu, and select **New Settlement File** from the drop-down menu.
2. The settlement file can only be generated when the Test Authorization is approved. Below is the validation prompt during the Test Authorization when generating an initial authorization for:
  - a. Credit Card registered without Test Authorization or No Test Authorization - the system prompts: "There is Test Authorization not created yet".
  - b. Credit Card registered with Test Authorization has status as *Outstanding* or *Declined*. The system prompts the following message: "There is Test Authorization without response or declined response."

If the Settlement has Test Authorization as *Outstanding* or *Declined*, this settlement only shows in the Settlement Write screen and it does not write into the Settlement File.

If the Settlement does not have an authorization and CCT\_TOKEN the settlement is then written into the Settlement File with CC|ORDER

3. Click the **Process** button to generate the Settlement File. After the Settlement file is created, the saved file is shown at the bottom left of the screen.

### Reading Settlement File

A response file is sent back by the merchant or service provider after the settlement is processed at their end. You must upload the file and update the Settlement transactions status.

1. From the Settlement drop-down menu, select **Read Settlement File**.

2. On the PAPAGENA Credit Card Settlement Read screen, click the **Open File** button to locate the Settlement Response file.
3. The process status is displayed at the bottom left of the Settlement Read screen. Click the **Process** button to read and update the Settlement record.

## Troubleshooting

This section describes the troubleshooting steps for resolving some known issues encountered in PAPAGENA Handling across various modules.

### Tools

**Table 1-4 Tool Known Issue and Solution**

| Known Issue                            | Solution                                       |
|----------------------------------------|------------------------------------------------|
| Error — 'Key unable to upload'         | Register PGPBBox7.dll with regsvr32.exe again. |
| Error — 'License Key has not been set' | Register PGPBBox7.dll with regsvr32.exe again. |

### Credit Card Transfer Interface

**Table 1-5 Credit Card Transfer Interface Known Issue and Solution**

| Known Issue                                                              | Solution                                                                                                                                      |
|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Credit Card Transfer does not reflect correct desired credit card format | Check the credit card format setup in Administration module, System Setup, Database Parameter, 'Interfaces', 'Batch CCard Processing Format'. |

### PAPAGENA Mapping Fields

This section describes the mapping fields used in PAPAGENA Credit Card format.

#### File name format

The file naming format for PAPAGENA is explained in the following table, for example: GuestTransfer071020161138.pci

**Table 1-6 PAPAGENA File Format**

| Name  | Description                                                                                                                                                                                                                                                                                            |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Guest | The first word of the file name represents the Account Type base on the filter used to generate the authorization file.<br>Guest - GuestTransfer#####.pci<br>Crew - CrewTransfer#####.pci<br>Group - GroupTransfer#####.pci<br>Staff - StaffTransfer#####.pci<br>All filter - <Blank>Transfer#####.pci |

**Table 1-6 (Cont.) PAPAGENA File Format**

| Name         | Description                                                                                                                                                                                      |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transfer     | The second word of the file name represents the type of transfer.<br>TestTransfer = test authorization file<br>Transfer = Authorization transaction file<br>Settle = Settlement transaction file |
| 071020161138 | The date/time format of the authorization file:<br>DDMMYYYYHHMM                                                                                                                                  |
| pci or pcr   | The file format extension of the authorization file<br>pci = request file<br>pcr = response file                                                                                                 |

**Request File Format**

The following tables describes the field definitions for a Request File for Authorization and Settlement.

**Table 1-7 Request File Format**

| Field               | Type    | Size | Definition                                                            |
|---------------------|---------|------|-----------------------------------------------------------------------|
| <b>Header</b>       |         |      |                                                                       |
| Head                | Varchar | 4    | Fixed value: "HEAD"                                                   |
| data-source         | Varchar | 30   | File sender name, example "MV SHIP"                                   |
| Date                | Int     | 12   | Format:<br>YYMMDDHHMMSS,<br>111019130712                              |
| file-number         | Int     | 12   | Counter for the file, example 42                                      |
| Version             | Varchar | 4    | The version string of our batch file, example 1.0                     |
| <b>Batch Record</b> |         |      |                                                                       |
| MerchantID          | Varchar | 20   | Merchant ID. For example HOTEL                                        |
| Paytype             | Varchar | 10   | "CC" - for VI, MC<br>"EDD" - for EC<br>"TO" - for if token with value |

**Table 1-7 (Cont.) Request File Format**

| Field             | Type    | Size | Definition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------|---------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Trxtype           | Varchar | 12   | <p>  tstauth   incauth   capture   refund</p> <p>tstauth: Test authorization, it is a mandatory authorization prior to generating an initial authorization.</p> <p>incauth: Incremental authorization increases amount of an existing authorization. Input has to be the total amount (initial+additional amount).</p> <p>capture: Book a pre-authorization. Capture amount has to be less than or equal to the authorized amount.</p> <p>refund: Refund an amount only valid for an existing order.</p> |
| TransID           | Varchar | 50   | Unique transaction identification number in ASCII. Does not support special characters.                                                                                                                                                                                                                                                                                                                                                                                                                  |
| TransID reference | Varchar | 50   | Reference to the original unique transaction where necessary. For example, capture, refund, incauth for an already existing transaction.                                                                                                                                                                                                                                                                                                                                                                 |
| Amount            | Int     | 9    | Always in the smallest currency unit (in cent for Euro and so on, example 100 for 1 Euro), empty if Trxtype=register                                                                                                                                                                                                                                                                                                                                                                                     |
| Currency          | Varchar | 3    | Currency code according to ISO 4217 for this transaction, for example, EUR,USD, or follow the Ship's currency.                                                                                                                                                                                                                                                                                                                                                                                           |

**Table 1-7 (Cont.) Request File Format**

| Field            | Type    | Size  | Definition                                                                                                                                                                 |
|------------------|---------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Description      | Varchar | 27    | Note to Payee in text for Employment Development Department (EDD) Debit Card or other Payment Method.                                                                      |
| AppCodeTel       | Int     | 6     | Special authorization code obtained manually through telephone for an authorization from an acquirer.                                                                      |
| Customer         | Varchar | 27    | Customer name.                                                                                                                                                             |
| CD_customerid    | Varchar | 16    | Customer ID in Customer Relationship Management System.                                                                                                                    |
| CD_customertype  | Varchar | 12    | Type of customer, for example crew, passenger, staff, and others.                                                                                                          |
| CD_orderid       | Varchar | 16    | Unique order-id.                                                                                                                                                           |
| CD_paxid         | Varchar | 16    | Customer unique id.                                                                                                                                                        |
| CD_cruiseid      | Varchar | 10    | Travel number.                                                                                                                                                             |
| CD_accountid     | Varchar | 12    | On-board account number.                                                                                                                                                   |
| CD_roomid        | Varchar | 6     | Cabin number.                                                                                                                                                              |
| CD_invoiceid     | Varchar | 12    | Account number.                                                                                                                                                            |
| Reference        | Varchar | 30    | Additional reference.                                                                                                                                                      |
| Token            | Varchar | 30-40 | UUID, ex. ed4bdf30-4ac4-102f-991a-000bcd838e00. Reference for a payment account, either from pre-registration (manifest) or earlier batch reply. Token usage is mandatory. |
| CC_brand Varchar | Varchar | 10    | Credit card brand MasterCard, VISA, AMEX, DC, JCB.                                                                                                                         |
| CC_cardowner     | Varchar | 27    | Card owner.                                                                                                                                                                |
| EDD_accountowner | Varchar | 27    | Bank account owner.                                                                                                                                                        |
| Track1enc        | Varchar | 256   | For future use.                                                                                                                                                            |
| Track2enc        | Varchar | 256   | For future use.                                                                                                                                                            |
| Track3enc        | Varchar | 256   | For future use.                                                                                                                                                            |
| KSN              | Varchar | 32    | For future use.                                                                                                                                                            |

**Table 1-7 (Cont.) Request File Format**

| Field             | Type    | Size | Definition                                                                                                                               |
|-------------------|---------|------|------------------------------------------------------------------------------------------------------------------------------------------|
| TransID reference | Varchar | 50   | Reference to the original unique transaction where necessary. For example, capture, refund, incauth for an already existing transaction. |
| Amount            | Int     | 9    | Always in the smallest currency unit (in cent for Euro and so on, example 100 for 1 Euro), empty if Trxtype=register                     |
| Currency          | Varchar | 3    | Currency code according to ISO 4217 for this transaction, for example, EUR,USD, or follow the Ship's currency.                           |
| Description       | Varchar | 27   | Note to Payee in text for Employment Development Department (EDD) Debit Card or other Payment Method.                                    |
| AppCodeTel        | Int     | 6    | Special authorization code obtained manually through telephone for an authorization from an acquirer.                                    |
| Customer          | Varchar | 27   | Customer name.                                                                                                                           |
| CD_customerid     | Varchar | 16   | Customer ID in Customer Relationship Management System.                                                                                  |
| CD_customertype   | Varchar | 12   | Type of customer, for example crew, passenger, staff, and others.                                                                        |
| CD_orderid        | Varchar | 16   | Unique order-id                                                                                                                          |
| CD_paxid          | Varchar | 16   | Customer unique id                                                                                                                       |
| CD_cruiseid       | Varchar | 10   | Travel number.                                                                                                                           |
| CD_accountid      | Varchar | 12   | On-board account number.                                                                                                                 |
| CD_roomid         | Varchar | 6    | Cabin number.                                                                                                                            |
| CD_invoiceid      | Varchar | 12   | Account number                                                                                                                           |
| Reference         | Varchar | 30   | Additional reference.                                                                                                                    |

**Table 1-7 (Cont.) Request File Format**

| Field            | Type    | Size  | Definition                                                                                                                                                                                              |
|------------------|---------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Token            | Varchar | 30-40 | UUID, ex.<br>ed4bdf30-4ac4-102f-99<br>1a-000bcd838e00.<br>Reference for a<br>payment account,<br>either from pre-<br>registration (manifest)<br>or earlier batch reply.<br>Token usage is<br>mandatory. |
| CC_brand Varchar | Varchar | 10    | Credit card brand<br>MasterCard, VISA,<br>AMEX, DC, JCB.                                                                                                                                                |
| CC_cardowner     | Varchar | 27    | Card owner.                                                                                                                                                                                             |
| EDD_accountowner | Varchar | 27    | Bank account owner.                                                                                                                                                                                     |
| Track1enc        | Varchar | 256   | For future use.                                                                                                                                                                                         |
| Track2enc        | Varchar | 256   | For future use.                                                                                                                                                                                         |
| Track3enc        | Varchar | 256   | For future use.                                                                                                                                                                                         |
| KSN              | Varchar | 32    | For future use.                                                                                                                                                                                         |

**Response File Format**

The following table describes the field definition for a Response File for Authorization and Settlement.

**Table 1-8 Response File Format**

| Field                  | Type    | Size | Definition                                                                                                   |
|------------------------|---------|------|--------------------------------------------------------------------------------------------------------------|
| Head                   | Varchar | 4    | Fixed value: "HEAD".                                                                                         |
| data-source            | Varchar | 30   | File sender name,<br>example "MV SHIP".                                                                      |
| Date                   | Int     | 12   | Format:<br>YYMMDDHHMMSS,<br>111019130712.                                                                    |
| file-number            | Int     | 12   | Counter for the file, for<br>example 42.                                                                     |
| Version                | Varchar | 4    | The version string of<br>our batch file, example<br>1.0 .                                                    |
| <b>Response Record</b> |         |      |                                                                                                              |
| TransID                | Varchar | 50   | unique transaction id.                                                                                       |
| Token                  | Varchar | 40   | Token, UUID for this<br>payment account. Only<br>if the payment account<br>(credit card or EDD) is<br>valid. |

**Table 1-8 (Cont.) Response File Format**

| Field         | Type    | Size | Definition                                                                            |
|---------------|---------|------|---------------------------------------------------------------------------------------|
| Return-code   | Varchar | 10   | 00000000 (8 zeros for OK)<br>NNNNNN (for Error. For example. 23055310).               |
| Status        | Varchar | 10   | The textual representation of return code, "OK", "Error".                             |
| Description   | Varchar | 255  | Description for Status.                                                               |
| Reference     | Varchar | 30   | Additional reference (same as input parameter).                                       |
| CD_customerid | Varchar | 16   | Customer number from CRM.                                                             |
| Approvalcode  | Int     | 6    | Approval-code for this transaction.                                                   |
| EPAREf        | Int     | 9    | EPA-Reference for this transaction, only used for Accounting.                         |
| auth_time     | Varchar | 20   | Server time stamp for the single transaction, format YYYY-MM-DDTHH:MM:SS as UTC Time. |
| <b>Footer</b> |         |      |                                                                                       |
| Foot          | Varchar | 4    | Fixed value: "FOOT".                                                                  |
| Counter       | Int     | 9    | Total number of records.                                                              |

# 2

## Generic Credit Card

The Credit Card Transfer is an interface that communicates with the shore-side Credit Card Service provider to obtain the card authorization and settlement through batch transfers.

### SPMS Parameters

This section describes the parameters available to the Credit Card Transfer module. They are accessible in **Administration module, System Setup, Parameter** function.

#### PAR\_GROUP General

**Table 2-1 PAR Group General**

| PAR Name                                        | PAR Value      | Description                                                                                                                                                                                                                                            |
|-------------------------------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Signature Capture for Credit Card        | 0 or 1         | 0 - Disables Signature Capture for Credit Card.<br>1 - Enables Signature Capture for Credit Card.                                                                                                                                                      |
| Number of day before debarkation                | 2              | Specifies the number of days before guest debarkation date to swipe the exact amount for debit/credit card in online mode.                                                                                                                             |
| Disable C/Card and Posting when auth is decline | 0 or 1 or 2    | 0 - No credit card deactivation and no posting is disable.<br>1 - We will deactivate the credit card first. If there is no more active credit card, the guest posting will be disable.<br>2 - Deactivates the credit card but posting is still enable. |
| Online Initial Auth Amount                      | <Amount>       | Specifies the initial authorization amount for all card types when card is swiped at the terminal in Online mode.                                                                                                                                      |
| Online Debit Initial Auth Amount                | 10, 20, 30, 40 | Specifies four amounts for the debit card initial authorization amount.                                                                                                                                                                                |
| Top Up Percentage                               | <value>        | Specifies the top up percentage to be calculated with the total authorized amount. For example: Total Auth Amount=1000 * 15% = 1150.                                                                                                                   |

**Table 2-1 (Cont.) PAR Group General**

| PAR Name                                     | PAR Value | Description                                                                                                                                                 |
|----------------------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number of Credit Card Front Digit to Display | <Value>   | Only value 0 - 6 is allowed in this parameter.<br>The value define in this parameter is to reflect the front digit of the credit card number in the report. |
| Card Track Data not Stored                   | <BLANK>   | List of card types that should not store track data in the database. Format ('Card Type 1','Card Type 2').<br>For example: ('DS','DI','JC','DC')            |

**PAR\_GROUP Interfaces****Table 2-2 PAR Group Interfaces**

| PAR Name                      | PAR Value     | Description                                                                                                                                                                                                                                                                        |
|-------------------------------|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Batch CCard Processing Format | OHCCreditCard | Specifies the message format to be generated by Credit Card Transfer.                                                                                                                                                                                                              |
| Merchant ID                   | <character>   | Defines the Merchant ID for the authorization file.                                                                                                                                                                                                                                |
| CC Auth/Settlement Folder     | Folder path   | Repository location for authorization/settlement files generated by OHC Credit Card Interface.<br><br>Note: To avoid adverse impact on your system, please abstain from using the following folder path:<br>System<br>Directory"\Users\Public\Documents\Oracle Hospitality Cruise" |

**PAR\_GROUP Not Specified****Table 2-3 PAR\_GROUP Not Specified**

| PAR Name           | PAR Value     | Description                                                           |
|--------------------|---------------|-----------------------------------------------------------------------|
| CC Transfer Format | OHCCreditCard | Specifies the message format to be generated by Credit Card Transfer. |

## System Configuration

This section describes the setup of various system codes required by the Generic Credit Card handling and these codes are setup in **Administration module, Financial Setup, Department Setup**.

### Department Setup

#### Department Setup

A debit and credit department code for each credit card type accepted by the ship must be configured for charging and posting to take place.

#### Credit/Debit Card Department Code Setup

1. Log in to the **Administration module**.
2. Select **Financial Setup, Department Setup** from the drop-down list.
3. Click **New** to create a Sub-Department code.
4. Under the **Main Department section**, enter the credit/debit card information such as payment type, department code, and description.
5. In the **Payment Type Details** section,
  - a. Enter the first two digits of the first set of the card number in Credit Card digit.
  - b. Enter the **Credit Card ID**, for example MC – MasterCard, VI – Visa, and others.
  - c. Select the corresponding **Credit Card Internal ID** from the drop-down box.
  - d. Enter the **Credit Card Merchant Number** provided by the service provider.
  - e. Set the **Minimum Authorized Value** to 0.
  - f. Select the **Commission department** from the drop-down list and update the **commission rate** in percentage.
  - g. Select the **Debit Card No Commission charge** checkbox if a commission is not applicable to the debit card.
6. In the **Department Security** access, select the appropriate security level from the drop-down box.
7. Select the **Payment Type** under the Payment Department Type, either Both Credit and Debit card, Credit card or Debit card.
8. Click **OK** to save.

### Receipt Setup

A receipt can be generated upon payment and this would require a report template to be set up. A Standard Credit Card receipt template is available in **Administration module, System Setup, Report Setup, Receipts Group**. Please contact Oracle Hospitality Cruise Support if you would like to configure a customized receipt format.

## Transaction Services Installation

For the program to work seamlessly and as a standard installation, a Web Services installation is required. Download the latest *Installation Guide* from the Oracle Help Center and follow the steps to install.

### Registering a Credit Card

The Generic Credit Card handling has two operating modes: **Attended** and **Unattended**. The Unattended Mode offers user a payment solution in an un-managed environment such as kiosk, self-service outlets. The Attended Mode requires user intervention. Registration of credit cards in both modes is performed through a Web Service function.

#### Registering Credit Card in Attended Mode

The Attended Mode is a direct sales mode that registers a card, performs the sale transaction, and deactivates the card after the sale transaction is complete and at the same time, inserts the card details into the account as *Inactive*. A board card or cruise card is required in order to process the sales transaction and a re-registration of the card if the guest decides to use the same card for settlement at a later time.

#### Viewing an Authorization Amount in Management module for Attended mode

1. Log in to the **Management module** and navigate to the **Guest Handling** screen.
2. In the **Search Panel**, browse for the guest account and navigate to the **Credit Card** tab in the guest account. The registered card should be in an *Inactive* mode.
3. To display the initial authorization, select the credit card and click **CView Authorization** in the middle section of the screen.
4. Navigate to the **Invoice tab** to view the sale transaction of the credit card. The amount is credited automatically onto the invoice if the card is a Debit Card.

#### Registering Credit Card in Unattended Mode

The Unattended mode registers the card as Active in the guest account and post sa credit if the registered card is a debit card. A board card or cruise card is required for payment card registration.

#### Viewing an Authorization Amount in Management module for Unattended Mode.

1. Log in to the **Management module** and navigate to the **Guest Handling** screen.
2. In the **Search Panel**, browse for the guest account and navigate to the **Credit card** tab in the Guest account.
3. Select the registered credit/debit card and click **View Authorizations**. The Initial Authorization is shown in the **Type** column.

#### Credit Card Transfer Interface

The Credit Card Interface has several functions enabled for Generic Card Transfer handling through the Credit Card Batch Authorization. Refer to the following table:

Table 2-4 Credit Card Transfer Interface Functions

| Authorization                                                                                                                                                           | Settlement                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Test File</li> <li>• New Authorization File</li> <li>• Read Authorization File</li> <li>• Manual Authorization File</li> </ul> | <ul style="list-style-type: none"> <li>• New Settlement File</li> <li>• Read Settlement File</li> </ul> |

## Creating Incremental / Top up Authorization File

1. Start the **Credit Card Transfer Interface**.
2. Select the **Authorization** menu, then the **New Authorization File** from the drop-down menu.
3. In the Cruise Credit Card Authorization Write screen, a list of credit cards requiring incremental authorization appear in the grid. Use the Selection Criteria to filter the desired information.

Figure 2-1 New Authorization Screen

4. Click the **Process** button to generate the Authorization file. After the file generation completes, the saved file is shown at the bottom left of the screen.
5. In the **Management module, Guest Handling** function, select the guest account and navigate to the **Credit Card** tab. Click **View Authorization** to open the **Authorization** screen. The status of the transaction pending authorization is reflected as *Outstanding*.

## Reading Authorization File

After the Merchant/Service Provider processes the authorization request, a response file with authorization codes is returned. You must update the authorization codes into the guest account using the Read Authorization function.

1. Repeat step 1 of [Creating Incremental/Top Up Authorization File](#) and select **Read Authorization File** from the drop-down menu.

2. At the Cruise Credit Card Authorization Read screen, click **Open File** and search for the response file provided by the merchant, for example, the file name is XXXXXX.pcr
3. Click **Process** to process the response transactions. A progress status is shown on the screen.
4. Navigate to the **Management module, Guest Handling** function, locate the guest account, and navigate to **Credit Card** tab.
5. Click the **View Authorization** button to view. The authorized transaction in the status column is 'Authorized'.

## Obtaining Manual Authorization

A manual authorization is available on an ad hoc basis and is performed within the guest account.

1. In the **Management module, Guest Handling** function, select the guest account.
2. Navigate to the **Credit Card** tab and click **View Authorization**.
3. In the Authorization screen, select **Add Authorization**.
4. Enter the value and the authorization code in the Credit Card Authorization screen when prompted, and click **OK** to save. This sets the status to 'Authorized' in the Manual Authorization screen.
5. The Authorized code and value is shown at Authorization section when selecting the manual authorized transaction.

**Figure 2-2 Manual Authorization Screen, Forced Status**

**Manual Credit Card Authorization**

| Payment Type       | Card Number | Value    | Status     | Type        |
|--------------------|-------------|----------|------------|-------------|
| 9033 Master Card - |             | 250.00   | Authorized | Initial     |
| 9033 Master Card - |             | 841.50   | Authorized | Incremental |
| 9033 Master Card - |             | 1,996.50 | Forced     | Incremental |
| 9033 Master Card - |             | 100.00   | Declined   | Incremental |

**Details**

Authorizations

Number: 4

Pending Value: 0.00

Declined Value: 0.00

Authorized Value: 3,188.00

Authorization

Code: 0005 Value: 1996.50

## Creating Settlement File

At the end of an invoice settlement, the system writes the settlement into the Settlement file, to be processed in a batch.

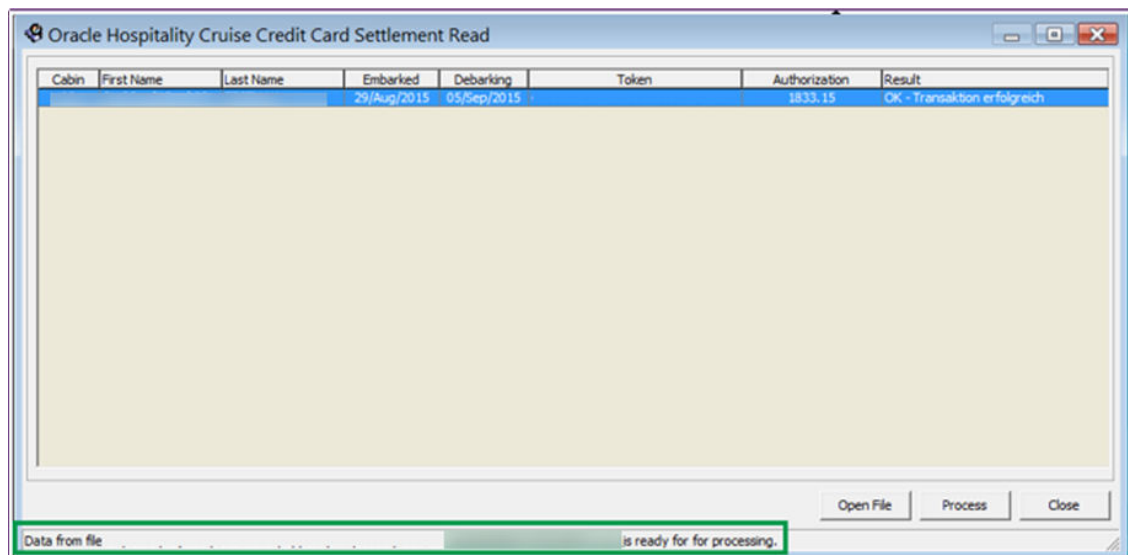
1. In the Credit Card Transfer Interface program, select from the drop-down menu **Settlement**, then **New Settlement File**.
2. Click the **Process** button to generate the Settlement File. After the Settlement file is created, the saved file is shown at the bottom of the screen.

### Reading Settlement File

After the Merchant or Service Provider returns a Response File, you must upload the file and update the Settlement transactions status.

1. From the **Settlement** drop-down menu, select **Read Settlement File**.
2. On the Cruise Credit Card Settlement Read screen, click the **Open File** button and locate the Settlement Response file.
3. The status of the process is on the Settlement Read screen. Click the **Process** button to read and update the Settlement record.

**Figure 2-3 Settlement Read Screen**



## Report

The credit card digits to print on reports depends on the setting defined in the **Number of Credit Card Front Digit to Display** parameter. This parameter only supports value from 0 - 6.

Below are the examples of the number of front digit to show on the report based on the value defined.

**Figure 2-4 Reporting — Number of Front Digit to Appear in Report**

- 'Number of Credit Card Front Digit to Display' = 0

|      |                           |       |             |       |        |             |
|------|---------------------------|-------|-------------|-------|--------|-------------|
| 1    | Passenger with CC Number: | ***** | INGENICO 01 | 12/17 | Diners | 18-Jun-2015 |
| 7016 |                           |       |             |       |        |             |

- 'Number of Credit Card Front Digit to Display' = 1

|      |                           |        |             |       |        |             |
|------|---------------------------|--------|-------------|-------|--------|-------------|
| 1    | Passenger with CC Number: | 3***** | INGENICO 01 | 12/17 | Diners | 18-Jun-2015 |
| 7016 |                           |        |             |       |        |             |

- 'Number of Credit Card Front Digit to Display' = 2

|      |                           |         |             |       |        |             |
|------|---------------------------|---------|-------------|-------|--------|-------------|
| 1    | Passenger with CC Number: | 36***** | INGENICO 01 | 12/17 | Diners | 18-Jun-2015 |
| 7016 |                           |         |             |       |        |             |

## Troubleshooting Section

This section describes the troubleshooting steps for resolving some known issues encountered in Generic Credit Card handling.

