Oracle Hospitality Integration Platform

Property Interfaces — IFC8, FIAS, and XML_POS

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Oracle Hospitality Integration Platform Property Interfaces — IFC8, FIAS, and XML_POS, Release 24.3

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Contents

Preface

Oracle Hospitality Integration Cloud Service and OPERA Cloud Foundation users are authorized to access the following modules and features:

• Oracle Hospitality Integration Platform including Oracle Hospitality Developer Portal and Hospitality REST APIs.

The Oracle Hospitality Developer Portal enables users to discover Oracle Hospitality APIs, subscribe to Oracle Hospitality APIs, and to get the necessary information to consume them.

The Oracle Hospitality Developer Portal's APIs page provides information about published Oracle Hospitality APIs. Here you can find and evaluate Oracle Hospitality APIs to use with your applications.

After you discover the Oracle Hospitality APIs that you want to use, register an application and then register those APIs to your application.

To view more details about the Oracle Hospitality Developer Portal, on the user menu drop-down, click the drop-down, and select **About Developer Portal**.

Purpose

This guide describes the Oracle OPERA Hotel Property Interface application (IFC8) that is used to connect various on-premise vendor management systems with the Oracle Property Management system.

Audience

This guide is intended for customers and partners who develop applications with the Oracle Hospitality Integration Platform.

Documentation

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

Revision History

Date	Description of Change
November 2024	Initial publication

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Overview

> **✎ Note:**
>
> API usage and capabilities are subject to change. For more information on API versioning, see the Versioning topic in the Oracle Hospitality Integration Platform User Guide.
>
> For the most comprehensive and up-to-date information, including additional query parameters and detailed descriptions, always refer to the latest API specifications in GitHub. This will ensure that you are accessing the most current and complete set of features available.

The Oracle OPERA Cloud Hotel Property Interface application (IFC8) is used to connect various on-premise vendor management systems with the Oracle Property Management system. It sends out room and guest data to the vendor system, for example, check-in of guest and check-out of guest. The interface can also receive data (for example, charges or status changes) from the external system to be stored in OPERA Cloud using synchronous TCP/IP or serial connection exchanging messages, which are based on either Oracle's universal FIAS API, XML-POS API, or many vendor-based specifications.

Some examples of vendor systems connecting through the Property Interface IFC8 application are the following:

- Telephone Management Systems (TMS) or middleware to TMS systems
- Door Locking Systems
- HSIA Internet Access Systems
- Point of Sale Systems (Restaurant, SPA, Golf)
- Video Services Systems
- Guest Service Systems
- Minibar Systems
- Building Management Systems
- Miscellaneous / Other systems installed at property

The typical data exchanged through the Property Interface are check-in / check-out notifications (for example, room and guest details, guest rights), charge postings received from vendor systems, make door key requests, wake up requests, credit card payment requests, guest message notifications, room maid status notifications, and many more. This data is exchanged at the time the action occurs in OPERA Cloud or on the external system and is usually exchanged without a delay in transmission.

For IFC8 actions exchanged between OPERA Cloud and an external application, the REST APIs utilize multiple ways of connection.

There are inbound actions from the external system that are exposed through the OHIP REST APIs. Some examples of these inbound actions are sending charges to the guest's room or

hotel account, inquiry requests for guest information by a Point-Of-Sale system, sending room status changes, wake up requests, and guest bill balance requests.

Some outbound IFC8 actions are exposed using streaming APIs. Some examples include check-in, check-out, room-move notifications, wake-up requests, and guest text messages.

Specific outbound synchronous messages are exposed using additional outbound service connections from the PMS to the external system. Some examples are door lock key actions (for example, make key and delete key), which require related response messages.

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APIs and Operations

The below table provides suggested APIs and operations to use when migrating from legacy FIAS/XML-POS IFC8 interface to the REST APIs. There are a few operations currently unavailable in REST that are available through IFC8.

> **Note:**
>
> Posting charges through room number only (instead of reservationId) is not yet available with REST.

