

Oracle Hospitality Payment Interface Cloud Service User Guide



Release 23.1

F74519-03

September 2023

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Preface

Purpose

This document describes the steps for processing credit card and prepaid card transactions in OPERA Cloud using the Oracle Payment Interface (OPI) Cloud Service.

Audience

This document is intended for OPERA Cloud end users utilizing the OPI 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
September 2023	Deleted registration mark on the word Oracle

1

Functionality Overview

The Oracle Payment Interface (OPI) Cloud Service provides OPERA Cloud User a single interface for industry-standard payment acceptance and opens the door to an ecosystem of payment services.

In addition to the set of services for credit card and token exchange transactions, OPI Cloud also offers a hosted token exchange form (OPERA Pay) for capturing card data manually for token exchange.

The OPI Cloud Service supports Prepaid Card transactions via service-to-service communication. Card holders can redeem the prepaid cards as payment at your property. Prepaid card functionality is available with an active Stored Value System (SVS) integration service to a partner solution.

The following Prepaid card transactions are supported:

- Activate/Issue a Prepaid card
- Re-load (Top-up) a Prepaid card
- Redeem a Prepaid card Balance
- Balance Inquiry

2

Assumptions

Configuring CHIP AND PIN (EMV)

To process Chip and PIN payments, you must set up the Chip and PIN payment devices available at your property.

1. From the **Administration** menu, go to **Enterprise | OPERA Controls | Groups | Credit Card | Parameters**.
2. **Online Settlement:** Select this check box to allow online settlement. OPI is an online settlement and this must be checked to activate the Chip and PIN Application Setting.
3. Select this check box to enable **CHIP AND PIN** payment types.
 - **Chip and PIN Enabled Payment Types:** When the IFC | Chip and PIN application parameter is set to Y, this option is visible and selected by default. You may not deselect the check box. Select the LOV to choose the credit card payment types that will trigger a Chip and PIN message with or without credit card data to the EMV Device. Payment types that are configured here will not require a credit card number or expiration date to be entered when selected as a payment method on the Reservation screen or on the Payment screen. This data can be provided in the response message from the Payment Partner.

Home / Enterprise / OPERA Controls Back to Home

OPERA Controls Help

Search View Options I'm looking for...

Required Field
 Hub - DFLT_FIRST for Settings
 Property
 Property
 TYPHOON

Groups
 Functions Allowed within Subscription **Unlimited**
 Functions Activated within Subscription **76**
 Complimentary Functions Activated **34**

Accounts Receivables
 Blocks
 Cashiering
 Channel Management
 Credit Card
 End Of Day
 Events
 Exports
 Front Desk
 General
 IFC
 Inventory Management
 Look To Book Sales Screen
 Membership
 Profile
 Rate Management
 Reservations
 Room Management

OPERA Controls provide the ability to customize OPERA Cloud functionality by activating or deactivating Functions, turning Parameters on or off, and selecting values for Settings. To immediately reflect any Functions changes, click on reload application link below. Note: After reload you will return to Administration Home screen. Reload Application

Credit Card

Functions

Active **Chip and Pin**
 Activate Chip and Pin Functionality
 Adding this complimentary feature will not affect the subscription-based function count.

Chip and Pin Payment Method
 Credit Card types that should exhibit Chip and Pin functionality when using a Chip and Pin enabled terminal.
 MC,VA,AX,PO,VS,DC,DS,OPI-DS,JCB

Parameters

On **Automatic Authorization**
 Indicates if the Automatic Credit Card Authorization Scheduling functionality is active.

On **Automatic Authorization Failure No Post Flag**
 When this parameter is active, the "No Post" checkbox of a reservation is automatically flagged when the Credit Card Authorization fails during any automatic processes for Credit Card Authorizations.

On **Exclude No Post Reservations From Automatic Authorization.**
 When this parameter is active, reservations flagged as "No Post" are not included in any automatic processes for Credit Card Authorizations.

On **Use Folio Balance for Automatic Credit Card Authorization**
 Automatic Credit Card Authorization will process the full folio balance authorization only if the balance of the folio exceeds already authorized amount.

Automatic Authorization Interval Time
 Specifies the interval in minutes after completion of an automatic credit card authorization and the start of the next instance. Minimum of 60 minutes.
 60

Off **Batch Settlement**
 Activates Batch Settlements functionality for supported systems. This parameter and Online Settlement parameter are mutually exclusive.

Off **Credit Card Type Check/Usages**
 Enable a cross check between the credit card type and usages for that card type. This feature is used for any credit card types where a separate transaction code is applied to each specific usage of the card.

Off **Credit Limit Overage Payments.**
 Enable the processing of automatic payments for the total balance of a folio when the balance is equal or higher than the credit limit set for credit card payment method. Automatic Credit Limit Overage payments are processed based on the Credit Limit Overage Interval Time setting.

On **Manual Authorization Notification**
 Enables an authorization message delivery to the credit card processing vendor when a manual credit card authorization code is obtained and entered in the reservation. Available if the credit card interface uses web-enabled transaction processing via VPN or secure HTTP.

On **OPI Cloud Credit Card Processing**
 Activate OPI Cloud Credit Card Delivery and Disable IFC Controller for Credit Card Processing.

On **Online Settlement**
 Activates Online Settlements functionality for supported systems. This parameter and Batch Settlement parameter are mutually exclusive.

Off **Temporarily Store Offline Settlements**
 Indicates if the property wants to store failed Online Settlements (due to the credit card interface not running) and process them offline at the end of the day.

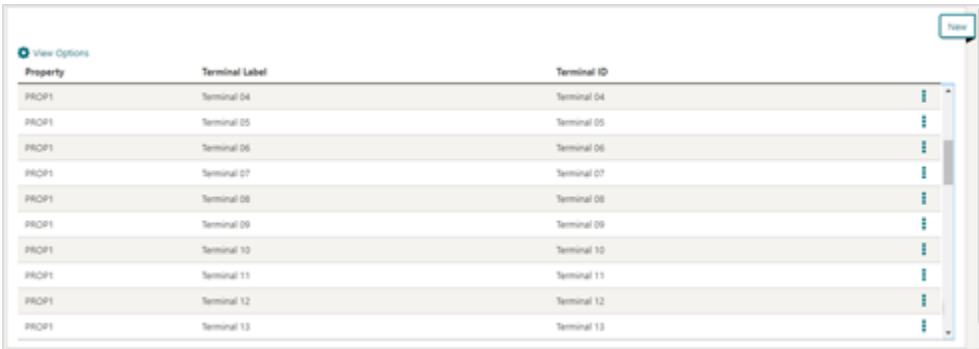
On **Pre-authorize Credit Cards prior to Check in**
 Ability to pre-authorize credit cards on reservations up to 10 days prior to check in

Off **Send Total Tax in Settlements**
 Specifies if the system is required to send Total Tax amounts in settlement requests to the interface.

Configuring Credit Card Terminal

Configure the credit card terminals used that the payment partner will activate to have the card swiped or manually enter in.

1. From the **Administration** menu, go to **Administration | Interfaces | Interface Devices | Credit Card Terminals**.
2. Click **New**.
3. Enter the following information for the reader:
4. **Property:** Enter or select the property.
5. **Terminal ID:** The terminal ID number provided by the vendor. You can also locate this number on the actual card reader device. This data is what will populate the WSNUM tag in the OPERA/IFC8 messages.
6. **Terminal Label:** A label or description for the terminal/device that identifies its physical location. This helps you easily identify the terminal/device when it appears in a list of devices.
7. **Device Area:** Link the device to an area.
8. Click **Save**.



Property	Terminal Label	Terminal ID
PROF1	Terminal 04	Terminal 04
PROF1	Terminal 05	Terminal 05
PROF1	Terminal 06	Terminal 06
PROF1	Terminal 07	Terminal 07
PROF1	Terminal 08	Terminal 08
PROF1	Terminal 09	Terminal 09
PROF1	Terminal 10	Terminal 10
PROF1	Terminal 11	Terminal 11
PROF1	Terminal 12	Terminal 12
PROF1	Terminal 13	Terminal 13

3

Reservations

Credit Card Manual Entry

Credit Card Manual Entry, also known as Mail Order/Telephone Order (MOTO) Transactions, can be processed through two different methods:

- Using the OPERA Cloud Application.
- Or
- You can manually enter the details using the payment device.

For both methods, you need to notify your Payment Partner to make sure that they are informed of the requirement to support these transactions types.

To test the below scenarios, see [Booking a Reservation](#) section of the OPERA Cloud user guide.

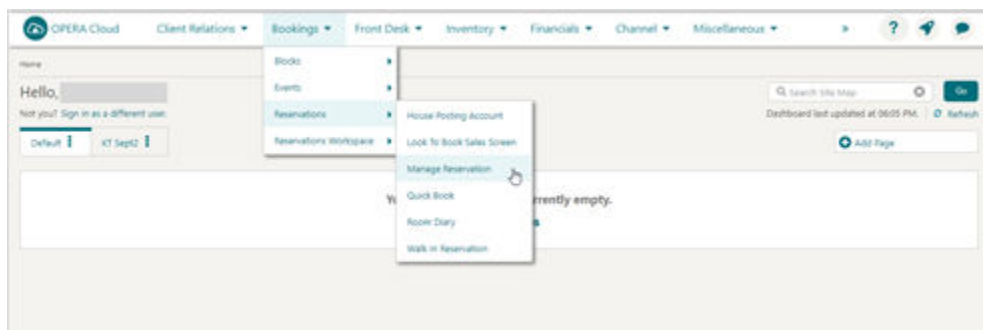
Credit Card Guarantee through the OPERA Cloud Application (Manual Entry – OPERA Pay)

The OPERA Cloud users with the CCTRANS role can directly access the hosted Token exchange form (OPERA Pay) from OPERA Cloud offered through OPI Cloud Service to manually enter the credit card details. Once the details are entered, the OPI Cloud Service sends the details to the PSP to tokenize the card and communicate back to OPERA Cloud. See [Assigning CCTRANS Role to a User](#) for more information.

OPERA Cloud shows the masked credit card token and expiry date. You can also update the credit card details if required using the **Modify** option.

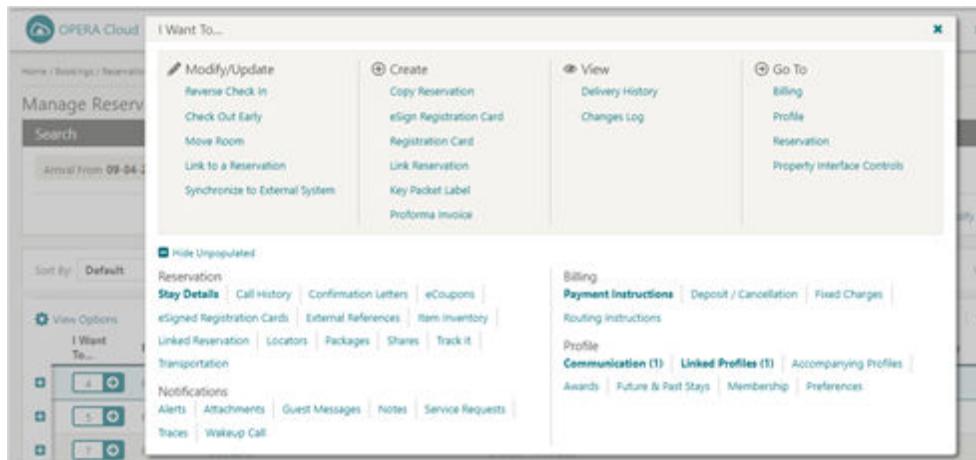
To manually enter a card number into the OPERA Cloud Application:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.

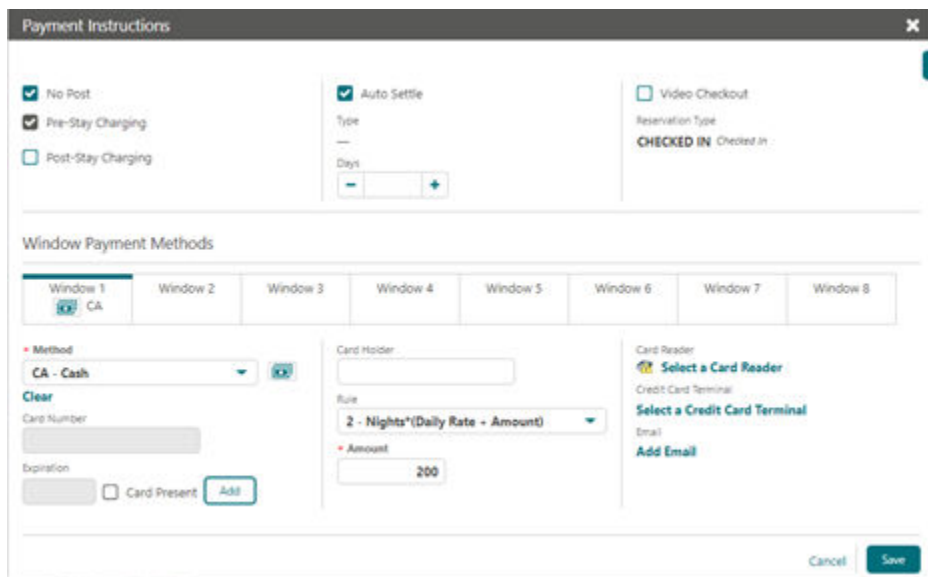
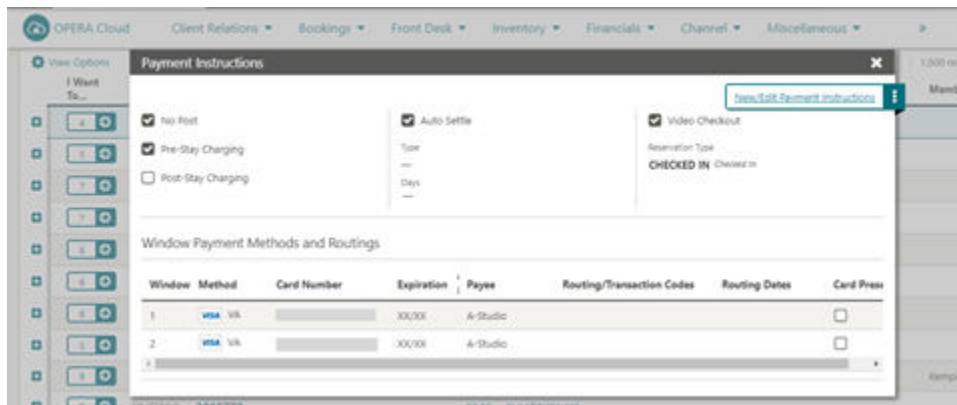


2. Search for and open the reservation.

- Click **I Want To...** and select **Payment Instructions**.



- Click **New/Edit Payment Instructions**.

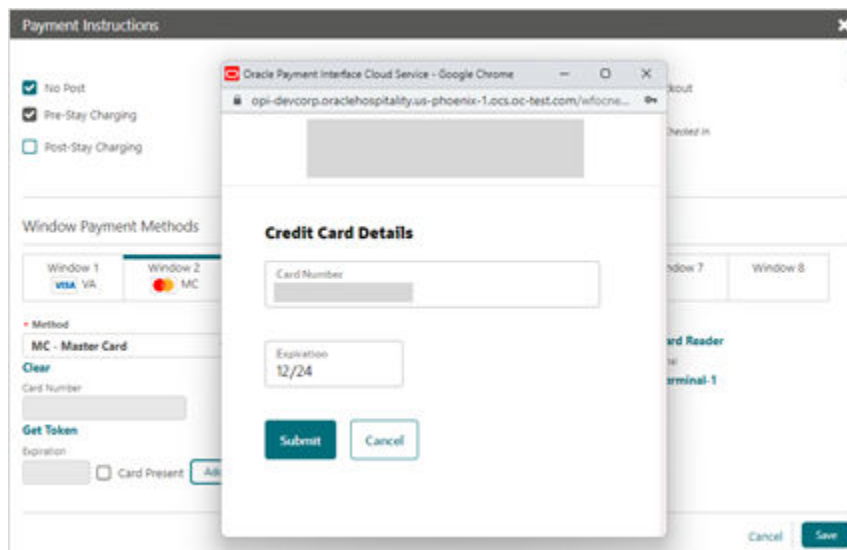


 **Note:**

You cannot edit the **Card Number** and **Expiration** fields as they are disabled.