**Table 2-5 Tools Known Issue and Solution**

| Known Issue                            | Solution                                       |
|----------------------------------------|------------------------------------------------|
| Error — 'Key unable to upload'         | Register PGPBBox7.dll with regsvr32.exe again. |
| Error — 'License Key has not been set' | Register PGPBBox7.dll with regsvr32.exe again. |

### Credit Card Transfer Interface

**Table 2-6 Credit Card Transfer Interface Known Issue and Solution**

| Known Issue                                                                  | Solution                                                                                                                                  |
|------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Credit Card Transfer does not reflect the correct desired credit card format | Check the credit card format setup in Administration module, System Setup, Database Parameter, Interfaces, Batch CCard Processing Format. |

**Table 2-7 Web Services Log**

| Parameter     | Description                                                                                                                                                              |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <GuestSearch> | The program searches the guest details from the information obtained from the Credit Card device; all guests in the same cabin are also shown on the Credit Card device. |

Table 2-7 (Cont.) Web Services Log

| Parameter            | Description                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <GetAmount>          | Credit Card device prompts to insert/swipe payment card and SPMS will determine the pre-authorization amount based on card information retrieved from Credit Card device. The Credit Card pre-authorization amount is based on the Online Initial Auth Amount parameter, and the debit card pre-authorization amount is based on the Online Debit Initial Auth Amount parameter. |
| <UpdateCardInfo>     | The SPMS obtain information provided by the merchant or service provider through the card device and inserts the token, status and modification date from the response into the card record and authorization record for Approved and Declined cards.                                                                                                                            |
| <AddRouting>         | If the transaction is approved, the Credit Card device displays the other guest names of the same cabin for routing processing. SPMS updates the RES_QROUTE_ACC if routing is assigned through the device.                                                                                                                                                                       |
| <TmlTweet>           | The function maintains the Credit Card device Keep Alive status. Additional information updates such as cruise currency, pending transaction depend on this function.                                                                                                                                                                                                            |
| <gbCardRegistration> | This parameter identifies whether the guest/crew/system account is allowed to perform payment card registration or not. The value for the parameter is either true or false.                                                                                                                                                                                                     |
| <gbRouting>          | This parameter identifies whether the guest/crew/system account is allowed or not to perform payment routing. The value for the parameter is either true or false.                                                                                                                                                                                                               |
| <GuestSearch>        | The program searches the guest details from the information obtained from the Credit Card device; all guests in the same cabin are also shown on the Credit Card device.                                                                                                                                                                                                         |
| <GetAmount>          | The Credit Card device prompts to insert/swipe payment card, and SPMS determines the pre-authorization amount based on card information retrieve from Credit Card device. The Credit card pre-authorization amount is based on the Online Initial Auth Amount parameter, and the debit card pre-authorization amount is based on the Online Debit Initial Auth Amount parameter. |
| <UpdateCardInfo>     | The SPMS obtain information provided by the merchant or service provider through the card device and inserts the token, status and modification date from the response into the card record and authorization record for Approved and Declined cards.                                                                                                                            |

Table 2-7 (Cont.) Web Services Log

| Parameter            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <AddRouting>         | If the transaction is approved, the Credit Card device displays the other guest names of the same cabin for the routing process. SPMS updates the RES_QROUTE_ACC if routing is assigned through the device.                                                                                                                                                                                                                                                                                                                                                                                                |
| <TmlTweet>           | The function maintains the Credit Card device 'Keep Alive' status. Additional information update such as cruise currency, pending transaction depends on this function.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <gbCardRegistration> | <p>This parameter identifies whether the guest/crew/system account is allowed to perform payment card registration. The value for the parameter is either true or false.</p> <p>This parameter identifies the guest/crew/system account's last day of the cruise. The parameter is controlled by the 'General', 'Number of Before Disembarkation Days' parameter, and the value of the parameter is either true or false,</p> <p>for example:</p> <p>If [Disembarkation date] - [Number of Before Disembarkation Days] = [System Date], then &lt;gbLastDay&gt; = true, else &lt;gbLastDay&gt; = false.</p> |
| <gbLastDay>          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <gbDebitRefund>      | This parameter identifies whether the guest/crew/system account is allowed to receive a refund the balance from their invoice account. The value for the parameter is either true or false.                                                                                                                                                                                                                                                                                                                                                                                                                |

## Generic Credit Card Mapping Fields

This section describes the field definition supported by the Generic Credit Card (OHCCreditCard) format.

### File Name Format

The file naming format for Generic Credit Card is explained in the following table, for example: GuestTransfer#####.pci.

**Table 2-8 Generic Credit Card File Format**

| Name         | Description                                                                                                                                                                                                                                                                                                         |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Guest        | The first word of the file name is a representation of the Account Type based on the filter used to generate the authorization file.<br>Guest - GuestTransfer#####.pci<br>Crew - CrewTransfer#####.pci<br>Group - GroupTransfer#####.pci<br>Staff - StaffTransfer#####.pci<br>All filter - <Blank>Transfer#####.pci |
| Transfer     | The second word of the file name represents the type of transfer.<br>TestTransfer = test authorization file.<br>Transfer = Authorization transaction file.<br>Settle = Settlement transaction file.                                                                                                                 |
| 071020161138 | The date/time format of the authorization file is DDMMYYYYHHMM.                                                                                                                                                                                                                                                     |
| PCI or PCR   | The file format extension of the authorization file:<br>pci = request file<br>pcr = response file                                                                                                                                                                                                                   |

**Request File Format**

The following table describes the field definitions for a Request File for Authorization and Settlement.

**Table 2-9 Request File Format**

| Field               | Type    | Size | Definition                                                               |
|---------------------|---------|------|--------------------------------------------------------------------------|
| <b>Header</b>       |         |      |                                                                          |
| Head                | Varchar | 4    | Fixed value: "HEAD".                                                     |
| data-source         | Varchar | 30   | File sender name, example "MV SHIP".                                     |
| Date                | Int     | 12   | Format:<br>YYMMDDHHMMSS,<br>111019130712.                                |
| file-number         | Int     | 12   | Counter for the file.                                                    |
| Version             | Varchar | 4    | Version string of our batch file, example 1.0.                           |
| <b>Batch Record</b> |         |      |                                                                          |
| MerchantID          | Varchar | 20   | Merchant ID. For example: HOTEL.                                         |
| Paytype             | Varchar | 10   | "CC" - for VI, MC.<br>"EDD" - for EC.<br>"TO" - for if token with value. |

Table 2-9 (Cont.) Request File Format

| Field             | Type    | Size | Definition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------|---------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Trxtype           | Varchar | 12   | <p> tstauth incauth capture refund</p> <p>tstauth: Test authorization, it is a mandatory authorization prior to generating an initial authorization.</p> <p>incauth: Incremental authorization increases amount of an existing authorization. Input has to be the total amount (initial+additional amount).</p> <p>capture: Book a pre-authorization. Capture amount has to be less than or equal to the authorized amount.</p> <p>refund: Refund an amount only valid for an existing order.</p> |
| TransID           | Varchar | 50   | Unique transaction identification number in ASCII. Does not support special characters.                                                                                                                                                                                                                                                                                                                                                                                                           |
| TransID reference | Varchar | 50   | Reference to the original unique transaction where necessary. For example: capture, refund, incauth for an already existing transaction.                                                                                                                                                                                                                                                                                                                                                          |
| Amount            | Int     | 9    | Always in the smallest currency unit in cent for Euro and so on. For example 100 for 1 Euro.b Empty if Trxtype=register.                                                                                                                                                                                                                                                                                                                                                                          |
| Currency          | Varchar | 3    | Currency code according to ISO 4217 for this transaction. For example; EUR, USD, or follow the Ship's currency.                                                                                                                                                                                                                                                                                                                                                                                   |
| Description       | Varchar | 27   | Note to payee in text for EDD Debit Card or other Payment Method.                                                                                                                                                                                                                                                                                                                                                                                                                                 |

**Table 2-9 (Cont.) Request File Format**

| Field               | Type    | Size  | Definition                                                                                                                                                                                                               |
|---------------------|---------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AppCodeTel          | Int     | 6     | Special authorization code obtained manually through telephone for an authorization from an acquirer.                                                                                                                    |
| Customer            | Varchar | 27    | Customer name.                                                                                                                                                                                                           |
| CD_customerid       | Varchar | 16    | Customer ID in Customer Relationship Management System (CRM).                                                                                                                                                            |
| CD_customertype     | Varchar | 12    | Type of customer, For example: crew, passenger, staff and others.                                                                                                                                                        |
| CD_orderid          | Varchar | 16    | Unique order-id.                                                                                                                                                                                                         |
| CD_paxid            | Varchar | 16    | Customer unique ID.                                                                                                                                                                                                      |
| CD_cruiseid         | Varchar | 10    | Travel number.                                                                                                                                                                                                           |
| CD_accountid        | Varchar | 12    | On-board account number.                                                                                                                                                                                                 |
| CD_roomid           | Varchar | 6     | Cabin number                                                                                                                                                                                                             |
| CD_invoiceid        | Varchar | 12    | Account number                                                                                                                                                                                                           |
| Reference           | Varchar | 30    | Additional reference.                                                                                                                                                                                                    |
| Token               | Varchar | 30-40 | Universally unique identifier (UUID). For example: ed4bdf30-4ac4-102f-991a-000bcd838e00. Reference for a payment account, either from pre-registration (manifest) or from earlier batch reply. Token usage is mandatory. |
| CC_brand Varchar    | Varchar | 10    | Credit card brand MasterCard, VISA, AMEX, DC, JCB.                                                                                                                                                                       |
| CC_cardowner        | Varchar | 27    | Card owner.                                                                                                                                                                                                              |
| EDD_accountowner    | Varchar | 27    | Bank account owner.                                                                                                                                                                                                      |
| Track1enc           | Varchar | 256   | For future use.                                                                                                                                                                                                          |
| Track2enc           | Varchar | 256   | For future use.                                                                                                                                                                                                          |
| Track3enc           | Varchar | 256   | For future use.                                                                                                                                                                                                          |
| KSN                 | Varchar | 32    | For future use.                                                                                                                                                                                                          |
| Device              | Varchar | 32    | For future use.                                                                                                                                                                                                          |
| <b>Batch Footer</b> |         |       |                                                                                                                                                                                                                          |
| Foot                | Varchar | 4     | Fixed value: "FOOT".                                                                                                                                                                                                     |

**Table 2-9 (Cont.) Request File Format**

| Field   | Type | Size | Definition               |
|---------|------|------|--------------------------|
| Counter | Int  | 9    | Total number of records. |

**Table 2-10 Response File Format**

| Field                  | Type    | Size | Definition                                                                                |
|------------------------|---------|------|-------------------------------------------------------------------------------------------|
| Head                   | Varchar | 4    | Fixed value: "HEAD".                                                                      |
| data-source            | Varchar | 30   | File sender name, example "MV SHIP".                                                      |
| Date                   | Int     | 12   | Format: YYMMDDHHMMSS, 111019130712.                                                       |
| file-number            | Int     | 12   | Counter for the file.                                                                     |
| Version                | Varchar | 4    | Version string of our batch file, example 1.0.                                            |
| <b>Response Record</b> |         |      |                                                                                           |
| TransID                | Varchar | 50   | Unique transaction ID.                                                                    |
| Token                  | Varchar | 40   | UUID for this payment account. Only if the payment account (credit card or EDD) is valid. |
| Return-code            | Varchar | 10   | 00000000 (8 zeros for OK)<br>NNNNNN (for Error, ex. 23055310).                            |
| Status                 | Varchar | 10   | Textual representation of return code, "OK", "Error".                                     |
| Description            | Varchar | 255  | Description for Status.                                                                   |
| Reference              | Varchar | 30   | Additional reference. Same as input parameter.                                            |
| CD_customerid          | Varchar | 16   | Customer number from CRM.                                                                 |
| Approvalcode           | Int     | 6    | Approval-code for this transaction.                                                       |
| EPAref                 | Int     | 9    | EPA-Reference for this transaction, only used for Accounting.                             |
| auth_time              | Varchar | 20   | Server time stamp for the single transaction, format YYYY-MM-DDTHH:MM:SS as UTC Time.     |

**Footer**

**Table 2-10 (Cont.) Response File Format**

| Field   | Type    | Size | Definition               |
|---------|---------|------|--------------------------|
| Foot    | Varchar | 4    | Fixed value: "FOOT".     |
| Counter | Int     | 9    | Total number of records. |

## Sample BIN Range

Below are the sample eligible BIN range for Generic Credit Card.

400626,400626,DEL,Visa Debit,16 480240,480240,DEL,Visa Debit,16  
407704,407705,DEL,Visa Debit,16 407704,407705,DEL,Visa Debit,16  
408367,408367,DEL,Visa Debit,16 484412,484412,DEL,Visa Debit,16  
420672,420672,DEL,Visa Debit,16 499844,499846,DEL,Visa Debit,16  
446213,446254,DEL,Visa Debit,16 499902,499902,DEL,Visa Debit,16  
446257,446272,DEL,Visa Debit,16 400115,400115,ELC,Visa Electron,16  
446274,446283,DEL,Visa Debit,16 400837,400839,ELC,Visa Electron,16  
456725,456745,DEL,Visa Debit,16 484418,484426,ELC,Visa Electron,16  
458046,458046,DEL,Visa Debit,16 484428,484455,ELC,Visa Electron,16  
460024,460024,DEL,Visa Debit,16 491730,491759,ELC,Visa Electron,16  
465830,465879,DEL,Visa Debit,16 499806,499806,ELC,Visa Electron,16  
465901,465950,DEL,Visa Debit,16 512499,512499,MCD,MasterCard Debit,16  
474503,474503,DEL,Visa Debit,16 512746,512746,MCD,MasterCard Debit,16  
476340,476389,DEL,Visa Debit,16 545721,545723,MCD,MasterCard Debit,16

# 3

## Ingenico Format

The following sections describe the setup and usage of Online Credit Card Transfer for the INGENICO handling.

### SPMS Parameters Ingenico

This section describes the parameters available to INGENICO Online Credit Card module. They are accessible from the **Administration module, System Setup, Parameter** function.

#### PAR\_GROUP General

**Table 3-1 PAR Group General**

| PAR Name                                 | PAR Value   | Description                                                                                                                                                                                                         |
|------------------------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Signature Capture for Credit Card | 0 or 1      | 0 - Disables Signature Capture for Credit Card.<br>1 - Enables Signature Capture for Credit Card.                                                                                                                   |
| Number of day before debarkation         | 2           | Specifies the number of days before guest disembarkation date to swipe the exact amount for debit/credit card in online mode.                                                                                       |
| Allow payment for Declined Authorization | 1           | 0 - Does not allow payment if authorization is declined but allow when offline.<br>1 - Allows payment if authorization is decline or offline.<br>2 - Does not allow payment if authorization is decline or offline. |
| Allow posting for declined authorization | 1           | 0 - Does not allow posting if credit card authorization is declined.<br>1 - Allows posting.                                                                                                                         |
| Online Initial Auth Amount               | <Amount>    | Defines the initial authorization amount for all card types when card is swiped at the terminal in online mode.                                                                                                     |
| Online Debit Initial Auth Amount         | 10,20,30,40 | Defines four amounts for the debit card initial authorization amount.                                                                                                                                               |

**Table 3-1 (Cont.) PAR Group General**

| PAR Name                                       | PAR Value | Description                                                                                                                      |
|------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------|
| Allow Settlement Voiding                       | 1         | 0 - Allows voiding, no message will be prompted.<br>1 - Allows voiding, message will be prompted.<br>2 - Does not allow voiding. |
| Number of hour after embark date to block card | <hours>   | Defines the number of hours after embarkation date to block cruise card/disable posting.                                         |
| Number of Credit Card Front Digit to Display   | <Value>   | Defines the number of credit card front digit visible in the credit card report. Value 0 to 6.                                   |

**PAR\_GROUP Ingenico****Table 3-2 PAR Group Ingenico**

| PAR Name                                          | PAR Value | Description                                                                                                                                                  |
|---------------------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Change Payment Department                  | 0         | 0 - Disables the change of payment department after card is deactivated.<br>1 - Enables a change of payment department after card is deactivated.            |
| Amount for Online top up                          | <Amount>  | Defines the top up amount to define to send in online/offline mode.                                                                                          |
| Fixed Amount to add to top up amount              | <Amount>  | Defines the fixed amount to add to the top up value.                                                                                                         |
| Posting amount to reject if auth declined/offline | <Amount>  | Does not allow posting if posting amount are more than parameter defined amount AND authorization is decline or offline.                                     |
| Credit Amount Not Allowed to Exceed               | <Amount>  | Specifies the credit posting amount not allowed to add if credit is greater than debit value and credit greater than new parameter value. Default value = 0. |

**PAR\_GROUP Not Specified****Table 3-3 PAR\_GROUP Not Specified**

| PAR Name           | PAR Value     | Description                                                           |
|--------------------|---------------|-----------------------------------------------------------------------|
| CC Transfer Format | OHCCreditCard | Specifies the message format to be generated by Credit Card Transfer. |

Table 3-3 (Cont.) PAR\_GROUP Not Specified

| PAR Name             | PAR Value             | Description                                              |
|----------------------|-----------------------|----------------------------------------------------------|
| CCard Interface Name | <Workstation IP/Name> | Workstation IP address/name that runs OHC Ship Transfer. |

## System Configuration Ingenico

This section describes the various system code setups used by Ingenico Handling. The function is available in the **Administration module**.

### Department Setup

You must configure a debit and credit department code for each credit card type accepted by the ship in order for charging and posting to take place.

### 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 to create a **Sub-Department** code.
3. Under 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:
  - Enter the first two digits of the first set of the credit card number in the Credit Card digits field.
  - Enter the **Credit Card ID**, for example, MC — MasterCard, VI — Visa, and others.
  - Select the corresponding **Credit Card Internal ID** from the drop-down list.
  - Enter the **Credit Card Merchant Number** provided by the Service Provider.
  - Select the **Commission department** from the drop-down list and update the **commission rate** in percentage.
  - Select the **Debit Card No Commission** charge if the commission is not applicable to debit card.
5. In the **Department Security** access section, select the appropriate security level from the drop-down list.
6. Select the **Payment Type** under Payment Department Type, either Both Credit and Debit card, Credit card or Debit card. This field determines whether the payment type is a Credit Card or Debit Card.
7. Click **OK** to save.

## Merchant Setup

A merchant credential is required for credit card authorizations and payments to be handled efficiently. Prior to setting up the Merchant's credentials, the following information must be ready:

- Pre-configured Credit Card type
- Currency code exist in currency table

- Merchant information from service provider

## Merchant Credentials

1. Log in to the Administration module and select **Financial Setup, Credit Card Merchant Setup** from the drop-down list.
2. Right-click and select **Add New** to open a new screen.

**Figure 3-1 Merchant Setup**

**Merchant Details Setup**

**Merchant Details**

|                    |            |   |
|--------------------|------------|---|
| Credit Card Type:  | VI - Visa  | ✓ |
| Currency:          | EUR        | ✓ |
| Terminal ID:       |            | ✓ |
| Bank ID:           |            |   |
| Merchant ID:       |            |   |
| Merchant Category: |            |   |
| Merchant Name:     |            |   |
| Merchant City:     |            |   |
| Merchant State:    |            |   |
| Merchant Zip:      |            |   |
| Decimal:           | 2          | ✓ |
| IP Port:           |            | ✓ |
| Merchant Logon ID: | MSC_SP_EUR | ✓ |
| Merchant EMID:     |            |   |
| Merchant Password: |            | ✓ |
| Site:              |            |   |
| Culture:           |            |   |

OK Cancel Apply

3. Fill in the following fields correctly:
  - a. Credit Card type
  - b. Currency
  - c. Terminal IF
  - d. Decimal
  - e. IP port
  - f. Merchant Logon ID
  - g. Merchant Password
4. Click **OK** to save.
5. Repeat steps 1 to 5 for other credit card types accepted by the Merchant.

### Receipt Setup

A receipt can be generated upon payment and this requires setting up a report template. A Standard Credit Card receipt template is available in **Administration module, System Setup, Report setup, Receipts group**. Contact Oracle Hospitality Cruise Support if you want to configure a customized receipt format.

### Credit Card BIN Import

In order for the program to recognize the correct card type (Credit/Debit) and its handling, you must import a Credit Card Bank Identification Number (BIN) file provided by ELAVON to SPMS periodically. This file contains the complete set of eligible BINs and information from the previously loaded BIN file is overwritten during the reload process.

#### BIN file loading

1. Log in to the Administration module and select **Financial Setup, Import Credit Card Bin** file.
2. Locate and select the latest BIN file from the folder, and click **Open**. For more information about the BIN format, see *Sample BIN Ranges*.
3. The BIN file Information populates in the Credit Card BIN Import screen. Click the **Import** to save the BIN ranges into the BIN table. The below table, Card Type Category in BIN Table describes the card categories in the BIN file:

**Table 3-4 Card Type Category in BIN Table**

| BIN-ISDEBIT | Description |
|-------------|-------------|
| 0           | Credit Card |
| 1           | Debit Card  |
| 2           | Combo Card  |

4. Click **Close** to exit.

### Transaction Services Installation

As a standard installation, a Transaction Services installation is required. To install the **TransactionsServices**, see the SPMS Installation Guide.

## Ingenico OHC Ship Transfer

The OHC Ship Transfer is an interface program that sends the batch authorization from SPMS to the Ingenico Payment Gateway at a scheduled time for credit card payments to be authorized.

### Setting up OHC Ship Transfer

1. Start `OHC Ship Transf.exe` and navigate to **Settings** tab.
2. Under the **Remote Server** section, insert the following URLs obtained from the respective payment gateway provider in the respective field:
  - Payment gateway URL / Web service URL
  - Batch Payment gateway URL / Batch Web service URL
3. To set an Auto Scheduler for batch authorizations to be sent daily at a scheduled time, select the **Auto Scheduler** and set the desire time.

**Figure 3-2 OHC Ship Transfer Scheduler**

4. This function is only applicable to the Ingenico Online Credit Card format batch authorization. For Batch Settlement, these are performed in Management/Crew, Credit Card Batch Settlement function.
5. The above settings are saved in OHCSettings.Par under the following tag:

**Table 3-5 OHCSettings.Par**

| Field Name                                                            | Description                                                                                         |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| [#ShipTransf.Connection.AutoScheduler=1#]                             | Indicates whether the Auto Scheduler is turn on/off (1 = on, 0 = Off).                              |
| [#ShipTransf.Connection.AutoScheduler Time=23:30#]                    | Indicates the time set in Auto Scheduler.                                                           |
| [#ShipTransf.Connection.last Date Auto Authorization=20150307000000#] | Indicates the last sent date/time of the batch top up. The saved date/time format is YYYYMMDDHHMMSS |

## Checking Amount Authorized in Management module

1. Log in to the **Management** module and navigate to the **Guest Handling** screen.
2. In the **Search Panel**, browse for the guest account.
3. Navigate to the **Credit Cards** tab in the Guest account.
4. Select the registered credit/debit card and click **View Authorizations** to display Initial Authorization.

## Processing Credit Card Batch

The batch function sends authorization requests and settlement by batch to Ingenico for processing. This function requires parameters, **Not Specified, CC Transfer Format** set as **“INGENICO”**. These functions are only permissible to users with assigned security rights. See *User Security Group* for access rights for details. Both functions are available in the Management and the Crew module.

- Management, Cashier, Credit Card Batch Authorization/ Credit Card Batch Settlement.
- Crew, Quick Functions, Credit.

## Generating Batch Authorization

The Credit Card Batch Authorization function sends authorization requests of credit/debit cards marked with 'Online top up amount' by batch to Ingenico through the Ship Transfer interface.

1. Log in to the **Management module**.
2. Select **Credit Card Batch Authorization** from the menu-item to open the **Batch Authorization Handling** screen. The Batch Authorization Handling screen includes four tabs.

**Table 3-6 Batch Authorization Screen**

| Tab Name                   | Description                                                    |
|----------------------------|----------------------------------------------------------------|
| Outstanding Authorizations | Authorizations request yet to be process.                      |
| Pending Authorizations     | Authorizations request pending approval from service provider. |
| Declined Authorizations    | Authorizations request declined by service provider.           |
| Approved Authorizations    | Authorization request approved by service provider.            |

3. To process the batch, select the desire tab and click **Process**. A progress bar is shown on the screen indicating the batch progress.

