Oracle Hospitality Payment Interface Cloud Service

Tenant Configuration Portal User Guide





Oracle Hospitality Payment Interface Cloud Service Tenant Configuration Portal User Guide, Release 24.2

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Preface

Purpose

This document describes configuring information required for a OPERA Cloud property to use OPI Cloud functionality for credit card, token exchange, pay by link, prepaid card, 3DS2 Authentication, and e-commerce processing in the Oracle Payment Interface (OPI) Cloud Tenant Configuration portal.

Audience

This document is intended for OPERA Cloud users with the CCCONF and PPCONF roles.

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

Date	Description of Change
October 2024	Initial publication
November 2024	Updated content in Creating and configuring EFT Property through OPERA Cloud section.
March 2025	 Added Activating OPI Cloud Token Proxy Service for Token Exchange functionality. Updated content in Creating and configuring EFT Property through OPERA Cloud section. Updated content in Activating OPI Cloud Service for Credit Card and Token Exchange section.



1

OPI Cloud Tenant Configuration Portal Overview

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.

The OPI Cloud configuration portal is used by OPERA Cloud users with the below roles for Tenant configuration:

- CCCONF role to map the Tenant with the Payment Service Provider endpoints for credit card, token exchange, pay by link, e-commerce and 3DS2 transactions
- PPCONF role to map the Tenant with the Prepaid endpoints for Prepaid card transactions

OPERA Cloud users with the CCCONF role can access OPERA Cloud and create an Electronic funds transfer (EFT) property interface for a new property, activate the OPI Cloud credit card processing parameter for credit card integration or OPI Cloud Token Proxy Service parameter for token exchange for the property, and connect to the OPI Cloud Service. This will launch the OPI Cloud Tenant Configuration portal where you can complete the Tenant configuration and map the Tenant with the PSP endpoints for each Transaction type (Credit/ Debit Card, Token Exchange, Pay By Link, E-commerce and 3DS2 Authentication) to perform end-to-end transactions.



A tenant can be configured with a Pay by Link endpoint only if it is configured with a Credit Card endpoint. The Pay by Link endpoint can be configured along with the Credit Card endpoint, as the Pay by Link payment response includes a token that will be used in the future.

Note:

Please note that the availability of functionality such as credit/debit card, token exchange, pay by link, e-commerce, and 3DS2 authentication depends on the availability of support from the corresponding Payment Service Provider used by the hotel resort.

OPERA Cloud users with the PPCONF role can access OPERA Cloud, activate the Prepaid Card parameter for prepaid card transactions, and create a SVS property interface for a new property. Once the property is created, connect to the OPI Cloud Service. This will launch the OPI Cloud Tenant Configuration portal, where you can complete the Tenant configuration and map the Tenant with the prepaid card endpoints to perform prepaid card transactions.

Note:

If there is an existing EFT interface or SVS interface, it is recommended to delete the old interface and create a new one instead of editing the existing one.

This user can perform the following activities in the Tenant Configuration portal:

- View/Update Core Configuration Information
 - Select a Payment Service Provider and corresponding endpoints for the hotel property for card, token exchange and pay by link transactions
 - Add Prepaid card endpoints for the OPERA Cloud property for prepaid card transactions
- View/Update Card Mappings
- Audit information
 - Audit Search
- E-commerce
 - Configure E-commerce and 3DS2 Service Provider endpoints

Prerequisites

You need to have the CCCONF and PPCONF roles as a prerequisite to onboard a property with OPI Cloud Service using OPERA Cloud. **The CCCONF and PPCONF roles are seeded during the OPI Cloud onboarding**. You can use any of the following methods to seed CCCONF and PPCONF roles.

- Seeded roles using Shared Security Domain (SSD)
- Seeded roles using OPERA Cloud Identity Management

Seeded roles using Shared Security Domain (SSD)

The user roles are seeded using SSD requested by OPERA Cloud users based on their persona and approved (or directly assigned) by the approver.

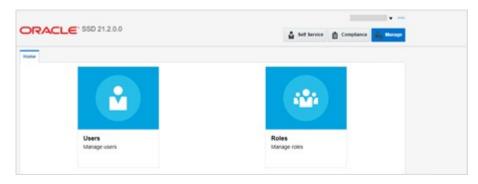
Manually Adding CCCONF Role through OIM

The OPERA Admin user will create the CCCONF role at the CHAIN level using Oracle Identity Management (OIM) manually.