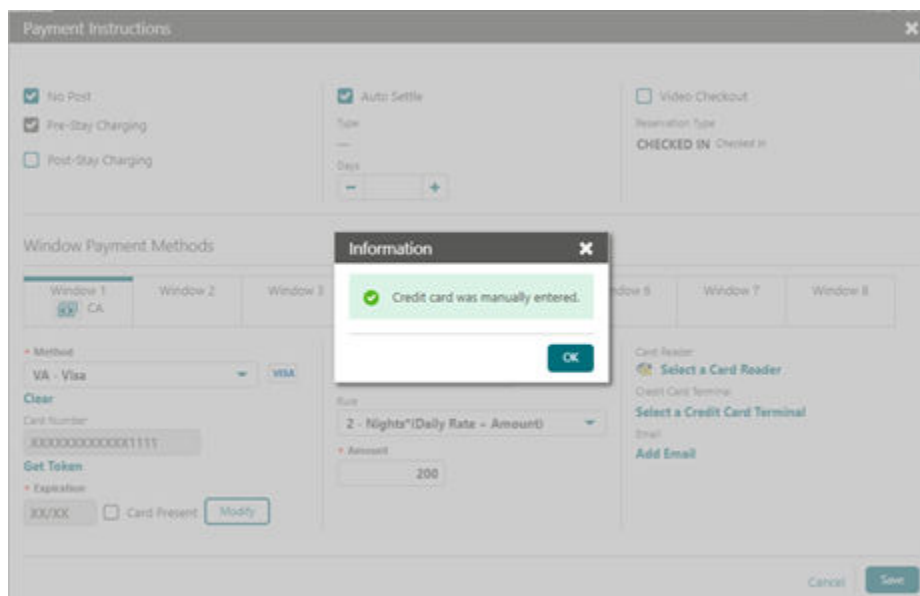
5. Click **Add** to manually add the credit card details.

The OPI Cloud Service screen appears.



6. Enter the Credit **Card Number**.
7. Enter the **Expiration** date.
8. Click **Submit**. This transaction converts the card details to a token.

The Payment Instructions screen appears with a message as shown in the image below.



- Click **OK**.

The Payment Instructions screen appears with masked **Card Number** and **Expiration** fields. If required, you can click **Modify** to update the Card details.

- Click **Save** to attach the token to a reservation.

Note:

'Credit Card Manually' entered pop-up is displayed only when the **Payment Services Directive** parameter is active.

- From the **Administration** menu, go to **Enterprise | OPERA Controls | Groups | IFC | Parameters**
- Turn On **Payment Service Directive** option

Credit Card Guarantee through the OPERA Cloud Application (Manual Entry Into Payment Device)

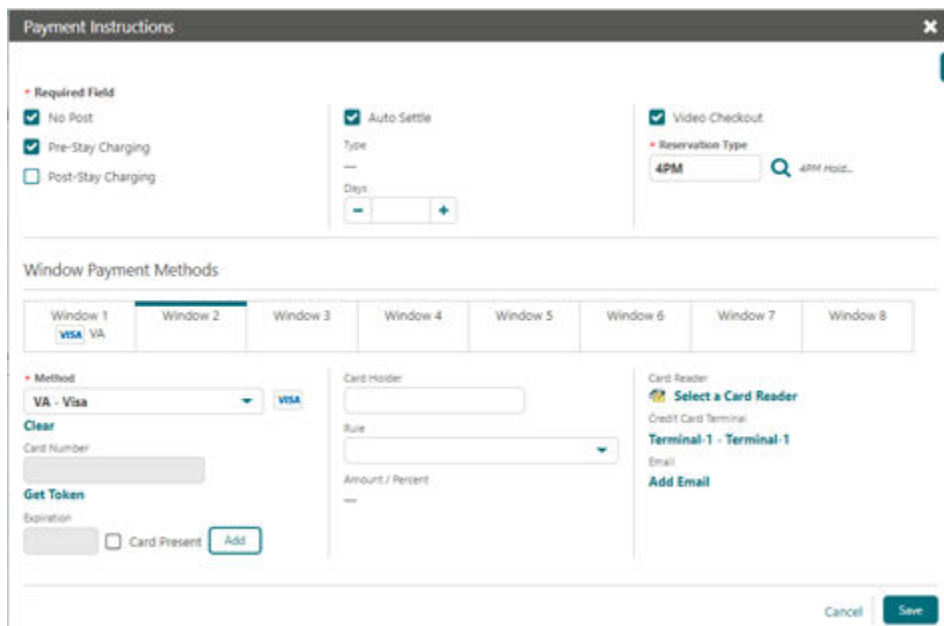
To enter a card number into the payment device:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
2. Search for and open the reservation.
3. Click **I Want To...** and select **Payment Instructions**.
4. Click **New/Edit Payment Instructions**.
5. Select the general **CP-Chip and Pin** Payment Method, or a specific defined Chip and Pin Payment, such as Master Card, or VISA.
6. If the Hotel does not have a Payment device for reservations, enter the **Card Number** and **Expiration** date manually. A token request is triggered automatically.

Note:

If the Hotel has a Payment device for reservations, do not enter **Card Number** or **Expiration** data.

7. Click **Get Token**. This step triggers the Payment device.



Credit Card Guarantee through the OPERA Cloud Application (Card Present)

The **Card Present** check box is deselected by default and remains deselected if you manually enter a credit card number. A 'Credit card was manually entered' message appears when you manually enter a credit card. This check box is automatically selected if you insert or swipe a credit card in a credit card terminal.

Note:

'Card Present' check box is displayed only when **Payment Services Directive** parameter is active.

- From the **Administration** menu, go to **Enterprise | OPERA Controls | Groups | IFC | Parameters**
- Turn On **Payment Service Directive** option

To enter a card number through OPERA Cloud:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
2. Search for and open the reservation.
3. Click **I Want To...** and select **Payment Instructions**.
4. Click **New/Edit Payment Instructions**.
5. Select the **Method** of payment.
6. Click **Get Token**. This step triggers the Payment device.

The screenshot shows the 'Payment Instructions' form in the OPERA Cloud application. The form is divided into several sections:

- Required Field:** Includes checkboxes for 'No Post', 'Pre-Stay Charging', and 'Post-Stay Charging'. 'No Post' and 'Pre-Stay Charging' are checked.
- Auto Settle:** Includes a checked checkbox and a 'Days' input field with a dropdown arrow.
- Video Checkout:** Includes a checkbox and a 'Reservation Type' dropdown menu with 'GOED' selected.
- Window Payment Methods:** A row of tabs labeled 'Window 1' through 'Window 8'. 'Window 1' is selected and shows 'visa, VA'.
- Method:** A dropdown menu with 'CP - Chip and Pin' selected.
- Card Number:** A text input field with a 'Clear' button.
- Get Token:** A section with 'Expiration' and 'Card Present' (unchecked) checkbox, and an 'Add' button.
- Card Reader:** Includes a 'Card Reader' dropdown with 'Reader1' selected, a 'Rule' dropdown, and an 'Amount / Percent' input field.
- Card Reader:** Includes a 'Card Reader' dropdown with 'Reader1' selected, a 'Credit Card Terminal' dropdown, and an 'Add Email' button.
- Buttons:** 'Cancel' and 'Save' buttons at the bottom right.

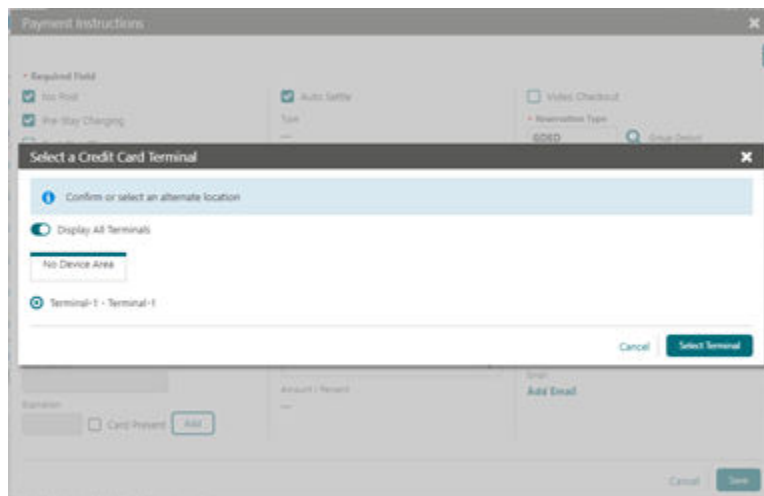
 **Note:**

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Credit Card Terminal (the pin pad terminal mapping is previously completed by the OPI Installer).

7. Select a terminal to be activated for this transaction.

Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared.

8. Click **Select Terminal**.



9. A request to receive a token is automatically initiated.
10. The device is activated to swipe, or chip read the card.
11. The Token, Card Type, Expiration Date, and last 4 digits of the card number are successfully returned.


The **Card Present** check box is automatically selected indicating the card was present.

12. Click **Save** . The token is saved into a reservation.

To View Token ID

Only users with the task to view sensitive data can access the full token number.

To view the token:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
2. Search for and open the reservation.
3. Click **I Want To...** and select **Payment Instructions**.
4. Click **New/Edit Payment Instructions**.
5. Click information icon
() next to the Card Number to view the full token.

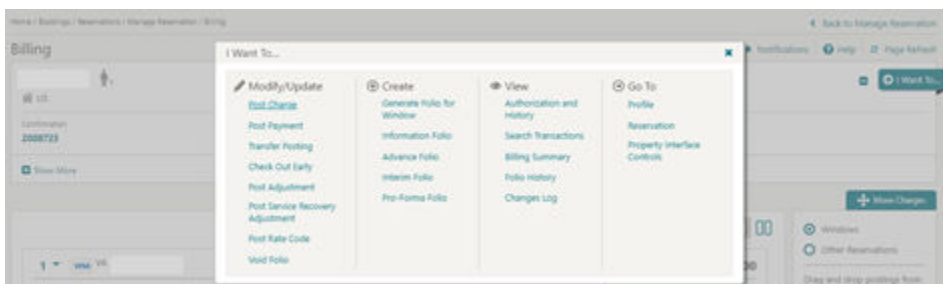
6. The Token Number appears in the **Credit Card Information** window as shown in the image below.

Post a Payment

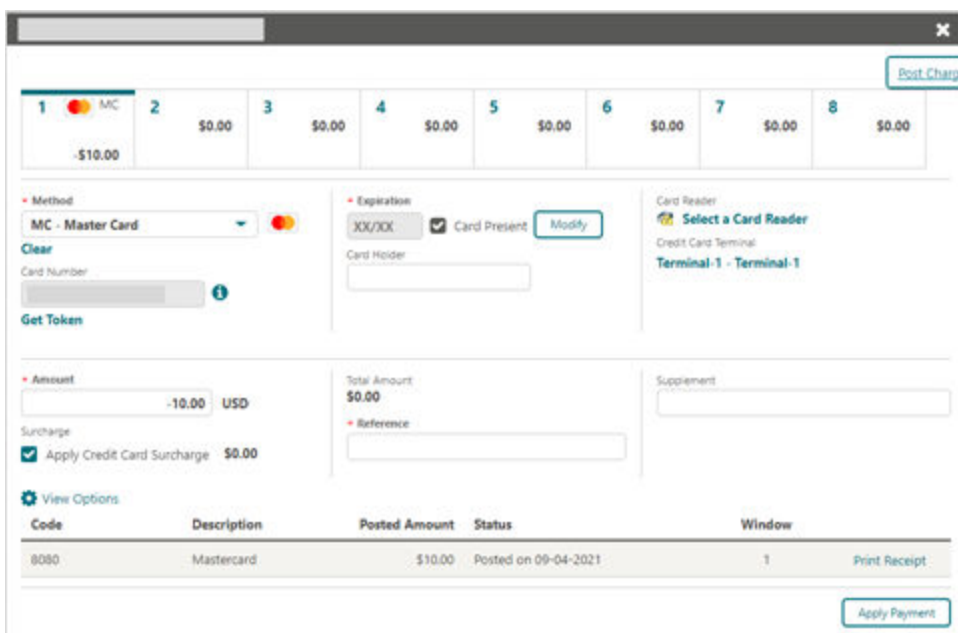
To perform a post payment:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
2. Search for and open the reservation.

3. Click **I Want To...** and then select **Billing**.
4. Enter your credentials, if requested.
 - a. Select the **Cashier ID**.
 - b. Enter the **PIN** to proceed.
 - c. Click **Login**.
5. Click **I Want To...** and select **Post Payment**.



6. Enter the payment **Amount**.
7. Click **Apply Payment**.
8. The payment is processed and appears in the guest's reservation as shown in the image below.



Deposit

To create a deposit payment:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.

2. Search for and open the reservation.
3. Click **I Want To...** and select **Deposit / Cancellation**.
4. In the Deposit panel, click **New** to create a new deposit.

The screenshot shows the 'Deposit / Cancellation' window with the following details:

- Reservation Panel:** Confirmation Number: 2015957, Projected Total Revenue: \$100.00, Total Deposit Payments: \$0.00, Total Deposit Requests: \$150.00, Projected Room Revenue: \$100.00, Deposit Maturity Type: Check in.
- Deposit Panel:** A table with columns: Deposit Rule, Type, Requested, Paid, Outstanding, Comments. One row is visible: Deposit Rule - Manual, Rooms, \$150.00, \$0.00, \$150.00, Flat Amount.
- Cancellation Panel:** No results found.

5. Enter the **Deposit Amount**.
6. Enter the **Due Date**.
7. Click **Save**.

The screenshot shows the 'Deposit / Cancellation' window with the 'New' deposit form filled out:

- Reservation Panel:** Same as the previous screenshot.
- Deposit Panel:** Type: Rooms, Deposit Rule: (empty), Percentage: (empty), Deposit Amount: 30.00 USD, Due Date: 09-04-2021.
- Cancellation Panel:** No results found.

8. The Deposit payment is processed and appears in the guest's reservation as shown in the image below.

Reservation

Confirmation Number
2015957

Name
[Redacted]

Projected Room Revenue
\$100.00

Projected Total Revenue
\$100.00

Total Deposit Requests
\$150.00

Total Deposit Payments
\$0.00

Deposit Maturity Type:
Check in

Deposit

View Options

Deposit Rule	Type	Requested	Paid	Outstanding	Comments
Deposit Rule - Manual	Rooms	\$150.00	\$0.00	\$150.00	Flat Amount
Deposit Rule - Manual	Rooms	\$30.00	\$0.00	\$30.00	

Cancellation

No results found.

Deposit Cancellation (Reversal)

To cancel an advanced deposit:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open the reservation.
3. Click **I Want To...** and select **Deposit / Cancellation**.
4. Enter a negative amount in the **Deposit Amount** field.
5. Enter the **Due Date**.
6. Enter the comments, if any.
7. Click **Save**.

Reservation

Confirmation Number: **2015957**
 Name:
 Projected Room Revenue: **\$100.00**

Projected Total Revenue: **\$100.00**
 Total Deposit Requests: **\$40.00**

Total Deposit Payments: **\$0.00**
 Deposit Maturity Type: **Check in**

Deposit

*** Required Field**

Type: **Rooms**

Deposit Rule:

Percentage:

*** Deposit Amount**: **USD**

*** Due Date**: **09-04-2021**

Comments:

Cancellation

8. The Reversal is processed and appears in the reservation as shown in the image below.

Reservation

Confirmation Number: **2015957**
 Name:
 Projected Room Revenue: **\$100.00**

Projected Total Revenue: **\$100.00**
 Total Deposit Requests: **\$40.00**

Total Deposit Payments: **\$0.00**
 Deposit Maturity Type: **Check in**

Deposit

View Options

Deposit Rule	Type	Requested	Paid	Outstanding	Comments
Deposit Rule - Manual	Rooms	\$10.00	\$0.00	\$10.00	Deposit Rule FT
Deposit Rule - Manual	Rooms	\$30.00	\$0.00	\$30.00	
Deposit Rule - Manual	Rooms	-\$10.00	\$0.00	-\$10.00	Deposit Reversal

Cancellation

No results found.

