Oracle Hospitality Payment Cloud Service
Release Readiness Guide

Release 23.1

F81434-02

August 2023

ORACLE®

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Contents

Preface

Purpose

The Oracle Payment Cloud Service is a web-based application that provides a secure link to process transactions. This document contains product descriptions and features for the Oracle Hospitality Payment Cloud Service.

Audience

This document is intended for customers who use the Oracle Hospitality Payment Cloud Service.

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
- 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/.

Revision History

Table 1   Revision History

Date	Description of Change
August 2023	Initial Publication

1
Overview

Oracle Hospitality has extended its payment integration offering to provide a payment platform that has a single provider for OPERA Cloud and payments.

The Oracle Hospitality Payment Cloud Service offers:

- Merchant Acquiring
- Risk management and monitoring
- Card acceptance
- Payment processing (gateway)
- Reconciliation
- Payouts and bank fund deposits
- Chargebacks and Disputes Management
- 24x7 support

Through the set of services offered by the Oracle Payment Interface (OPI), OPERA Cloud can process payments through the Oracle Payment Cloud Service for card payment and token exchange.

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Prerequisites

Account Setup

There are several steps required to set up the customer account for processing payments through the Oracle Hospitality Payment Cloud Service, including:

- Review roles and privileges
- Create Account Holders: Account holders represent legal business entities
- Verify Account Holders: We must verify some details about your business before we work with you to process payments from your customers
- Add Accounts: If necessary, you can add more accounts for different owners and specify different banking details for each new account
- Assign locations to an account
- Set up and activate the payment terminals

See the steps outlined here https://docs.oracle.com/en/industries/oracle-payment-cloud/latest/config.html.

OPI Installation

After your account is set up, you can schedule the OPI installation. Oracle Payment Interface documentation is available on the Oracle Help Center at

https://docs.oracle.com/en/industries/hospitality/integration_platforms.html

See OPI Installation and Reference Guide for OPI installation details.

Reporting

The Oracle Hospitality Payment Cloud Service supports reporting to assist with the reconciliation of payment transactions. The reports data is available at:

https://docs.oracle.com/en/industries/oracle-payment-cloud/latest/opacs/c_reports.htm

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Supported Transaction Types

You can integrate OPERA Cloud with the Oracle Hospitality Payment Cloud Service through the OPI. The following transaction types are supported with this solution:

Table 3-1   Supported Transaction Types

Transaction Type	Description
Pre-Authorization	A pre-authorization transaction holds the pre-authorized amount and temporarily reduces the customers credit card limit. The pre-authorization transaction does not charge the card or reflect on the customer's credit card statement.
Top-up Authorization	A top-up authorization adds an authorized amount to the pre-authorization hold.
Authorization Release	An authorization release returns the pre-authorized amount to the cardholder's available credit.
Sales Completion	The sales completion transaction completes the pre-authorization transaction by charging the final amount.
Sale/Purchase	The sale or purchase transaction charges the customer's card directly without requiring a pre-authorization.
Refund	The refund transaction returns the authorized amount to a holding state.
Void	The void transaction reverses the previous transaction.
Reversal	If the connection between OPERA Cloud and OPI terminates before OPI completes the financial transaction, OPI will reverse the transaction sent to the bank.
Get Token	The get token transaction converts Primary Account Numbers (PAN) to a secure token for a single card.
Get Token (Bulk)	The get token transaction converts Primary Account Numbers (PAN) to a secure token for many cards.

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System Requirements, Supported Systems and Compatibility

Oracle Hospitality OPERA Property Management System

The Oracle Hospitality Payment Cloud Service is supported only on Oracle Hospitality OPERA Cloud Services.

Oracle Payment Interface

Oracle Payment Interface 20.3 (the on-premise release) is the latest OPI release and is compatible with the following operating systems:

- Microsoft Windows 10 Professional
- Microsoft Windows 10 Enterprise
- Microsoft Windows 11 Professional
- Microsoft Windows 11 Enterprise
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
- Only supports 64bit Operating System