- 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.

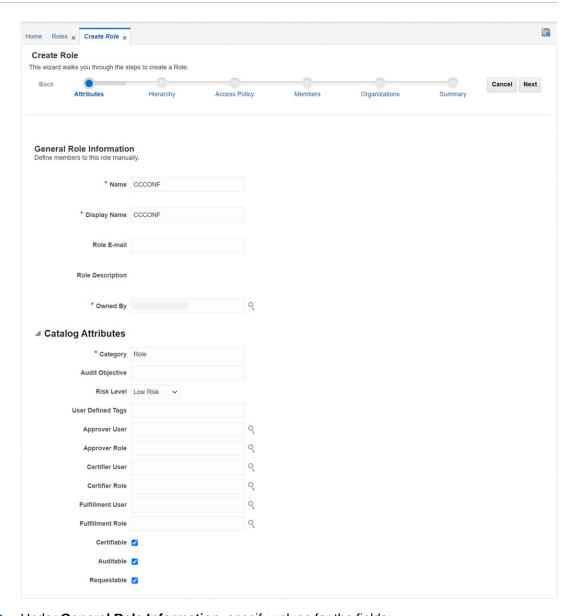
The Role Information screen appears.



5. Click Create .

The Create Role screen appears.





- 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. You can skip the fields under **Catalog Attributes** as these are optional.





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

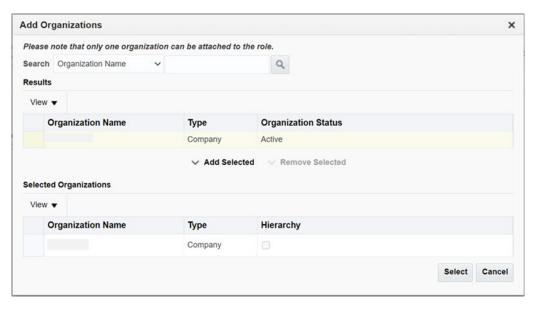
- 8. Click **Next** until you reach Organization page.
- **9.** In the Organizations page, you can specify the organizations to which this role will be published.

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**. Once the role is created successfully, you can assign CCCONF role to a user. See Assigning CCCONF Role to a User for more information.

Assigning CCCONF Role to a User

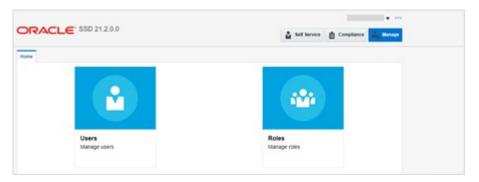
The OPERA Admin user will assign the CCCONF role to the chain or property user using Oracle Identity Management (OIM) manually.

- 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.

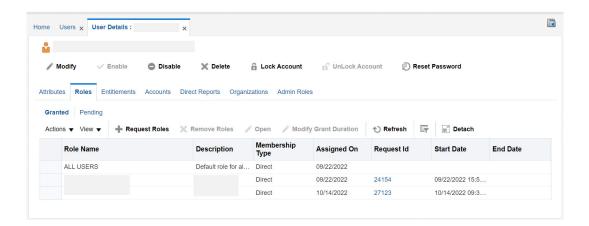
The Oracle Identity Management screen appears.



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.



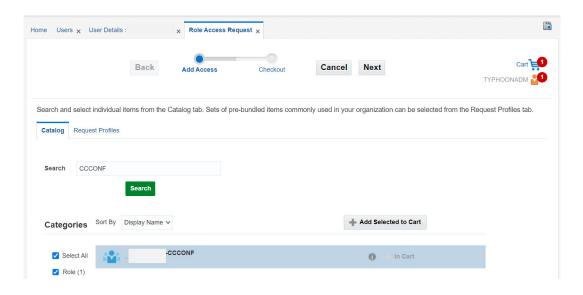
The **Roles** tab appears with the list of roles assigned to the user.

6. Click Request Role.

The Catalog screen appears.

- 7. Click the search icon next to the Catalog field.
- 8. Enter the CCCONF role and click Search.
- 9. Select the CCCONF role that you want to assign. Click Add Selected to Cart.