4

Check In

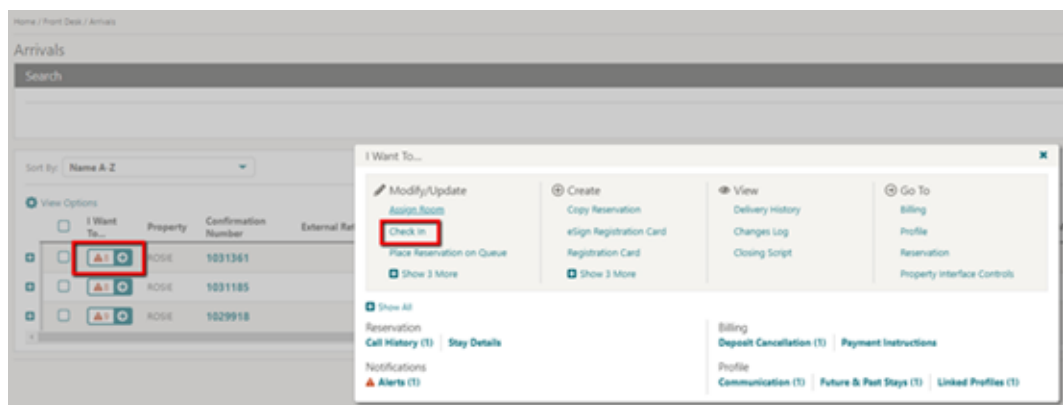
Advance Check In

At times, when guests arrive to the property prior to a room being ready, you can flag a reservation as Advance Checked In for arrivals due in on the current business date. This enables guests to post charges to their reservation folio prior to check in, and helps the rooms management team prioritize room cleaning and assignment. Individual reservations (including Walk In reservations, Pre Registered reservations, and reservations that are in Queue) and group block reservations can be Advance Checked In. See [Advance Check In](#) sections of the OPERA Cloud help documentation for more information.

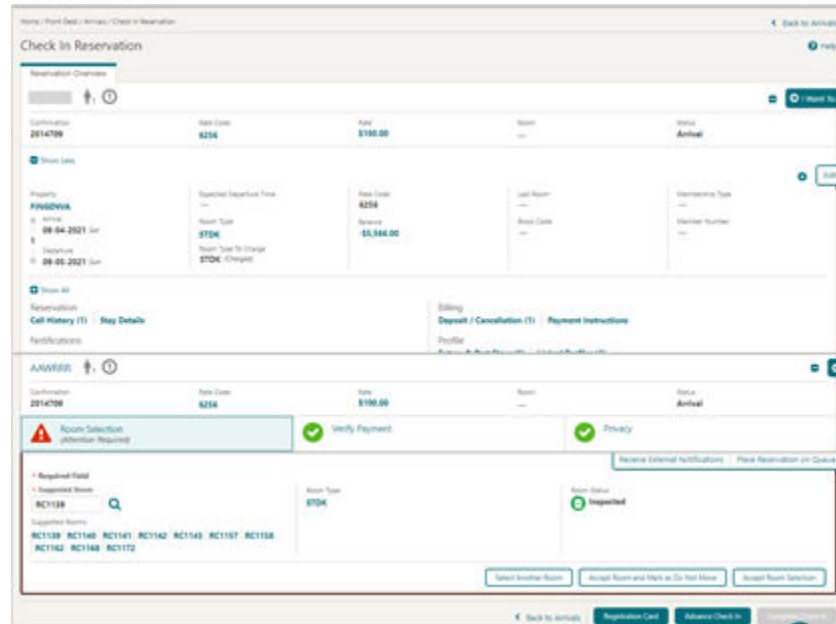
This guide will focus on the arrivals from the **Front Desk** menu —>**Arrivals** and details the steps to be followed where the card is presented on arrival.

To perform Advance check in:

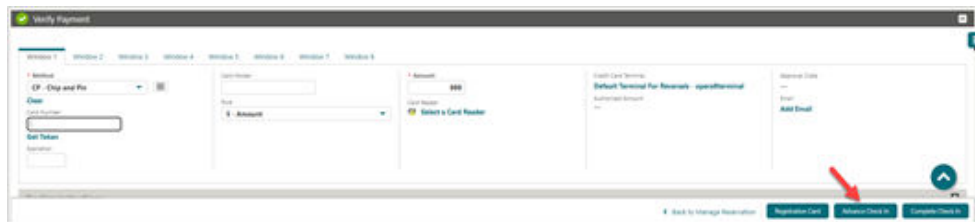
1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Arrivals**.
2. Search for and open the reservation.
3. Click **I Want To...** .
4. Select **Check In**.



5. On the **Check In Reservation** screen, review the guest reservation details:
 - a. In the **Room Selection** panel, assign a room to the reservation.
 - b. Select the **Verify Payment** panel.



- c. Click the payment **Method** drop-down and select the payment type as **CP- Chip and Pin**.
 - d. Verify the authorization rule from the **Rule** field.
6. Click **Advance Check In**.



 **Note:**

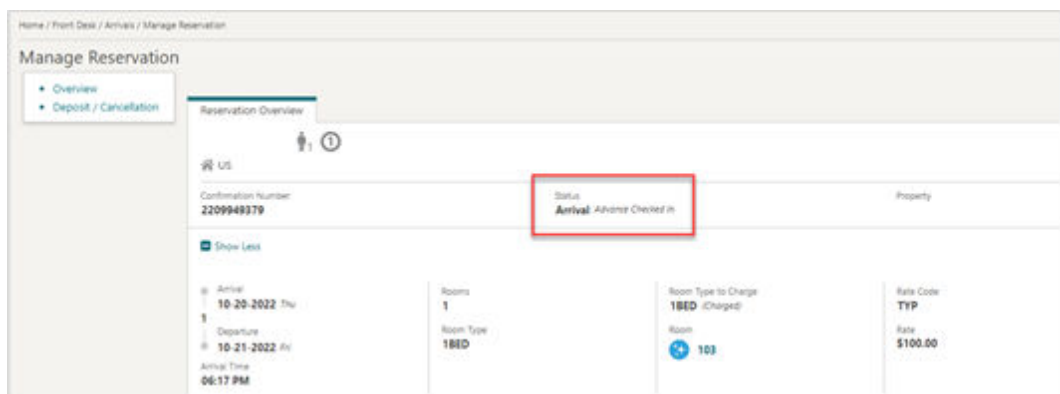
If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Payment Terminal (the pin pad terminal mapping is previously completed by the OPI Installer).

7. Select a terminal to be activated for this transaction.
Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared.
8. Click **Select Terminal**.



Upon Terminal Selection:

- The payment device will alert the customer to present the card.
- After guest inserts / swipes a card, a Token / Authorization request is automatically initiated.
- A Token, Card Type, Expiration, and last 4 digits of the card number is successfully returned along with a successful authorization.
- Upon successful authorization / tokenization, the guest will be Advanced checked in. To review the guest's reservation information, click **Go to Reservation**.



9. The authorization is processed and appears in the Payment Authorization window as shown in the image below.



10. The authorization approval is saved with the reservation and when the room is ready, the reservation is automatically checked in.

Get Token & Pre-Authorization

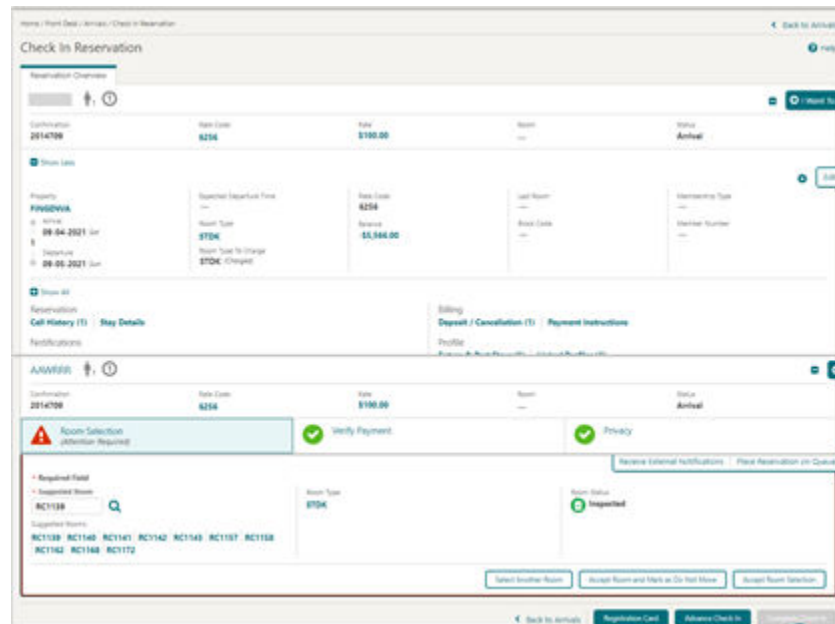
Check in (Card Present)

The check-in process described below is the same from any area of the application where check-in is initiated. Refer to the [Front Desk](#) and [Reservations](#) sections for the check ins performed through Front desk and Reservations.

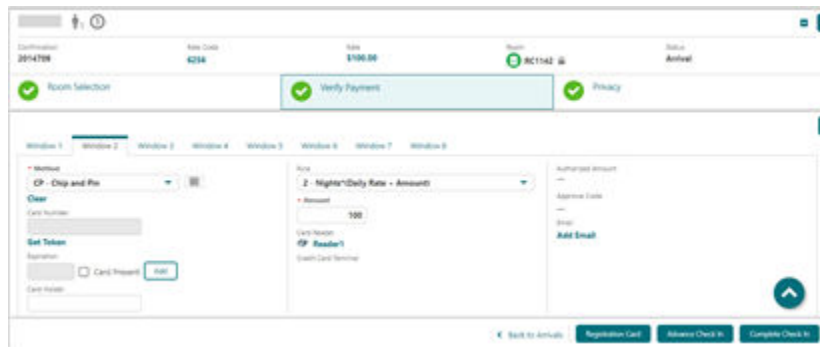
This guide will focus on the arrivals from the **Front Desk** menu —>**Arrivals** and details the steps to be followed where the card is presented on arrival.

To perform check in:

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Arrivals**.
2. Search for and open the reservation.
3. Click **I Want To...** and select **Check In**.
4. On the **Check In Reservation** screen, review the guest reservation details:
 - a. In the **Room Selection** panel, assign a room to the reservation.
 - b. Select the **Verify Payment** panel.



- c. Click the Payment **Method** drop-down and select the payment type as **CP-Chip and Pin**.
 - d. Verify the authorization rule from the **Rule** field.
5. Click **Complete Check In**.



 **Note:**

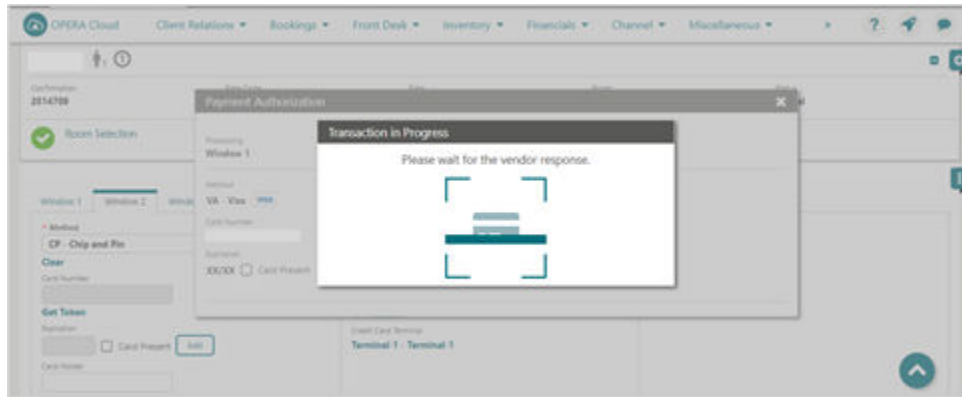
If you are accessing the Payment device for the first time after the Chip and Pin installation, a panel appears to select a Payment Terminal (the pin pad terminal mapping is previously completed by the OPI Installer).

6. Select a terminal to be activated for this transaction.
Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared.
7. Click **Select Terminal**.

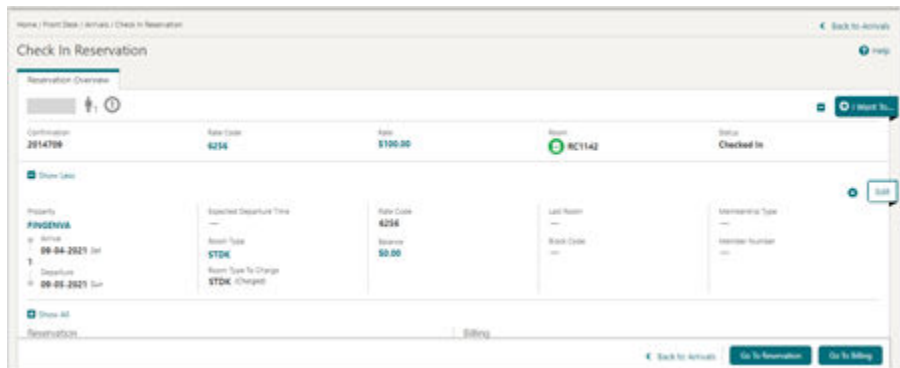


Upon Terminal Selection:

- The payment device will alert the customer to present the card.
 - After the guest inserts/swipes a card, a Token / Authorization request is automatically initiated.
 - A Token, Card Type, Expiration, and last 4 digits of the card number are successfully returned along with a successful authorization.
 - Upon successful authorization, the guest will be checked in.
8. The authorization is processed and appears in the Payment Authorization window as shown in the image below.



9. The guest is checked in successfully. To review the guest's reservation information, click **Go to Reservation**.



5

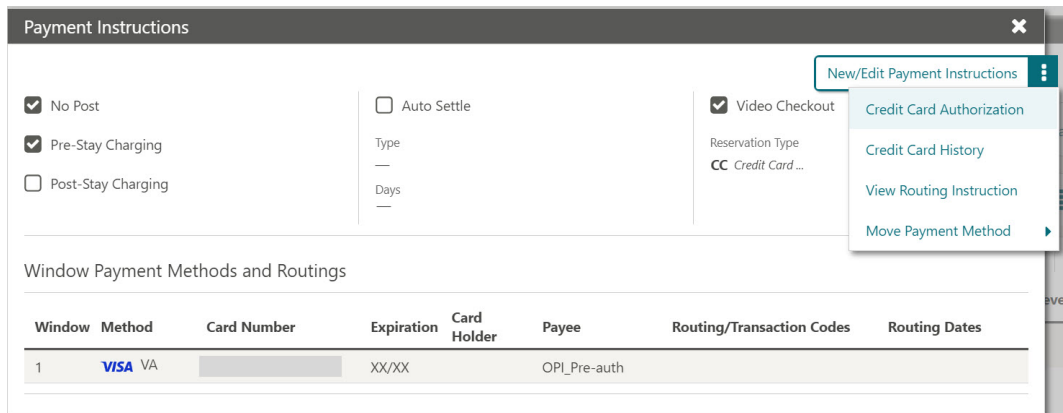
In House Payments

Top Up Authorizations

A Top Up Authorization allows an additional authorization amount to be taken during the guest's stay.