**Figure 3-3 Management, Batch Authorization — Outstanding Authorization Tab**

The screenshot shows the 'Batch Authorization Handling' window. The 'Outstanding Authorizations' tab is selected and highlighted with a green box. The window contains a table with columns: Cabin, First Name, Last Name, Embarked, Authorization, Open Balance, Card No., and Card Expiry. The table is currently empty. To the right of the table is a 'Statistics' section titled 'Authorizations Totals' showing a list of card types and their respective balances, all set to 0.00. A 'Total' row at the bottom of the statistics shows 0.00. At the bottom right of the window, there is a 'Process' button highlighted with a green box and a 'Close' button.

| Cabin | First Name | Last Name | Embarked | Authorization | Open Balance | Card No. | Card Expiry |
|-------|------------|-----------|----------|---------------|--------------|----------|-------------|
|-------|------------|-----------|----------|---------------|--------------|----------|-------------|

| Authorizations Totals      |             |
|----------------------------|-------------|
| AX American Express        | 0.00        |
| AX American Express - RPOS | 0.00        |
| DC Diners                  | 0.00        |
| DC Diners - RPOS           | 0.00        |
| JC JCB                     | 0.00        |
| MC MasterCard              | 0.00        |
| MC MasterCard - RPOS       | 0.00        |
| MC MasterCard Debit        | 0.00        |
| VI Visa Card               | 0.00        |
| VI Visa Card - RPOS        | 0.00        |
| VI Visa Card Debit         | 0.00        |
| <b>Total:</b>              | <b>0.00</b> |

**Figure 3-4 Management, Batch Authorization — Outstanding Authorization Tab**

The screenshot shows the 'Batch Authorization Handling' window. The 'Pending Authorizations' tab is selected and highlighted with a green box. The window layout is identical to Figure 3-3, with an empty table for pending authorizations and the same statistics section on the right. The 'Process' button is no longer visible, but the 'Close' button remains at the bottom right.

| Cabin | First Name | Last Name | Embarked | Authorization | Open Balance | Card No. | Card Expiry |
|-------|------------|-----------|----------|---------------|--------------|----------|-------------|
|-------|------------|-----------|----------|---------------|--------------|----------|-------------|

| Authorizations Totals      |             |
|----------------------------|-------------|
| AX American Express        | 0.00        |
| AX American Express - RPOS | 0.00        |
| DC Diners                  | 0.00        |
| DC Diners - RPOS           | 0.00        |
| JC JCB                     | 0.00        |
| MC MasterCard              | 0.00        |
| MC MasterCard - RPOS       | 0.00        |
| MC MasterCard Debit        | 0.00        |
| VI Visa Card               | 0.00        |
| VI Visa Card - RPOS        | 0.00        |
| VI Visa Card Debit         | 0.00        |
| <b>Total:</b>              | <b>0.00</b> |

**Figure 3-5 Management, Batch Authorization — Declined Authorization Tab**

Batch Authorization Handling

Outstanding Authorizations   Pending Authorizations   **Declined Authorizations**   Approved Authorizations

| Cabin | First Name | Last Name | Embarked | Authorization | Open Balance | Card No. | Card Expiry |
|-------|------------|-----------|----------|---------------|--------------|----------|-------------|
|       |            |           |          |               |              |          |             |

**Statistics**

Authorizations Totals

|                            |             |
|----------------------------|-------------|
| AX American Express        | 0.00        |
| AX American Express - RPOS | 0.00        |
| DC Diners                  | 0.00        |
| DC Diners - RPOS           | 0.00        |
| JC JCB                     | 0.00        |
| MC MasterCard              | 0.00        |
| MC MasterCard - RPOS       | 0.00        |
| MC MasterCard Debit        | 0.00        |
| VI Visa Card               | 0.00        |
| VI Visa Card - RPOS        | 0.00        |
| VI Visa Card Debit         | 0.00        |
| <b>Total:</b>              | <b>0.00</b> |

Close

**Figure 3-6 Management, Batch Authorization — Approved Authorization Tab**

Batch Authorization Handling

Outstanding Authorizations Pending Authorizations Declined Authorizations **Approved Authorizations**

| Cobin | First Name | Last Name | Emberked    | Authorization | Open Balance | Card No. | Card Expiry |
|-------|------------|-----------|-------------|---------------|--------------|----------|-------------|
| 0     |            |           | 09-May-2015 | 100.00        | 1,000.00     |          |             |
|       |            |           | 01-Jan-1950 | 100.00        | 1,000.00     |          |             |
|       |            |           | 11-Jun-2015 | 132.00        | 2,213.50     |          |             |
|       |            |           | 11-Jun-2015 | 300.00        | 300.00       |          |             |
|       |            |           | 11-Jun-2015 | 300.00        | 300.00       |          |             |

Authorizations Totals

|                            |        |
|----------------------------|--------|
| AX American Express        | 0.00   |
| AX American Express - RPOS | 0.00   |
| DC Diners                  | 132.00 |
| DC Diners - RPOS           | 0.00   |
| JC XCB                     | 100.00 |
| MC MasterCard              | 300.00 |
| MC MasterCard - RPOS       | 0.00   |

- Information is passed to the OHC Ship Transfer to request authorization from Ingenico. The status of the batch authorization is reflected in the **OHC Ship Transfer Message** tab in the following example:

Figure 3-7 OHC Ship Transfer Messages

| Messages   Debug   Settings |                                                                    | Active |
|-----------------------------|--------------------------------------------------------------------|--------|
| Action                      | Description                                                        |        |
| Line 1                      | MsgBatch Req ID: A188041 Data                                      |        |
| Line 2                      | MsgBatch Req : Authorization Batch ID A188041 is sent successfully |        |
|                             | MsgBatch Res ID: A188041 Status: 0 Data:                           |        |
| Line 3                      | MsgBatch Req   Authorization Batch ID A188041 response status - 0  |        |
|                             | MsgBatch Res ID: A188041 Status: 0 Data:                           |        |
|                             | MsgBatch Req   Authorization Batch ID A188041 response status - 0  |        |
|                             | MsgBatch Res ID: A188041 Status: 0 Data:                           |        |
|                             | MsgBatch Req   Authorization Batch ID A188041 response status - 0  |        |
|                             | MsgBatch Res ID: A188041 Status: 0 Data:                           |        |
|                             | MsgBatch Req   Authorization Batch ID A188041 response status - 0  |        |
|                             | MsgBatch Res ID: A188041 Status: 0 Data:                           |        |
|                             | MsgBatch Req   Authorization Batch ID A188041 response status - 0  |        |
|                             | MsgBatch Res ID: A188041 Status: 0 Data:                           |        |
|                             | MsgBatch Req   Authorization Batch ID A188041 response status - 0  |        |
|                             | MsgBatch Res ID: A188041 Status: 0 Data:                           |        |
|                             | MsgBatch Req   Authorization Batch ID A188041 response status - 0  |        |
|                             | MsgBatch Res ID: A188041 Status: 0 Data:                           |        |
|                             | MsgBatch Req   Authorization Batch ID A188041 response status - 0  |        |
|                             | MsgBatch Res ID: A188041 Status: 0 Data:                           |        |
| Line 4                      | MsgBatch Res ID: A188041 Status: 2 Data                            |        |
| Line 5                      | MsgBatch Req   Authorization Batch ID A188041 response status - 2  |        |

Table 3-7 OHC Ship Transfer Message Description

| Message Line | Authorization Status                                                                      |
|--------------|-------------------------------------------------------------------------------------------|
| Line 1       | Batch authorization requested to service provider.                                        |
| Line 2       | Batch authorization request is successful, can start sending batch authorization data.    |
| Line 3       | Batch authorization data sent successfully to service provider.                           |
| Line 4       | Batch authorization data send completed, and now awaiting response from service provider. |
| Line 5       | Batch authorization response from service provider.                                       |

## Generating Batch Settlement

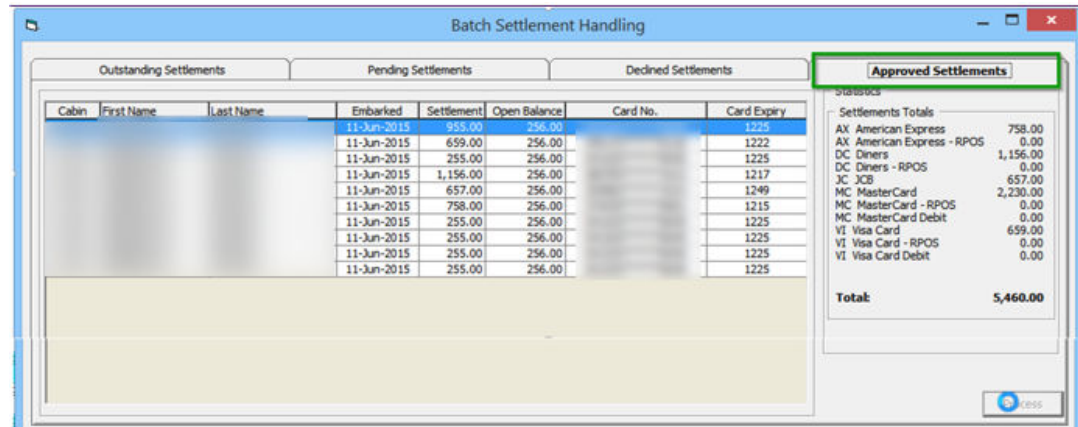
The **Batch Settlement Handling** screen includes four tabs as follows:

- **Outstanding Settlements:** Settlement request yet to be process.
- **Pending Settlements:** Settlement request pending approval from services provider.
- **Declined Settlements:** Settlement request declined by service provider.
- **Approved Settlements:** Settlement request approved by service provider.

To generate a batch settlement,

1. From the menu-item, select **Credit Card Batch Settlement** to open the **Batch Settlement Handling** screen.
2. Select the desire tab and click **Process**. A progress bar appears on the screen indicating the batch progress.
3. In the **Declined** tab, declined settlement transactions are listed. Click the **Retry** button to resubmit the declined settlement transaction for approval.

**Figure 3-8 Management, Batch Settlement — Approved Settlement Tab/Progress Bar**



4. Information is passed to Ship Transfer to request a settlement process from Ingenico. The status of the batch settlements is reflected in the **Ship Transfer's Message** tab and illustrated in the following examples:

**Figure 3-9 OHC Ship Transfer Message**

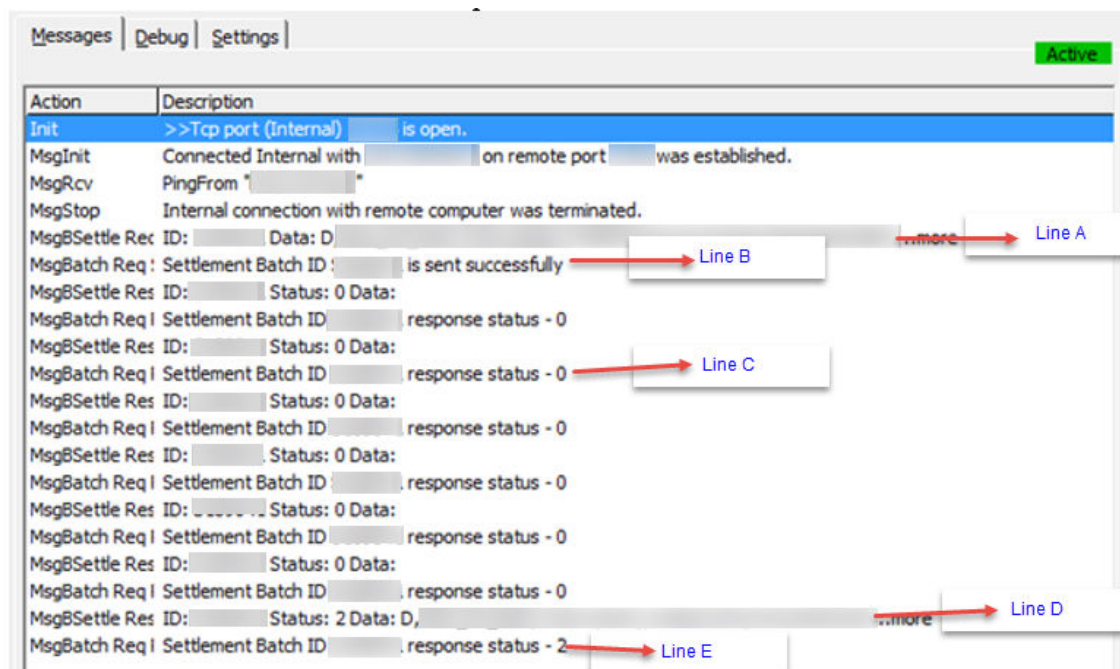


Table 3-8 OHC Ship Transfer Message Description

| Message Line | Authorization Status                                                                          |
|--------------|-----------------------------------------------------------------------------------------------|
| Line A       | Batch Settlement Request sent (Positive / Negative/Refund amount).                            |
| Line B       | Batch Settlement sent successfully.                                                           |
| Line C       | Await response from service provider.                                                         |
| Line D       | Response from service provider (Positive / Negative/Refund amount).                           |
| Line E       | Response updates statuses.<br>0 - Not Processed; 1 - Processing; 2 - Processed;<br>3 - Error. |

## Setting up a Report

In order to meet Payment Application Data Security Standard (PA-DSS) requirements, all credit card numbers printed must be masked. This is accomplished using **Number of Credit Card Front Digit to Display** parameter to handle the number of digits to be displayed on the report. You can only enter a value ranging from zero to six in this parameter. Any value outside this range will receive an error.

The total front digit of the card number to display in the report is subject to the value defined in the **Number of Credit Card Front Digit to Display** parameter. See the following examples:

**Figure 3-10** Number of Credit Card Front Digit to Display

|                                                    |                           |             |             |       |                    |
|----------------------------------------------------|---------------------------|-------------|-------------|-------|--------------------|
| Number of Credit Card Front Digit to Display = 0   |                           |             |             |       |                    |
| 1                                                  | Passenger with CC Number: | *****       | INGENICO 01 | 12/17 | Diners 18-Jun-2015 |
| 7016                                               |                           |             |             |       |                    |
| Number of Credit Card Front Digit to Display = 1   |                           |             |             |       |                    |
| 1                                                  | Passenger with CC Number: | 3*****      | INGENICO 01 | 12/17 | Diners 18-Jun-2015 |
| 7016                                               |                           |             |             |       |                    |
| • Number of Credit Card Front Digit to Display = 2 |                           |             |             |       |                    |
| 1                                                  | Passenger with CC Number: | 36*****     | INGENICO 01 | 12/17 | Diners 18-Jun-2015 |
| 7016                                               |                           |             |             |       |                    |
| • Number of Credit Card Front Digit to Display = 3 |                           |             |             |       |                    |
| 1                                                  | Passenger with CC Number: | 360*****    | INGENICO 01 | 12/17 | Diners 18-Jun-2015 |
| 7016                                               |                           |             |             |       |                    |
| • Number of Credit Card Front Digit to Display = 4 |                           |             |             |       |                    |
| 1                                                  | Passenger with CC Number: | 3607*****   | INGENICO 01 | 12/17 | Diners 18-Jun-2015 |
| 7016                                               |                           |             |             |       |                    |
| • Number of Credit Card Front Digit to Display = 5 |                           |             |             |       |                    |
| 1                                                  | Passenger with CC Number: | 36070*****  | INGENICO 01 | 12/17 | Diners 18-Jun-2015 |
| 7016                                               |                           |             |             |       |                    |
| • Number of Credit Card Front Digit to Display = 6 |                           |             |             |       |                    |
| 1                                                  | Passenger with CC Number: | 360705***** | INGENICO 01 | 12/17 | Diners 18-Jun-2015 |
| 7016                                               |                           |             |             |       |                    |

## Troubleshooting Ingenico

This section describes the troubleshooting steps that will assist you in resolving the known errors with Ingenico handling.

**Table 3-9** Ship Transfer Interface Known Issue and Solution

| Known Issue                                   | Solution                                                             |
|-----------------------------------------------|----------------------------------------------------------------------|
| OHC Ship Transfer program opens/closes itself | Ensure you are using latest wrapper.dll. Version 5.0.0.001 or later. |
| MsgErr <HT> Logon ID is Missing               | Register the Wrapper.dll with regasm.exe                             |
| MsgErr <HT> Logon ID is Missing               | Ensure the Logon and Password is configured in the merchant setup.   |

**Table 3-10 Ingenico ISC480 Device Known Issue and Solution**

| Known Issue         | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Error code : [1001] | Ensure the App_code.dll or OHCSPPMSData.dll, OHCSPPMSBusiness.dll, OHCSPPMSMobile.dll, OHCSPPMSUI.dll is of the same version in current SPMS Web Server in OHCWebServices, Bin folder.                                                                                                                                                                                                                                                                        |
| Error code : [1003] | Ensure the Webserver IP address, port number is configured correctly in the device.                                                                                                                                                                                                                                                                                                                                                                           |
| Error code : [3103] | <p>Ensure the Web Server is connected to database defined in web.config file.</p> <p>To check the connection between webserver and database.</p> <p>Browse <code>http://&lt;web server hostname&gt;/OHCWebServices/IngenicoService.asmx?op=GuestSearch</code></p> <p>Key in the Terminal ID.</p> <p>Key in guest's board card string.</p> <p>Click Invoke.</p> <p>Guest information populates if the connection between webserver and database is active.</p> |

**Table 3-11 Web Services Log**

| Parameter        | Description                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <GuestSearch>    | <p>Ingenico device will prompt to swipe board card screen.</p> <p>SPMS will search guest details from the information retrieved (board card swiped through Ingenico device) from Ingenico device; all guests in same cabin will display in Ingenico device as well.</p>                                                                                                                         |
| <GetAmount>      | <p>Ingenico device will prompt to insert/swipe payment card.</p> <p>SPMS will determine the card information retrieve from Ingenico device for the pre-authorization amount.</p> <p>Credit card pre-authorization amount is based on parameter &gt; 'Online Initial Auth Amount'.</p> <p>Debit card pre-authorization amount is based on parameter &gt; 'Online Debit Initial Auth Amount'.</p> |
| <UpdateCardInfo> | <p>Ingenico device will get the transaction status from the merchant/service provider and response to SPMS.</p> <p>SPMS will insert the response into database and Authorization the status retrieves from response file (Approved/Declined).</p>                                                                                                                                               |

**Table 3-11 (Cont.) Web Services Log**

| Parameter            | Description                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <AddRouting>         | If the transaction is approved, Ingenico device will display the other guest names of the same cabin for routing process.<br>SPMS will update the RES_QROUTE_ACC if routing assign in the device.                                                                                                                                                                                                               |
| <TmlTweet>           | This parameter is to keep the Ingenico device connection alive.<br>Additional information like cruise currency, pending transaction will be determined by this function.                                                                                                                                                                                                                                        |
| <gbCardRegistration> | This parameter identifies the guest/crew/system account allowed to perform payment card registration or not.<br>The value for the parameter is true or false.                                                                                                                                                                                                                                                   |
| <gbRounting>         | This parameter identifies the guest/crew/system account allowed to perform payment routing or not.<br>The value for the parameter is true or false.                                                                                                                                                                                                                                                             |
| <gbLastDay>          | This parameter identifies the guest/crew/system account's last day of the cruise.<br>This parameter is controlled by system parameter [Parameter > General > 'Number of Before Disembarkation Days']<br>The value for the parameter is true or false.<br>For example<br>If [Disembarkation date] - [Number of Before Disembarkation Days] = [System Date], then<br><gbLastDay> = true, else <gbLastDay> = false |
| <gbDebitRefund>      | This parameter identifies the guest/crew/system account allowed to refund the balance from their invoice account.<br>The value for the parameter is true or false                                                                                                                                                                                                                                               |

**Table 3-12 Transaction Status**

| Status                       | Description                                                                                                                              |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Initial Authorization</b> |                                                                                                                                          |
| CCA_OPERATION                | 1                                                                                                                                        |
| CCA_MTYPE                    | 0 (Online initial auth), 1 (Offline initial auth).                                                                                       |
| CCA_PREVIOUS                 | Original pre-authorization reference ID, value retrieve from parameter 'CC Ship' at (CCA_GROUP= 'Not Specified' + sequence CNT_POS_RES). |
| CCA_STATUS                   | 0 (outstanding/pending), 1 (approved), 2 (declined).                                                                                     |
| CCA_QSTATUS                  | 0 (pending), 8 (completed).                                                                                                              |

**Table 3-12 (Cont.) Transaction Status**

| Status                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CCA_STATUS = 0<br>CCA_QSTATUS = 8 | It means pseudo/temporary token is received and waiting for real token after connection with merchant/service provider is resume.                                                                                                                                                                                                                                                                                                      |
| <b>Incremental Authorization</b>  |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| CCA_OPERATION                     | 2                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| CCA_MTYPE                         | 4 (Online incremental auth), 5 (offline incremental auth)<br>If CCA_MTYPE = 5 <ul style="list-style-type: none"> <li>When parameter 'Allow Posting For Declined Authorization' is set to 0. For incremental authorization created during system cruise change.</li> <li>When parameter 'Allow Payment For Declined Authorization' is set to 0 or 2. For incremental authorization created during pay invoice/quick billing.</li> </ul> |
| CCA_FILENO                        | File number being assigned when create batch authorization.                                                                                                                                                                                                                                                                                                                                                                            |
| CCA_FSTATUS                       | Batch file processing status<br>0 (pending), 1 (processing and waiting for response), 2 (processed done), 3 (error).                                                                                                                                                                                                                                                                                                                   |
| <b>Settlement</b>                 |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| CCT_STATUS                        | 0 (outstanding), 1 (approved), 2 (declined)                                                                                                                                                                                                                                                                                                                                                                                            |
| CCT_QSTATUS                       | 0 (pending), 2 (when 'Process' is clicked on OHC Management > Credit Card Batch Settlement), 8 (Completed)                                                                                                                                                                                                                                                                                                                             |
| CCT_FILENO                        | File number being assigned when create batch settlement                                                                                                                                                                                                                                                                                                                                                                                |
| CCT_FSTATUS                       | Batch file processing status<br>0 (pending), 1 (processing and waiting for response), 2 (completed), 3 (error)                                                                                                                                                                                                                                                                                                                         |
| <b>Direct Payment</b>             |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| CCA_MTYPE                         | 6                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| CCA_STATUS                        | 1 (approved), 2 (declined).                                                                                                                                                                                                                                                                                                                                                                                                            |
| No Settlement created             |                                                                                                                                                                                                                                                                                                                                                                                                                                        |

## Appendices

### User Security Group

The following User Access Rights must be granted to users performing Batch Authorization/Settlements.

**Table 3-13 User Security Group**

| User Group No             | Security Reference No | Description                      |
|---------------------------|-----------------------|----------------------------------|
| Management\Menu\Cashier   | 4596                  | Credit Card Batch Authorization. |
| Management\Menu\Cashier   | 4511                  | Credit Card Batch Settlement.    |
| Crew\Menu\Quick Functions | 4598                  | Credit Card Batch Authorization. |
| Crew\Menu\Quick Functions | 4597                  | Credit Card Batch Settlement.    |

## Sample BIN Ranges Ingenico

The following are sample eligible BIN ranges for Ingenico:

400626,400626,DEL,Visa Debit,16 480240,480240,DEL,Visa Debit,16  
 407704,407705,DEL,Visa Debit,16 484409,484410,DEL,Visa Debit,16  
 408367,408367,DEL,Visa Debit,16 495067,495067,DEL,Visa Debit,16  
 419772,419772,DEL,Visa Debit,16 495090,495094,DEL,Visa Debit,16  
 420672,420672,DEL,Visa Debit,16 419773,419776,ELC,Visa Electron,16  
 445190,445192,DEL,Visa Debit,16 424519,424519,ELC,Visa Electron,16  
 446274,446283,DEL,Visa Debit,16 484428,484455,ELC,Visa Electron,16  
 446286,446286,DEL,Visa Debit,16 491730,491759,ELC,Visa Electron,16  
 460024,460024,DEL,Visa Debit,16 499806,499806,ELC,Visa Electron,16  
 465830,465879,DEL,Visa Debit,16 512499,512499,MCD,MasterCard Debit,16  
 465901,465950,DEL,Visa Debit,16 512746,512746,MCD,MasterCard Debit,16  
 475183,475183,DEL,Visa Debit,16 535110,535309,MCD,MasterCard Debit,16  
 476220,476269,DEL,Visa Debit,16 557347,557496,MCD,MasterCard Debit,16  
 476340,476389,DEL,Visa Debit,16 545721,545723,MCD,MasterCard Debit,16

# 4

## Servebase Format

The following section describes the setup and use of Online Credit Card Transfer for Servebase Handling.

### SPMS Parameters Servebase

This section describes the **Parameters** available to Servebase Handling and they are accessible in the **Administration module, System Setup** parameter.

**Table 4-1 PAR\_GROUP General**

| PAR Name                                 | PAR Value | Description                                                                                                                                                     |
|------------------------------------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Signature Capture for Credit Card | 0 or 1    | 0 - Disable Signature Capture for Credit Card.<br>1 - Enable Signature Capture for Credit Card.                                                                 |
| CC Type not Supported                    | <Value>   | Specifies unsupported Credit Card type, for example, ('AX','DS','VI','MC','DI','DC','JC','EC')                                                                  |
| CC Partial Reversal                      | <Value>   | Specifies the Credit Card type which does not support partial reversal, for example: ('AX','DS','VI','MC','DI','DC','JC','EC')                                  |
| CC Type Reversal Not Supported           | <Value>   | Specifies the Credit Card types for reversal. authorization not supported for online credit card system, for example: ('AX','DS','VI','MC','DI','DC','JC','EC') |
| Online Initial Auth Amount               | <Amount>  | Specifies the initial authorization amount for all card types when the card is swiped at the terminal with online mode.                                         |
| Show Void Settlement                     | 0 or 1    | 0 - To hide the voided settlement.<br>1 - To show the voided settlement.                                                                                        |

**Table 4-2 PAR Group Interfaces**

| PAR Name                     | PAR Value | Description                                     |
|------------------------------|-----------|-------------------------------------------------|
| Auto Incremental Auth Amount | <Amount>  | Specifies the incremental authorization amount. |

Table 4-2 (Cont.) PAR Group Interfaces

| PAR Name                          | PAR Value   | Description                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Auto Incremental Auth      | 0 or 1      | 0 - Disallows the auto incremental authorization.<br>1 - Allows the auto incremental authorization.                                                                                                                                                                                                                                           |
| Get Last Approval Code            | 0 or 1      | 0 - Does not assign the last approval code for settlement.<br>1 - Assigns the last approval code for settlement.                                                                                                                                                                                                                              |
| Online CC Remote Port             | 16107       | The remote port where interface communication with.                                                                                                                                                                                                                                                                                           |
| Online CCard Timeout              | 120         | Duration to wait (in seconds) for a response from Online Credit Card Interface.                                                                                                                                                                                                                                                               |
| Online CCard Automatic Settlement | 0 or 1      | 0 - Settlement records will send by batch manually. ('Credit Card Batch Settlement' function is enabled in Management module).<br>1 - Ship Transfer picks up the settlement automatically.                                                                                                                                                    |
| CC Auth/Settlement Folder         | Folder path | Repository location for authorization/settlement files generated by OHC Credit Card Interface.<br><br>Note: To avoid adverse impact on your system, please abstain from using the following folder path: <ul style="list-style-type: none"><li>• System Directory</li><li>• "\\Users\\Public\\Documents\\Oracle Hospitality Cruise"</li></ul> |

Table 4-3 PAR Group Not Specified

| PAR Name             | PAR Value             | Description                                                      |
|----------------------|-----------------------|------------------------------------------------------------------|
| CC Transfer Format   | SERVEBASE             | Online Credit Card Format.                                       |
| CCard Interface Name | <Workstation IP/Name> | Workstation IP address/name which used to run OHC Ship Transfer. |

## System Configuration Servebase

This section describes the various system codes setup within the **Administration module**.

### Setting up Department Code

A debit and credit department code of each credit card type accepted by the ship must be configured for charging and posting to take place.

### 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 **New** to create a Sub-Department code.
3. Under 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 first two digits of the first set of the credit card number in Credit Card digit.
  - b. Enter the **Credit Card ID**, for example MC — MasterCard, VI — Visa, and others.
  - c. Select the corresponding **Credit Card Internal ID** from the drop-down box.
  - d. Enter the **Credit Card Merchant Number** provided by the Service Provider.
  - e. Set the **Minimum Authorized Value** to 0.
  - f. Select the **Commission department** from the drop-down list and update the **commission rate** in percentages.
  - g. Check the **Debit Card No Commission Charge** if the commission is not applicable to debit card.
5. In the **Department Security** access, select the appropriate security level from the drop-down box.
6. Select the **Payment Type** under the Payment Department Type, either Both Credit and Debit card, Credit card or Debit card.
7. Click **OK** to save.

## Setting up Merchant Details

### Setting up Merchant Details

A Merchant credential is required for credit card authorizations and payment to be handled efficiently. Before you set up the Merchant's credential, you must have the following information ready:

- Pre-configured Credit Card type
- Currency code exist in currency table
- Merchant information from service provider

To setup the merchant,

1. From the Financial Setup, select **Credit Card Merchant** setup from the drop-down list.
2. Right-click and select **Add New**.