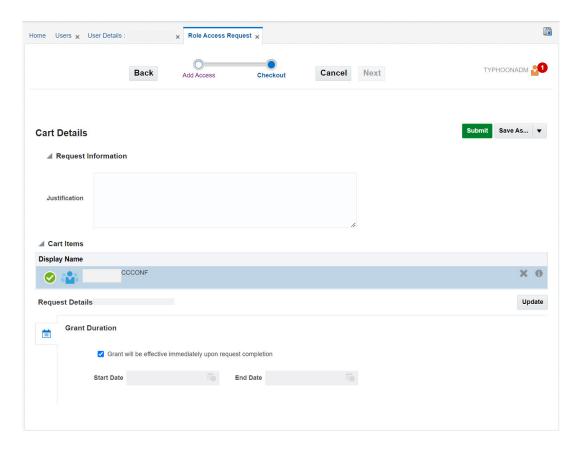




The selected role catalog item is added to the request cart.

10. Click **Next** and then click **Submit** to submit the request.

The role is assigned to the user when an approver approves the request.



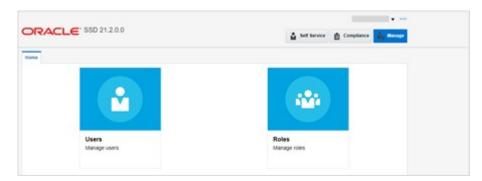
Manually Adding PPCONF Role through OIM

The OPERA Admin user will create the PPCONF role at the CHAIN level using Oracle Identity Management (OIM) manually.



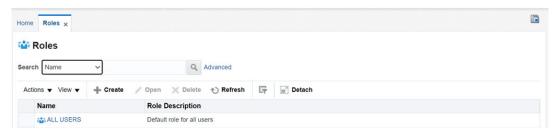
- Log in to OPERA Cloud using the URL provided.
- 2. Enter your Admin **User Name** and **Password** in the fields provided.
- 3. From the Side menu, select Identity Management.

The Oracle Identity Management screen appears.



4. Click the **Manage** tab and select the **Roles** tab to manually create a role.

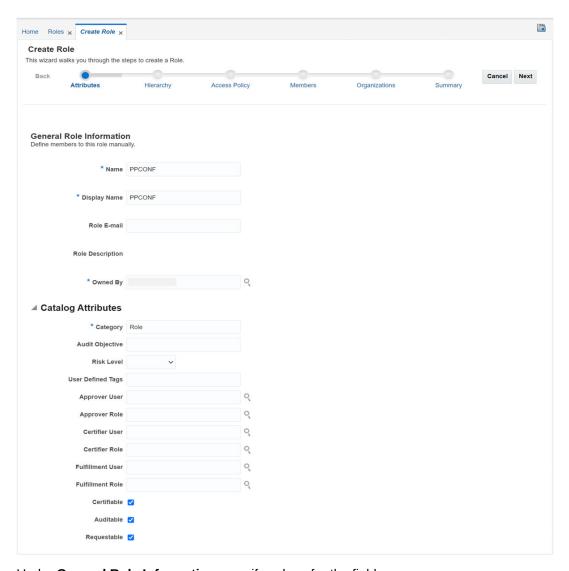
The Role Information screen appears.



5. Click Create .

The Create Role screen appears.





- 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. You can skip the fields under **Catalog Attributes** as these are optional.



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

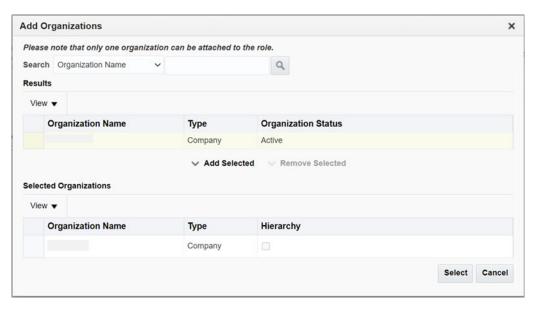
- 8. Click **Next** until you reach Organization page.
- In the Organizations page, you can specify the organizations to which this role will be published.

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.



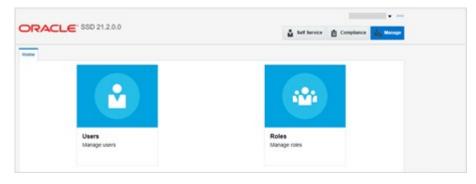
- d. Click Next. The Summary page of the Create Role is displayed. It displays the role summary information of the role that will be created.
- 10. Click Finish. Once the role is created successfully, you can assign PPCONF role to a user. See Assigning PPCONF Role to a User for more information.