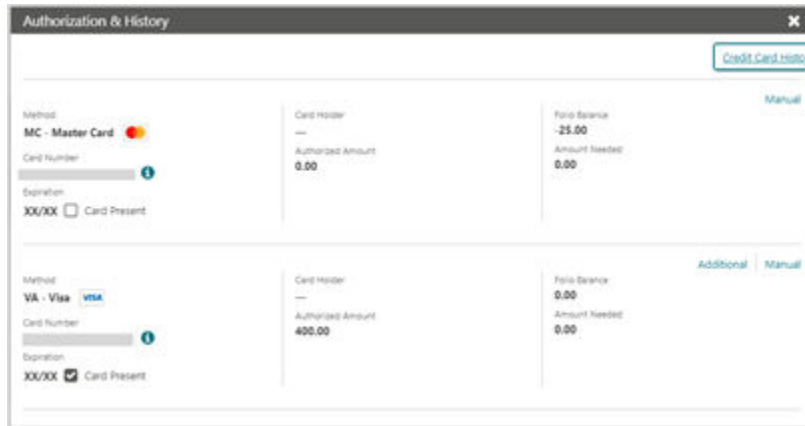
To enter the authorization amount:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
2. Search for and open the reservation.
3. Click **I Want To...** and select **Payment Instructions**.
4. Click the vertical ellipsis, and select **Credit Card Authorization**.

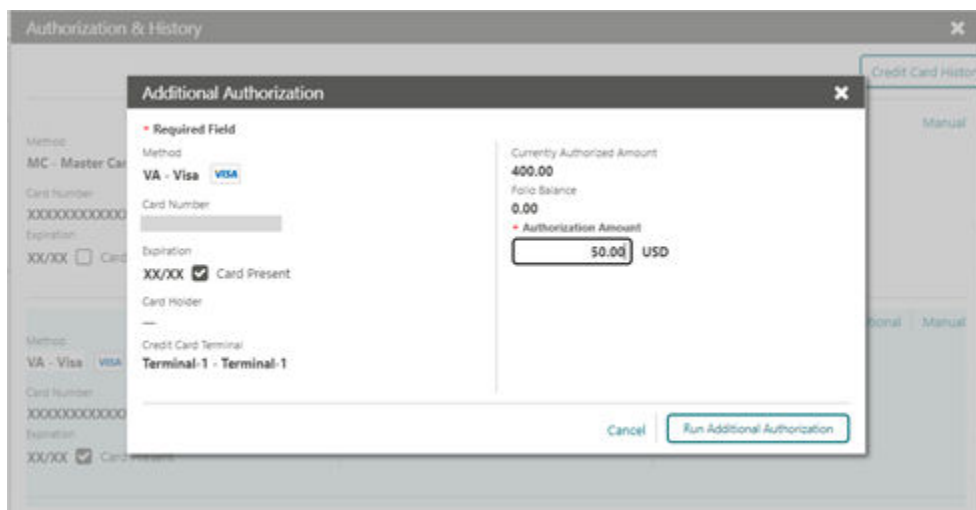


The Authorization and History screen appears.

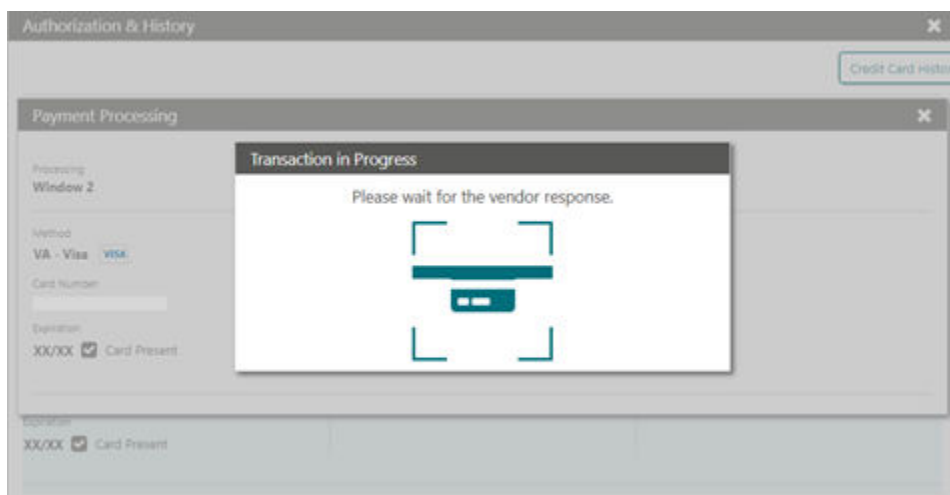
5. Click **Additional** option to obtain additional authorization amount on the required payment method or window.



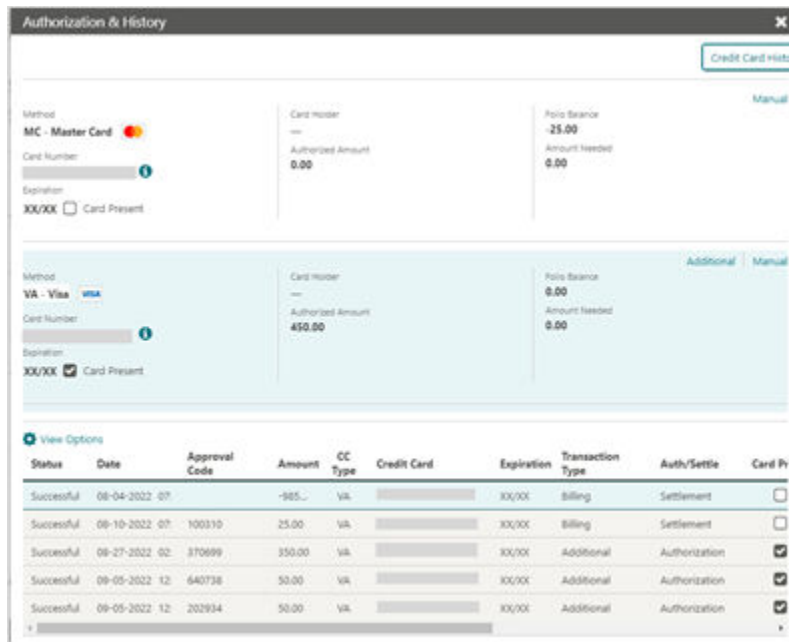
6. Enter an **Authorization Amount**.
7. Click **Run Additional Authorization**.



8. The payment processing screen appears.



- Confirmation of posted authorization appears in the **Authorization and History** screen.



Post Check-In Payments

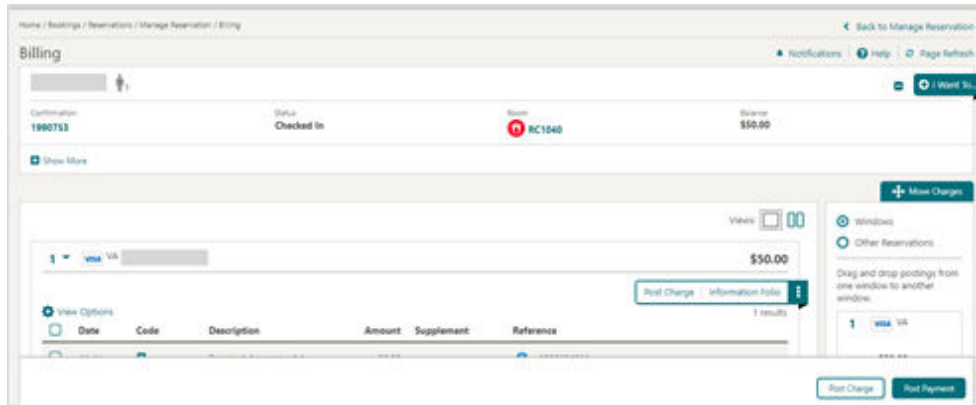
Post Check-In Payments (Card on File)

Payments during the guest's stay can be made at any time from the billing screen using the tokenized card on file.

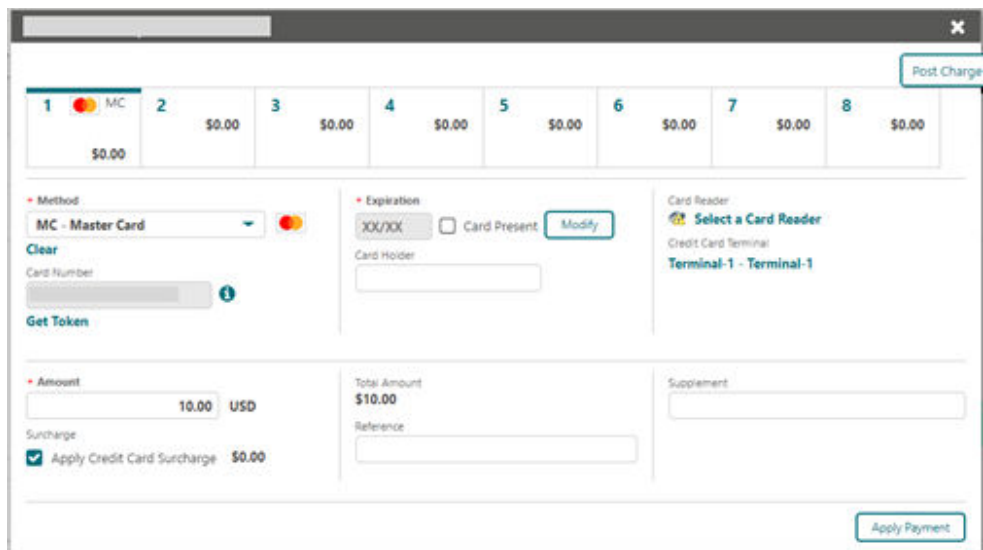
To process a payment using the tokenized card on file:

- From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
- Search for and open the reservation.
- Click **I Want To...** and then select **Billing**.
- Enter your credentials if requested.
 - Select the **Cashier ID**.
 - Enter **PIN** to proceed.
 - Click **Login**.

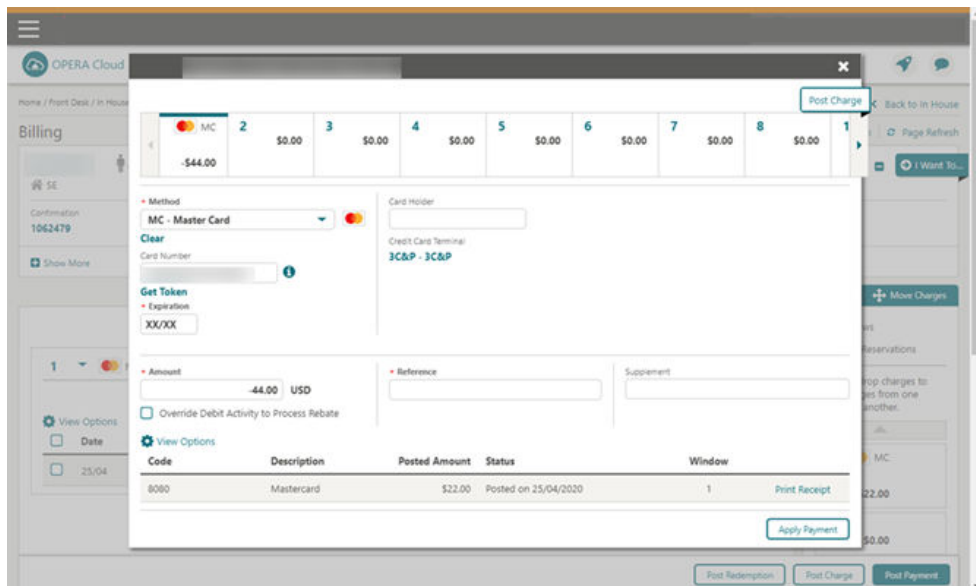
The Billing Information screen appears.



5. Click **Post Payment**.
6. Enter the payment **Amount** to be charged and click **Apply Payment**.



7. The payment is processed and applied to the reservation.



Post Check-In Payments (Card Present)

As a best practice have the guest present their card whenever possible to process a payment.

To process a payment using a card presented by the guest:

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Search for and open the reservation.
3. Click **I Want To...** and select **Billing**.
4. Select the guest room which requires the payment.
5. Click **Post Payment**.
6. Click the **Payment** Method drop-down and select the payment type as **CP-Chip and Pin** or **Pay Only**.
7. Enter the payment **Amount** to be charged and click **Apply Payment**.

 **Note:**

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Payment Terminal (the pin pad terminal mapping is previously completed by the OPI Installer).

8. Select a terminal to be activated for this transaction.

Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared. Payment device will alert customer to administer the Card. After guest inserts / swipes a card, if transaction is successful, a Token, Card Type, Expiration, and last 4 digits of the card number is returned to OPERA.

9. The payment applies to the guest folio.

Post Check-In Payments with CC Surcharge

To process a payment using a card presented by the guest with credit card surcharge:

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Search for and open the reservation.
3. Click **I Want To...** and then select **Billing**.
4. Select the guest room which requires the payment.
5. Click **Post Payment**.
6. Click the **Payment** Method drop-down and select the relevant Payment Type the guest has presented, and do not add any card information into OPERA Cloud.
7. **Apply Surcharge:** Select to apply a credit card surcharge (available when the Credit Card Transaction Surcharge OPERA Control is active).

 **Note:**

If you are using the Automated Credit Card Surcharge feature in OPERA, the CP Payment type does not add the surcharge. If you need a surcharge to be added, refer to the above steps for details.

8. Enter the payment **Amount** to be charged and click **Apply Payment**. This activates the payment device.

 **Note:**

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Credit Card Terminal (the pin pad terminal mapping is previously completed by the OPI Installer).

9. Select a terminal to be activated for this transaction.

Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared. Payment device will alert customer to administer the Card. After guest inserts / swipes a card, if transaction is successful, a Token, Card Type, Expiration, and last 4 digits of the card number is returned to OPERA.

10. The Payment details are automatically updated in OPERA Cloud.

Adding Alternate Credit Card for Incidentals: After Check-In (through Chip & Pin)

To add an alternate credit card to a guests profile after Check-In:

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Search for and open the reservation.
3. Click **I Want To...** and select **Payment Instructions**.
4. Click **Window 2**.
5. Select **Payment Type** as **CP-Chip and Pin** and the **Authorization Rule** as needed.
6. Click **OK** to save.

7. Click the vertical ellipsis and select **Credit Card Authorization**.

8. Select the alternate payment (in this case CP) from the **Window 2** and select **Additional** option.
9. Verify the Additional Authorization Amount to be authorized and click **Run Additional Authorization** to activate the Payment Terminal for Chip & Pin.

 **Note:**

Follow the prompts on the Payment Terminal Device to complete the transaction.

Additional Authorization ✕

*** Required Field**

Method
CP - Chip and Pin

Card Number

Expiration
 Card Present

Card Holder
—

Credit Card Terminal
Terminal-1 - Terminal-1

Currently Authorized Amount
0.00

Folio Balance
1,03,165.66

*** Authorization Amount**
 USD

6

Check Out

Settlement

To process a check out and settle guest charges:

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Search for and open the reservation.
3. Click **I Want To...** and select **Check Out**.
 - a. Select the **Cashier ID**.
 - b. Enter **PIN** to proceed.
 - c. Click **Login**

The Folio Settlement confirmation screen appears.

4. Verify the card information on file:
 - a. If replacing the main card with a new card, update the payment method, verify the amount, and click **Settle and Send Folio**. This step triggers the Payment device.
 - b. If using the same card on file, proceed with the below steps.
5. Verify the **Amount** to be settled and click **Settle and Send Folio**.