**Figure 4-1 Merchant Details Setup**

3. Fill in the following fields correctly:
  - a. Credit Card type
  - b. Currency
  - c. Terminal ID — The Terminal ID must match the PIN pad Terminal ID.
  - d. Decimal
  - e. IP port
  - f. Merchant Logon ID
  - g. Merchant Password
4. Click **OK** to save.
5. Repeat steps 1 to 4 for other credit card types accepted by the Merchant.

Below are the sample Merchant Information used for testing purpose only.

**Table 4-4 Sample Merchant Information (Only for Reference)**

| Merchant Info    | User Account 1   | User Account 2   | User Account 3   |
|------------------|------------------|------------------|------------------|
| Credit Card Type | MC - Master Card | MC - Master Card | MC - Master Card |
| Currency         | GBP              | GBP              | GBP              |
| Terminal ID      | 001              | 002              | 003              |
| Bank ID          | FID              | FID              | FID              |

**Table 4-4 (Cont.) Sample Merchant Information (Only for Reference)**

| Merchant Info     | User Account 1 | User Account 2 | User Account 3 |
|-------------------|----------------|----------------|----------------|
| Merchant ID       | 21249872       | 21249872       | 21249872       |
| Decimal           | 2              | 2              | 2              |
| IP Port           | 30003          | 30003          | 30003          |
| Merchant Logon ID | FIDxx0000001   | FIDxx00002     | FIDxx00003     |
| Site              | FID000000001   | FID000000001   | FID000000001   |
| Culture           | en             | en             | en             |

**Setting up a Receipt**

Receipts are generated upon payment and this requires a report template to be set up. A Standard Credit Card receipt template is available in **Administration Module, System Setup, Report Setup, Receipts group**. Please contact Oracle Hospitality Cruise Support if you would like to configure a customized receipt format.

**Setting up the PIN Pad Terminal**

In order for the program to determine the connection availability of the PIN Pad device, an IP address is assigned to the Credit Card device connecting to the PIN Pad Terminal program.

**Adding PIN Pad Device**

1. From the **Administration** drop-down menu, select **Pinpad Terminal Setup**.
2. In the **Pinpad Terminal Setup** screen, right-click and select **Add New**.
3. Enter the credit card device by the IP address assigned.
4. The **Enabled** checkbox is selected by default. To disable the device, deselect the checkbox.
5. Click **OK** to save.

## Servebase Web Services Installation

The PED Framework Service (PC-EFT POS) is a Web Service that provides communication between SPMS applications and the Servebase Gateway. You are to obtain the installation file from the bank/PXP provider and follow the deployment instructions.

1. After the installation is complete, open

Servebase.Pceft.Ped.Service.Server.exe.config in C:\Program Files (x64)\PXP Solutions folder and change the highlighted text value per below.

```
<diagnosticConfiguration keepLogFilesFor="10" logFilePath="c:\work\" />

<endpointSettings port="#####" messageFormat="Native" endpointProtocol="Ip"
supportDevicesDisplaying="true" supportCustomerInteraction="true"
supportAcknowledgements="true" supportNetworkStatus="true"
monoCertificatePolicy="false" />

<externalServices base="<servebaseURL>" requestTimeout="30000">

<endpointAddress type="Request">

<serialPort comPort="COM1" />
```

```
<tcp hostName="IP ADDRESS" />

<failoverService processTimePollIntervalInSeconds="300" atOnceTransactionLimit="15"
ignoreProcessorTime="false" path="c:\dir\"

storeFailoverResponses="true" failedResponseListeningAvailable="true"
socketIdleTime="10"/>
```

2. At the root of C:\, create and name the folder as **Work**. This is used to save the transaction log between SPMS applications and the Servebase gateway
3. Copy the Credential.xml from C:\Programs Files (x64)\PXP Solution folder into C:\Work folder.

```
<CustomerCode></CustomerCode>

<IpAddress></IpAddress>

<Merchant></Merchant>

<Password></Password>

<Site></Site>

<Terminal1><Terminal1/>

<Username></Username>

<WorkStation></WorkStation>
```

4. At the Windows desktop, click **Start** and click **Run**.
5. In the Run dialog box, type **Services.msc**, and click **OK**.
6. In the Services screen, locate and start the **PEDFrameworkService**. The Password in **Credential.xml** will encrypt after **PEDFrameworkServices** starts.

## Store Forward Handling

The Store Forwarding handling sends the pre-authorization through 'Authorization Connection Type = ForcedFailOver' and receives the response from the listener port, whereas the normal handling sends the pre-authorization through 'Authorization Connection Type = OnlineAuthorization' and receive the response from current port.

To use the Store Forward handling, the **Interfaces, Store Forward Handling** parameter must be enabled and configured per the following:

1. Open Servebase.Pceft.Ped.Service.Server.exe.config in C:\Program Files (x64)\PXP Solutions folder and change the highlighted value per the following:

```
<failoverService processTimePollIntervalInSeconds="300"
atOnceTransactionLimit="15" ignoreProcessorTime="false" path="c:\dir\"
storeFailoverResponses="true" failedResponseListeningAvailable="true"
socketIdleTime="10"/>
```

2. The default resend interval is set to 60 seconds. Change if necessary.
3. When registering the credit card, the Ship Transfer will not pick up the registration and send the authorization immediately. Hence, the authorization status is 'Outstanding' and the following message is shown in the Ship Transfer log.

```
<AuthorizationConnectionType>ForcedFailOver</AuthorizationConnectionType>
```

4. The Ship Transfer resumes sending the failed transactions to the PXP Services provider after a few minutes.

## Setting up Device

1. Run the **Management module** and navigate to the **Option** menu and **Hardware** tab.
2. Enter the device IP Address in the **Pin Entry Device Initialization** section and click **Save PED IP**.

**Figure 4-2 Management — Options — Hardware — Pin Entry Device Initialization**

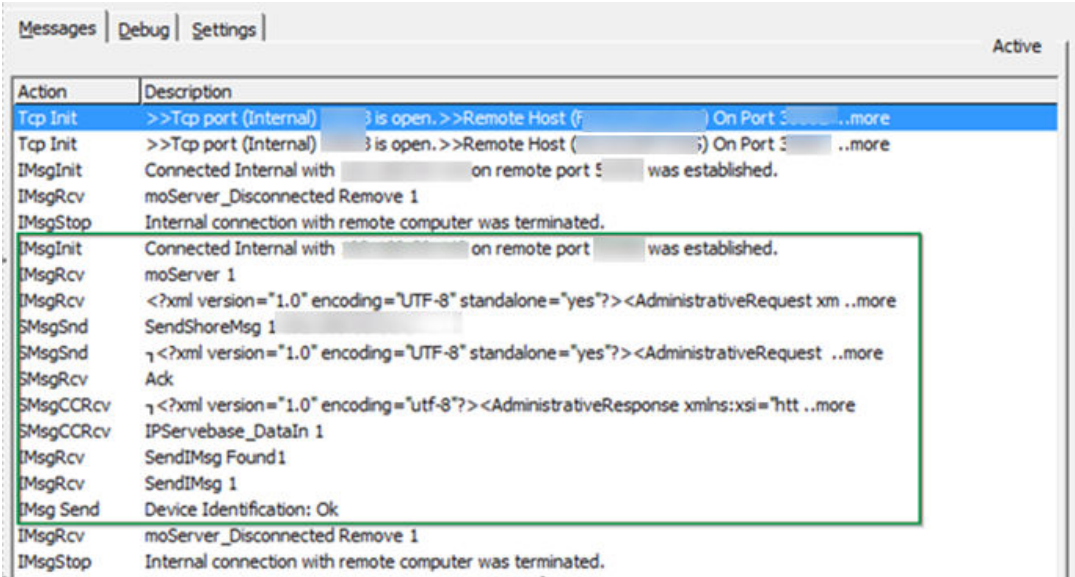
The screenshot shows the 'Options' dialog box with the 'Hardware' tab selected. The 'Pin Entry Device Initialization' section is highlighted with a green box. It contains the following fields and buttons:

- Report Printers:** A list box with items like Bands, Cards, Cash Book Vouchers, etc.
- Card Printer:** A dropdown menu showing 'Eltron'.
- Zebra Device Name:** A text field with 'Discover Zebra Printer' and a 'Discover' button.
- Coerdivity:** A dropdown menu.
- Board Card Print Manager Mapping:** A dropdown menu showing '(undefined)' and a 'Properties' button.
- Pin Entry Device Initialization:** A section containing a 'Pin Entry Device IP' text field and a 'Save PED IP' button.
- Card Reader/Encoder #1:** Fields for Card Reader Type #1, Port #1, and RFID Type.
- Card Reader/Encoder #2:** Fields for Card Reader Type #2, Port #2, and RFID Type #2.
- Encode Door Lock (Track #3) Key:** A dropdown menu showing 'No'.
- Door Key Options:** A dropdown menu showing 'Encode At Lock'.
- Do not encode Magnetic Stripe:** A checkbox.
- Enable Sound for Desko Penta:** A checked checkbox.
- Credit Card Reader:** A dropdown menu showing '(None)'.
- Barcode Reader (RS232 Connection):** Fields for Port Number, Speed (Bits Per Second), Data Bits, and Stop Bits.
- Passport Readers:** Fields for RFID Type and a checkbox for 'Enable MyCard ACR38 Reader'.
- Signature Device:** A dropdown menu showing '(None)'.
- Special:** Fields for RFID Encoding Port, CEIA Reader Port, and Use Right Mouse Button Emulation.
- Track 1 Start Sentinel:** A text field.
- End Sentinel:** A text field.
- Track 2 Start Sentinel:** A text field.
- Track 3 Start Sentinel:** A text field.
- Additional Cmd for Pebble Evolis when encode track 3:** A text field.

At the bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons.

3. At the Pin Entry Device confirmation message, the Workstation name is visible. On the device screen, the 'PED [IP Address] Initialization on PC [workstation name]' is shown. Verify the device is connected to the correct workstation.
4. The response message from PED Framework Service is shown in the Ship Transfer Message tab when the device is successfully configured in the Management module.

Figure 4-3 Ship Transfer — Device Initialization

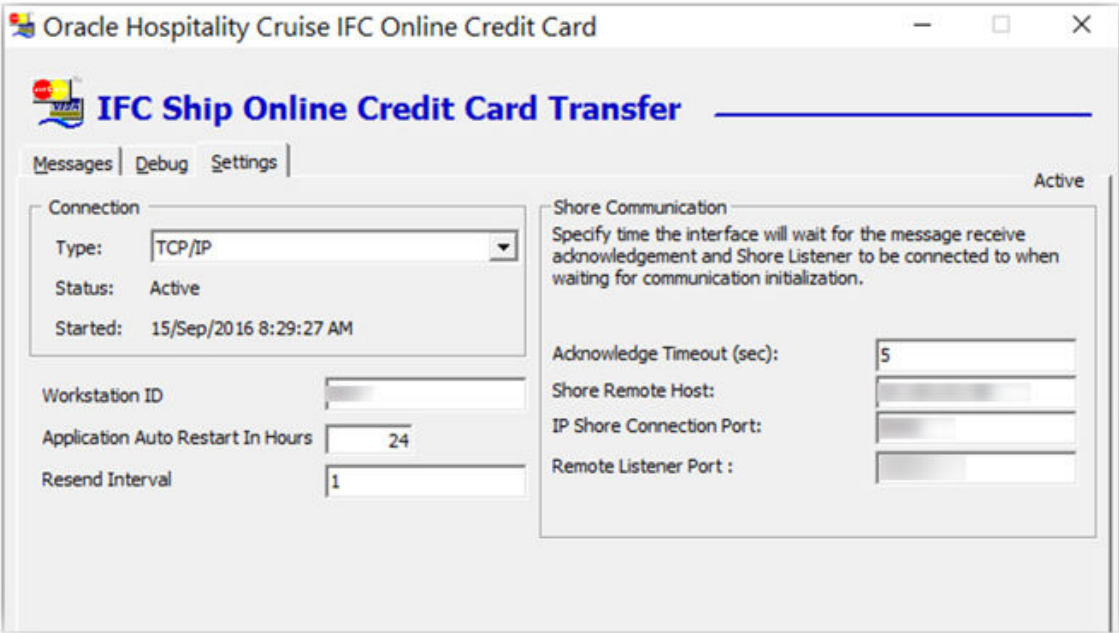


- Click the **Yes** button on the device defined for the workstation. After the device is identified, a dialog box prompting 'Device Identification:OK' appears in SPMS. Click **OK** to confirm and close.

## OHC Ship Transfer Setup

The Ship Transfer Interface is an interface that sends the credit card payments for authorization from SPMS to SERVEBASE Payment Gateway by batch.

Figure 4-4 OHC Ship Transfer Setup

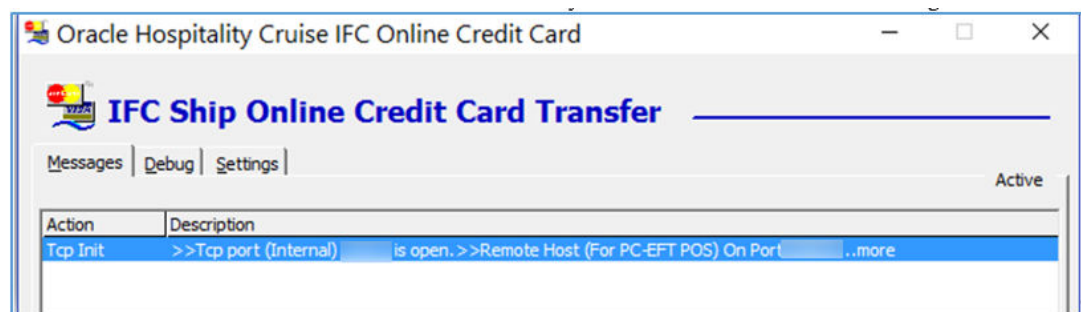


**Table 4-5 Ship Transfer Application Parameter**

| Settings                  | Value                  | Description                                                                                                                                                             |
|---------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Acknowledge Timeout (sec) | <value>                | Defines the duration to wait for a response from other parties, such as third party provide, bank provider before timing out the authorization.                         |
| Shore Remote Host         | <IP address/host name> | IP address of the workstation/PC where Servebase PED Framework Services is running.                                                                                     |
| IP Shore Connection Port  | 5000                   | TCP Port number of another party interface to connect.                                                                                                                  |
| Remote listener Port      | 30002                  | Listener port for third party interface.                                                                                                                                |
| Workstation ID            | <workstation id>       | Workstation ID maintained in Credit Card Merchant Setup (CCM) but not in Pin Pad Terminal Setup (TYP_PIN).<br>The workstation ID is saved in internal system parameter. |
| Resend Interval           | <value>                | Define the value in minutes to resend the outstanding authorizations and settlements after X minutes.                                                                   |

## Configuring OHC Ship Transfer

1. Start OHC Ship Transf.exe and navigate to the **Settings** tab.
2. In the **Shore Communication** section, update the value of the respective parameter.
3. Click **Apply** to save the setting.
4. Navigate to the **Message** tab and verify the connection to Servebase Services (PED Framework Service is connected successfully).

**Figure 4-5 OHC Ship Transfer Connection to PED Framework Services**

5. To ensure the PED Framework Service is running, see step 6 of *Servebase Web Services Installation*.

6. The above settings are saved in **OHCSettings.par** under the following tag.

**Table 4-6 OHCSettings.par**

| Setting Name                                       | Description                                                                                          |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------|
| [#ShipTransf.Connection.Connection=TCP/IP#]        | Indicates the OHC Ship Transfer is in Active mode.                                                   |
| [#ShipTransf.Connection.Remote Host=HOSTNAME]      | Indicates the remote host IP Address where PED Framework Services running.                           |
| [#ShipTransf.Connection.Remote Port=5000#]         | Indicates the TCP Port number of other party the interface connects to.                              |
| [#ShipTransf.Connection.Remote Timeout=5#]         | Indicate the duration to wait for a response from other party before timing out the authorization.   |
| [#ShipTransf.Connection.Remote Listen Port=30002#] | Indicates the listener port of the third party such as PXP Web Service port.                         |
| [#ShipTransf.PARAM.Restart Interval=24#]           | Indicates the interval hours before system restarts the Ship Transfer program.                       |
| [#ShipTransf.PARAM.Resend Interval=1#]             | Indicates the last sent date/time of the batch top up. The saved date/time format is YYYYMMDDHHMMSS. |

## Registering a Credit Card Servebase

This section describes the steps taken to register a credit card in SPMS.

### Registering Credit Card in Management Mode

1. Log in to the **Management module** and select **Guest** from the **Cashier Menu**.
2. Select a checked-in guest and click the **Get Credit Card** button.
3. The system prompts for a card to be swiped. Swipe the credit card through the card device.
4. After the guest enters the credit card pin, the Servebase service checks and authenticates the initial authorization at the same time, and stores the card information in the **Guest Handling, Credit Card tab**.
5. If the initial authorization is approved or outstanding, the credit card status will be in active mode.
6. If the initial authorization is declined, the credit card status is in deactivate mode.

**Figure 4-6 Guest Handling Credit Card**

Guest Info

Disc\_Route\_Plg

Invoice: 0.00

More Guest Info

Service Info

Activity Viewer

Revenue Analyzer

History

Credit Cards

Comments

Other Info

Travel Documents

Custom Info

Guest History

Loyalty Program

Number of Cards Registered : 1

| Active | Invoice | Card Type | DCC | Card Number | Exp Date | Exchange Rate | Card Owner | Currency | Limits | Signature Exist |
|--------|---------|-----------|-----|-------------|----------|---------------|------------|----------|--------|-----------------|
| Yes    | All     | VC        | Y   | 9326        | 0        | Card Owner    | GBP        | No Limit | Yes    |                 |

## Settling a Credit Card Batch

The Servebase Handling supports both online and offline batch settlements and the settlement function is accessible from **Management module, Cashier Menu**. This function is mainly used by financial officers to review all the settlements created prior to sending the settlements to the Servebase service provider.

This function is enabled when the **Interface, Online CCard Automatic Settlement** parameter is disabled. Else, OHC Ship Transfer will pick up the settlement transaction and send it to the Servebase service provider automatically as shown in the figure below.

**Figure 4-7 Management, Cashier — Credit Card Batch Settlement**

| Card Type | Card Name | Card Number | Card Expiry | Amount | Status  | Result      | Approval Code | Dedline Code |
|-----------|-----------|-------------|-------------|--------|---------|-------------|---------------|--------------|
| Master    |           |             |             | 655    | Pending | Outstanding |               |              |
| Master    |           |             |             | 2180   | Pending | Outstanding |               |              |
| Visa      |           |             |             | 1464   | Pending | Outstanding |               |              |

|                    |          |
|--------------------|----------|
| Statistics         |          |
| Selected:          | 3        |
| Processed:         | 0        |
| Remaining:         | 0        |
| Balance Total:     | 4,299.00 |
| Balance Charged:   | 0.00     |
| Balance Remaining: | 0.00     |

The voided settlement transaction is highlighted in red and appears when the **General, Show Voided Settlement** parameter is enabled.

**Figure 4-8 Management, Cashier — Batch Settlement with Voided Transaction**

| Card Type | Name | Cabin | Card Number | Card Expiry | Amount | Status  | Result      | Approval Code | Dedline Code |
|-----------|------|-------|-------------|-------------|--------|---------|-------------|---------------|--------------|
| Master    |      |       |             | 1214        | 1070   | Pending | Outstanding |               |              |
| Master    |      |       |             | 1214        | -1070  | Pending | Outstanding |               |              |
| Master    |      |       |             | 0320        | 680    | Pending | Outstanding | 685831        |              |

Please note that the program only processes the settlement with CCT\_QSTATUS = 0. If the original settlement is still residing in the 'pending send' queue, the voided settlement will not be sent for processing. Both the original settlement and voided settlement record will be highlight if the color defined in the **Management module, Option, Color, NoPrint** section.

## Performing a Credit Card Refund

The credit card Refund function is available to Serverbase Handling only. The refund button is enabled automatically when a negative amount is entered.

**Figure 4-9 Management, Pay Invoice Refund**

The screenshot shows the 'Invoice Payment' window with the following details:

- Payment Section:**
  - Department: 9031 MasterCard
  - Amount: -9 GBP (highlighted with a green box)
  - Notes: (empty)
  - Invoice No: ☒ Invoice 1, ☒ Invoice 2, ☒ Invoice 3, ☒ Invoice 4, ☐ Package Invoice
  - ☐ Change due enabled, ☐ Collect remaining non-refundable credit
  - ☐ Disable Posting Automatically
- Calculation Section:**
  - Package Plan Credit: 0.00
  - Non Refundable Credit: 0.00
  - Current Balance: 90.00
  - Received Amount: -9.00
  - Commission: 0.00
  - Due Balance: 99.00
  - Change Due: 0.00
- Credit Cards Payment Details Section:**
  - Card Number: (blurred)
- Buttons:** Pay, Pay & Print, Cancel, Pay & Print Cash Receipt, Refund (highlighted with a green box)

1. In the Guest Handling screen, clicking the **Refund** button will prompt a 'Request Token' screen. Insert or swipe the card through the device.
2. After the refund process completes successfully, the authorization code is CCA\_MTYPE = 6 and POS transaction is created.
3. If the guest account has a pre-registered credit card and a negative amount is entered followed by clicking the **Pay** button in Pay Invoice screen, you will receive a message box prompting you to perform a Refund instead.

## Registering Credit Card in Advanced Quick Check In (AQCI)

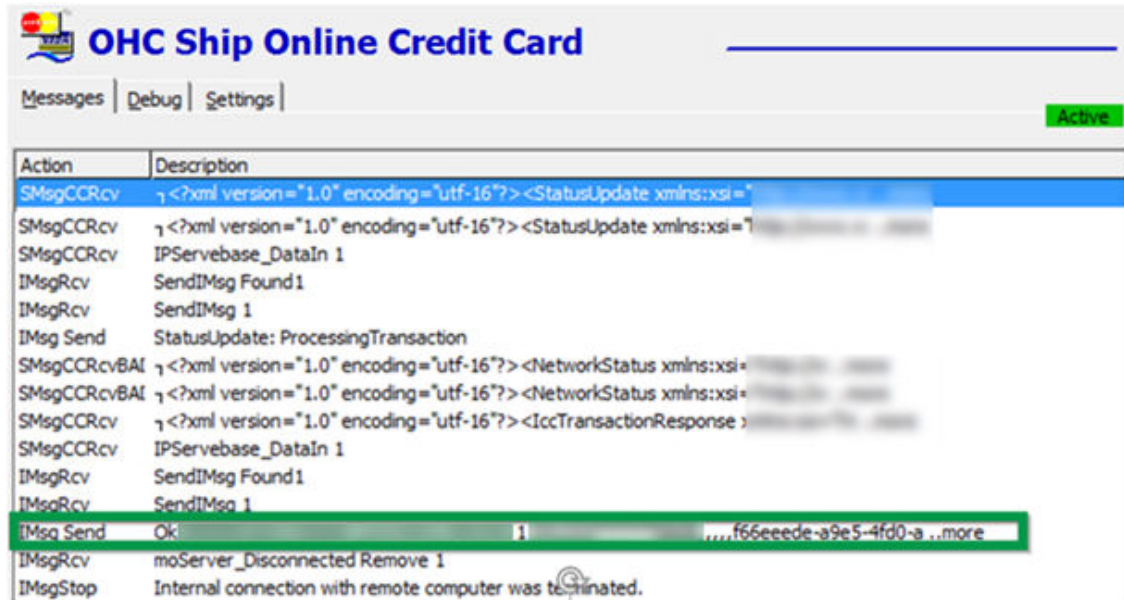
Below are the steps to register a credit card in Advance Quick Check-in module.

1. Log in to the AQCI program and search for an account using the Account Search function.
2. Click the **Get Credit Card** button and swipe or insert the card into the card reader device when prompted.
3. After the guest enters the pin, the Servebase service checks and authenticates the initial authorization. Details of the card are stored in Guest Handling, Credit card tab.
  - If initial authorization is approved or outstanding, the credit card status will be in active mode.
  - If initial authorization is declined, the credit card status is in deactivate mode.

## Sample Response File in Ship Transfer

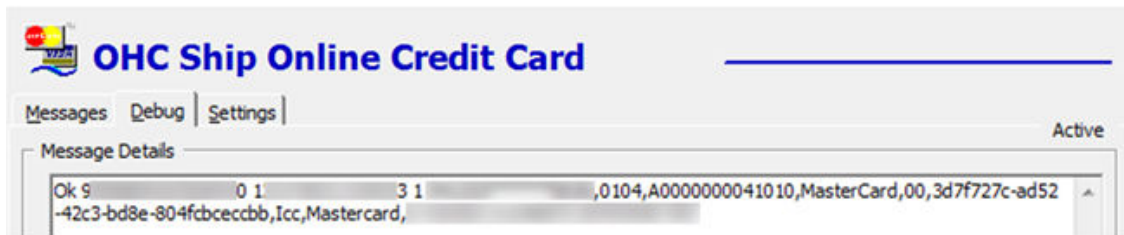
The sections below describe the samples of the response messages as shown in the Ship Transfer program.