Table 2-1   Suggested APIs and Operations

IFC8 Module	IFC8 Operation	Rest Module	OHIP Rest API	OPERA Business Event — Push or Pull
Enhanced Posting	PostInquiry — by Room number, Name, Track2	RSV	getReservations	
	Post List			
Extended Guest Data	GuestMessage-Request, GuestMessage-Text	RSV	guestMessages	
Extended Guest Data	GuestMessage Text-online	Business Event		NEW GUEST MESSAGE
	GuestMessage-retrieved			UPDATE GUEST MESSAGE
	GuestMessage-Delete			DELETE GUEST MESSAGE
Room Data	Room Equipment: Voice mail notification from vendor to PMS	RSV	guestMessages	
Simple Posting	PostSimple: Phone charge, Minibar charge, Video charge using room number only	CSH	postBillingCharges	
	PostAnswer			
Enhanced Posting	PostRequest: Point-of-Sale, SPA, Golf charges using Reservation Number	CSH	postBillingCharges	
	PostAnswer			

Table 2-1   (Cont.) Suggested APIs and Operations

IFC8 Module	IFC8 Operation	Rest Module	OHIP Rest API	OPERA Business Event — Push or Pull
Room Data	RoomEquipment: send Room Maid Status from vendor to PMS	HSK	SetRoomStatus	
Room Data	RoomEquipment: send Room Maid status from PMS to vendor	Business Event		UPDATE ROOM STATUS
Room Data	RoomEquipment: send Class Of Service, TVRights, MinibarRights, Do not Disturb (Phone) from PMS to vendor	Business Event as of OPERA 23.4		UPDATE INTERFACE STATUS
Room Data	RoomEquipment: send MessageLight ON/OFF as message notification from PMS to vendor	Business Event as of OPERA 23.4		UPDATE INTERFACE STATUS
Wake-up Call	Wakeup Request, Wakeup Clear, and Wakeup Answer from vendor to PMS	FOF	postwakeUpCalls delete wakeUpCalls put wakeUpCalls	
Wake-up Call	Wakeup Request, Wakeup Clear, Wakeuo Answer from PMS to vendor	Business Event as of OPERA 23.4		available soon
Guest Data	GuestIn notification from PMS GuestOut notification from PMS GuestdataChange notification from PMS , Room Move notification	Business Event		CHECK IN CHECK OUT UPDATE RESERVATION
Room Data	RoomEquipment: set Guest Service Status (Make Up Room, Do Not Disturb) from vendor to PMS	HSK	serviceRequests	

Table 2-1   (Cont.) Suggested APIs and Operations

IFC8 Module	IFC8 Operation	Rest Module	OHIP Rest API	OPERA Business Event — Push or Pull
Room Data	RoomEquipment: receive Guest Service Status change (Make Up Room, Do Not Disturb) from PMS to vendor	Business Event as of OPERA 23.4		GUEST SERVICE STATUS REQUEST
Guest Locator	Locator On, Locator Off, Retrieve Locator	RSV	guestLocators	
Extended Guest Data	Guest Bill Request / Guest Bill Items / Guest Bill Balance	CSH	getGuestsTransactions or getFolios	
Extended Guest Data	Remote check-out Request (Video Check-out)	CSH	postBillingPayments + postFolios + postCheckout	
Night Audit	Night Audit Start notification	Business Event		CLOSE BUSINESS DATE
	Night Audit End notification			ROLL BUSINESS DATE
Key Services	Key Request (New Key, Duplicate Key, One Shot Key) Key Delete Key Data Change (Room move, change check out date) - Online Key card systems Key Read	FOF Outbound as of OPERA 24.2	postRoomKeysOutbound OPERA Cloud Outbound Syncronous	
Key Services	Mobile key request from external system	FOF as of OPERA 24.2	postRoomKeysExternal	

Table 2-1   (Cont.) Suggested APIs and Operations

IFC8 Module	IFC8 Operation	Rest Module	OHIP Rest API	OPERA Business Event — Push or Pull
Virtual Numbers (DID)	GuestIn notification with Virtual Number/ Equipment Number, Status, Pool Id	Feature is not available with OPERA Cloud	N/A	N/A
	GuestdataChange notification with Virtual Number/ Equipment Number, Status, Pool Id			
	GuestOut notification with Virtual Number/ Equipment Number, Status, Pool Id			