Checkout

Post Charge

Folio Settlement

1 VISA VA
-\$5,396.00

Method: VA - Visa

Expiration: XX/XX Card Present [Modify](#)

Card Reader: Reader1
Credit Card Terminal: Terminal-1 - Terminal-1

Amount: -5,396.00 USD

Total Amount: \$0.00

Reference: adfh12

Surcharge: Apply Credit Card Surcharge \$0.00

Override Debit Activity to Process Rebate

Code	Description	Posted Amount	Status	Window
8040	Visa	\$55.00	Posted on 09-04-2021	1

Buttons: [Settle and Send Folio](#), [Settle Folio](#), [Schedule Check Out](#), [Check Out Now](#)

6. Select the **Destination** option for the folio, and then click **Process** to view the report.

Folio Settlement

1 VISA VA
-\$5,396.00

Method: VA - Visa

Report Destination dialog:

Folio Style: 1 - Detailed Folio (Data)

View in Currency

Folio Text: Report Destination

Destinations:

- Preview
- Email to Print
- Email

[Process](#)

7. Click **Check Out Now**.

8. The guest is checked out successfully. To review the guest's reservation information, click **Go to Reservation**.

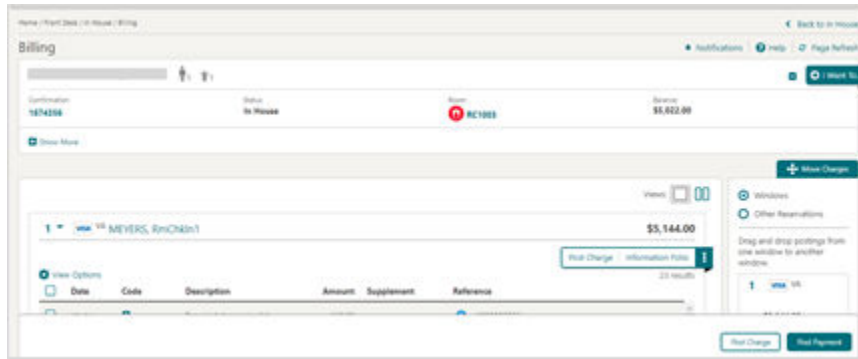
Pay Only

To process the pay only payment:

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Search for and open the reservation.
3. Click **I Want To...** and select **Billing**.
4. Enter your credentials if requested.
 - a. Select the **Cashier ID**.
 - b. Enter **PIN** to proceed.
 - c. Click **Login**.

The Billing Information screen appears.

5. Click **Post Payment**.



6. Select the Payment **Method** as **Pay Only**.
 - a. If the card is present or the card number need to be entered on the device, verify the amount, and click **Apply Payment**. This will activate the device for card entry.
 - b. If the card number and expiry are available, then enter the Credit **Card Number** and the **Expiration** Date in MMY format.

The screenshot shows the Oracle payment form. At the top, there's a 'Post Charge' button. Below it, a table lists items with columns for item number, card type, and amount. Item 1 is a VISA VA card for \$12.00. Below the table, there's a 'Method' dropdown menu set to 'PO - Pay Only'. There are fields for 'Card Number' and 'Expiration' with an 'Add' button. To the right, there's a 'Card Holder' field and a 'Credit Card Terminal' dropdown set to 'MSO - MSO'. At the bottom, there's an 'Amount' field set to '12.00 USD' and a checkbox for 'Apply Credit Card Surcharge' which is checked. There are also fields for 'Total Amount' (set to \$12.00), 'Reference', and 'Supplement'. An 'Apply Payment' button is at the bottom right.

7. Tab or click out of the field and the request to exchange the card number for a token is initiated.

The screenshot shows a 'Payment' window with a table of transactions and a form for processing a payment. The table has 8 columns and 2 rows. The first row shows transaction 1 for \$5,144.00, transaction 2 for \$0.00, transaction 3 for \$0.00, transaction 4 for \$0.00, transaction 5 for \$0.00, transaction 6 for \$0.00, transaction 7 for -\$122.00, and transaction 8 for \$0.00. The form below the table includes fields for Method (VA - Visa), Expiration (XX/XX), Card Present (checked), Card Number, Card Holder, Card Reader (Reader1), Total Amount (\$5,658.40), and Amount (5,144.00 USD). There is also a checkbox for 'Apply Credit Card Surcharge' which is checked.

1	2	3	4	5	6	7	8
VISA VA	VISA VA	VISA VA	CA	JC			
\$5,144.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	-\$122.00	\$0.00

- Upon successful response, verify the Amount to be settled and click **Apply Payment**.

The screenshot shows the 'Payment' window after the transaction has been processed. The table now shows all transaction amounts as \$0.00. The form below the table shows the Method (VA - Visa), Expiration (XX/XX), Card Present (unchecked), Card Number, Card Holder, Card Reader (Reader1), Total Amount (\$0.00), and Amount (0.00 USD). The 'Apply Credit Card Surcharge' checkbox is still checked. A 'View Options' section is visible, showing a table with columns for Code, Description, Posted Amount, Status, and Window. The table contains one row: Code 8040, Description Visa, Posted Amount \$5,144.00, Status Posted on 09-04-2021, and Window 1. There is a 'Print Receipt' link next to the window number.

1	2	3	4	5	6	7	8
VISA VA	VISA VA	VISA VA	CA	JC			
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	-\$122.00	\$0.00

Code	Description	Posted Amount	Status	Window
8040	Visa	\$5,144.00	Posted on 09-04-2021	1

7

Other Transactions

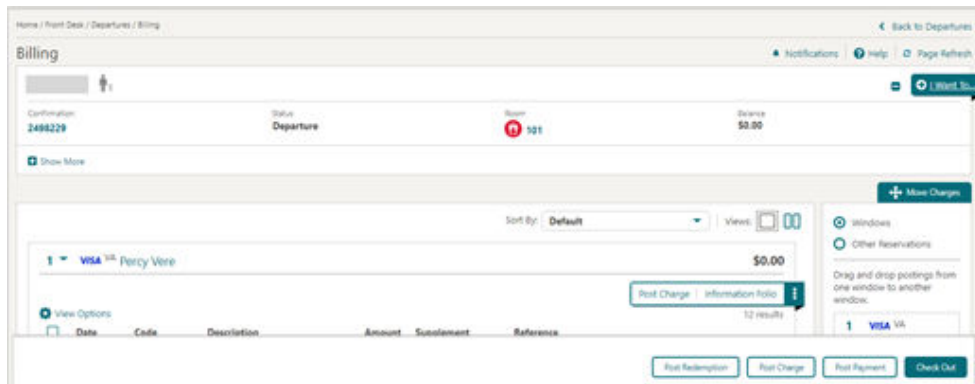
Delayed Charges

Delayed Charges are payments that need to be processed for a guest that is not in house. This can be **No Show Fee**, **Late Charge**, or **Mini Bar Charge**. Payments for these charges can be processed:

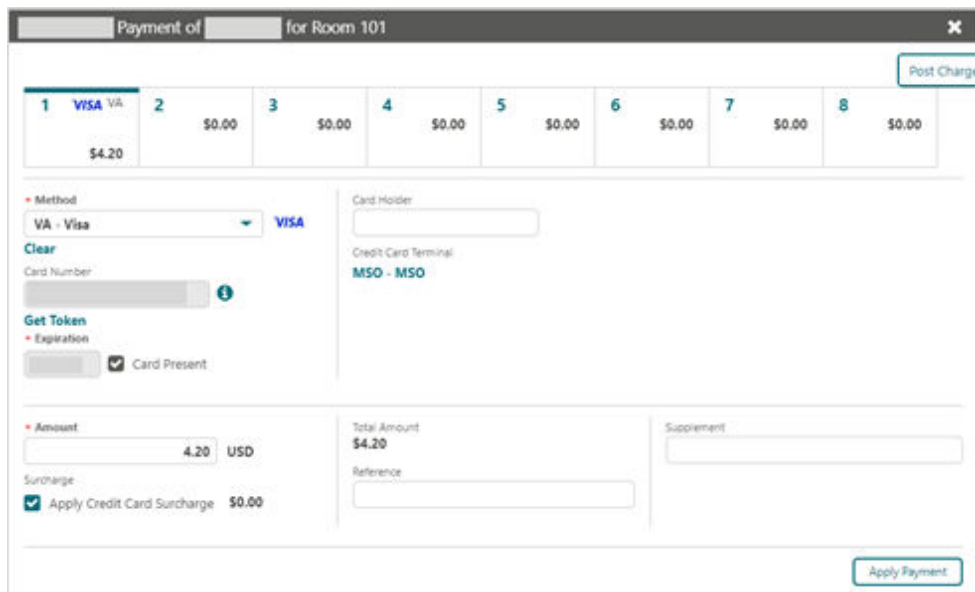
- Using the tokenised card on file
 - Using a MOTO card transaction
1. From the OPERA Cloud menu, select **Front Desk**, then select **Departures**.
 2. Enter search criteria, then click **Search**.
 3. Select the checked out reservation in the search result, then click **I Want To. . .** and select **Go To > Billing**.
 4. Click **Reinstate Reservation**.
- Or
5. If the Open folio functionality is active and in use, there is no need to reinstate the reservation you can post a charge and payment. Go to step 7.



6. Click **Reinstate**.



7. Select **Post Charge** if you need to post a new charge or skip this step if the charge already exists.
8. Click **Post Payment**.
9. The tokenised card on file will pop-up as the Payment type with the final due amount.



10. If a new card is provided for the additional charges, then manually enter the **Card Number** and **Expiry** dates. See [Credit Card Guarantee through the OPERA Cloud Application \(Manual Entry – OPERA Pay\)](#) section for details.
11. Click **Apply Payment** to activate the Payment device.

 **Note:**

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Payment Terminal (the pin pad terminal mapping is previously completed by the OPI Installer).

12. Select a terminal to be activated for this transaction.

Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared. Payment device will alert customer to administer the

Card. After guest inserts / swipes a card, if transaction is successful, a Token, Card Type, Expiration, and last 4 digits of the card number is returned to OPERA.

13. The Payment details are automatically updated in OPERA Cloud.

Refunds

Note:

- For 'post check-out' processing, the guest should **Go To > Billing** and click **Reinstate Reservation** to initiate the refund process.
- Reinstate Reservation is not needed if the Open folio functionality is active and in use.

Refund on existing card on file

The Refund feature is supported by OPI and OPERA Cloud. A refund is a transaction that can be performed any time to credit funds back to the card holder. The refund amount can be different from the payment amount that was initially processed.

You can post a rebate (refund) to a credit card when the Credit Card Rebate Validation OPERA Control is active. In addition, OPERA Cloud will verify that the rebate amount does not exceed the previously charged amount to the credit card. This will validate the debit with the credit on the same credit card and pop up a message if the user tries to refund more than what has been charged.

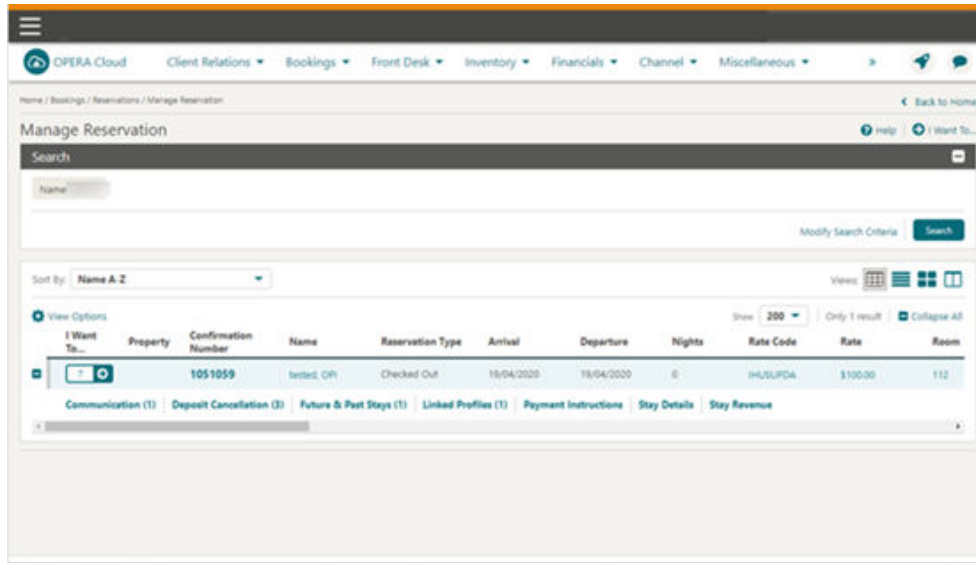
- From the **OPERA Cloud** menu, select **Front Desk** and then select **In-House**.
- Enter search criteria and click **Search**. Select the reservation from the search results, click **I Want To . . .** and select **Billing**.
- On the **Manage Billing** screen, click **Post Payment**, select the payment method, and provide the credit card details, enter the negative payment amount, and click **Apply Payment**.

Following two conditions should be met to process the refund:

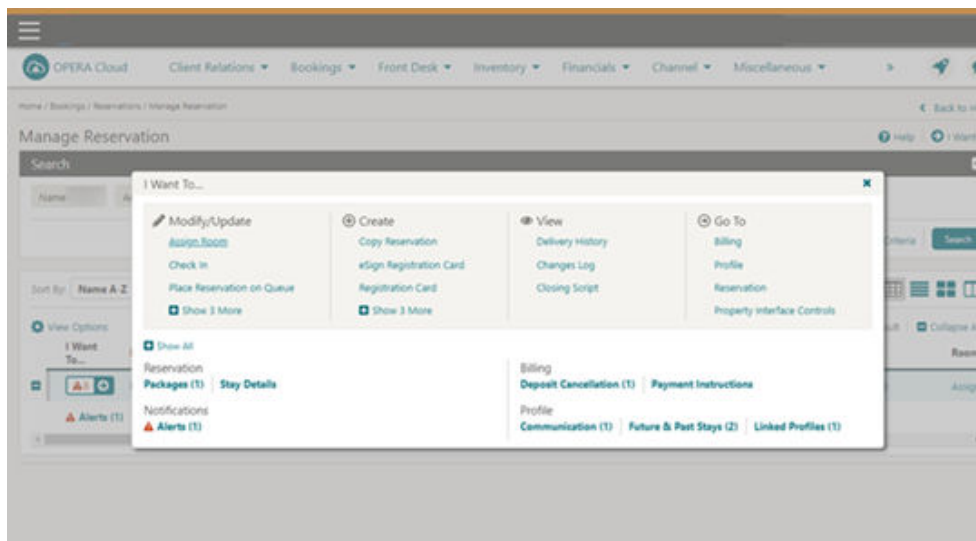
- Refund feature needs to be activated by the Payment Service Provider.
- OPERA Cloud users need privileges to process the negative payments.

To process a refund on existing card on file:

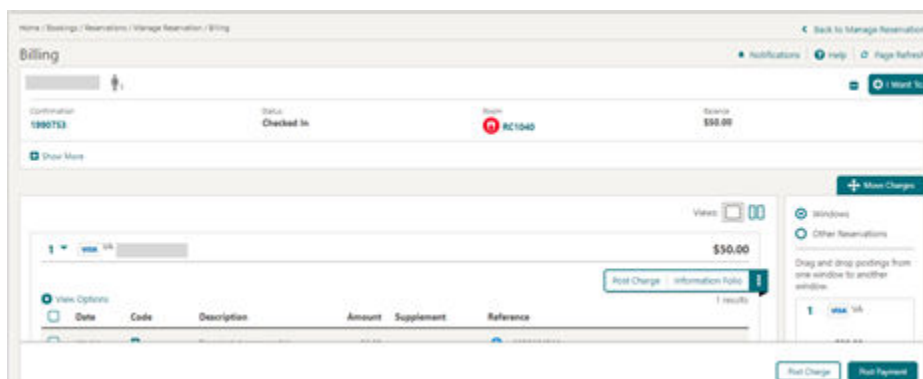
1. From the **OPERA Cloud** menu, select **Front Desk** and then select **In House**.
2. Search for and open the reservation.



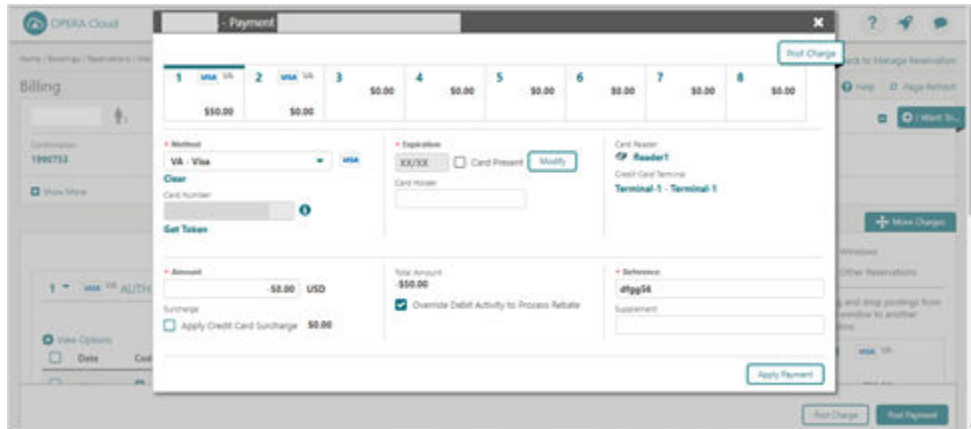
3. Click **I Want To...**
4. Select **Billing**.