Figure 4-10 Response Message of Register Credit Card



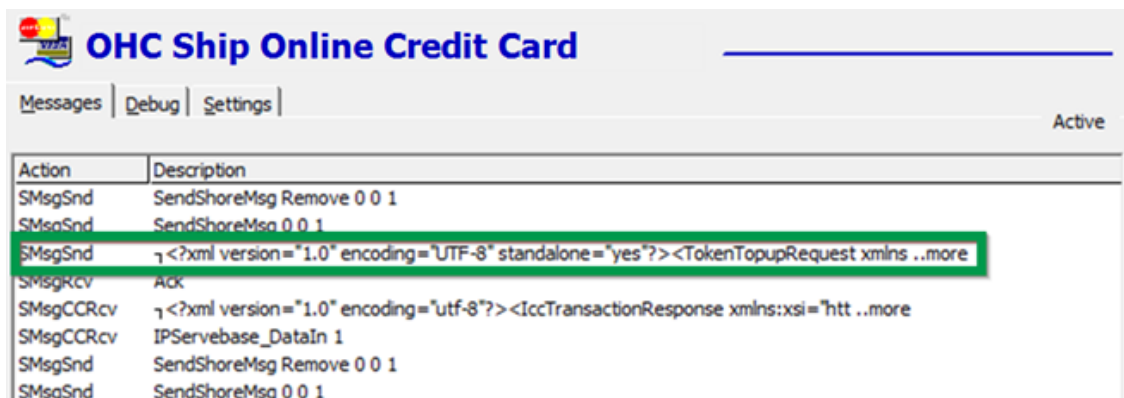
| Action       | Description                                                        |
|--------------|--------------------------------------------------------------------|
| SMsgCCRcv    | γ<?xml version="1.0" encoding="utf-16"?><StatusUpdate xmlns:xsi="  |
| SMsgCCRcv    | γ<?xml version="1.0" encoding="utf-16"?><StatusUpdate xmlns:xsi="  |
| SMsgCCRcv    | IPServebase_DataIn 1                                               |
| IMsgRcv      | SendIMsg Found1                                                    |
| IMsgRcv      | SendIMsg 1                                                         |
| IMsg Send    | StatusUpdate: ProcessingTransaction                                |
| SMsgCCRcvBAI | γ<?xml version="1.0" encoding="utf-16"?><NetworkStatus xmlns:xsi=" |
| SMsgCCRcvBAI | γ<?xml version="1.0" encoding="utf-16"?><NetworkStatus xmlns:xsi=" |
| SMsgCCRcv    | γ<?xml version="1.0" encoding="utf-16"?><IccTransactionResponse >  |
| SMsgCCRcv    | IPServebase_DataIn 1                                               |
| IMsgRcv      | SendIMsg Found1                                                    |
| IMsgRcv      | SendIMsg 1                                                         |
| IMsg Send    | Ok 1 .....f66eeede-a9e5-4fd0-a..more                               |
| IMsgRcv      | moServer_Disconnected Remove 1                                     |
| IMsgStop     | Internal connection with remote computer was terminated.           |

Figure 4-11 Response Message of Register Credit Card in Debug Details



| Message Details                                                                                       |
|-------------------------------------------------------------------------------------------------------|
| Ok 9 0 1 3 1 ,0104,A0000000041010,MasterCard,00,3d7f727c-ad52 -42c3-bd8e-804fcbceccbb,Icc,Mastercard, |

Figure 4-12 Response Message of Send Authorization



| Action    | Description                                                                             |
|-----------|-----------------------------------------------------------------------------------------|
| SMsgSnd   | SendShoreMsg Remove 0 0 1                                                               |
| SMsgSnd   | SendShoreMsg 0 0 1                                                                      |
| SMsgSnd   | γ<?xml version="1.0" encoding="UTF-8" standalone="yes"?><TokenTopupRequest xmlns:..more |
| SMsgRcv   | ACK                                                                                     |
| SMsgCCRcv | γ<?xml version="1.0" encoding="utf-8"?><IccTransactionResponse xmlns:xsi="htt ..more    |
| SMsgCCRcv | IPServebase_DataIn 1                                                                    |
| SMsgSnd   | SendShoreMsg Remove 0 0 1                                                               |
| SMsgSnd   | SendShoreMsg 0 0 1                                                                      |

Figure 4-13 Response Message of Send Authorization in Debug Details

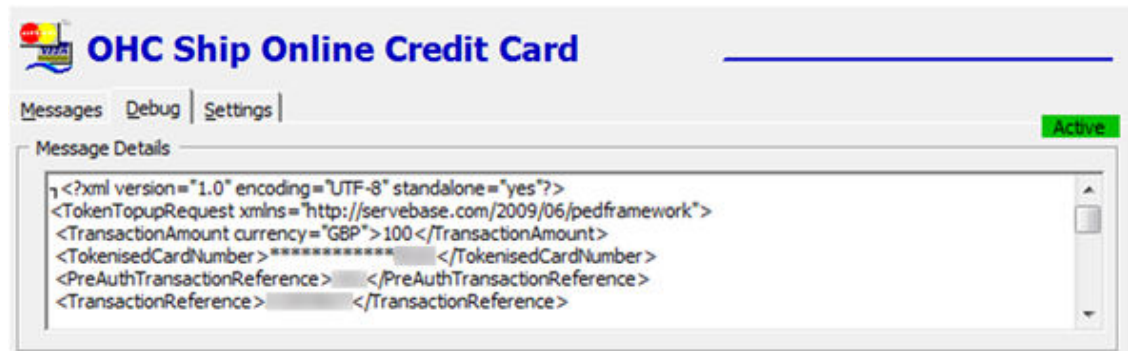


Figure 4-14 Response Message for Send Settlement

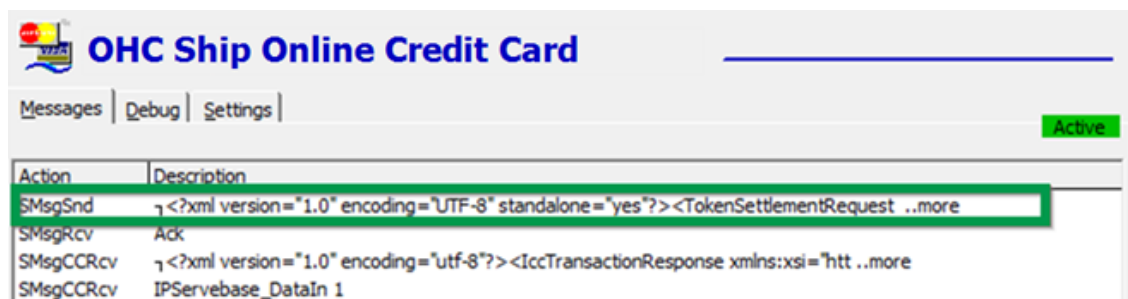


Figure 4-15 Response Message for Send Settlement in Debug Details

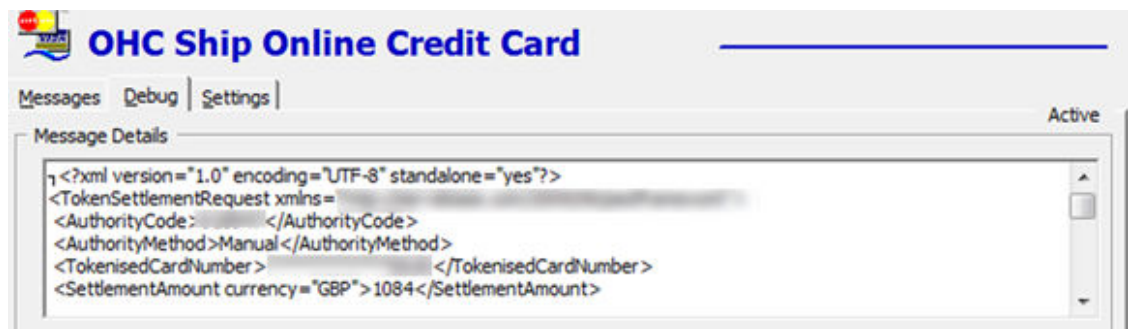


Figure 4-16 Response Message for Send Refund

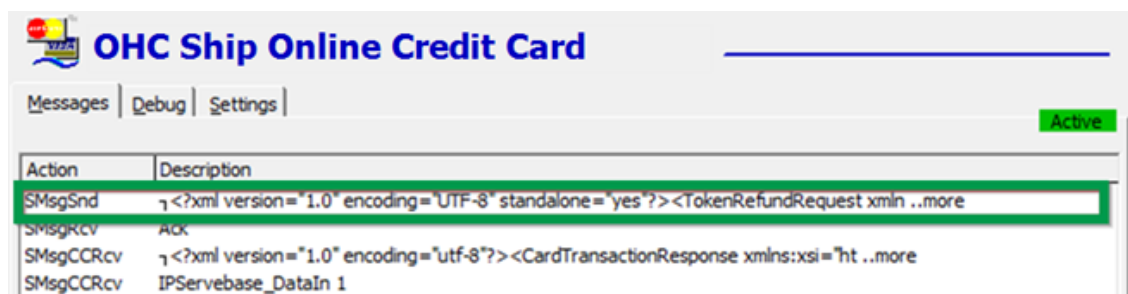
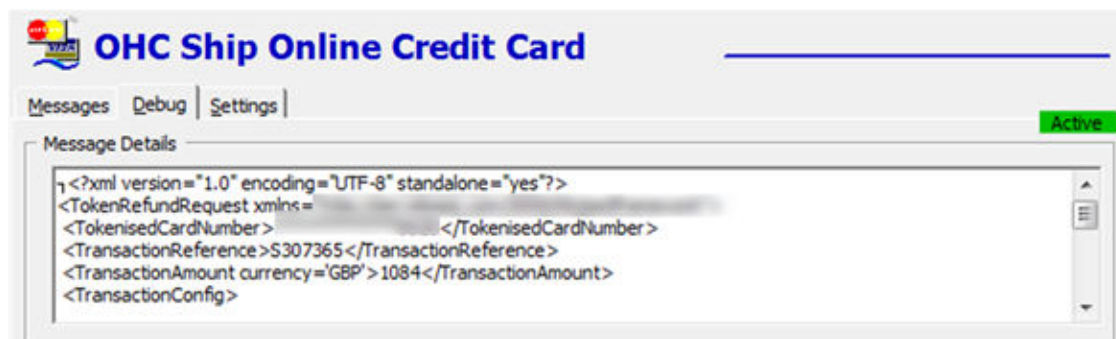


Figure 4-17 Response Message for Send Refund in Debug Details



## Synopsis

The following sections describe the synopsis of Servebase Handling.

### Register Credit Card and Send Initial Authorization

Table 4-7 Register Credit Card and Send Initial Authorization Process and Expected

| No | Process                                                                                                     | Expected Result                                                                                                                                     | Remarks        |
|----|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1  | Use the <b>Insert</b> method to register the credit card where invoice balance = 0                          | Initial authorization amount = 'Online Initial Auth Amount'                                                                                         | CRD_MANUAL = I |
| 2  | Use the <b>Insert</b> method to register credit card where invoice balance > 'Online Initial Auth Amount'   | Initial authorization amount = 'Online Initial Auth Amount'                                                                                         | CRD_MANUAL = I |
| 3  | Use the <b>Swipe</b> method to register credit card where invoice balance = 0                               | Initial authorization amount = 'Online Initial Auth Amount'                                                                                         | CRD_MANUAL = A |
| 4  | Register Credit Card with the Signature Capture function enabled.                                           | Prompt for signature. Able to register credit card after accepting signature capture.                                                               |                |
| 5  | Clicking the Cancel button on Signature Pad after Credit Card accepted by bank issuer at Management module. | <ul style="list-style-type: none"> <li>Message 'User Cancel Signature Action' prompt.</li> <li>Does not allow to register a credit card.</li> </ul> |                |
| 6  | Register same credit card where the previous registered credit card is deactivated after settlement.        | Same credit card will be reactivated and new initial authorization is sent.                                                                         |                |

**Table 4-7 (Cont.) Register Credit Card and Send Initial Authorization Process and Expected**

| No | Process                                                                                      | Expected Result                                                                                                                   | Remarks |
|----|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|---------|
| 7  | Register the same credit card where previous registered credit card is deactivated manually. | Message 'The Credit Card is already registered in the system'. You need to click 'Activate' button to activate the card manually. |         |
| 8  | Register first credit card during Online. Swipe the same credit card during Offline.         | The Second credit card will be created due to the real token does not reply to the actual credit card number.                     |         |

**Table 4-8 Add Posting and Send Incremental Authorization**

| No | Process                                                                                    | Expected Result                                                                                                              | Remarks |
|----|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|---------|
| 1  | Total posting is less than the initial authorization.                                      | <ul style="list-style-type: none"> <li>No incremental authorization sends.</li> </ul>                                        |         |
| 2  | Total posting is more than initial authorization, but less than 'Auto Incremental Amount'. | <ul style="list-style-type: none"> <li>Incremental Amount = 'Auto Incremental Amount'.</li> </ul>                            |         |
| 3  | Total posting is more than initial authorization, and more than 'Auto Incremental Amount'. | <ul style="list-style-type: none"> <li>Incremental Amount = [Total Posting Amount] - [Total Authorization Amount]</li> </ul> |         |

**Table 4-9 Pay Invoice and Send Settlement Authorization**

| No | Process                                                                                                                     | Expected Result                                                                                                                                                                                                                         | Remarks |
|----|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1  | Payment amount is more than Total Authorization Amount. The incremental authorization is Approved / Declined / Outstanding. | <ul style="list-style-type: none"> <li>Send additional incremental authorization.</li> <li>Message 'Settlement is done. The card is currently deactivated' prompt.</li> <li>Payment type is changed to default payment type.</li> </ul> |         |

**Table 4-9 (Cont.) Pay Invoice and Send Settlement Authorization**

| No | Process                                                                                               | Expected Result                                                                                                                                                                                                       | Remarks |
|----|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 2  | Payment amount is less than total authorization amount.                                               | <ul style="list-style-type: none"> <li>No reversal is sent.</li> <li>Message 'Settlement is done. The card is currently deactivated' prompt.</li> <li>Payment type is changed to the default payment type.</li> </ul> |         |
| 3  | Payment amount is same with total authorization amount. Where, incremental authorization is approved. | <ul style="list-style-type: none"> <li>Message 'Settlement is done. The card is currently deactivated.' prompt.</li> <li>Payment type is changed to the default payment type.</li> </ul>                              |         |
| 4  | Pay Invoice again after payment is voided.                                                            | <ul style="list-style-type: none"> <li>Message 'Settlement is done. The card is currently deactivated' prompt.</li> <li>Payment type is changed to the default payment type.</li> </ul>                               |         |
| 5  | Pay Invoice while authorization still in 'Outstanding' status                                         | <ul style="list-style-type: none"> <li>The program is not able to get CCT_CCA_ID and it caused the CRD_ACTIVATION_LOCK still is 0.</li> </ul>                                                                         |         |

**Direct Sales**

Direct sales function is available when a guest does not have a pre-registered credit card. The 'Pay Direct Sale' is visible in the Pay Invoice screen.

**Table 4-10 Direct Sales Process and Expected Result**

| No | Process                                       | Expected Result                          | Remarks |
|----|-----------------------------------------------|------------------------------------------|---------|
| 1  | Do payment without pre-registered credit card | Authorization created with CCA_MTYPE = 6 |         |

**Table 4-11 Void Payment and Send Refund**

| No | Process                                                   | Expected Result                                                                                                                                                                                             |
|----|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Use Void button; If original settlement CCT_QSTATUS = 0   | Credit Card is reactivated automatically without initial authorization<br>Original settlement and refund will not be sent out<br>Payment type changed to Credit Card                                        |
| 2  | Use Void button; If original settlement CCT_QSTATUS > 0   | The message 'By voiding the payment, you need to swipe credit card again or change to another payment type. Are you sure you want to void the payment?'<br>Send refund<br>Guest payment type remain as Cash |
| 3  | Pay amount \$80 with credit card, but invoice balance = 0 | Initial authorization = \$20<br>Incremental authorization = \$60 send out<br>Invoice balance = -\$80<br>Pay -\$80 will send as refund                                                                       |
| 4  | Invoice balance = \$150, pay invoice = \$200              | Settlement created with CCT_AMOUNT = \$200<br>Invoice balance = -\$50<br>Pay -\$50 will send as refund                                                                                                      |
| 5  | Pay -\$120 on invoice balance=0                           | Servebase does not support a negative amount<br>The message 'Unable to refund a transaction until it has been settled' prompt                                                                               |

**Table 4-12 Pay Negative Amount and Send Refund**

| No | Process                                                                                                                         | Expected Result                                                                                                                                                                                                      |
|----|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | A pre-registered credit card is deactivated. Payment type is Cash. Enter the negative amount and click on Refund button.        | <ul style="list-style-type: none"> <li>Refund sent successfully.</li> <li>Authorization created with CCA_MTYPE = 6.</li> </ul>                                                                                       |
| 2  | A pre-registered credit card is activated. Payment type is a Credit card. Enter the negative amount and click on Refund button. | <ul style="list-style-type: none"> <li>Refund sent successfully.</li> <li>Authorization created with CCA_MTYPE = 6.</li> <li>The credit card is deactivated automatically and not able to be reactivated.</li> </ul> |

**Table 4-12 (Cont.) Pay Negative Amount and Send Refund**

| No | Process                                                                                                                                                        | Expected Result                                                                                                                                                                        |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3  | A pre-registered credit card is activated. Payment type is Credit card. Enter the negative amount and click on Refund button with swipe different credit card. | <ul style="list-style-type: none"> <li>Refund sent successfully.</li> <li>Authorization created with CCA_MTYPE = 6.</li> <li>The pre-registered credit card remains active.</li> </ul> |
| 4  | No pre-register credit card. Payment type is Cash. Enter the negative amount and click on Refund button with swipe different credit card                       | <ul style="list-style-type: none"> <li>Refund send successfully.</li> <li>Authorization created with CCA_MTYPE = 6</li> <li>Card record created and deactivated.</li> </ul>            |
| 5  | Do refund while no internet connection                                                                                                                         | <ul style="list-style-type: none"> <li>Refund failed due to transaction being approved offline.</li> </ul>                                                                             |

**Multiple Credit Card**

The message 'This Credit Card is already registered in the system' will always prompt even when the **Check Credit Card Registration** parameter is disabled.

**Table 4-13 Multiple Credit Card Process and Expected Result**

| No | Process                                                                                                                                                                                              | Expected Result                                                                                                                                                           |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Register same credit card for the same guest where a first registered credit card is in active mode.<br>Guest A Register Card A<br>Guest A Register Card A again                                     | Message as above prompt.<br>No Card record and Authorization create for second registration.                                                                              |
| 2  | Register same credit card for the same guest where a first registered credit card is deactivated manually.<br>Guest A Register Card A and deactivated manually<br>Guest A Register Card A again      | Message as above prompt.<br>You have to re-activate the credit card manually through Activate button.<br>No Card record and Authorization create for second registration. |
| 3  | Register same credit card for the same guest where the first registered credit card is deactivated after settlement.<br>Guest A Register Card A, and do settlement.<br>Guest A Register Card A again | No message prompts.<br>The card is reactivated automatically.<br>Initial authorization sends again.                                                                       |
| 4  | Register same credit card for different guest where a first registered credit card is in active mode.<br>Guest A Register Card A<br>Guest B Register Card B                                          | No message prompts.<br>The credit card registers successfully.                                                                                                            |

**Table 4-13 (Cont.) Multiple Credit Card Process and Expected Result**

| No | Process                                                                                                                                                                                         | Expected Result                                                |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| 5  | Register same credit card for different guest where the first registered credit card is deactivated manually.<br>Guest A Register Card A, and deactivate manually<br>Guest B Register Card A    | No message prompts.<br>The credit card registers successfully. |
| 6  | Register same credit card for different guest where the first registered credit card is deactivated after settlement.<br>Guest A Register Card A, and do Settlement.<br>Guest B Register Card A | No message prompts.<br>The credit card registers successfully. |

**Multiple Pin Pad Terminal Run Simultaneously****Table 4-14 Multiple Pin Pad Terminal Run Simultaneously Process and Expected Result**

| No | Process                                                                            | Expected Result                                                                                |
|----|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| 1  | Run the same application on different PC. Each PC connect to the different pin pad | Able to register credit card accordingly.                                                      |
| 2  | Run a different application on different PC. Each PC connect to the same pin pad   | The message 'The Pin Entry Device IP xxx is in used by OHC XX on workstation XX' shall prompt. |

**Activate/Deactivate Credit Card****Table 4-15 Activate/Deactivate Credit Card Process and Expected Result**

| No | Process                                                 | Expected Result                                                                                                                                                                                                                           |
|----|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | The Card is deactivated after performing the settlement | <ul style="list-style-type: none"> <li>• Message prompt 'Settlement or reversal is done for this card, please get credit card again.'</li> <li>• Credit card remains deactivated.</li> <li>• Found the CRD_LOCK_ACTIVATION = 1</li> </ul> |
| 2  | Use Deactivate Card button to deactivate the card       | <ul style="list-style-type: none"> <li>• Credit card is able to be activated.</li> </ul>                                                                                                                                                  |

**Table 4-15 (Cont.) Activate/Deactivate Credit Card Process and Expected Result**

| No | Process                                                                  | Expected Result                                                                                                                                                                              |
|----|--------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3  | Card is deactivated after Direct Sales                                   | <ul style="list-style-type: none"> <li>• Message prompt 'Activation not allowed for Direct Sale Credit / Debit Card'.</li> <li>• Found the CRD_LOCK_ACTIVATION = 2</li> </ul>                |
| 4  | Card is deactivated after upgrade from an old format to SERVEBASE format | <ul style="list-style-type: none"> <li>• Message prompt 'This card is not allowed to activate as the credit card format is not supported'</li> <li>• Found the CRD_TOKEN is null.</li> </ul> |

**Table 4-16 Manually Add Authorization**

| No | Process                                                     | Expected Result                                                                                                                                                               |
|----|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Click Add Authorization button on View Authorization screen | <p>Authorization Value screen pops up.</p> <p>Incremental Authorization with CCA_STATUS= 0 is created.</p> <p>OHC Ship Transfer will send the authorization for approval.</p> |

**Offline Handling****Table 4-17 Offline Handling Process and Expected Result**

| No | Process                                          | Expected Result                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | No internet connection while getting credit card | <ul style="list-style-type: none"> <li>• Credit card is still able to register and saved into the database with CCA_STATUS=0, CCA_QSTATUS = 8</li> <li>• OHC Ship Transfer keep trying and show 'QueryForFailover...'</li> <li>• Restart PED Framework Service, the Authorization record is resent for authorization</li> <li>• Proceed to add posting, the Top Up authorization will not send until the initial authorization get approved</li> </ul> |

**Table 4-17 (Cont.) Offline Handling Process and Expected Result**

| No | Process                                                                       | Expected Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2  | Initial authorization of the offline credit card registration return declined | <ul style="list-style-type: none"> <li>• All the authorization (top up, settlement) belongs to the credit card will update to declined automatically</li> <li>• Proceed to add posting, the offline initial auth created (CCA_MTYPE = 1)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 3  | Multiple Offline Token handling - Initial Authorization is 'pending' status   | <ul style="list-style-type: none"> <li>• Register credit card A.</li> <li>• Interface sends the pre-authorization but no response. Initial authorization in outstanding status.</li> <li>• Register credit card B.</li> <li>• Interface sends the pre-authorization and get approved response. Initial authorization in approved status.</li> <li>• Add posting to credit card A.</li> <li>• Interface does not send the top up request. Incremental authorization in outstanding status.</li> <li>• Add posting to credit card B.</li> <li>• Interface sends the top up request and get approved response. Incremental authorization in approved status.</li> <li>• Perform settlement for credit card A.</li> <li>• Interface does not send Settlement request for credit card A. (This is due to initial authorization is still pending for approval). The settlement in outstanding status.</li> <li>• Perform settlement for credit card B.</li> <li>• Interface sends settlement request and get approved response. Settlement in approved status.</li> </ul> |

Table 4-17 (Cont.) Offline Handling Process and Expected Result

| No | Process                                                                      | Expected Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4  | Multiple Offline Token handling - Initial Authorization is 'declined' status | <ul style="list-style-type: none"> <li>• Register credit card A.</li> <li>• Interface sends the pre-authorization but no response. Initial authorization in outstanding status.</li> <li>• Register credit card B.</li> <li>• Interface sends the pre-authorization and get approved response. Initial authorization in approved status.</li> <li>• Interface receives decline response for credit card A to pre-authorization.</li> <li>• Initial authorization for credit card A in declined status. Credit card A is deactivated automatically.</li> <li>• Continue to add posting for credit card B, C.</li> <li>• Interface does not send all the pre-authorization, top up request.</li> <li>• Perform the settlement for credit card B, C</li> <li>• .</li> <li>• Interface does not send the Settlement request. Settlement in outstanding status.</li> <li>• Interface sends all the pre-authorization, top up request if all the authorization belongs to credit card A is declined / or credit card A had new initial authorization.</li> </ul> <p>Interface sends all the settlement if all the settlement belongs to credit card A is declined.</p> |

**Declining Offline Token**

Credit Card Data:

- Date: Credit Card A + Credit Card B
- Initial authorization is outstanding
- Incremental authorization is outstanding
- Settlement is Outstanding

Table 4-18 Credit Card Process and Expected Result

| No                                                                     | Process                                                       | Expected Result                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------|---------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Parameter 'Disable C/Card and Posting when auth is decline' = 0</b> |                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 1                                                                      | Initial authorization response 'decline'                      | <ul style="list-style-type: none"> <li>• All Authorization and Settlement for credit card A is updated to decline.</li> <li>• Update CRD_LOCK_ACTIVATION = 1 for credit card A.</li> <li>• Credit card is deactivated and payment department default to Cash.</li> <li>• If multiple credit card, all invoices are routed to credit card B. payment department default to credit B.</li> <li>• Posting status is enable.</li> </ul>                       |
| 2                                                                      | One of the incremental authorization responses back 'decline' | <ul style="list-style-type: none"> <li>• Only that Authorization is updated to decline.</li> <li>• Credit card activation status remains active.</li> </ul>                                                                                                                                                                                                                                                                                               |
| <b>Parameter 'Disable C/Card and Posting when auth is decline' = 1</b> |                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 1                                                                      | Initial authorization response 'decline'                      | <ul style="list-style-type: none"> <li>• All Authorization and Settlement for credit card A is updated to decline.</li> <li>• Update CRD_LOCK_ACTIVATION = 1 for credit card A.<br/>Credit Card A is deactivated and payment department default to Cash.</li> <li>• Posting is disabled.</li> <li>• If multiple credit card, all invoices are routed to credit card B. payment department default to credit B. Posting status remains enabled.</li> </ul> |

Table 4-18 (Cont.) Credit Card Process and Expected Result

| No                                                                     | Process                                                       | Expected Result                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2                                                                      | One of the incremental authorization responses back 'decline' | <ul style="list-style-type: none"> <li>Only that Authorization is updated to decline.</li> <li>Credit card status is deactivated and payment department is updated to Cash.</li> <li>CRD_LOCK_ACTIVATION = 0</li> <li>Posting status updates to disable.</li> <li>If multiple credit card, all invoices are routed to credit card B. payment department default to credit B. Posting status remains enable.</li> </ul>                                         |
| <b>Parameter 'Disable C/Card and Posting when auth is decline' = 2</b> |                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1                                                                      | Initial authorization response 'decline'                      | <ul style="list-style-type: none"> <li>All Authorization and Settlement for credit card A is updated to decline.</li> <li>Update CRD_LOCK_ACTIVATION = 1 for credit card A</li> <li>.</li> <li>Credit Card A is deactivated and payment department default to Cash.</li> <li>Posting is enabled.</li> <li>If multiple credit card, all invoices are routed to credit card B. payment department default to credit B. Posting status remains enable.</li> </ul> |
| 2                                                                      | One of the incremental authorization responses back 'decline' | <ul style="list-style-type: none"> <li>Only that Authorization is updated to decline.</li> <li>Credit card status is Deactivate and payment department is updated to Cash.</li> <li>CRD_LOCK_ACTIVATION = 0</li> <li>Posting status remains enable.</li> </ul> <p>If multiple credit card, all invoices are routed to credit card B. payment department default to credit B. Posting status remains enable.</p>                                                |

# Troubleshooting Servebase

This section describes the troubleshooting steps that assist you in resolving the commonly known errors with Servebase Handling.