Assigning PPCONF Role to a User

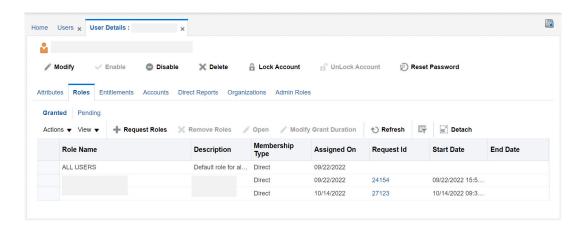
The OPERA Admin user will assign the PPCONF role to the chain or property user using Oracle Identity Management (OIM) manually.

- Log in to OPERA Cloud using the URL provided.
- 2. Enter your Admin **User Name** and **Password** in the fields provided.
- 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.

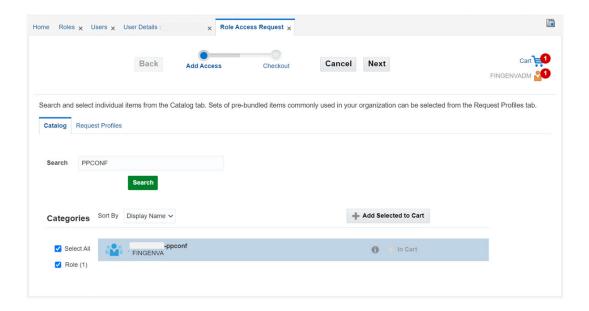


The **Roles** tab appears with the list of roles assigned to the user.

6. Click Request Role.

The Catalog screen appears.

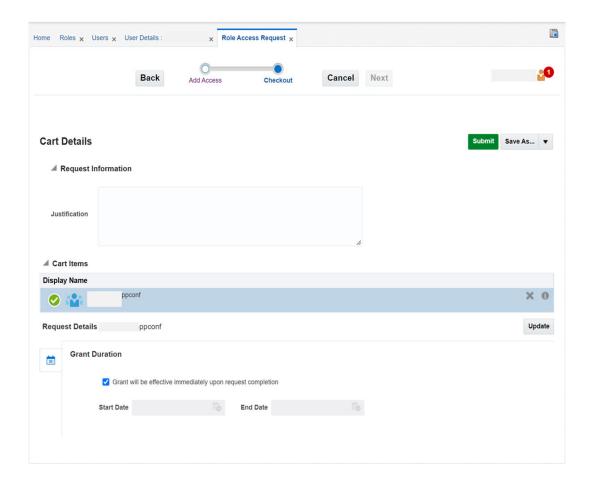
- 7. Click the search icon next to the Catalog field.
- 8. Enter the PPCONF role and click **Search**.
- 9. Select the PPCONF role that you want to assign. Click Add Selected to Cart.



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

10. Click Next and then click Submit to submit the request.

The role is assigned to the user when an approver approves the request.



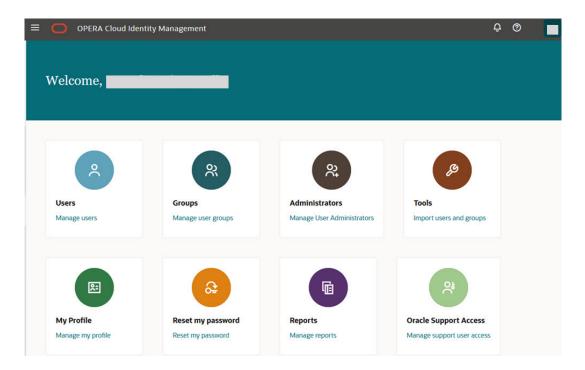
Seeded roles using OPERA Cloud Identity Management

OPERA Cloud Identity Management is a cloud ready identity and access management service for OPERA Cloud. OPERA Cloud identity management replaces SSD as the core identity and access management engine for OPERA Cloud. Identity and Access Management (IAM) Identity Domain is a container for managing users and roles through Oracle Single Sign-On (SSO) configuration to access OPERA Cloud services.

Creating a Group

The Chain Admin or Property Admin user will create a CCCONF or PPCONF group using OPERA Cloud Identity Management.

- 1. Log in to OPERA Cloud Identity Management using the URL provided.
- 2. Enter your **User Name** and **Password** in the fields provided.
- 3. Select the **Groups** tab and click the **Manage user groups** to create a group.



The Groups Information screen appears.