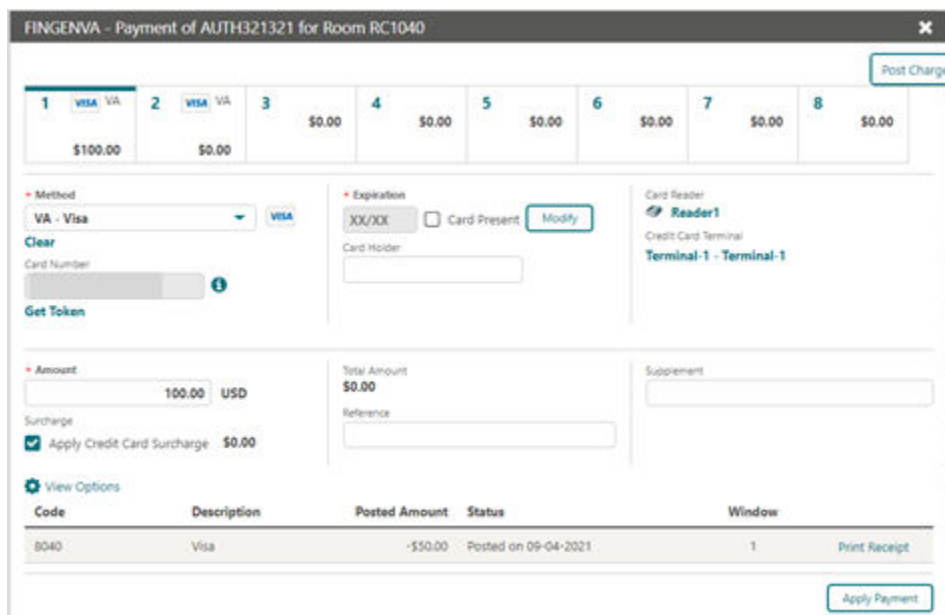
5. Enter your credentials if requested.
6. Select **Post Payment**.



7. Enter negative amount in the **Amount** field.
8. Provide **Reference** details, if any. This field is mandatory for refunds in OPERA Cloud.
9. Click **Apply Payment**.



10. The payment is processed and applied to the reservation as shown in the image below.

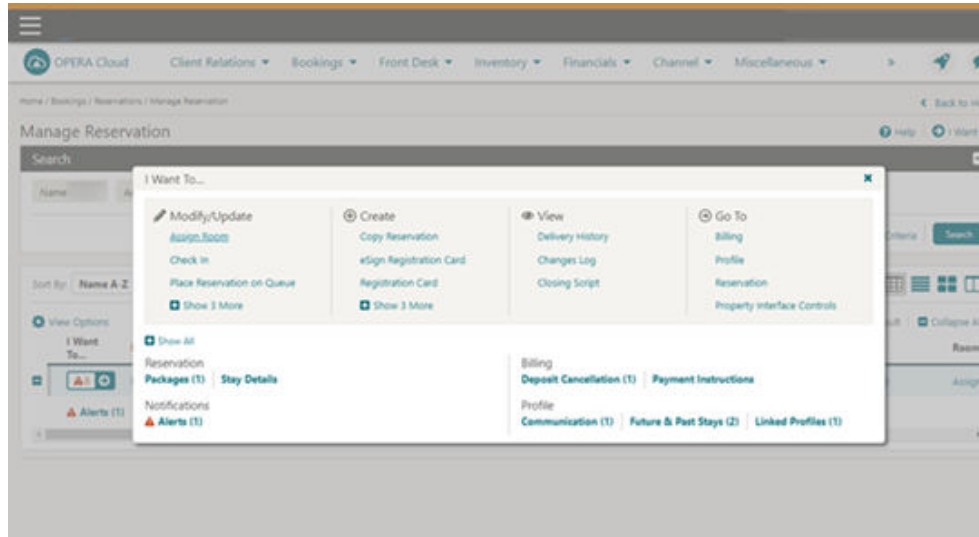


Refund to a new card on file

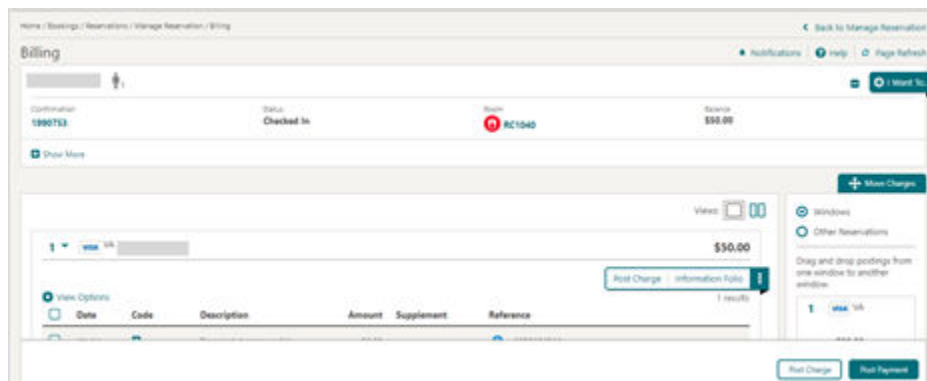
Refund can be made at any time from the billing screen using the tokenized card on file.

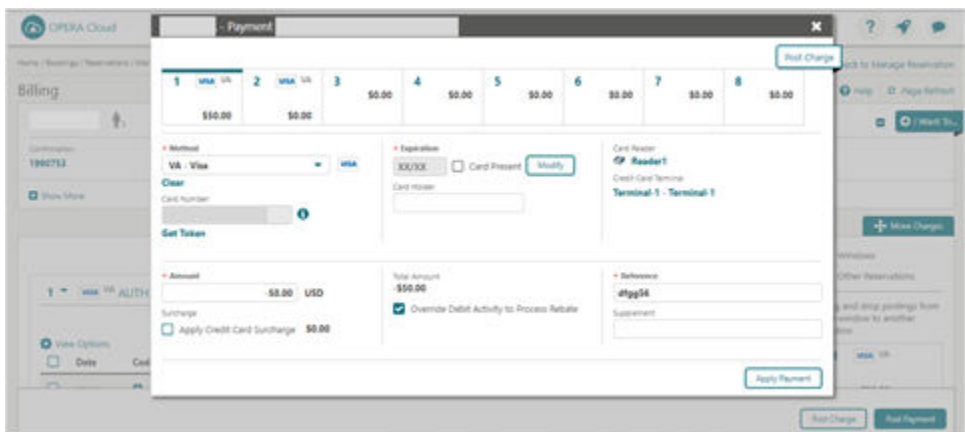
To process the refund to a new card on file:

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **In House**.
2. Search for and open the reservation.
3. Click **I Want To...**

4. Select **Billing**.

5. Enter your credentials if requested.

6. Select **Post Payment**.7. Select the payment **Method** (VA, MC, CP and so on).8. Enter negative amount in the **Amount** field.9. Provide **Reference** details, if any. This field is mandatory for refunds in OPERA Cloud.10. Click **Apply Payment**. This will initiate the device to enter the card data.



11. The payment is processed and applied to the reservation.

Post It

Post it enables you to post articles to rooms and also to settle charges immediately without a room number, such as mini bar items, to in-house reservation accounts.

To perform post it:

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Post It**.

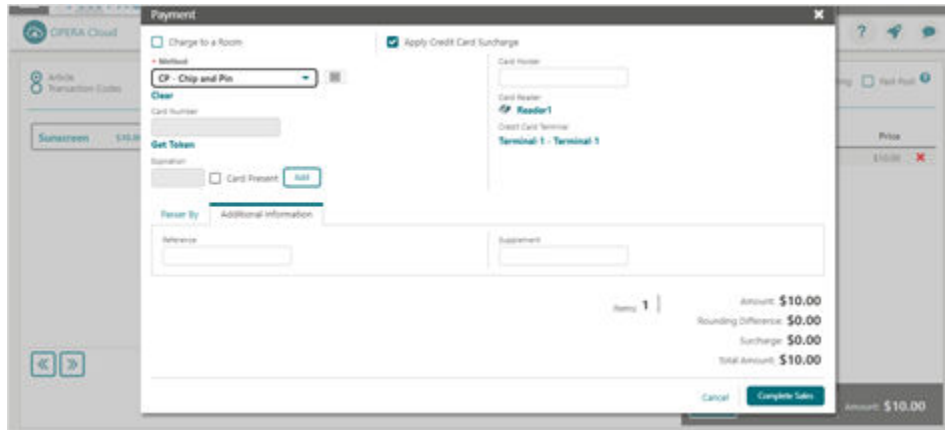
The Post It screen appears.

2. Select the articles that are configured for Post It.

When you select an article, that article and its price (and associated taxes) appear in the posting window as shown in the image below.



3. Click **Pay** and select the **Method** of payment as one of the credit card payment types or as (Chip and Pin) and no need to enter any card data.

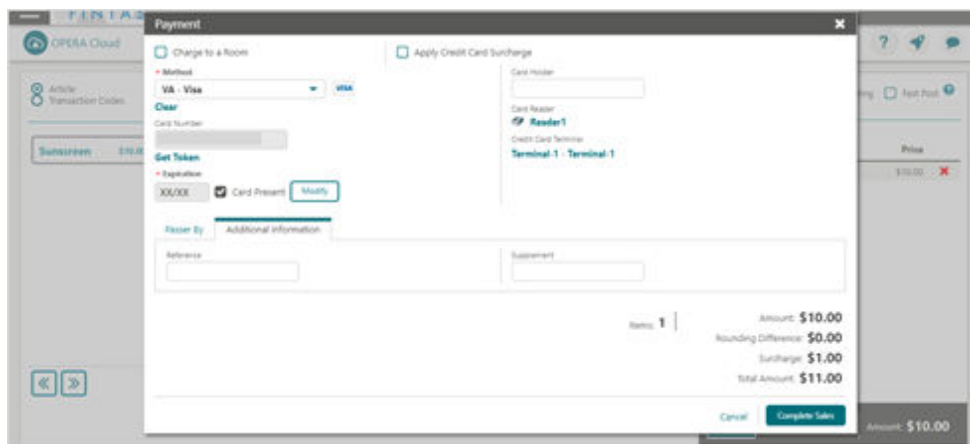


 **Note:**

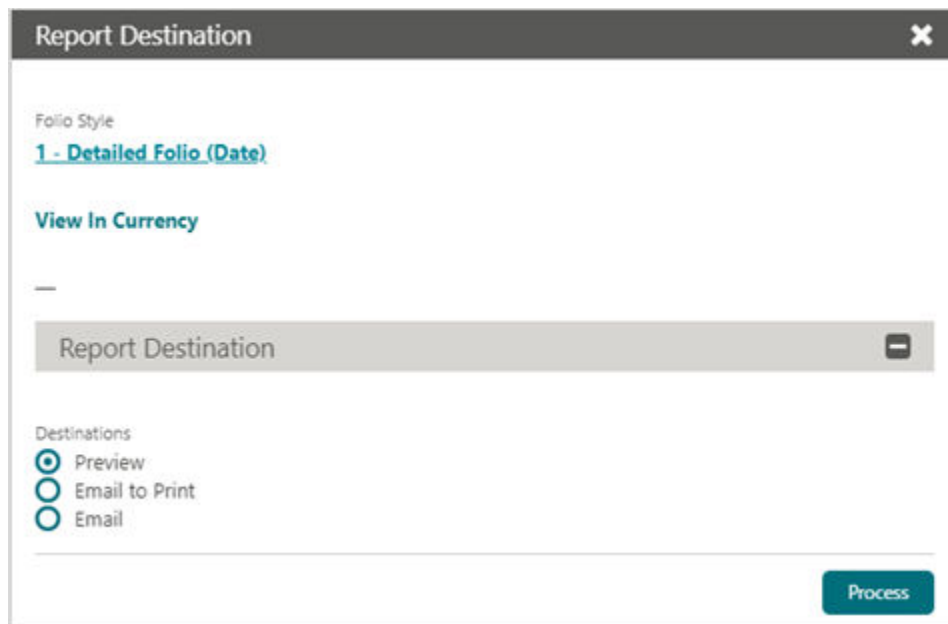
If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Credit Card Terminal (the pin pad terminal mapping is previously completed by the OPI Installer).

4. Select a terminal to be activated for this transaction.
Once the terminal is selected, it will be saved for future use until the application or browser cache is cleared.
5. Click **Complete Sales** to run the transaction (authorization followed by sale, or just a sale) to activate the Payment Device.

The Payment device will alert the customer to present the card. After the guest inserts/swipes a card, if the transaction is successful, a Token, Card Type, Expiration, and the last 4 digits of the card number is returned to OPERA Cloud.



6. The Report Destination window appears to print the Post It Folio.



7. Click **Process** to print the payment receipt for Post It Folio.

Declined or Failed transactions

There are many reasons why a transaction may decline. This can be due to insufficient funds, the card is reported lost/stolen, or a loss in connection to the bank.

For a declined transaction, you will see a **Failed** status response in OPERA Cloud with a Decline response error.

If you are not sure why customer's card has been declined, you need to contact your Payment Service Provider for details.

Authorizations Reversals

OPERA Cloud and OPI Cloud support Pre-Authorization Reversals. This is an automated electronic reversal message sent to the Payment Service Provider to release the pre-authorization.

OPERA Cloud does this automatically if these two conditions apply:

1. A pre-authorization exists
2. The main card type is replaced with a new card.

For example, if the authorization on Check-In was processed to a Visa and the payment on Check Out was through Master Card, then change the payment method to MC and OPERA Cloud will automatically send out the authorization reversal request for the Visa card.

To perform authorization reversals:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
2. Search for and open the reservation.
3. Click **I Want To...** and select **Payment Instructions**.

- Click **New/Edit Payment Instructions**.

The screenshot shows the 'Payment Instructions' window with a 'New/Edit Payment Instructions' button in the top right. The window contains several sections:

- Checkboxes:**
 - No Post
 - Pre-Stay Charging
 - Post-Stay Charging
 - Auto Settle
 - Video Checkout
- Auto Settle Section:**
 - Type: ---
 - Days: ---
- Video Checkout Section:**
 - Reservation Type: CHECKED IN
 - Checked in: ---
- Window Payment Methods and Routings Table:**

Window	Method	Card Number	Expiration	Payee	Routing/Transaction Codes	Routing Dates	Card Pres
1	VISA VA	XXXXXXXXXX	XX/XX	Credit Bill			<input checked="" type="checkbox"/>

- Click the payment **Method** drop-down and select the payment type of your choice.
- Enter the Credit **Card Number**.
- Enter the **Expiration** date in MMYX format.
- The new Token is received and the authorization on the previous card is released.
- Click **Save**.

The screenshot shows the 'Payment Instructions' window with the 'Window 1' tab selected. The form is populated with the following information:

- Checkboxes:**
 - No Post
 - Pre-Stay Charging
 - Post-Stay Charging
 - Auto Settle
 - Video Checkout
- Auto Settle Section:**
 - Type: ---
 - Days: ---
- Video Checkout Section:**
 - Reservation Type: CHECKED IN
 - Checked in: ---
- Window Payment Methods:**
 - Window 1: VISA VA (Selected)
 - Window 2: ---
 - Window 3: ---
 - Window 4: ---
 - Window 5: ---
 - Window 6: ---
 - Window 7: ---
 - Window 8: ---
- Method Section:**
 - Method: VA - Visa
 - Clear button
- Card Number Section:**
 - Card Number: XXXXXXXXXXXX
 - Get Token button
- Expiration Section:**
 - Expiration: XXX/XX
 - Card Present
 - Modify button
- Card Holder Section:**
 - Card Holder: ---
 - Rate: 2 - Nights*(Daily Rate - Amount)
 - Amount: 200
- Card Reader Section:**
 - Card Reader: Reader1
 - Credit Card Terminal: Terminal 1 - Terminal 1
 - Email: Add Email
- Buttons:** Cancel, Save

8

Prepaid Cards

Prepaid Cards allow you to view and manage the details of a stored value or gift card. You can view the card transactions, issue the card, reload (top-up) the card, or redeem the card balance.