**Table 4-19 OHC Ship Transfer Interface**

| Known Issue                                                                                                                   | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| OHC Ship Transfer program opens/closes by itself                                                                              | <ul style="list-style-type: none"> <li>• Ensure you are using the latest wrapper.dll.</li> <li>• Register the wrapper.dll with regasm.exe.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Authorization/Settlement in pending status, and not send to Ship Transfer Interface                                           | <p>This is due to initial authorization references is missing for the authorization/settlement.</p> <p>The recommended workaround is:</p> <ul style="list-style-type: none"> <li>• Locate the authorization/settlement with missing initial authorization (CCA_PREVIOUS).</li> <li>• From the Authorization record, determine the transaction date and approval code from the record. Obtain the corresponding Ship Transfer log file and locate the initial authorization reference tag &lt;TransactionReference&gt; used in the authorization code under the &lt;AuthorityCode&gt; tag.</li> <li>• To update the initial authorization reference value to CCA_PREVIOUS column for the affected Authorization record, please contact your consultant/support to help you regarding an SQL statement that you need to apply when this issue occurs.</li> </ul> |
| CRD_ACTIVATION_LOCK not updated to 1 after performing the payment.                                                            | Ensure CCT_CCA_ID value is valid.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Initial authorization getting 'Outstanding' status                                                                            | Check the Pin Pad Terminal Setup. Ensure the Pin Pad IP matches the device that is used to register a credit card.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Message 'Socket is not connected', when trying to save the PED IP or Message 'Error in connection with this Pin Entry Device' | <p>Verify and ensure:</p> <ul style="list-style-type: none"> <li>• The PED Framework Service is running.</li> <li>• The connection information is correct.</li> <li>• The Pin Pad device is connected.</li> <li>• Window firewall is turn off.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| To find the outstanding CCA causing other CCT not able to process                                                             | Please contact your consultant/support to help you regarding an SQL statement that you need to apply when this issue occurs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

## Management module

**Table 4-20 Management module Known Issue and Solution**

| Known Issue                                                                                                                             | Solution                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Showing 'Please Wait....', and did not prompt for 'Insert/Swipe Card' to notify user.                                                   | Check and ensure the PED Framework Services is running.<br>Ensure the Configuration file settings is the same as below:<br><endpointSettings<br>port="5000"<br>messageFormat="Native"<br>endpointProtocol="Ip"<br>supportDeviceIsDisplaying="true"<br>supportCustomerInteraction="true"<br>supportAcknowledgements="true"<br>supportNetworkStatus="true"<br>monoCertificatePolicy="false" /> |
| Request Token prompts 'Precondition failed: !string.IsNullOrEmpty(item.Credentials.CustomerCode)                                        | Ensure Merchant Setting is correct (CCM).                                                                                                                                                                                                                                                                                                                                                    |
| Message 'Invalid Credentials. No user records that match the supplied credentials' when try to register credit card                     | Ensure User account setup in Servebase configuration file / CCM entry is valid.                                                                                                                                                                                                                                                                                                              |
| Message 'Client found response content type of 'text/html; charset=utf-8', but expected 'text/xml' when trying to register credit card. | Ensure the correct credential file is located. And, the ship currency and match with CCM.                                                                                                                                                                                                                                                                                                    |

**Windows Services****Table 4-21 Windows Services Known Issue and Solution**

| Known Issue                                                                                                                                             | Solution                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| The PED Framework Service on Local Computer started and stopped. Some services stop automatically if they are not in use by other services or programs, | Ensure the C:\Work folder exists. |

**Transaction Status****Table 4-22 Transaction Status**

| Status                       | Description                                                                         |
|------------------------------|-------------------------------------------------------------------------------------|
| <b>Initial Authorization</b> |                                                                                     |
| CCA_OPERATION                | 1                                                                                   |
| CCA_MTYPE                    | 0 (Online initial auth), 1 (Offline initial auth).                                  |
| CCA_PREVIOUS                 | Original pre-authorization reference ID, value generated from sequence CNT_POS_RES) |
| CCA_STATUS                   | 0 (outstanding/pending), 1 (approved), 2 (declined).                                |

**Table 4-22 (Cont.) Transaction Status**

| Status                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CCA_QSTATUS                       | 0 (pending), 2 (Transaction sent out from OHC Ship Transfer), 3 (Acknowledgement received from Credit Card provider), 8 (completed).                                                                                                                                                                                                                                                                                                       |
| CCA_STATUS = 0<br>CCA_QSTATUS = 8 | It means pseudo/temporary token is received and waiting for real token after the connection with merchant/service provider is resume.                                                                                                                                                                                                                                                                                                      |
| <b>Incremental Authorization</b>  |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| CCA_OPERATION                     | 2                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| CCA_MTYPE                         | 4 (Online incremental auth), 5 (offline incremental auth)<br>If CCA_MTYPE = 5 <ul style="list-style-type: none"> <li>• When parameter 'Allow Posting For Declined Authorization' is set to 0. For incremental authorization created during system cruise change.</li> <li>• When parameter 'Allow Payment For Declined Authorization' is set to 0 or 2. For incremental authorization created during pay invoice/quick billing.</li> </ul> |
| <b>Settlement</b>                 |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| CCT_STATUS                        | 0 (outstanding), 1 (approved), 2 (declined)                                                                                                                                                                                                                                                                                                                                                                                                |
| CCT_QSTATUS                       | 0 (pending), 2 (Transaction sent out from OHC Ship Transfer), 3 (Acknowledgement received from Credit card provider), 8 (Completed).                                                                                                                                                                                                                                                                                                       |
| <b>Direct Payment</b>             |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| CCA_MTYPE                         | 6                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| CCA_STATUS                        | 1 (approved), 2 (declined).                                                                                                                                                                                                                                                                                                                                                                                                                |
| No Settlement create              |                                                                                                                                                                                                                                                                                                                                                                                                                                            |

# 5

## PAYPOINT

The following sections describe the setup, usage of Online Credit Card Transfer for PAYPOINT Handling.

### SPMS Parameters Paypoint

This section describes the **parameters** available to the Paypoint Online Credit Card module, which are accessible in the **Administration module, System Setup, Parameter**.

**Table 5-1 PAR\_GROUP General**

| PAR Name                                 | PAR Value                            | Description                                                                                                                                                                                                                                        |
|------------------------------------------|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Signature Capture for Credit Card | 0 or 1                               | 0 — Disables Signature Capture for Credit Card.<br>1 — Enables Signature Capture for Credit Card.                                                                                                                                                  |
| Allow payment for declined authorization | 0 or 1 or 2                          | 0 — Does not allow payment if authorization is declined by allow when offline.<br>1 — Allows payment if authorization is declined or offline.<br>2 — Does not allow payment if authorization is decline or offline.                                |
| Allow posting for declined authorization | 0 or 1                               | 0 — Does not allow posting if credit card authorization is declined.<br>1 — Allows posting.                                                                                                                                                        |
| Online Initial Auth Amount               | <Amount>                             | Specifies intial authorization amount for all cad types when the card is swiped at the terminal with online mode.                                                                                                                                  |
| CC Type Not Supported                    | <Blank>                              | Does not include supported credit card.                                                                                                                                                                                                            |
| Auto Incremental Auth Amount             | <Amount>                             | Minimum Incremental Amount.                                                                                                                                                                                                                        |
| Specify Decline Error to Allow Payment   | ('FEIL VED KOMMUNIKASJON','TIMEOUT') | This parameter is work with 'Allow Payment for Declined Authorization'.<br>If payment does not allow due authorization is offline or decline, but with decline error specified in parameter, the program will still allow payment to be performed. |

Table 5-2 PAR\_GROUP Interfaces

| PAR Name                         | PAR Value                                                                                     | Description                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Specify Decline Error for Resend | ('FEIL VED<br>KOMMUNIKASJON','TERM. ER<br>OPPTATT','MISTET<br>FORBINDELSE','TIDSAVBRUDD'<br>) | This parameter allows the identified transaction to be resent. If the Paypoint returns a response with an error message, OHC Ship Transfer will update the CCT_STATUS = 0, CCT_QSTATUS = 8 and remove the CCT_NONAPPROVALTEXT for resent purpose.                                                                                              |
| Enable Auto Incremental Auth     | 0 or 1                                                                                        | This is used for OCC. When enabled, the system checks for each debit posting amount if it is within the last approved auth amount. If not, an auth is sent with the amount specified in the parameter Auto Incremental Amount.<br>0 - Disable the automatic incremental authorization.<br>1 - Enable the automatic incremental authorization.  |
| CC Auth/Settlement Folder        | Folder path                                                                                   | Repository location for authorization/settlement files generated by OHC Credit Card Interface<br><b>Note:</b> To avoid adverse impact on your system, please abstain from using the following folder path: <ul style="list-style-type: none"> <li>• System Directory</li> <li>• “\Users\Public\Documents\Oracle Hospitality Cruise”</li> </ul> |

Table 5-3 PAR Group Not Specified

| PAR Name             | PAR Value             | Description                                                      |
|----------------------|-----------------------|------------------------------------------------------------------|
| CC Transfer Format   | PAYPOINT              | Online Credit Card Format.                                       |
| CCard Interface Name | <Workstation IP/Name> | Workstation IP address/name which used to run OHC Ship Transfer. |

## System Configuration Paypoint

This section describes the various system codes setup within the **Administration module**.

### Department Setup

A debit/credit department code of a credit card type is required for charge/posting and this is setup up in **Administration module, Financial Setup, Department setup**.

### Credit/Debit Card Department Code Setup

1. Log in to **Administration module** and select **Financial Setup, Department setup** from the drop-down list.
2. Click **New** to create a **Sub-Department** code.
3. At the **Main Department section**, enter the credit/debit card information such as Payment type, department code and description.
  - a. Enter the two digits of the first set of the credit card number of the Credit Card type.
  - b. Enter the **Credit Card ID**. For example, MC for MasterCard, VI for Visa, and others.
  - 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 to debit card.
4. At the **Department Security** access, select the relevant security level from the drop-down list.
5. Select the relevant **Payment Type** under **Payment Department Type**, either **Both Credit and Debit card**, **Credit card** or **Debit card**. This field determines whether the payment type is a Credit Card or Debit Card.
6. Click **OK** to save.

### Setting up Receipt

To generate a receipt upon payment, it would require a report template to be set up. A Standard Credit Card receipt template is available in **Administration module, System Setup, Report setup, \_Receipts group**.

Please contact Oracle Hospitality Cruise Support if you would like to configure a customized receipt format.

## OHC Transfer Setup

The OHC Ship Transfer Interface is an interface that sends credit card payments from SPMS to Paypoint Payment Gateway for credit card payments to be authorized using interface program OHC Ship Transf.exe

### Configure OHC Ship Transfer

1. Start OHC Ship Transf.exe and navigate to the **Settings** tab.
2. Enter the **Shore Remote Host IP** address, which is the **Paypoint Terminal IP** address.
3. If the connection is successful, it will show 'Connected terminal with ... ' in the Message tab.

## Paypoint Workflow

The SPMS application communicates with Paypoint device through a TCP/IP protocol and the device handles the communication with the host through its own network card. The IP address is stored in the Paypoint device itself.

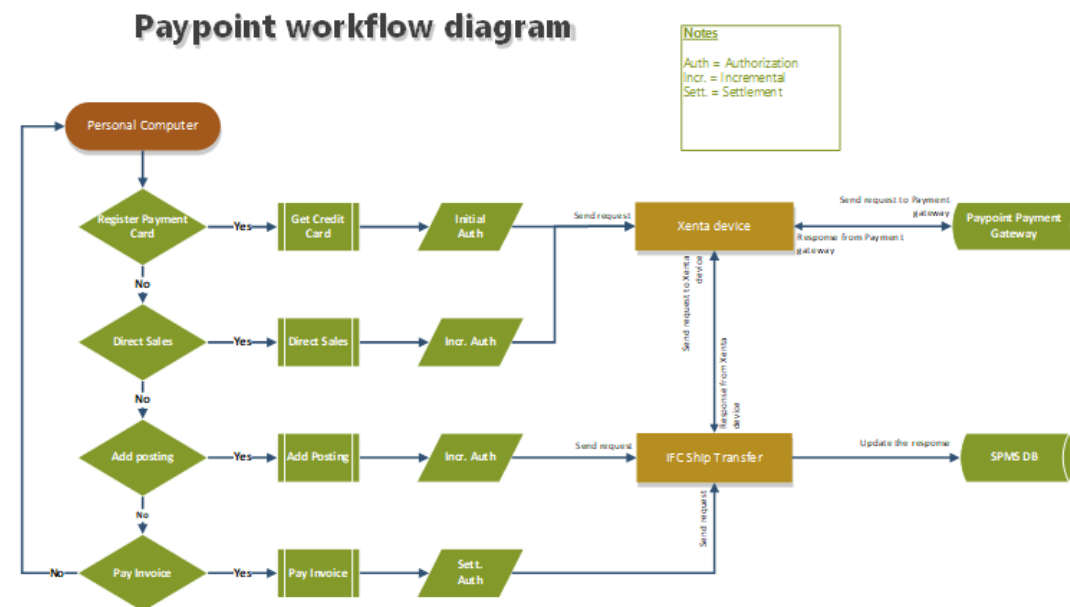
### Send Initial Authorization

Authorization requests performed at **Management module, Get Credit Card** or **Advance Quick Check-in module, Get Credit Card/Direct Sales** are sent to the Paypoint device before passing them to the Paypoint Payment Gateway.

### Send Incremental/Settlement Authorization

An Incremental/Settlement request performed at **Management module, Add Posting / Pay invoice function** is sent to OHC Ship Transfer module before being passed to Paypoint payment gateway.

Figure 5-1 Paypoint Credit Card Handling Workflow



## PAYPOINT Handling

This section describes the device set up for Paypoint credit card handling.

### Setting up Device in Management module

1. Navigate to **Options, Hardware tab** from the menu bar.
2. Enter the device IP address into the **Pin Entry Device Initialization** field and click **Save PED IP**.

Figure 5-2 Hardware Options — Pin Entry Device IP

Pin Entry Device Initialization

Pin Entry Device IP

**Save PED IP**

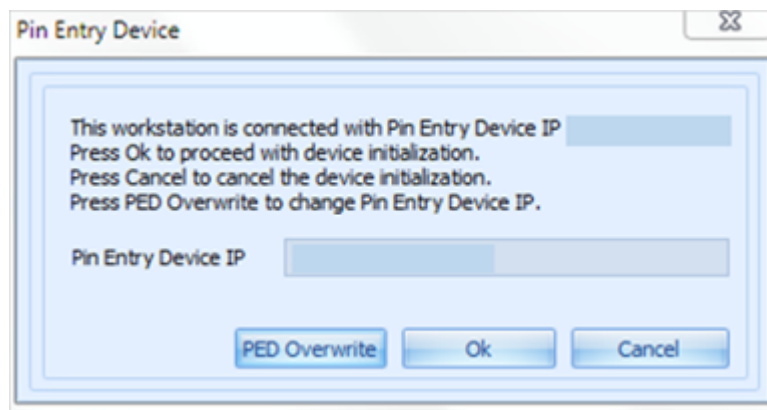
3. After the **Save PED IP** button is clicked, a Test Communication between the **Management module** and the device shall commence.

4. When you click the **Get Credit Card** button at Guest Handling, the program communicates with the device and prompts to insert/swipe a credit card.

## Setting up Device in Advance Quick Check-In module

1. At the start up the AQCI module and if the module has never been connected/configured with a card device, the **Pin Entry Device** window shall prompt for you to enter the IP address.
2. Enter the device IP address and click **OK**.
3. If AQCI has been connected to the card device before, the previous IP address is stored in Pin Entry Device. Click the **PED Overwrite** button to change the IP address if the device's IP is different.

**Figure 5-3 Advance QCI — Pin Entry Device — with IP address**



4. The AQCI program will run the Test Communication between AQCI and the card device when the **OK** button is clicked, and you will receive a notification when the testing is **OK**.
5. To change or re-test the connection, navigate to the **Setup** tab, click the **Credit Card PED IP setup** at the ribbon bar and the **Pin Entry Device IP** screen shall prompt. Click the **PED Overwrite** button and enter the new IP address.

## Viewing Authorization Amount in Management module

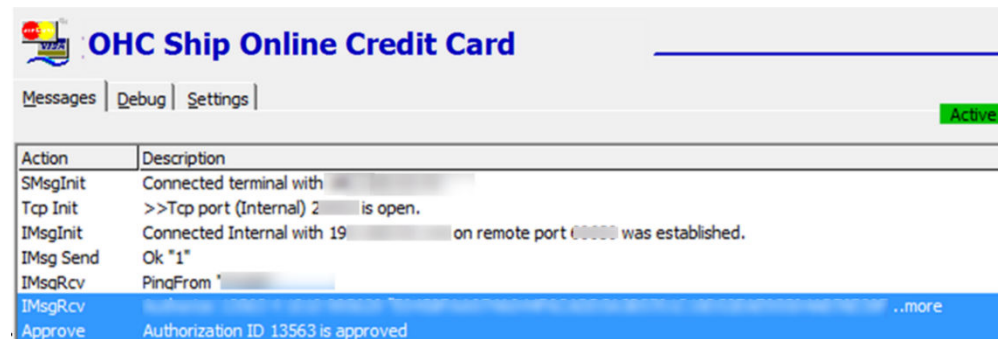
1. Log in to **Management** module and navigate to **Guest Handling** screen.
2. At the **Search Panel**, browse the guest account.
3. Navigate to the **Credit Card** tab of the guest account. The registered card status would be in *Inactive* mode.
4. To display the initial authorization, select the credit card and click **View Authorization**.
5. The Authorized Value shown in **View Authorization** is the last authorization amount, excluding the amount from Direct Sales.
6. To view the earlier settlement of the credit card, navigate to the **Invoice** tab.
7. If the card is a debit card, the amount is credited onto the invoice automatically.

## OHC Ship Transfer (Sample Response Message)

Below are the samples response message in OHC Ship Transfer.

## Send Authorization

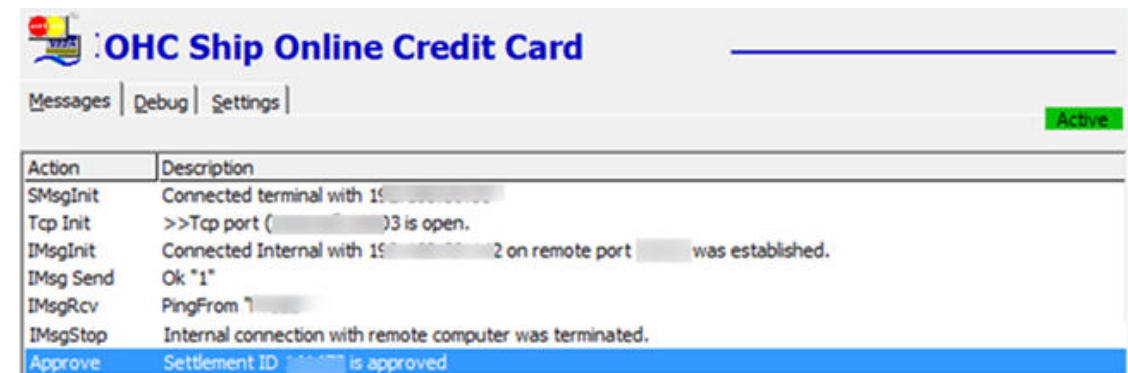
Figure 5-4 OHC Ship Transfer — Send Request Message — Send Authorization



| Action    | Description                                                                |
|-----------|----------------------------------------------------------------------------|
| SMsgInit  | Connected terminal with [redacted]                                         |
| Tcp Init  | >>Tcp port (Internal) 2[redacted] is open.                                 |
| IMsgInit  | Connected Internal with 19[redacted] on remote port 00000 was established. |
| IMsg Send | Ok "1"                                                                     |
| IMsgRcv   | PingFrom "[redacted]"                                                      |
| IMsgRcv   | [redacted] ..more                                                          |
| Approve   | Authorization ID 13563 is approved                                         |

## Send Settlement

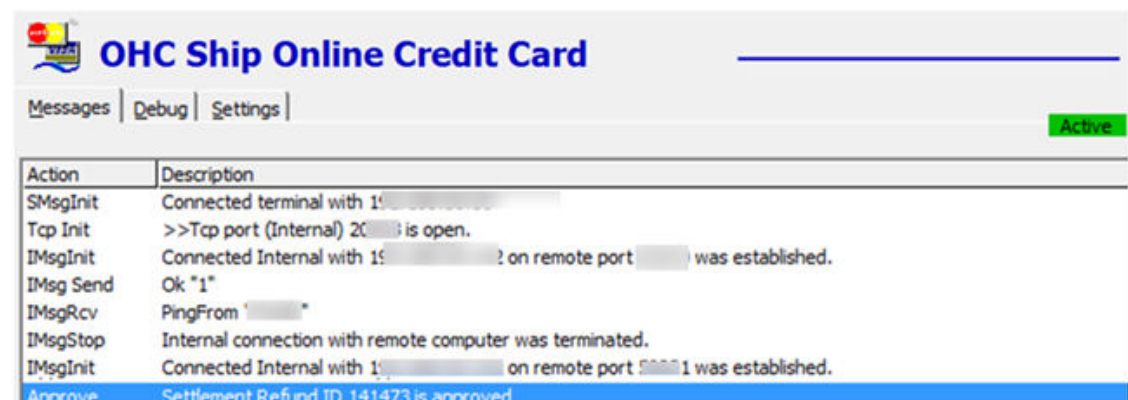
Figure 5-5 OHC Ship Transfer — Send Request Message — Send Settlement



| Action    | Description                                                                      |
|-----------|----------------------------------------------------------------------------------|
| SMsgInit  | Connected terminal with 1[redacted]                                              |
| Tcp Init  | >>Tcp port ([redacted])3 is open.                                                |
| IMsgInit  | Connected Internal with 1[redacted] 2 on remote port [redacted] was established. |
| IMsg Send | Ok "1"                                                                           |
| IMsgRcv   | PingFrom "[redacted]"                                                            |
| IMsgStop  | Internal connection with remote computer was terminated.                         |
| Approve   | Settlement ID 141473 is approved                                                 |

## Send Refund

Figure 5-6 OHC Ship Transfer — Send Request Message — Send Refund



| Action    | Description                                                                      |
|-----------|----------------------------------------------------------------------------------|
| SMsgInit  | Connected terminal with 1[redacted]                                              |
| Tcp Init  | >>Tcp port (Internal) 20[redacted] is open.                                      |
| IMsgInit  | Connected Internal with 1[redacted] ? on remote port [redacted] was established. |
| IMsg Send | Ok "1"                                                                           |
| IMsgRcv   | PingFrom "[redacted]"                                                            |
| IMsgStop  | Internal connection with remote computer was terminated.                         |
| IMsgInit  | Connected Internal with 1[redacted] on remote port 00001 was established.        |
| Approve   | Settlement Refund ID 141473 is approved                                          |

# Troubleshooting PAYPOINT

This section describes the troubleshooting steps that will assist you in resolving the known errors with PAYPOINT Credit Card Handling.

## General

**Table 5-4 General Known Issue and Solution**

| Known Issue                     | Solution                                                                                                 |
|---------------------------------|----------------------------------------------------------------------------------------------------------|
| To trace the Paypoint error log | The log file is saved in Oracle Hospitality Cruise folder<br>.\DIR\DIR\Paypoint.log or Paypointtrans.log |

## Management module

**Table 5-5 module**

| Known Issue                                | Solution                                                                                        |
|--------------------------------------------|-------------------------------------------------------------------------------------------------|
| Error 'No contact with term'               | Restart the program or device. This is due to no connection between the program and the device. |
| Error 'No contact with card issuer'        | Try another credit card. This card may be blocked by Paypoint payment gateway.                  |
| Error 'Error in sending pre-authorization' | Restart the program and reset the network connection.                                           |
| Error 'Invalid Service for this card'      | This is due to the credit card type not defined in parameter 'CCard Not Supported'.             |

## Transaction Status

**Table 5-6 Transaction Status Detail**

| Status                           | Description/Transaction Type                        |
|----------------------------------|-----------------------------------------------------|
| <b>Initial Authorization</b>     |                                                     |
| CCA_OPERATION                    | 1                                                   |
| CCA_MTYPE                        | 0 = Online initial auth, 1 = Offline initial auth   |
| CCA_STATUS                       | 0 = outstanding/pending, 1 = approved, 2 = declined |
| CCA_QSTATUS                      | 0 = pending, 8 = completed                          |
| <b>Incremental Authorization</b> |                                                     |
| CCA_OPERATION                    | 2                                                   |

Table 5-6 (Cont.) Transaction Status Detail

| Status                | Description/Transaction Type                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CCA_MTYPE             | 4 = Online incremental auth, 5 =offline incremental auth<br>If CCA_MTYPE = 5<br>When parameter <b>Allow Posting For Declined Authorization</b> is set to 0, the incremental authorization is created during system cruise change.<br>When parameter <b>Allow Payment For Declined Authorization</b> is set to 0 or 2, then the incremental authorization is created during pay invoice/quick billing. |
| Settlement            |                                                                                                                                                                                                                                                                                                                                                                                                       |
| CCT_STATUS            | 0 = outstanding, 1 = approved, 2 = declined                                                                                                                                                                                                                                                                                                                                                           |
| CCT_QSTATUS           | 0 = pending, 2 = “Process” button pressed at Management module, Credit Card Batch Settlement, 8 = Completed                                                                                                                                                                                                                                                                                           |
| <b>Direct Payment</b> |                                                                                                                                                                                                                                                                                                                                                                                                       |
| CCA_MTYPE             | 6                                                                                                                                                                                                                                                                                                                                                                                                     |
| CCA_STATUS            | 1=approved, 2=declined                                                                                                                                                                                                                                                                                                                                                                                |

**Ship Transfer Interface module**

Table 5-7 Ship Transfer Interface module Known Issue and Solution

| Known Issue                                                           | Solution                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Error ‘Duplicate reject trans’                                        | Turn off the checking on XENTA device from Menu, Administer, Change Params, General Use, Duplicate.                                                                                                                                                                     |
| Error ‘Automation Error. The Specification module could not be found’ | The PAYPOINTAPI.dll is missing or corrupted. Replace the new PAYPOINTAPI.dll into Oracle Hospitality Cruise folder.                                                                                                                                                     |
| Error ‘paypoint.dll open failed’                                      | The remote shore host does not match the Paypoint terminal IP address.                                                                                                                                                                                                  |
| Do not pick up the settlement transaction to process                  | <ul style="list-style-type: none"> <li>• Possible due to initial authorization is missing, or status is outstanding.</li> <li>• Check on CCA_PREVIOUS and CCT_CCA_ID for further investigation.</li> <li>• Check the Paypoint.log for further investigation.</li> </ul> |

Table 5-7 (Cont.) Ship Transfer Interface module Known Issue and Solution

| Known Issue                                  | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Do not pick up the authorization transaction | <ul style="list-style-type: none"> <li>• Check the Paypoint.log</li> <li>• CCA_QSTATUS must less than 3.</li> <li>• CCA_STATUS have to be 0.</li> <li>• Authorization not able to process due to invalid characters found in the transaction string, for example “ñøðñ÷à ì÷éøîâ”</li> </ul> <p>2015-05-07 05:12:34.373 ERROR Illegal additional transaction data</p> <p>2015-05-07 05:14:34.511 DEBUG TransData (type 49):</p> <p>300000;4;ñøðñ÷à<br/>ì÷éøîâ;A0000000025010402;526542;;;;;</p> <p>2015-05-07 05:14:34.511 DEBUG TransData (type 50): 1164347</p> <ul style="list-style-type: none"> <li>• The characters highlighted in yellow are the invalid characters returned by Paypoint service.</li> <li>• The characters highlighted in green refers to CCA_ACC_ID.</li> <li>• Open Oracle SQL Developer, and filter the CCA_ACC_ID transaction.</li> <li>• Locate the initial authorization (CCA_OPERATION = 1), then identify the column CCA_LOCALMODEDATA where the transaction data will be saved in this column.</li> <li>• Edit and remove the invalid character, commit the changes.</li> <li>• Go to Ship Transfer interfaces and click <b>Apply</b> to initial the authorization process again.</li> </ul> |

# 6

## NCL DCC

This document contains the setup and usage of Credit Card Transfer for NCL DCC (Dynamic Currency Conversion) Handling.