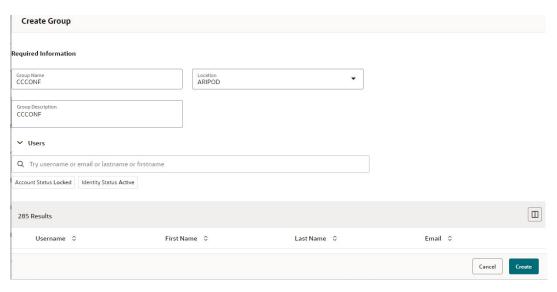


4. Click Create Group



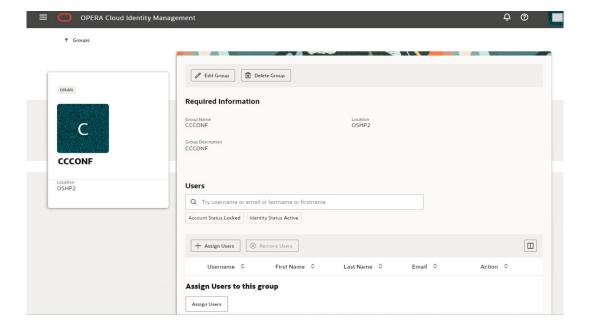
) to create a CCCONF or PPCONF group.

The Create Group screen appears.



- 5. Enter the Group name.
- **6.** Enter the **Group Description** about the group.
- Select or enter the Location manually. For example, Organization code (chain (SH) or property (349).
- 8. Click Create to create a group.

The Group profile screen appears.



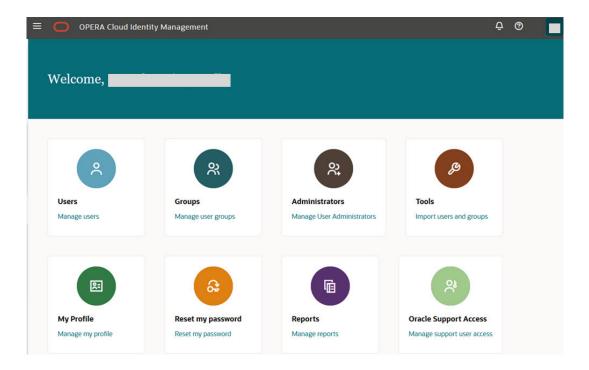


Once the group profile is created, you can assign users to the group. See Assigning a User to CCCONF Group or Assigning a User to PPCONF Group for assigning users to the group.

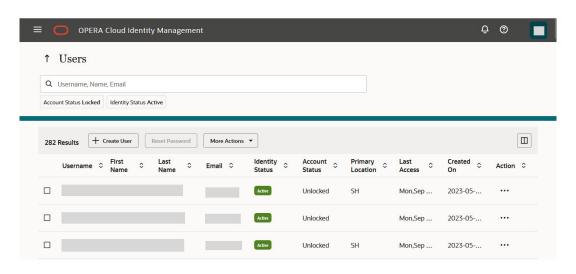
Creating a User

The Chain Admin or Property Admin user will create and manage users and their access to OPERA Cloud services using OPERA Cloud Identity Management.

- 1. Log in to OPERA Cloud Identity Management using the URL provided.
- 2. Enter your User Name and Password in the fields provided.
- 3. Select the **Users** tab and click the **Manage users** to create a user.



The User Information screen appears.

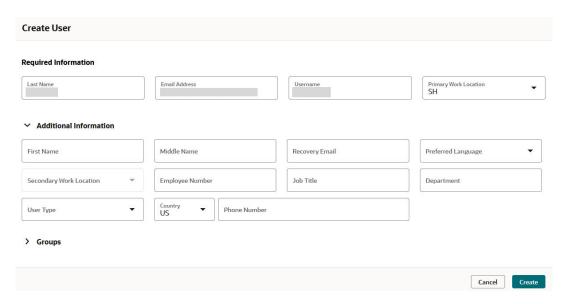






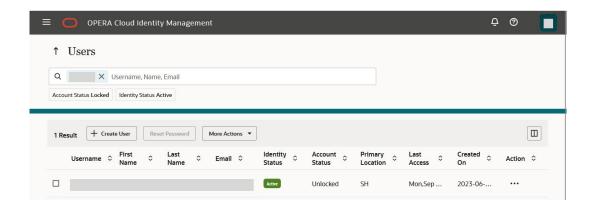
).