Card details, including card balance, appear in the left-side panel; card transaction details are in the right-side panel.

The prepaid card feature enables you to:

- Activate/Issue a Prepaid card
- Re-load a Prepaid card
- Redeem a Prepaid card Balance
- Balance Inquiry



Note:

Prepaid Cards functionality requires an active **SVS Interface** configured in **Property Interfaces** under the **Interfaces** menu option in **Administration** menu.

Activating/Issuing Prepaid Card

You can activate or issue transaction for a prepaid card or a stored value card (SVC). This option allows you to activate or issue the card and add a value to the card as per the amount given.

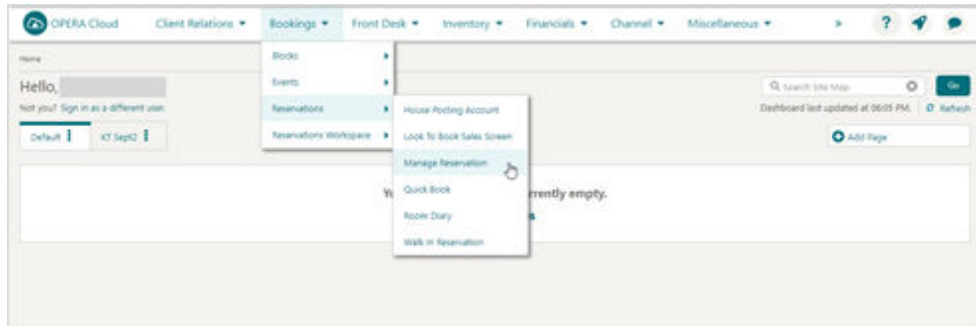
You can activate or issue a prepaid card either from the **Reservation** Information or **Billing** screen.



Note:

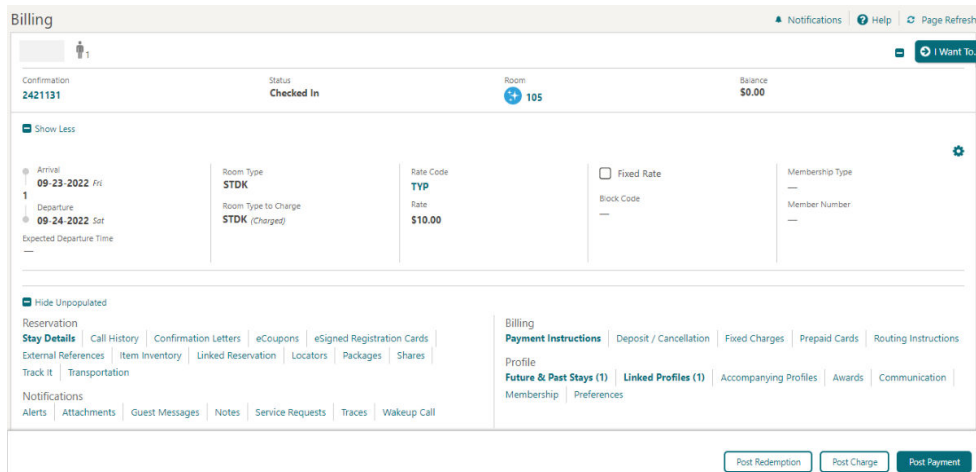
Only you can activate or issue a prepaid card once the guest has checked in successfully.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.



2. Search for and open the reservation.
 3. Click **Prepaid Card** details link.
- Or
4. Click **I Want To...** and then select **Billing**.
- Enter your credentials if requested.
- a. Select the **Cashier ID**.
 - b. Enter **PIN** to proceed.
 - c. Click **Login**.

The Billing Information screen appears.



5. Click **Prepaid Card** details link.
 6. Click **Issue Card**.
- The Prepaid Cards screen appears. Complete the following:
- a. **Prepaid Card Interface:** Select the prepaid card interface from the list.
 - b. **Card Number:** Enter the gift card number.
 - c. **Name/First Name:** Default the primary profile linked to the reservation.
 - d. **Amount:** Enter the issue amount.
 - e. **Payment Options:**
 - i. **Post Amount to Room:** Select the post issue amount to guest folio (reservation account).

 **Note:**

This option is available only once the guest is checked in.

Or

ii. **Make Payment:** Select the payment needs to be provided at this time. This option requires payment for the gift card at the time the card is issued.

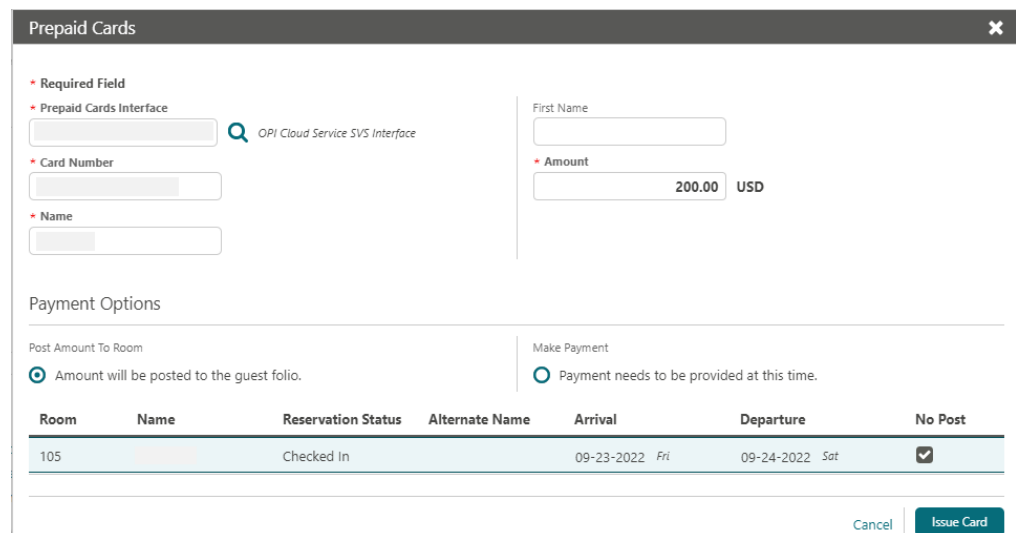
i. **Method:** Select a payment method from the list.

You can enter credit card details manually through OPERA PAY. See [Credit Card Guarantee through the OPERA Cloud Application \(Manual Entry – OPERA Pay\)](#) for more information.

ii. **Card Number:** Enter credit card number.

iii. **Expiration:** Enter credit card expiry date.

f. Click **Issue Card**.



The screenshot shows a 'Prepaid Cards' window with the following elements:

- Required Field:** Prepaid Cards Interface (with a search icon and 'OPI Cloud Service SVS Interface' text).
- Card Number:** A text input field.
- Name:** A text input field.
- Amount:** A text input field containing '200.00' and a dropdown menu set to 'USD'.
- Payment Options:**
 - Post Amount To Room:** A radio button selected for 'Amount will be posted to the guest folio.'
 - Make Payment:** A radio button selected for 'Payment needs to be provided at this time.'
- Table:**

Room	Name	Reservation Status	Alternate Name	Arrival	Departure	No Post
105		Checked In		09-23-2022 Fri	09-24-2022 Sat	<input checked="" type="checkbox"/>
- Buttons:** 'Cancel' and 'Issue Card'.

Reloading (Top-up) Prepaid Card

You can reload transaction for a prepaid card or a SVC. This option allows you to add funds to the prepaid card.

You can reload a prepaid card from the **Billing** screen.

 **Note:**

You can reload a prepaid card once it is issued.

1. Click **I Want To...** and then select **Billing**.

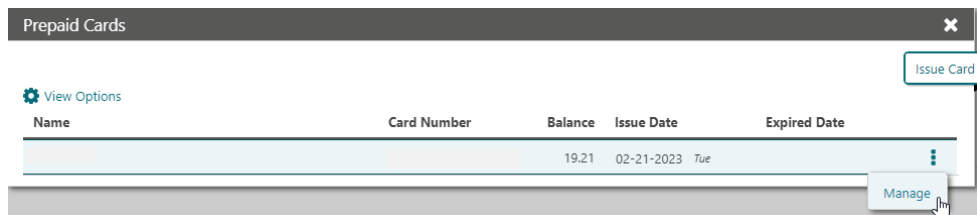
Enter your credentials if requested.

- a. Select the **Cashier ID**.
- b. Enter **PIN** to proceed.
- c. Click **Login**.

The Billing Information screen appears.

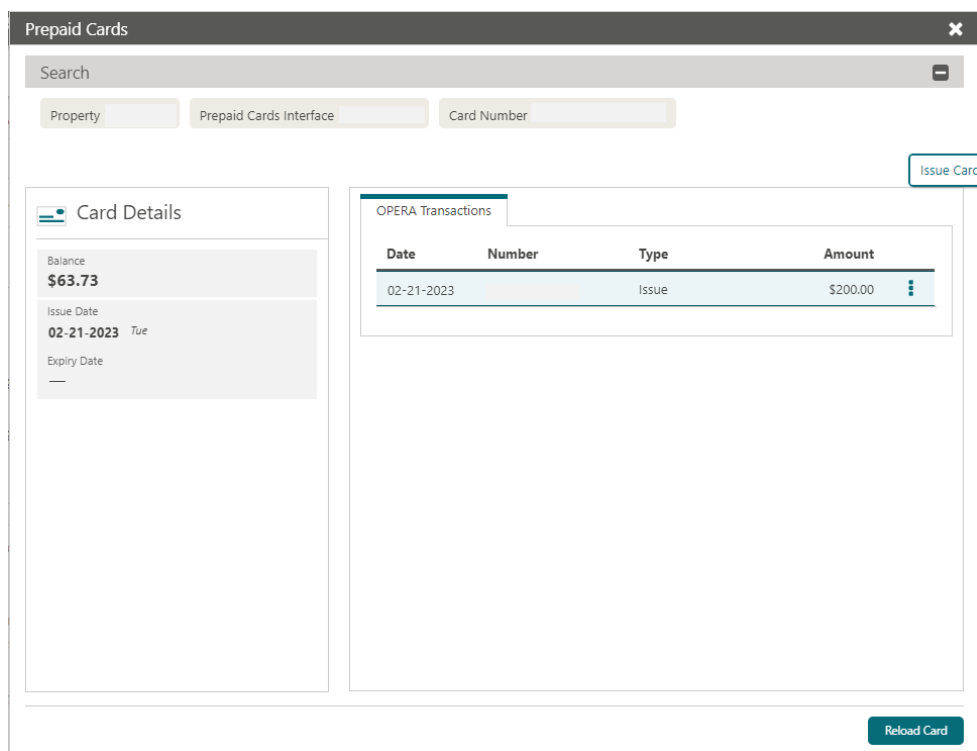
2. Click **Prepaid Card** details link.

The Prepaid Cards screen appears.



3. Select a card, click the vertical ellipsis, and click **Manage**.

The Prepaid Card information screen appears.



4. Click **Reload Card**.

The Reload Prepaid Card screen appears.

- a. **Amount:** Enter the reload amount.
- b. **Payment Options:**
 - i. **Post Amount to Room:** Select **Amount will be posted to the guest folio** option to post the payment to the guest account.

Or

- ii. **Make Payment:** Select the **Payment needs to be provided at this time** option to pay for the prepaid card reload at the time of reload.
 - i. **Method:** Select a payment method from the list.
You can enter credit card details manually through OPERA PAY. See [Credit Card Guarantee through the OPERA Cloud Application \(Manual Entry – OPERA Pay\)](#) for more information.
 - ii. **Card Number:** Enter credit card number.
 - iii. **Expiration:** Enter credit card expiry date.
- c. Click **Reload Card**.

Reload Prepaid Card
✕

*** Required Field**

Prepaid Cards Interface

*** Card Number**

*** Name**

First Name

*** Amount** 500.00 USD

Payment Options

Post Amount To Room

Amount will be posted to the guest folio.

Make Payment

Payment needs to be provided at this time.

Room	Name	Reservation Status	Alternate Name	Arrival	Departure	No Post
105		Checked In		09-23-2022 Fri	09-24-2022 Sat	<input checked="" type="checkbox"/>

Cancel Reload Card

Redeem Prepaid Cards

You can enter a redemption amount equal to or lower than the card balance and not exceeding the folio balance.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
2. Search for and open the reservation.
3. Click **I Want To...** and then select **Billing**.

Enter your credentials if requested.

- a. Select the **Cashier ID**.
- b. Enter **PIN** to proceed.
- c. Click **Login**.

The Billing Information screen appears.

The screenshot displays the Oracle Billing interface for reservation 2421131. The reservation is checked in, room 105, with a balance of \$700.00. The arrival is on 09-23-2022 and departure is on 09-24-2022. The room type is STDK and the rate code is TYP, with a rate of \$10.00. The interface includes various navigation tabs such as Reservation, Billing, and Profile. A list of prepaid cards is shown, with a total balance of \$700.00. The cards are listed with their respective balances, and the total is \$700.00. The interface also includes a 'Move On' button and a 'Post Charge' button.

4. Click **Post Redemption**.

The Payment Information screen appears.

- a. Select the billing window to post redemption.
- b. Select a card from the list.
 - i. Click **Get Balance** to request card balance from vendor.
 - ii. **Amount to Redeem.** Enter the amount to redeem on the prepaid card and post as payment towards settlement; amount cannot be greater than card balance.
 - iii. Click **Redeem**.
- Or
- c. Click **Add Row** to add a card to the reservation.
 - i. **Name.** Enter name on card.
 - ii. **Card Number.** Enter the card number.
 - iii. **PIN.** Enter card PIN (if required).
 - iv. Click **Get Balance** to request card balance from vendor.

- v. **Amount to Redeem.** Enter the amount to redeem on the prepaid card and post as payment towards settlement; amount cannot be greater than card balance.
- vi. Click **Redeem**.

Payment of [] for Room 105
✕

1	VISA VA	2	\$0.00	3	\$0.00	4	\$0.00	5	\$0.00	6	\$0.00	7	\$0.00	8	\$0.00
\$700.00															

⚙ View Options
Add Row

Interface	Name	Card Number	PIN	Card Balance	Amount to Redeem
12025			XXXX	Get Balance ↻	<input type="text"/> USD Redeem

Amount Due
\$700.00

- Payment of [] for Room 105
✕

1	VISA VA	2	\$0.00	3	\$0.00	4	\$0.00	5	\$0.00	6	\$0.00	7	\$0.00	8	\$0.00
\$700.00															

⚙ View Options
Add Row

Interface	Name	Card Number	PIN	Card Balance	Amount to Redeem
12025			XXXX	22.46 ↻	<input type="text" value="10.00"/> USD Redeem

Amount Due
\$690.00

Payment(s) will be posted to the selected billing window.

Balance Inquiry

You can inquire for the balance of a prepaid card or store value card from the vendor.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then click **Manage Reservation**.
2. Search for and open the reservation.
3. Click **I Want To...** and then select **Billing**.

Enter your credentials if requested.

- a. Select the **Cashier ID**.
- b. Enter **PIN** to proceed.
- c. Click **Login**

The Billing Information screen appears.

The screenshot displays the Oracle Billing interface for reservation 2421131. The reservation is checked in, with a room number of 105 and a balance of \$700.00. The arrival date is 09-23-2022 and the departure date is 09-24-2022. The room type is STDK, and the rate code is TYP with a rate of \$10.00. The interface includes various navigation tabs such as Stay Details, Reservation, Billing, and Profile. A table on the right side of the screen shows a list of payment entries, all with a balance of \$0.00. The table has columns for a number (1-8) and a balance amount.