### SPMS Parameters NCL DCC

This section describes the **parameters** available to Credit Card Transfer module and they are accessible in the **Administration module, System Setup, Parameter**.

**Table 6-1 PAR\_GROUP General**

| PAR Name                                 | PAR Value | Description                                                                                                                                                                                                                                            |
|------------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Signature Capture for Credit Card | 0 or 1    | 0 - Disables Signature Capture for Credit Card.<br>1 - Enables Signature Capture for Credit Card.                                                                                                                                                      |
| Credit Card DCC Confirm Message          | 0 or 1    | 0 - Disables Credit Card DCC (Dynamic Currency Conversion).<br>1 - Enables Credit Card DCC (Dynamic Currency Conversion).                                                                                                                              |
| Credit Card DCC Message                  |           | &Guest Currency Choice<br>&&Your Card Billing Currency:<br><xxx> &&Current Rate of<br>Exchange: <yyy> &Rate<br>includes 3% margin &&Select<br>the currency your charges will<br>be finalized in.                                                       |
| Credit Card DCC Route Message            |           | &The guest named below:<br>&Name as it appears on the<br>card: &<CNAME> &&Credit<br>Card No. : & XXXX XXXX XXXX<br><NO> &will pay for all charges<br>made by the & Following<br>guest(s) during their onboard<br>vacation: &&Cabin : Guest<br>Name : & |
| DCC Base Country                         |           | Leaves as blank.                                                                                                                                                                                                                                       |
| Enable Credit Card DCC                   | 0 or 1    | 0 - Enables Credit Card DCC.<br>1 - Disables Credit Card DCC.                                                                                                                                                                                          |

Table 6-2 PAR\_GROUP Interfaces

| PAR Name                      | PAR Value   | Description                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Add-on DCC             | NOVATE      | CC Provider that supports Add-on DCC. For example: Novate.                                                                                                                                                                                                                                                                                        |
| Batch CCard Processing Format | NCL         | Specifies the message format to be generated by OHC Credit Card Transfer.                                                                                                                                                                                                                                                                         |
| CC Auth/Settlement Folder     | Folder path | <p>Repository location for authorization/settlement files generated by OHC Credit Card Interface .</p> <p>Note: To avoid adverse impact on your system, please abstain from using the following folder path:</p> <ul style="list-style-type: none"><li>• System Directory</li><li>• “\Users\Public\Documents\Oracle Hospitality Cruise”</li></ul> |

## Configuring SPMS

This section describes the program setup within the **Administration module** and **Management module**.

### Prerequisite for Program Setup

The Verifone card device requires the `vFormAgent.dll` and `Interop.vFormAgent.dll`. These files are downloaded automatically from XAPP into Oracle Hospitality Cruise folder after you run the OHC Launch Panel.

You have to run the OHC Database Installer to ensure you have the latest program files. The device also requires below forms and you can obtain these from Oracle Support.

- DCCLBL.frm
- DCCCONFIRMLBL.frm
- SIGNATURE.frm
- 925\_SWIPE\_CARDONLY.frm
- WELCOME.frm
- ROUTING.frm

## Hardware Setup

Before you begin using the Verifone device, you must configure the device connection in the **Management module**.

1. Start the Management module and select the **Options** menu.
2. Navigate to the **Hardware tab** of the **Options** screen.
3. At the Card Reader/Encoder #1 section, select the Card Reader Type as **Verifone MX925**. The port details are shared with Signature Capture, defined in the next step.

4. The port details need to be defined as per below setting, similar to **Port properties** configured in **My Computer, Device Manager**.
  - a. Speed: 115200
  - b. Data bits: 8
  - c. Parity: None
  - d. Stop Bits: 1
5. Click **Apply** and close the Hardware Option screen. The Verifone device downloads the required pre-loaded forms and prompt 'File successfully downloaded' upon completion.
6. Re-open the Hardware tab and verify that the port number no longer appears in the **Port Number** column.
7. If a Signature Capture device is used during the credit card registration, assign the device at the **Hardware Option** under **Signature Device**. Both the Verifone MX925 Card Reader Type and Signature Capture share the same Port setting.
8. Close the **Hardware Option** screen and restart OHC Management. The device downloads and installs the required forms upon the program startup. Below are the indicators for the process.
  - **Signal is caught screen:** This mean the Verifone device is detected.
  - **Form Agent screen:** Forms are being loaded from the device.
  - **System Information screen:** Displays the configuration information.
9. If the port number is wrongly assigned or the device is not properly connected, a message box prompts during program startup. Check if the device is connected and the DLL are properly registered.

vFormAgent.dll & interop.vFormAgent.dll is not updated.vFormAgent.dll & interop.vFormAgent.dll is not registered properly.

## System Configuration NCL DCC

This section describes the various system codes setup within the **Administration module**.

### Department Setup

A debit/credit department code of a credit card type is required for charge/posting, which 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 to create a Sub-Department code.
3. At the **Main Department section**, enter the credit/debit card information such as Payment type, Department Code, and Description.
4. At the **Payment Type** details section,
  - a. Enter the two digits of the first set of the credit card number in Credit Card digit.
  - b. Enter the **Credit Card ID**, for example, MC - MasterCard, VI - Visa, etc.
  - c. Select the corresponding **Credit Card Internal ID** from the drop-down box.
  - 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 to debit card.
5. At the **Department Security** access, select the relevant security level from the drop-down box.
6. At the **Department Security** access, select the relevant security level from the drop-down box.
7. Click **OK** to save.

## Importing Credit Card BIN

In order for the program to determine the correct card type (Credit/Debit) and its handling, you must import a Credit Card Bank Identification Numbers (BIN) in the file into SPMS. This file contains the complete set of eligible BIN range and is provided periodically by ELAVON. When the BIN file reloads, all previously loaded information is overwritten during the process.

## Loading the BIN File

1. Login to the **Administration module** and select **Financial Setup, Import Credit Card Bin** file.
2. Locate and select the latest **BIN File** from the folder. For example, see section *Sample BIN file*.

Figure 6-1 Credit Card BIN Import Screen

| Debit Card                          | Start Bin Number | End Bin Number | Card Description | Card Type | Currency Code | Nationality | DCC Allow                |
|-------------------------------------|------------------|----------------|------------------|-----------|---------------|-------------|--------------------------|
| <input checked="" type="checkbox"/> |                  |                | Visa Electron    | ELC       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Electron    | ELC       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Electron    | ELC       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Electron    | ELC       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Electron    | ELC       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Electron    | ELC       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Electron    | ELC       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Electron    | ELC       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Electron    | ELC       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Debit       | DEL       |               |             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> |                  |                | Visa Electron    | ELC       |               |             | <input type="checkbox"/> |

Debit Card Card Type: DELTA,EDGE,ELECTR,LASER,MSTRO,MSTROD,MSTROI,NSTORE,SOLO,TIMEGE,TIMEVN,MD,YD

File Name :

3. The BIN file information populates in the Credit Card BIN Import screen. Click **Import** to save the BIN ranges into the BIN table and **Close** to exit.

## Setting up PGP Encryption

The PGP Encryption is a Payment Application Data Security Standard (PA-DSS) Compliant requirements. Its aims to prevent any third parties from storing prohibited secure data including credit card track data, card validation codes or pin block data, therefore minimize the potential security breaches leading to compromising the full magnetic stripe data, card validation codes or pin block data. The encryption is performed using OHC Tools by way of uploading a PGP key pair, which is then used to encrypt and decrypt the authorization file in OHC Credit Card Transfer.

1. Run OHC Tools and select **Upload PGP Key** to upload PGP key pair for DCC handling.
2. At the PGP Key Uploaded screen, navigate to the DCC handling tab.
3. Browse for the bank public key (file format is .pkr) under **Public Key column**.
4. Browse for the secret key (file format is .skr) under **Private Key column**.
5. Enter a **Key Passphrase** if the key pair is generated with a passphrase.
6. Enter Ship's database username and password.

**Figure 6-2 PGP Key Uploader — DCC Handling Tab**

7. Click the **Upload** button to begin the key upload for DCC Handling.
8. Upon successful upload, a 'Key upload is done successfully' message box appears. Click **OK** to close and exit.

## Using the Verifone Card Device

This section describes the usage of the Verifone device in AQCI, Management module, and Credit Card Transfer Program.

### OHC Management

To register a credit card using a Verifone device in the Management module, follow the steps below:

1. Start the **Management** module.
2. From the main menu, select **Cashier** then **Guests**.
3. Select a checked-in guest and click **Get Credit Card** button in the Guest Handling screen.
4. The system will prompt a message requesting the card to be swiped. Swipe the card through the card slot of the card device.
5. After the card is swiped, the credit card information and its status are reflected on the **credit card entry**. If the credit card is valid, the **credit card accepted** status is shown on the screen.
6. The processing screen displays during the credit card registration in the Credit Card Entry screen.

#### **Note:**

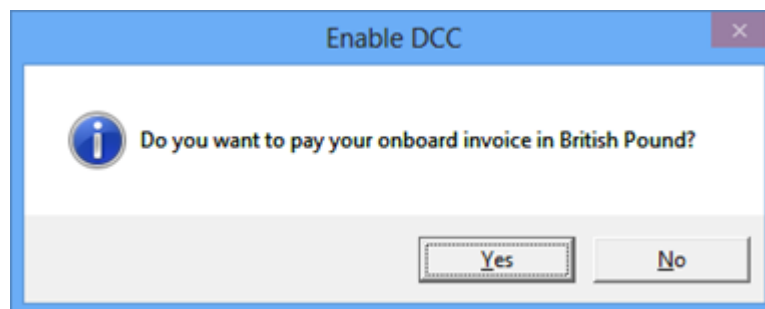
The Currency Exchange rate used refers to the DCC table and exchange rate imported from the authorization response file.

If the credit card is eligible for Dynamic Currency Conversion (DCC) and is within the DCC BIN range, the program prompts the DCC handling message box, followed by the currency selection screen

7. Select the available **Card Billing Currency** for the credit card to enroll into the DCC handling prompt for acknowledgement of the DCC's Term and Conditions clause on the card device.

8. Click the **Decline** prompt on the device to terminate the credit card enrollment and save the credit card data into the database. Before saving the credit card data, it will prompt for signature if the **Enable Signature Capture for Credit Card** parameter is enabled.
9. Click **Accept** to enroll the credit card in DCC Handling. A dialog message appears, promoting you to save the credit card data. Click **Yes** to proceed.
10. If the **Credit Card DCC Route Message** parameter is enabled, a routing message appears on the device.
11. Click the **Accept** button to accept the routing for the other guest or **Decline** if there is no routing for this guest.
12. To use the Signature Capture feature, the **Enable Signature Capture for Credit Card** parameter and the Signature screen will prompt when the card is registered at both the Management module and the device.
13. After the guest places their signature on the device, click **Enter** to complete the credit card registration process. If **Cancel** is pressed, you will receive a **No Signature Received** promptly in Guest Handling screen.
14. A **Transaction Completed** screen appears on the device when the registration completes or **Transaction Cancelled** appears when the **Cancel** button is pressed.
15. The signature captured is shown on the signature screen. Clicking the **Clear Signature** button resets the signature and allows the guest to place a fresh signature.
16. Click the **Capture Signature** button to complete the credit card registration on the guest account.
17. Click **OK** at the registration complete prompt to return to the previous screen.
18. The registered credit card details are stored in the Credit Card tab of Guest handling screen, with the DCC column flagged with 'Y' when the card is enrolled with DCC. At the Signature Captured column, the signature captured during the credit card registration is shown. The program does not allow credit card registration without a signature when **Enable Signature Capture for Credit Card** parameter is enabled.
19. For DCC handling, the following message box will prompt when the 'Card Reader Type' is assigned to a magnetic swipe device and the credit card is eligible for DCC enrollment.

**Figure 6-3 DCC Enable Screen — Manual Card Swipe**



20. Click **Yes** to enroll the DCC handling or **No** to register the credit card without DCC handling.

## OHC Advanced Quick Check In

1. Run OHC Advanced Quick Check In (AQCI).

2. At the ribbon bar, select the **Setup tab, General Setup, Hardware tab**.
3. At the **Hardware** tab, Card Reader #1 section, a port number is assigned. The port number in AQCI always shows the assigned port number that is different from OHC Management.
4. Select the device from the drop-down list. The **Get Credit Card** button is enabled at the ribbon bar after you assigned the device.
5. Clicking the **Get Credit Card** button after selecting a checked-in passenger will prompt a **Please Swipe Card** notification on AQCI screen.
6. After the card is swiped, the credit card details populate in the respective field of Credit Card Details section.
7. Click **Save** to proceed with the registration. If the credit card is eligible for DCC (Dynamic Currency Conversion) enrolment, the system prompts the DCC handling message, requesting you to select the currency on the device.

 **Note:**

The Currency exchange rate used refers to the rate in DCC table, an exchange rate imported from the authorization response file.

If the credit card is eligible for Dynamic Currency Conversion (DCC) and is within the DCC BIN range, the program prompts the DCC handling message box, followed by the currency selection screen.

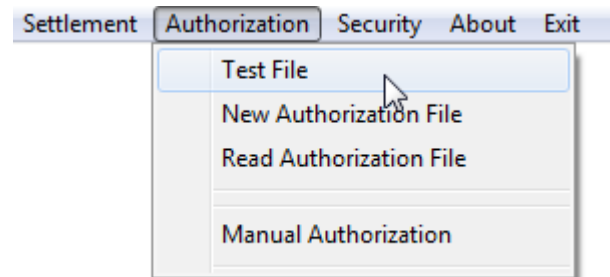
8. Select the available Credit Card Billing Currency to enroll the card in DCC handling. At the DCC Term and Conditions notification prompt, have the guest read and **Accept** the Terms & Condition on the device. Pressing **Decline** terminates the card enrollment and saves the credit details into the database. You are prompted to place a signature on the device if **Enable Signature Capture for Credit Card** parameter is enabled.
9. At the AQCI screen, select **Yes** at the confirmation to write the card details into the database.
10. If the **Credit Card DCC Route Message** parameter is enabled, a routing message displays on the device. Click **Accept** to route to another guest or **Decline** if no routing is required.
11. Have the guest place the signature on the device signature screen and press **Enter** to complete the card registration. The guest signature is captured and shown on AQCI screen. Click the **Capture Signature** to save and complete the registration.
12. Clicking the **Clear Signature** button erases the signature, allowing the guest to replace the signature. This prompts a **No Signature Received** on AQCI screen and Transaction Cancelled on the device.
13. The registered credit card details are stored in the Credit Card tab of Guest handling screen, with the DCC column flagged with 'Y' when the card is enrolled with DCC. At the Signature Captured column, the signature captured during the credit card registration is shown. The program does not allow credit card registration without a signature when **Enable Signature Capture for Credit Card** parameter is enabled and you are required to configure the device in hardware option setup.
14. For DCC handling, when the 'Card Reader Type' is assigned to magnetic swipe (not Verifone device), the system prompts a message if you would like to settle the invoice in xxx currency. This shows that the credit card is eligible for DCC enrolment.
15. Click **Yes** to enroll the DCC handling or **No** to register credit card without DCC handling.

## OHC Credit Card Transfer

An Authorization file can be generated using one of this option:

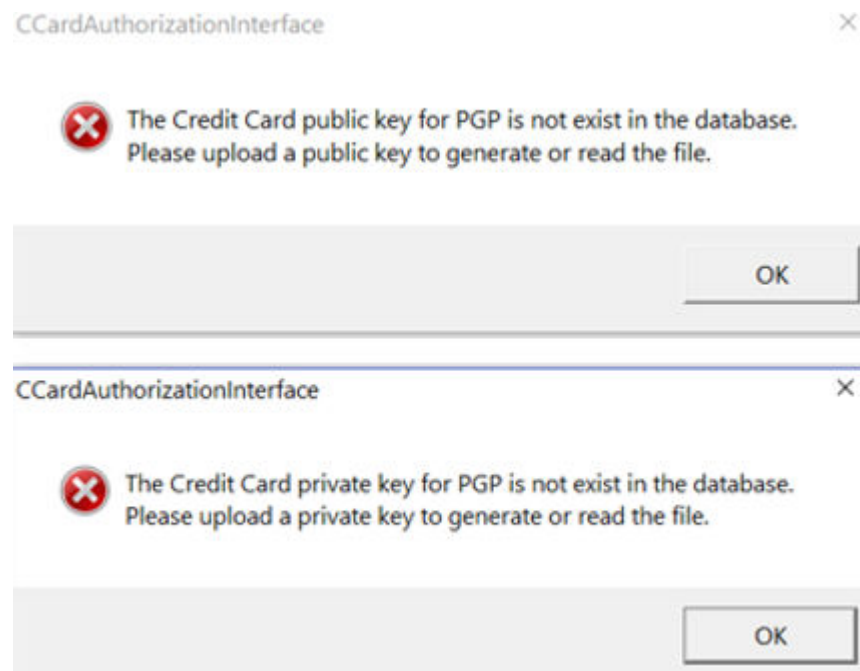
- **DCC New Incremental File:** For credit card enrolled with DCC Handling.
- **New Incremental File:** For normal credit card registration that is not enrolled with DCC Handling.

Figure 6-4 OHC Credit Card Transfer — Authorization Menu



When the PGP Key Pair does not exist in the database, and the **Process** button is clicked, a message box per the following figure will prompt prohibiting you from generating an authorization file.

Figure 6-5 PGP Does Not Exist Message Prompt



## Batch File Processes

### Generating an Initial Authorization

1. At the Authorization menu, click the **DCC New Incremental File** to list all the credit cards requiring authorization that are flagged with DCC= "Y" on the DCC Credit Card Authorization Write screen.

**Figure 6-6 DCC Credit Card Authorization Write Screen**

| Cabin | First Name | Last Name | Embarked   | Open | Onboard Authorization | Authorization | Card No. | Card |
|-------|------------|-----------|------------|------|-----------------------|---------------|----------|------|
|       | TESTER     |           | 01/01/2012 | 0.00 | 300.00                | 300.00        |          |      |
|       | TESTER     |           | 01/01/2012 | 0.00 | 300.00                | 300.00        |          |      |

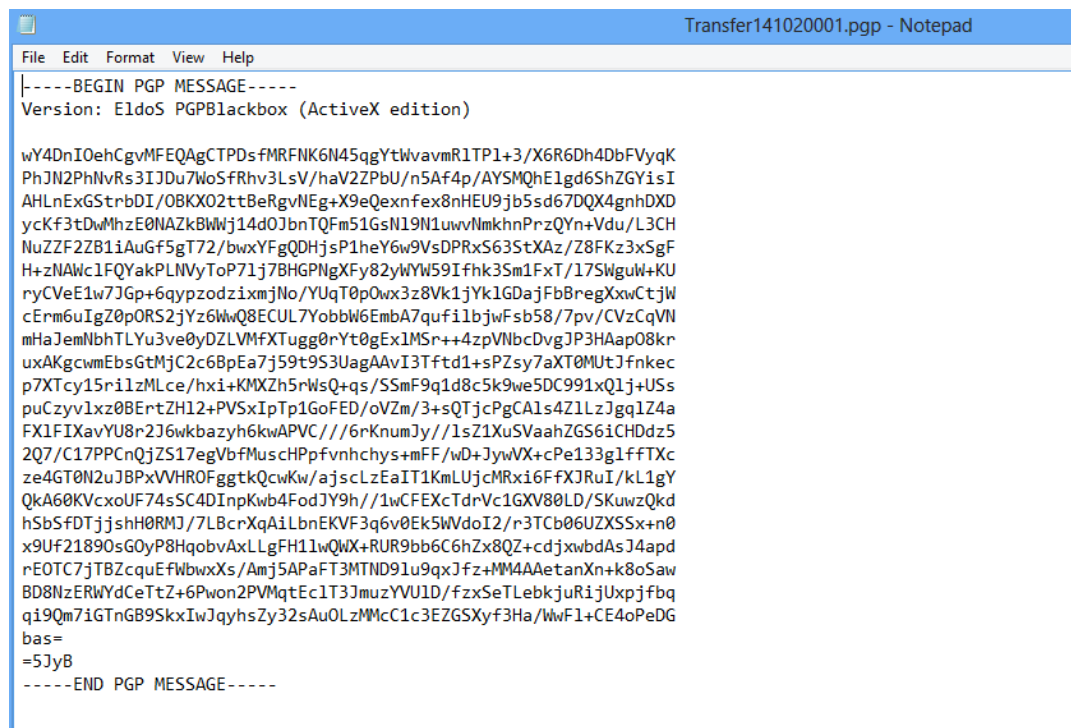
| Statistics           |               |
|----------------------|---------------|
| Authorization Totals |               |
| AX AX                | 0.00          |
| DC DC                | 0.00          |
| DI DI                | 0.00          |
| JC JC                | 0.00          |
| MC MC                | 300.00        |
| VI VI                | 300.00        |
| <b>Total:</b>        | <b>600.00</b> |

Authorization Template: (None) [v]  
[Process] [Close]

#### Note:

The initial authorization amount refers to Minimum Authorization in Credit Card Financial Setup.

2. After clicking the **Process** button, an Authorization file is generated and encrypted with a PGP key.

**Figure 6-7 Sample PGP Encrypted Authorization File**


```

-----BEGIN PGP MESSAGE-----
Version: EldoS PGBlackbox (ActiveX edition)

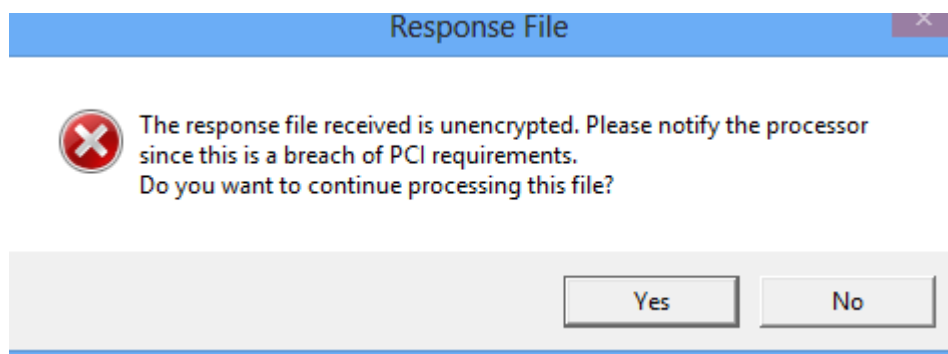
wY4DnIOehCgvMFEQAgCTPDsfMRFNK6N45qgYtWvavmR1TP1+3/X6R6Dh4DbFVyqK
PhJN2PhNvRs3IJDu7WoSfRhv3LsV/haV2ZPbU/n5Af4p/AYSMQhElgd6ShZGYisI
AHLnExGStrbDI/0BKX02ttBeRgvNEg+X9eQexnfex8nHEU9jb5sd67DQX4gnhDXD
ycKf3tDwMhzE0NAZkBWwj14d0JbnTQFm51GsN19N1uuvNmkhnPrzQYn+Vdu/L3CH
NuZZF2ZB1iAuGf5gT72/bwxYFgQDHjsP1heY6w9VsDPRxS63StXAz/Z8FKz3xSgF
H+zNAWc1FQYakPLNVyToP71j7BHGPNgXFy82yWYw59Ifhk3Sm1FxT/17SWguW+KU
ryCVeE1w7JGp+6qypzodzixmjNo/YUqT0pOwx3z8Vk1jYk1GDajFbBregXxwCtjW
cErM6uIgZ0p0RS2jYz6WwQ8ECUL7YobbW6EmbA7quf1lbjwFsb58/7pv/CVzCqVN
mHaJemNbhTLyU3ve0yDZLVMfXTugg0rYt0gEx1MSr++4zpVNbcDvgJP3HAap08kr
uxAKgcwmEbsGtMjC2c6BpEa7j59t9S3UagAAvI3Tftd1+sPZsy7aXT0MUtJfnkec
p7XTcy15r1lZMLce/hxi+KMXZh5rWsQ+qs/SSmF9q1d8c5k9we5DC991xQ1j+USs
puCzyv1xz0BErtZH12+PVSxIpTp1GoFED/oVZm/3+sQTjCpGCA1s4Z1LzJgq1Z4a
FX1F1XavYU8r2J6wkbaZyh6kwAPVC//6rKnumJy//1sZ1XuSvaahZGS6iCHDdz5
2Q7/C17PPCnQjZS17egVbfMuscHPpfvnhchys+mFF/wD+JywVX+cPe133glffTXc
ze4GT0N2uJBPxVVR0FggtkQcwKw/ajscLzEaIT1KmlUjCmRx16FfXJRuI/kL1gY
QkA60KVcxoUF74sSC4DInpKwb4FodJY9h//1wCFEXcTdrVc1GXV80LD/SkuwzQkd
hSb5fDTjJshH0RMJ/7LBcrXqAiLbnEKVF3q6v0Ek5WVdoI2/r3TCb06UZXSsx+n0
x9Uf21890sG0yP8HqobvAxLLgFH1lwQWx+RUR9bb6C6hZx8QZ+cjdjxwbdAsJ4apd
rE0TC7jTBZcquEfwBwxXs/Amj5APaFT3MTND91u9qxJfz+MM4AAetanXn+k8oSaw
BD8NzERWYdCeTtZ+6Pwon2PVMqtEc1T3JmuzYVU1D/fzxSeTLebkjuR1jUxpjfbq
q19Qm7iGTnGB9SkkIwJqyhsZy32sAu0LzMMcC1c3EZGSXyf3Ha/WwF1+CE4oPeDG
bas=
=5JyB
-----END PGP MESSAGE-----

```

3. Status for the pending approval authorization transaction is **Outstanding**, and the transaction can be traced in **Management module, Guest handling, Credit Card tab, View Authorization**.