The Create User screen appears.

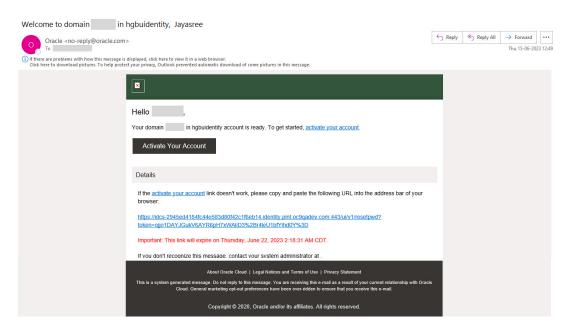


- 5. Under **Required Information**, specify values for the fields:
 - a. Last Name: Enter the last name of the user.
 - b. Email Address: Enter email address of the user.
 - **c. Username**: Enter the username for the user.
 - d. Primary Work Location: Select the primary work location from the drop-down list.
 - e. Additional Information section:
 - i. First Name: Enter the first name of the user.
 - ii. Middle Name: Enter the middle name of the user.
 - iii. Recovery Email: Enter the recovery email of the user.
 - iv. Preferred Language: Select the preferred language of the user.
 - Secondary Work Location: Select the secondary work location from the dropdown list.
 - vi. Employee Number: Enter the employee number of the user.
 - vii. Job Title: Enter the job title of the user.
 - viii. Department: Enter the department of the user.
 - ix. User Type: Select the user type from the drop-down list.
 - x. Country: Select the country from the drop-down list.
 - xi. Phone Number: Enter the phone number.
- Click Create to create a user.



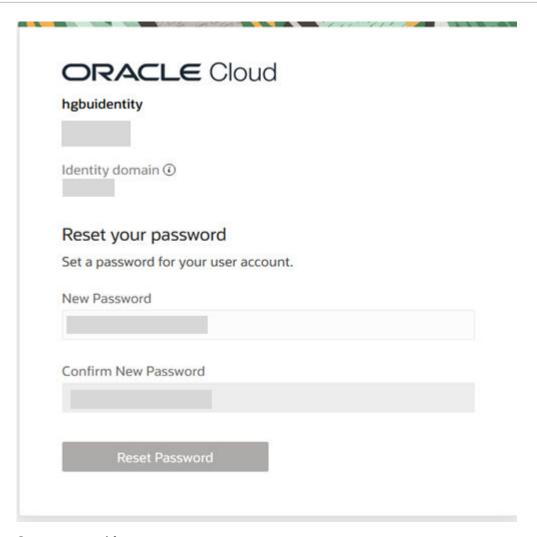


After a user account is created, a welcome invitation is sent to the user, requesting that they activate the account. The new user account must be activated before it can be used. If the user account is not activated after a designated time period, then the administrator can send another invitation to the user to activate the account.



7. Click Activate Your Account to get started.

The Reset Password screen appears.



- 8. Set a password for your user account.
 - a. Enter and confirm New Password.

The user can log into OPERA Cloud Identity Management portal to view the user details.

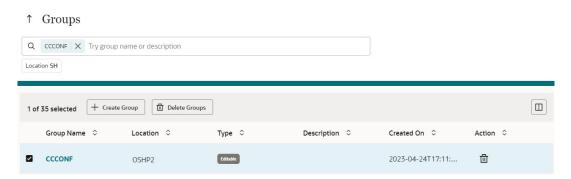
Once the user is created successfully, you can assign CCCONF or PPCONF group to a user. See Assigning a User to CCCONF Group or Assigning a User to PPCONF Group for more information.

Assigning a User to CCCONF Group

The Chain Admin or Property Admin user will assign a user to CCCONF group using OPERA Cloud Identity Management.

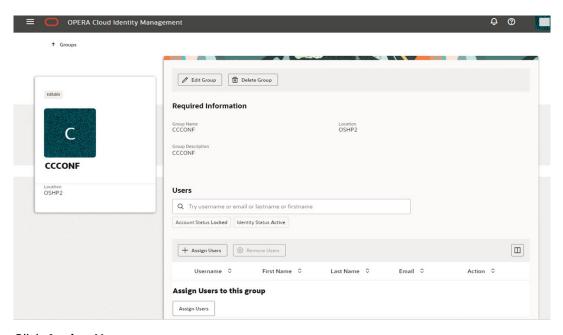
- 1. Log in to OPERA Cloud Identity Management using the URL provided.
- Enter your User Name and Password in the fields provided.
- Select the Groups tab and click the Manage user groups to assign a user to ccconf group.