Number	Balance
1	\$0.00
3	\$0.00
4	\$0.00
5	\$0.00
6	\$0.00
7	\$0.00
8	\$0.00

4. Click **Post Redemption**.

The Payment Information screen appears.

- a. Select the billing window to request the card balance.
- b. Select a card from the list.
 - i. Click **Get Balance** to request card balance from vendor.

Or
- c. Click **Add Row** to add a card to the reservation.
 - i. **Name**. Enter name on card.
 - ii. **Card Number**. Enter the card number.
 - iii. **PIN**. Enter card PIN (if required).
 - iv. Click **Get Balance** to request card balance from vendor.

Payment of [] for Room 105

1	VISA VA	2	\$0.00	3	\$0.00	4	\$0.00	5	\$0.00	6	\$0.00	7	\$0.00	8	\$0.00
\$700.00															

View Options Add Row

Interface	Name	Card Number	PIN	Card Balance	Amount to Redeem
12025			XXXX	Get Balance	<input type="text"/> USD <input type="button" value="Redeem"/>

Amount Due
\$700.00

- Payment of [] for Room 105

1	VISA VA	2	\$0.00	3	\$0.00	4	\$0.00	5	\$0.00	6	\$0.00	7	\$0.00	8	\$0.00
\$700.00															

View Options Add Row

Interface	Name	Card Number	PIN	Card Balance	Amount to Redeem
12025			XXXX	22.46	<input type="text" value="10.00"/> USD <input type="button" value="Redeem"/>

Amount Due
\$690.00

You can view the balance under **Card Balance** for the selected billing window.

9

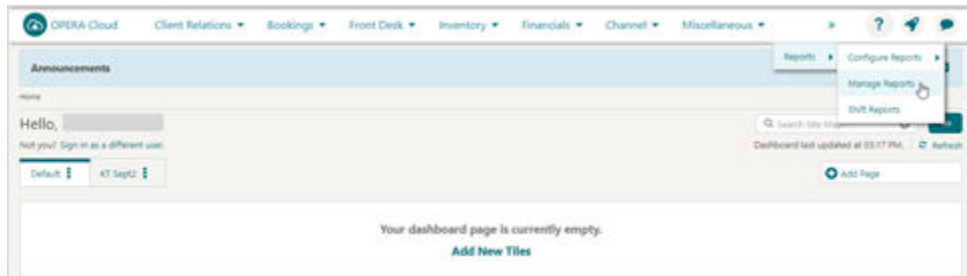
Reconciliation

Balancing Reports

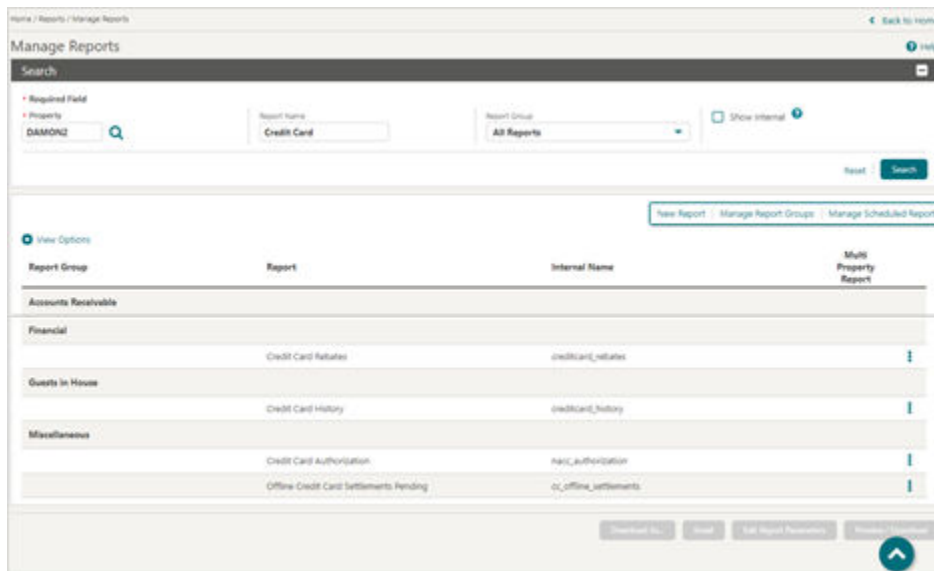
A critical part of the integration of payments is the reconciliation process. To balance the transactions processed through OPI, a report is needed to reconcile with the Payment Service Provider reports.

To access OPERA Cloud reports:

1. From the **OPERA Cloud** menu, select **Reports** and then select **Manage Reports**.



2. Enter a **Report Name** and/or select a **Report Group** from the drop-down list.
3. Click **Search** to display the report.



10

Review Standard Operating Procedures

Pre-Authorization Rules

- OPERA Cloud provides support for automated Pre-Authorization Rules. You can set the rules as follows:
 - A standard rule across the OPERA Cloud Property.
- OR
- A customized pre-authorization rule based on Room Type, Room Class, Rate Code, Rate Category, Reservation Type and Source Code.
- These rules are used upon check-in and control the pre-authorized amount against a guest card upon arrival.

Refer to [About Credit Card Authorization Rules](#) for details.

11

Appendix

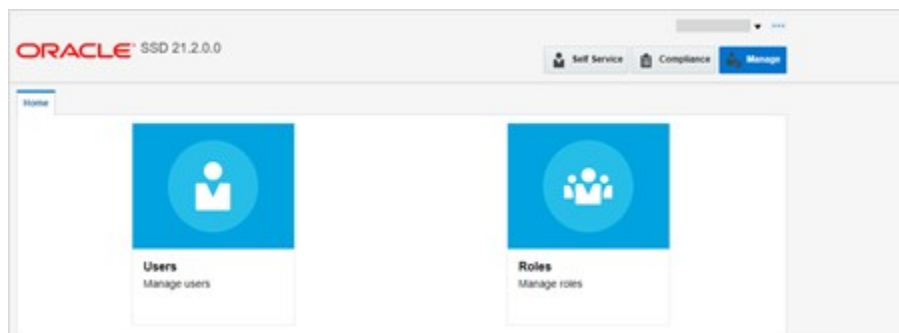
Manually Adding CCTRANS Role through OIM

The OPERA Admin user will create CCTRANS role using Oracle Identity Management (OIM) manually.

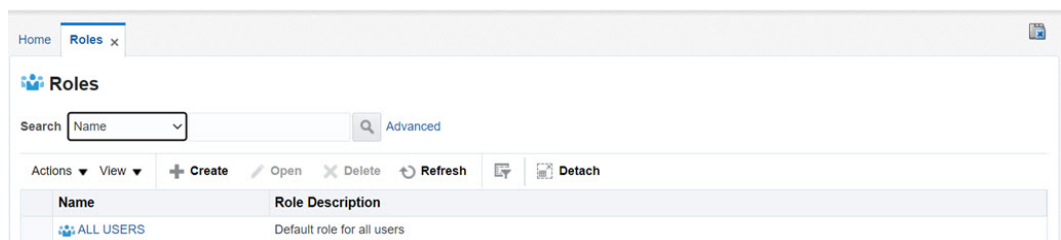
To manually add role through OIM:

1. Log in to OPERA Cloud using the URL provided.
2. Enter your Admin **User Name** and **Password** in the fields provided.
3. From the Side Menu, select **Identity Management**.

The Oracle Identity Management screen appears.



4. Click the **Manage** tab and select the **Roles** tab to manually create a role.
The Role Information screen appears.



5. Click **Create** .
The Create Role screen appears.

Create Role
This wizard walks you through the steps to create a Role.

Back **Attributes** Hierarchy Access Policy Members Organizations Summary **Cancel** **Next**

General Role Information
Define members to this role manually.

* Name CCTRANS

* Display Name CCTRANS

Role E-mail

Role Description

* Owned By

Catalog Attributes

* Category Role

Audit Objective

Risk Level

User Defined Tags

Approver User

Approver Role

Certifier User

Certifier Role

Fulfillment User







Fulfillment Role

Certifiable

Auditable

Requestable

6. Under **General Role Information** , specify values for the fields:
 - a. **Name:** Enter name of the role.
 - b. **Display Name:** This field is automatically displayed based on the Role Name.
 - c. **Role E-mail:** Enter email id of the role.
 - d. **Role Description:** Enter description of the role.
 - e. **Owned By:** Enter the role owner details.
Click to search and select owner. If a value of the Owned By field is not specified, then it takes the logged-in user as the role owner.
7. Under **Catalog Attributes**, specify values for the attributes.
 - a. **Catalog:** Enter the Catalog name.
 - b. **Audit Objective:** Enter the Audit Objective.
 - c. **Risk Level:** Select Risk level as, High Risk, Medium Risk, or Low Risk.
 - d. **User Defined Tags:** Enter user defined tags.

- e. **Approver User:**
Click 
to select the approver user.
- f. **Approver Role:**
Click 
to select the approver role.
- g. **Certifier User:**
Click 
to select the certifier user.
- h. **Certifier Role:**
Click 
to select the certifier role.
- i. **Fulfillment User:**
Click 
to select the fulfillment user.
- j. **Fulfillment Role:**
Click 
to select the fulfillment role.
- k. **Certifiable:** Select to enable the role to appear in the certification.
- l. **Auditable:** Select to enable the role to appear in audit.
- m. **Requestable:** Select to mark the role as Requestable entity.

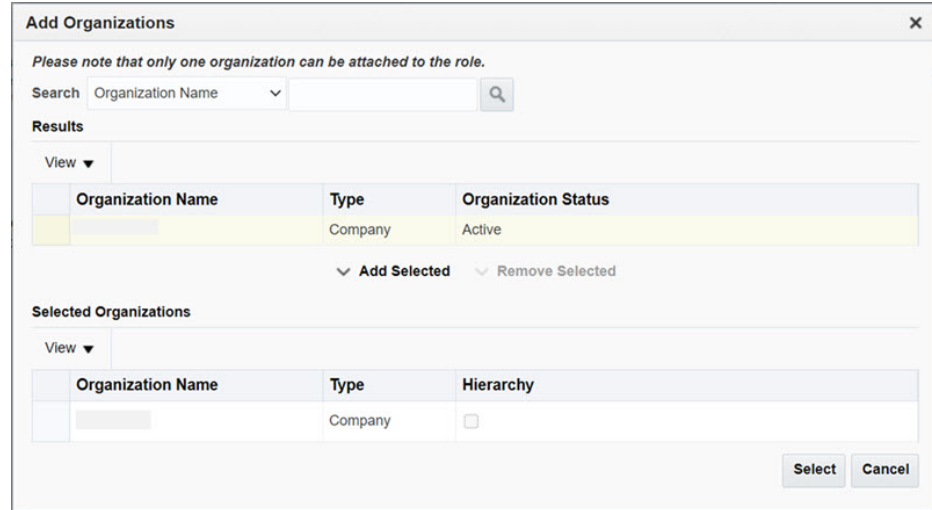
 **Note:**

A role can be created without role hierarchy, associated access policies and role members.

- 8. Click **Next** until you reach Organization page.
- 9. In the Organizations page, you can specify the organizations to which this role will be published.
To assign organization:
 - a. Click **Add Organizations**. The search panel appears.
 - b. From the list of Organizations, select the required organization and click **Add Selected** to add it to Selected Organization list.

If you want to deselect any organization from Selected Organization list click **Remove Selected**.

- c. Click **Select**. The Organizations tab is displayed with the Organization to which this role will be published.



- d. Click **Next**. The Summary page of the Create Role is displayed. It displays the role summary information of the role that will be created.
10. Click **Finish**. The role is created successfully.

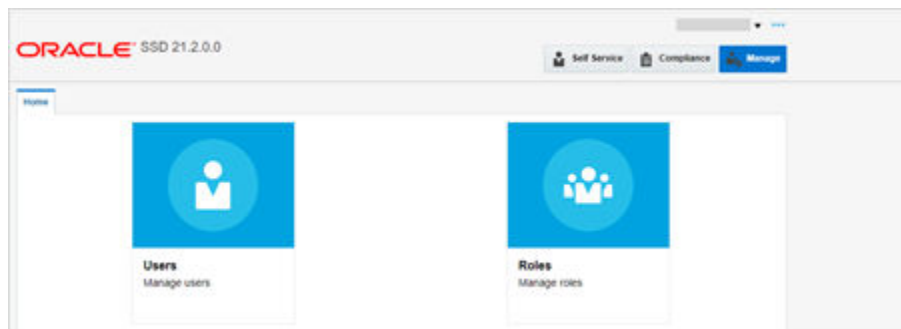
Assigning CCTRANS Role to a User

The OPERA Admin user assigns the CCTRANS role to OPERA Cloud users who can directly access hosted Token exchange form (OPERA Pay) from OPERA Cloud.

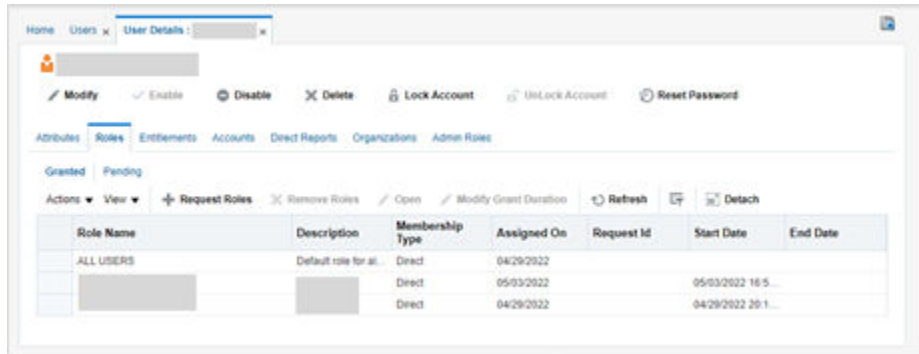
To assign CCTRANS role to a user:

1. Log in to **OPERA Cloud** using the URL provided.
2. Enter your Admin **User Name** and **Password** in the fields provided.
3. From the Side Menu, select **Identity Management**.

The Oracle Identity Management screen appears.

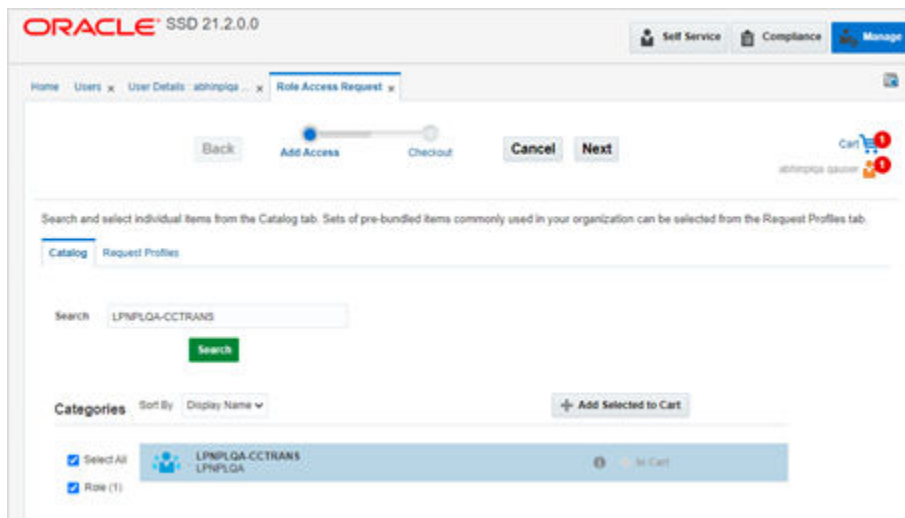


4. Click the **Manage** tab and select the **Users** tab to assign the role to a user.
The Users Information screen appears.
5. Select the user that you want to assign the role.



The **Roles** tab appears with the list of roles assigned to the user.

6. Click **Request Role**.
The Catalog screen appears.
7. Click the search icon next to the Catalog field and enter the CCTRANS role and click **Search**.
8. Select the CCTRANS role that you want to assign. Click **Add Selected to Cart**.



The selected role catalog item is added to the request cart.

9. Click **Next** and then click **Submit** to submit the request.
The role is assigned to the user when an approver approves the request.