## Reading an Authorization

1. After you have obtained the response file from the merchant, at the **Authorization menu**, select **DCC Read Increment File**.
2. Click the **Open File** button and locate the response file from the merchant.
3. If the response file is not encrypted, an alert message box appears. Select the appropriate response.

**Figure 6-8 Non-encrypted Response File**

4. You will receive a batch with currency exchange rate provided by the merchant. See the figure below for sample.

Figure 6-9 Sample Response File with Currency Exchange Rate

```

1100000000000001-20130101030508 - initial response.txt - Notepad
File Edit Format View Help
000101 18AAUTH01 18140429 140429 0000150. HS 02
CAUTH
INITIAL TRANSACTION NO DCC A 000000.00 000000.00 140616
154154Y 0000000000
000101 18AAUTH02 18140429 140429 0000050. HS 04
CAUTH
INITIAL TRANSACTION NO DCC A 000000.00 000000.00 140616
154154Y 0000000000
USDBRL00000002.3006 INTERBANK 00.000020140601010100
USDPLN00000003.1373 INTERBANK 00.000020140601010100
USDEUR00000000.7618 INTERBANK 00.000020140601010100
USDXCD00000002.8016 INTERBANK 00.000020140601010100
USDRON00000003.3510 INTERBANK 00.000020140601010100

```

- Click the **Process** button to continue and this populates the authorization transactions onto the grid.

Figure 6-10 DCC Credit Card Authorization Read Screen with Data

| Cabin | First Name | Last Name | Card No | Card Expiry | Authorization | Result            | DCC | Currency | Rate         |
|-------|------------|-----------|---------|-------------|---------------|-------------------|-----|----------|--------------|
| 10200 |            |           |         |             | 300.00        | Approved (AUTH01) | Y   | GBP      | 0.0000000000 |
| 9038  |            |           |         |             | 300.00        | Approved (AUTH02) | Y   | GBP      | 0.0000000000 |
|       |            |           |         |             |               |                   |     | BRL      | 2.3006       |
|       |            |           |         |             |               |                   |     | PLN      | 3.1373       |
|       |            |           |         |             |               |                   |     | EUR      | 0.7618       |
|       |            |           |         |             |               |                   |     | XCD      | 2.8016       |
|       |            |           |         |             |               |                   |     | RON      | 3.351        |
|       |            |           |         |             |               |                   |     | TWD      | 30.967       |
|       |            |           |         |             |               |                   |     | YER      | 221.759      |
|       |            |           |         |             |               |                   |     | GBP      | 0.6153       |
|       |            |           |         |             |               |                   |     | EGP      | 7.3647       |
|       |            |           |         |             |               |                   |     | AED      | 3.7832       |
|       |            |           |         |             |               |                   |     | TTD      | 6.6423       |
|       |            |           |         |             |               |                   |     | THB      | 33.4956      |
|       |            |           |         |             |               |                   |     | CHF      | 0.9281       |
|       |            |           |         |             |               |                   |     | SEK      | 6.9084       |
|       |            |           |         |             |               |                   |     | ZAR      | 11.1142      |
|       |            |           |         |             |               |                   |     | VND      | 21882.35     |
|       |            |           |         |             |               |                   |     | SGD      | 1.2886       |
|       |            |           |         |             |               |                   |     | SAR      | 3.8632       |

- Click the **Process** button again to begin the process. The progress status appears on DCC Credit Card Authorization Read screen.
- After the authorization completes, the authorization status column in **Guest Handling, Credit Card tab, View Authorization** is updated to **Authorized**, with the exchange rate provided in the response file. The exchange rate is also stored in the DCC table.

Figure 6-11 OHC Management — Credit Card Tab

## Generating an Incremental File

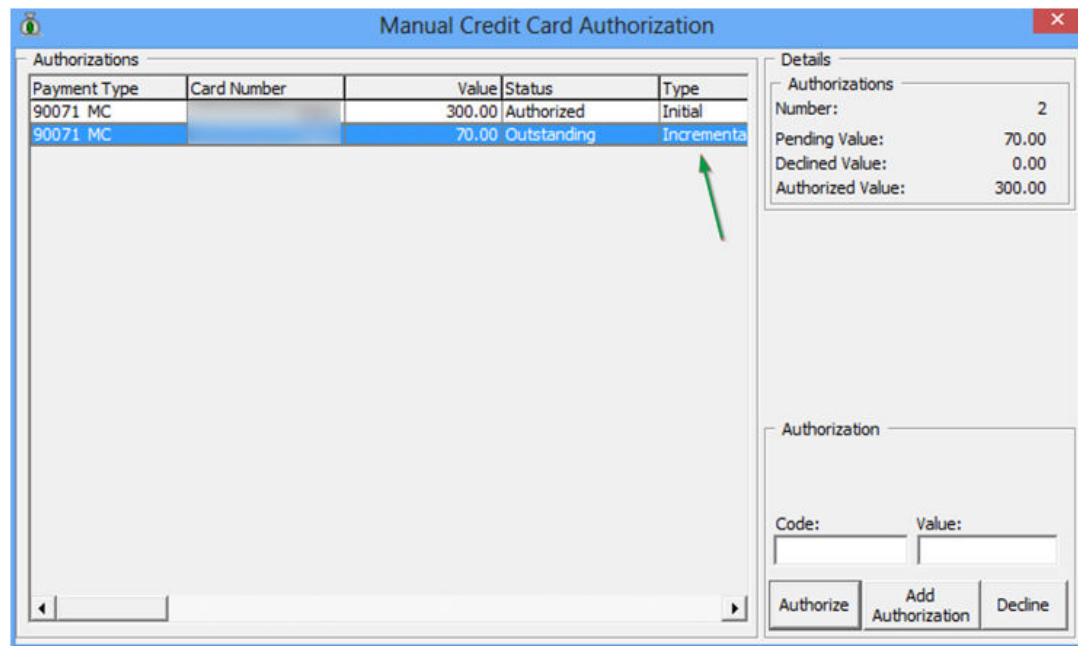
When the total posting amount is more than the initial authorization, an incremental authorization is required. For example, additional posting is at \$370 and the initial authorization is \$300. The incremental authorization will be \$70.

1. At the **DCC Credit Card Authorization Write** screen, a converted (Onboard Authorization \* Currency Exchange Rate) pending authorization transaction is listed. Click the **Process** button to write the authorization transactions into the file.

Figure 6-12 DCC Credit Card Authorization Write

2. In the **Guest Handling, Credit Card, View Authorization** screen, the status of the unconverted incremental authorization amount is listed as *Outstanding* status.
3. To change the status to *Authorize*, see *Reading an Authorization*.

**Figure 6-13 View Authorization with Incremental Authorization — Pending Approval**

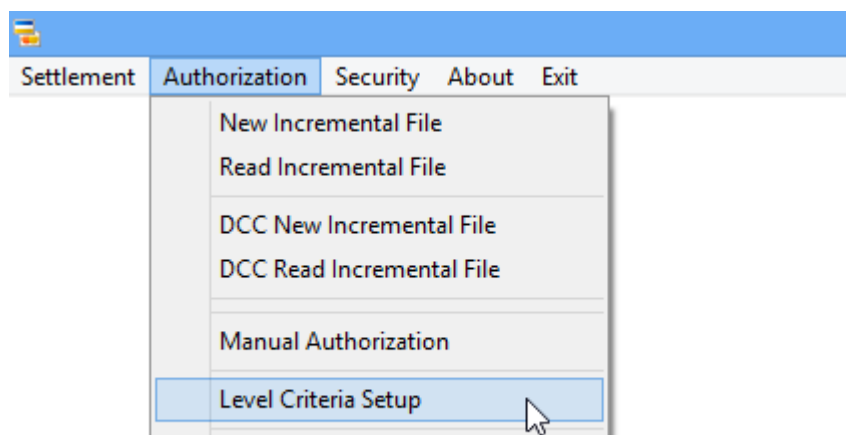


## Generating Incremental File with Authorization Template

An Authorization Template is used to obtain additional authorization amounts. The template only applies to Incremental Authorization. Use the following steps to set up the Authorization Template.

1. At the Authorization menu, select **Level Criteria Setup** from the drop-down list.

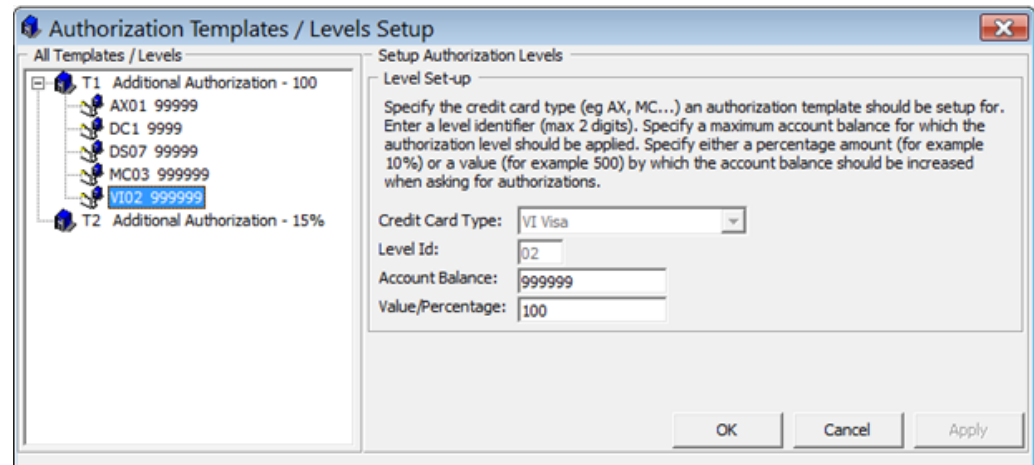
**Figure 6-14 OHC Credit Card Transfer — Authorization**



2. Configure the Authorization template in value amount. For example, see below figures for Sample Level Criteria Setup in Value.
  - Define the credit card type (VI Visa).

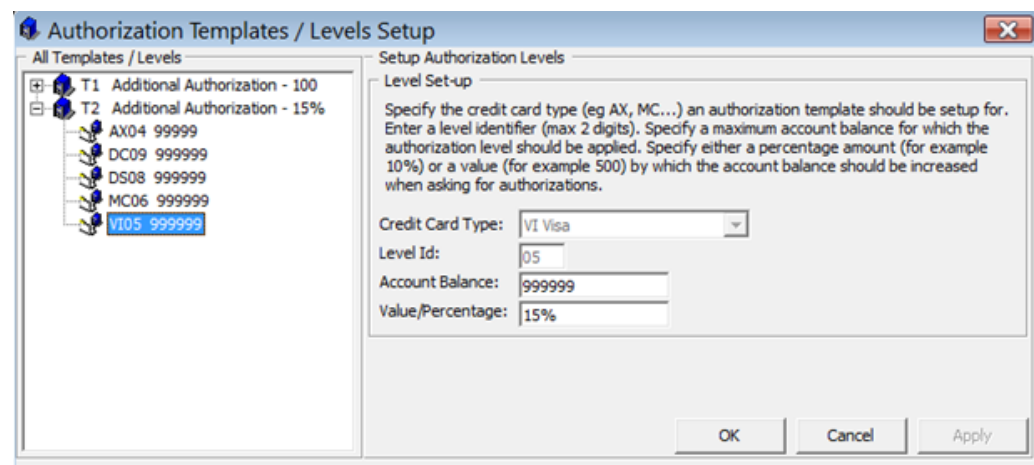
- Define the Level ID (02)
- Define the Account Balance (999999)
- Define the Value/Percentage (100)

**Figure 6-15 Sample Level Criteria Setup in Value**



3. Configure the Authorization template in percentage. For example, see Figure 6–23 — Sample Level Criteria Setup in Percentage.
  - Define the credit card type (VI Visa)
  - Define the Level ID ( 05)
  - Define the Account Balance (999999)
  - Define the Value/Percentage (15%)

**Figure 6-16 Sample Level Criteria Setup in Percentage**



4. The following are formulas used in **Authorization Template** calculations:
  - For Value Amount
    - If current balance > 0 = (Total Posting - Total Approved Authorization Amount) + Level Amount

- If current balance < 0 = (Level Amount - Open balance)
- For Percentage
  - (Total posting - Total approved authorization) + (current balance + percentage%)

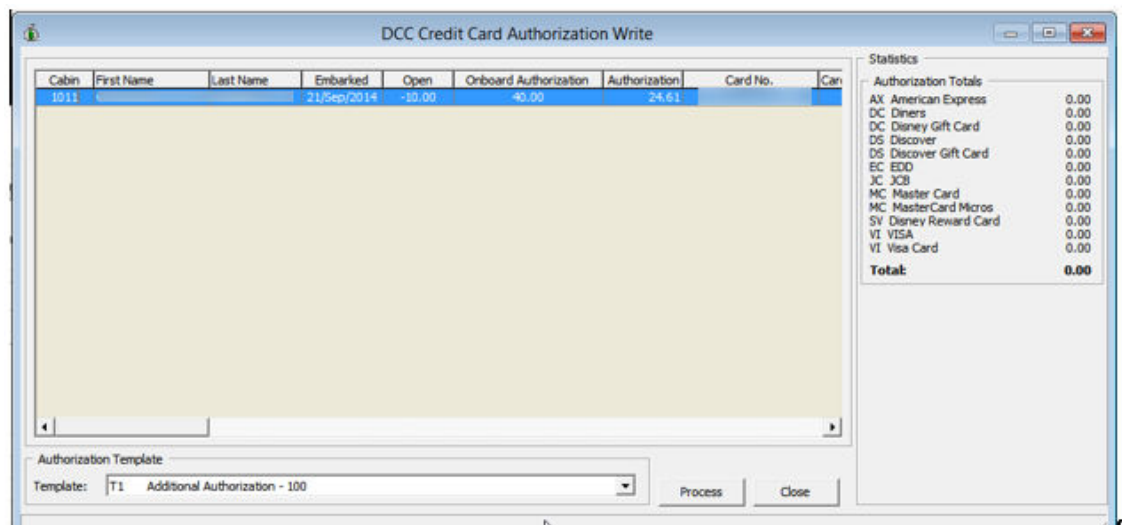
In the following scenario,

- Current Balance = -10
- Total Approved Authorization Amount = 50

Authorization Template: Value Amount

- Template: Additional Authorization \$100
- Result :  $(-10 + 100) - 50 = 40$
- \*\*Authorization amount converted with exchange rate =  $40 * 0.6153 = 24.61$

**Figure 6-17 DCC Credit Card Authorization Write with Authorization Template**



Authorization Template: Percentage

- Template : Additional Authorization 15%
- Result :  $(-10 - 50) + (-10 * 15\%) = -61.50$
- Negative Authorization amount/value will not be process

## Generating Settlement File

After a settlement is performed on a guest account, the settlement transaction requiring approval is listed under DCC New Settlement file.

1. At the **Credit Card Transfer, Settlement Menu**, select **DCC New Settlement**
2. At the screen, the settlement transaction is flagged with DCC, and the amount shown is converted using the exchange rate from the DCC table. (Onboard Settlement \* Currency Exchange Rate).

**Figure 6-18 DCC Credit Card Settlement Write Screen (With Settlement Transaction)**

3. Click the **Process** button to write the settlement transaction into the settlement file.



**Note:**

The Credit Card format does not read the settlement response file. Hence the CCT\_STATUS is updated to '1' upon generation of the settlement file.

## Recreating a Settlement File

This function allows you to recreate the settlement file.

1. Click the **Recreate Settlement** from the **Settlement** menu.
2. At the **Restore Settlement Data** screen, select a **Transfer Date** to recreate and click **Process**.

**Figure 6-19 OHC Credit Card Transfer — Recreate Settlement Screen**

3. At the **DCC Credit Card Settlement Write** screen, select the **Recreate Settlement** checkbox to list the transaction.

**Figure 6-20 DCC Credit Card Settlement Write Screen — Recreate Settlement Checkbox**

| Cabin | First Name | Last Name | Embarked   | Onboard Settlement | Settlement | Open Balance | Card No. |
|-------|------------|-----------|------------|--------------------|------------|--------------|----------|
|       |            |           | 01/01/2012 | 80.00              | 49.22      | 0.00         |          |
|       |            |           | 01/01/2012 | 370.00             | 227.66     | 0.00         |          |

**Statistics**

**Settlements Totals**

|        |        |
|--------|--------|
| AX AX  | 0.00   |
| DC DC  | 0.00   |
| DI DI  | 0.00   |
| JC JCB | 0.00   |
| MC MC  | 370.00 |
| VI VI  | 80.00  |

**Total: 450.00**

☒ Recreate Settlement

Process Close

## Mapping Fields

This section lists the mapping format used in NCL DCC Credit Card.

### Request File Format

Transfer161108006.pgp

Transfer<DATE> <SEQ#>.pgp

**Table 6-3 Request File Format Detail**

| Name     | Description                                                 |
|----------|-------------------------------------------------------------|
| Transfer | Transfer - Authorization file.<br>Settle - Settlement file. |
| 161108   | Creation date.                                              |
| 006      | Sequence number of authorization/settlement file.           |
| .pgp     | File name extension.                                        |

**Table 6-4 Transaction Record Detail**

| Field       | Start | End | Size | Comment                                                                                                  |
|-------------|-------|-----|------|----------------------------------------------------------------------------------------------------------|
| Account No  | 1     | 7   | 7    | Generated when authorization or settlement file is created by OHC Credit Card Transfer. (CCA_ID, CCT_ID) |
| Trans. Type | 8     | 10  | 3    | Hardcoded - OBC                                                                                          |

**Table 6-4 (Cont.) Transaction Record Detail**

| Field            | Start | End | Size | Comment                                                                                                                                   |
|------------------|-------|-----|------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Method of Pmt.   | 11    | 12  | 2    | Hardcoded - AX-Amex, MV-Visa/Master, D-Discover                                                                                           |
| Credit Card No.  | 13    | 28  | 16   | CRD_NO                                                                                                                                    |
| Blank            | 29    | 29  | 1    | Blank                                                                                                                                     |
| Crdt Card Seq no | 30    | 33  | 4    | Hardcoded - 0001                                                                                                                          |
| Company          | 34    | 35  | 2    | Hardcoded - 01                                                                                                                            |
| Blank            | 36    | 36  | 1    | Blank                                                                                                                                     |
| Ship No.         | 37    | 38  | 2    | Parameter > DCC Ship ID                                                                                                                   |
| Reply Code       | 39    | 39  | 1    | A-Approved, H-Refund, S-Settled, D-Denied, W-Wait, E-Error, C-Call back, X-Deleted, 'None, R-Reject (CCA_CRED_SOURCE / CCA_CRED_RESPONSE) |
| Response Code    | 40    | 45  | 6    | Authorization number provided in authorization response file (CCA_AUTH_REFERENCE)                                                         |
| Reservation no.  | 46    | 54  | 9    | RES_V_GUESTID                                                                                                                             |
| Group No         | 55    | 60  | 6    | Space                                                                                                                                     |
| Cruise no        | 61    | 68  | 8    | Read ship number from parameter (DCC Ship Id) + SCR_A_DATE                                                                                |
| Cruise Segment   | 69    | 70  | 2    | Space                                                                                                                                     |
| Blank            | 71    | 71  | 1    | Blank                                                                                                                                     |
| Sailing date     | 72    | 77  | 6    | Format : YYMMDD (SCR_A_DATE)                                                                                                              |
| Blank            | 78    | 78  | 1    | Blank                                                                                                                                     |

**Table 6-4 (Cont.) Transaction Record Detail**

| Field                 | Start | End | Size | Comment                                                                                                                                               |
|-----------------------|-------|-----|------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Amount                | 79    | 88  | 10   | CCA_AMOUNT - Authorization amount<br>CCT_AMOUNT - Settlement amount<br>CCA_CUR_AMOUN<br>T - to track value written to authorization / settlement file |
| Blank                 | 89    | 89  | 1    | Blank                                                                                                                                                 |
| Cdt Card Expiry       | 90    | 93  | 4    | Credit card expiry date (Format : MMY)                                                                                                                |
| Last Name             | 94    | 108 | 15   | UXP_A_NAME                                                                                                                                            |
| First Name            | 109   | 118 | 10   | UXP_A_FSTN                                                                                                                                            |
| Authentication Code   | 119   | 127 | 9    | Blank                                                                                                                                                 |
| Authentication Source | 128   | 128 | 1    | 5-Approval, D-Referral, E-Offline Approval.<br>(CCA_CRED_RESP<br>ONSE /<br>CCA_CRED_SOURC<br>E)                                                       |
| Interface Cmd         | 129   | 133 | 5    | CAUTH - Authorization<br>CSETL - Settlement                                                                                                           |
| Card track 1          | 134   | 212 | 79   | Blank                                                                                                                                                 |
| Card track 2          | 213   | 252 | 40   | Blank                                                                                                                                                 |
| Message               | 253   | 282 | 30   | Use only when declined -<br>CCA_NONAPPROV<br>AL_TEXT                                                                                                  |
| Auth ACI Code         | 283   | 284 | 2    | Blank                                                                                                                                                 |
| Tran ID               | 285   | 299 | 15   | CCA_REPLY017TO<br>122                                                                                                                                 |
| Validation Code       | 300   | 303 | 4    | CCA_REASON                                                                                                                                            |
| Transmit Status       | 304   | 304 | 1    | Blank                                                                                                                                                 |
| Request Type          | 305   | 305 | 1    | A-Authorization,<br>I-Incremental, I-Settlement                                                                                                       |
| Blank                 | 306   | 306 | 1    | Blank                                                                                                                                                 |
| CTD Auth Amount       | 307   | 316 | 10   | Hardcoded - 0                                                                                                                                         |
| Blank                 | 317   | 317 | 1    | Blank                                                                                                                                                 |

**Table 6-4 (Cont.) Transaction Record Detail**

| Field               | Start | End | Size | Comment                        |
|---------------------|-------|-----|------|--------------------------------|
| Initial Auth Amount | 318   | 326 | 10   | CCA_AMOUNT                     |
| Blank               | 327   | 328 | 2    | Blank                          |
| Init Auth Date      | 329   | 334 | 6    | CCA_BDATE                      |
| Blank               | 335   | 335 | 1    | Blank                          |
| Init. Auth. Time    | 336   | 341 | 6    | CCA_BDATE                      |
| DCC Opt In          | 342   | 342 | 1    | 1 - DCC, 0 - Not DCC (CRD_DCC) |
| DCC Currency Ind.   | 343   | 345 | 3    | CRD_CUR                        |
| DCC Exchange Rate   | 346   | 356 | 11   | CCA_RATE                       |
| DCC Control Number  | 357   | 396 | 40   | CCA_CTLNO                      |

**Table 6-5 Exchange Rate Record Detail**

| Field                          | Start | End | Size | Comment                                                                                             |
|--------------------------------|-------|-----|------|-----------------------------------------------------------------------------------------------------|
| Base currency code             | 1     | 3   | 3    | Currency code is in ISO 4217 format. (DCC_BASE)                                                     |
| Foreign currency code          | 4     | 6   | 3    | Currency code is in ISO 4217 format. (DCC_CUR)                                                      |
| Exchange rate                  | 7     | 19  | 13   | DCC_EXRATE                                                                                          |
| Rate issue date                | 20    | 33  | 14   | DCC_DATE                                                                                            |
| Rate expiry date               | 34    | 47  | 14   | DCC_EXP_DATE                                                                                        |
| Exchange rate source name      | 48    | 79  | 32   | Specifies the source of the exchange rate                                                           |
| Commission percentage          | 80    | 86  | 7    | Reserved for the purpose of meeting regulatory requirements where applicable. Space if not present. |
| Exchange rate source timestamp | 87    | 100 | 14   | Format yyyyymmddhhmmss.                                                                             |

**Sample BIN file**

Below are the BIN range samples provided periodically by the bank.

VOL120110427162858 4000790643RUB 4001020986BRL 4001030032ARS

4001040032ARS 4001150826GBP 4001210978EUR 4001310978EUR  
 4001360986BRL 4001450937VEF 4001540710ZAR 4001590376ILS  
 4001620986BRL 4001630986BRL 4001680986BRL 4001700986BRL  
 4001900978EUR 4001910986BRL 4001920578NOK 4001990986BRL  
 4002010901TWD 4002110901TWD 4002160578NOK 4002170986BRL  
 4002230410KRW 4002250986BRL 4002270985PLN 4002340986BRL  
 4002350986BRL 4002360986BRL 4002370986BRL 4002380986BRL  
 4002390986BRL 4002420986BRL 4002430986BRL 4002450986BRL  
 4002470986BRL 4002480986BRL 4002490986BRL 4002520986BRL  
 4002530986BRL 4002540986BRL 4002580214DOP 4002670214DOP  
 4002680986BRL 4002710978EUR 4002720978EUR 4002760032ARS  
 4002770578NOK 4002800978EUR 4002810978EUR 4002870643RUB  
 4002880578NOK 4002910784AED 4002930978EUR 4003020978EUR  
 4003080214DOP 4003090214DOP 4003110978EUR 4003120978EUR  
 4003140978EUR 4003150978EUR 4003160978EUR 4003170978EUR  
 4003320978EUR 4003330978EUR 4003340978EUR 4003350978EUR  
 4003400780TTD 4003530901TWD 4003550901TWD 4003560901TWD  
 4003570901TWD 4003580344HKD 4003590901TWD 4003610901TWD  
 4003890344HKD 4003990682SAR 4005240203CZK 4006010414KWD  
 4006050484MXN 4006080170COP 4006090036AUD 4006120344HKD  
 4006150032ARS 4006250986BRL 4006260826GBP 4006270643RUB  
 4006280643RUB 4006310780TTD 4006340986BRL 4006350986BRL  
 4006360986BRL 4006370986BRL 4006380986BRL 4006420986BRL  
 4006430986BRL 4006450986BRL 4006460986BRL 4006470986BRL

**Table 6-6 OHC Tools Known Issue and Solution**

| Known Issue                            | Solution                                       |
|----------------------------------------|------------------------------------------------|
| Error - 'Key unable to upload'         | Register PGPBBox7.dll with regsvr32.exe again. |
| Error - 'License Key has not been set' | Register PGPBBox7.dll with regsvr32.exe again. |

**Table 6-7 OHC Credit Card Transfer Known Issue and Solution**

| Known Issue                                                              | Solution                                                                                                                                                     |
|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| OHC Credit Card Transfer doesn't reflect the correct credit card format. | Check the credit card format in System Parameter in Administration module under System Setup, Database Parameter, Interfaces, Batch CCard Processing Format. |

**Table 6-8 OHC Management Known Issue and Solution**

| Known Issue                                                                         | Solution                                                      |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------|
| Error - 'Please check if Verifone device dll is registered or device is connected'. | Ensure the Verifone device is connected with the workstation. |