Oracle Hospitality Payment Interface Cloud Service
Release Readiness Guide

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Oracle Hospitality Payment Interface Cloud Service Release Readiness Guide, Release 24.2

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Preface

Purpose

This document contains product descriptions and features for Oracle Hospitality Payment Interface Cloud Service.

Audience

This document is intended for customers who use Oracle Hospitality Payment Interface 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
October 2024	Initial Publication

1
Overview

An innovation achieved in collaboration with leading Payment Service Providers (PSP) and Prepaid Card Service Providers, the Oracle Payment Interface (OPI) Cloud Service provides OPERA Cloud Users a single interface for industry-standard payment acceptance and opens the door to an ecosystem of payment services.

Through the set of services offered by OPI Cloud Service, OPERA Cloud can communicate with Payment Service Providers or Prepaid Card Service Providers from cloud to cloud for card payment, token exchange, pay by link, prepaid card, e-commerce and 3DS2 transactions.

Prepaid Card transactions are supported by OPI Cloud Service via service-to-service communication.

2
Features and Updates

The Oracle Payment Interface Cloud Service release 24.2 contains the following features and functionality.

- Provide Open Payment API with Strong Customer Authentication (SCA)

  - New set of APIs provide the capability for partners to access a hosted payment page through OPI with Strong Customer Authentication capability to process pre-authorization or payment transactions securely.

    See Configure E-commerce Endpoints and Configure E-commerce- 3DS2 Service Provider Endpoints.

- Support Transport Layer Security (TLS) 1.3 when communicating with Payment Service Providers.

  See Personal Data Security.

- Supports sending room rate information in the sale (01) and pre-auth (05) request message to Payment Service Providers per set rules.

- Enhanced Token API Error HTTP response

  - Includes detailed information of what error it encountered in the response body as well as in the title so that distribution can use the information properly.

- Log Enhancements for Gift Card Transactions to make it easier for support team to review the logs and identify related information.

- Support for Referenced Refunds

  - Ability to link a refund back to an original transaction to limit fraudulent transactions.

> ✎ **Note:**
>
> The other features are listed in the OPI API Specification document, which is internal to Oracle users.

3

Supported Systems

Oracle Hospitality OPERA Cloud Services

Oracle Payment Interface Cloud is supported for the minimum OPERA Cloud Service releases:

- OPERA Cloud 22.4 or higher

> **✎ Note:**
>
> Additional functionality, such as Pay by Link or Bulk Prepaid Card, will require a higher version of the OPERA Cloud.

4

Supported Browser Compatibility

This chapter describes the web browser requirements supported by the Oracle Hospitality Payment Interface Cloud Service.

Web Browser Compatibility

For the browsers that are supported per the support policy, see the following URL:

Oracle Software Web Browser Support Policy

5
Resolved Issues

The following customer-reported issues were resolved in this release:

Table 5-1   Resolved Issues

BugDB	JIRA	Product	Description of Change
36764302	HIOCS-888	OPI Cloud Service	Fixed spelling error for the SITEID field in the application logs.
36753645	HIOCS-886	OPI Cloud Service	Fixed an issue where ecommerce service is now able to process prepayment request when duplicate hotel id support is enabled.
36721878	HIOCS-881	OPI Cloud Service	Addressed an issue related to room rate field validation when OPERA Cloud is doing a payment request related to a passerby transaction.
36635063	HIOCS-875	OPI Cloud Service	Resolved an issue with pay by link processing when multiple deposit rules are selected for a reservation and pay by link is sent for each deposit rule.
36626401	HIOCS-871	OPI Cloud Service	Improved application logging for organization manager cronjob
36553667	HIOCS-859	OPI Cloud Service	Resolved a compatibility issue with GoDaddy issued certificate
36528979	HIOCS-858	OPI Cloud Service	Previously, there were issues related to dynamic endpoint support and PSP based merchant ID when migrating OPI Cloud from SSD to OCIM. The issue has been resolved in this release.
36458228	HIOCS-851	OPI Cloud Service	Fixed an issue that causes the application logs not displaying PSP response in correct format in certain cases
36458210	HIOCS-850	OPI Cloud Service	Previously, the request ID was missing in application logs for configuration service. The issue has been resolved in this release.
36408596	HIOCS-846	OPI Cloud Service	Previously, the PSP configuration portal audit trail was missing the endpoint related changes. The issue has been resolved in this release.
36372634	HIOCS-842	OPI Cloud Service	Previously, alerts were not generated in production if there is a failure for SSD org manager. The issue has been resolved in this release.
35468126	HIOCS-732	OPI Cloud Service	Previously, the count and list of customers using a specific PSP end point was not displayed properly in the PSP configuration portal. The issue has been resolved in this release.
34981717	HIOCS-640	OPI Cloud Service	Previously, a certificate expiration notification used to be triggered even for end points that were not active. The issue has been resolved in this release.

Table 5-1   (Cont.) Resolved Issues

BugDB	JIRA	Product	Description of Change
3478893 2	HIOCS-512	OPI Cloud Service	In this release, non-metric based alerts will be triggered if OPI Cloud cannot connect to SSD to fetch user roles.