The Group Information screen appears



- 4. Enter the **Group name**, **Description** or select the **Location** check box. Click **Enter**.
- 5. Select the group name check box and click the CCCONF group that you want to assign to a user.

The Group profile screen appears.

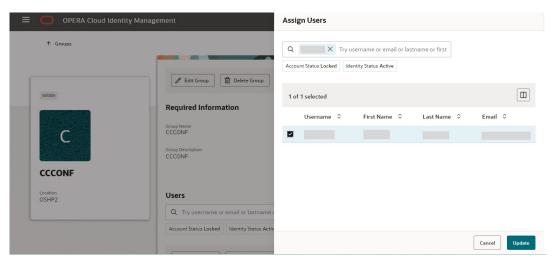


6. Click Assign Users



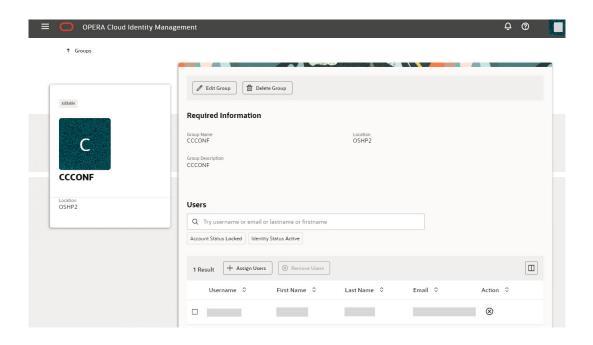
) to assign users to the CCCONF group.

The Assign Users screen appears.



- 7. Enter the username, email, firstname or lastname. Click Enter.
- 8. Select the **Username** check box that you want to assign to the CCCONF group.
- 9. Click Update.

The Groups profile screen appears with assigned users.



You have successfully added the user(s) to the group.

Click Assign Users



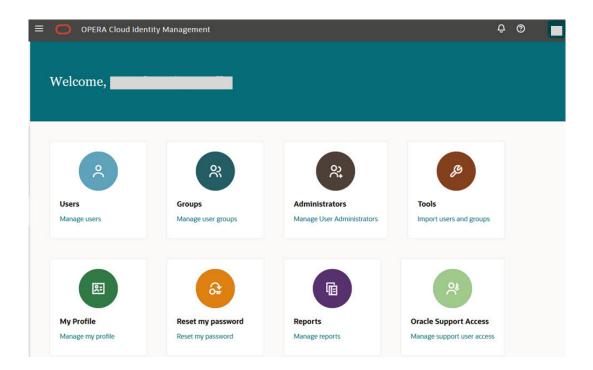
) to assign additional users to the CCCONF group.

Assigning a User to PPCONF Group

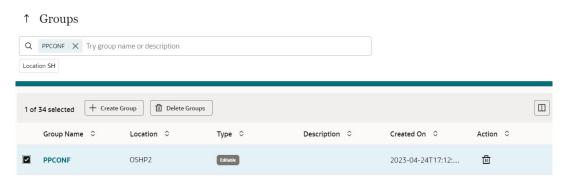


The Chain Admin or Property Admin user will assign a user to PPCONF group using OPERA Cloud Identity Management.

- 1. Log in to OPERA Cloud Identity Management using the URL provided.
- 2. Enter your User Name and Password in the fields provided.
- 3. Select the **Groups** tab and click the **Manage user groups** to assign a user to ppconf group.



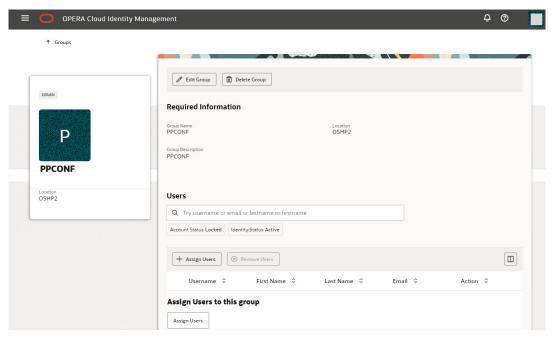
The Groups Information screen appears.



- 4. Enter the Group name, Description or select the Location check box. Click Enter.
- 5. Select the group name check box and click the PPCONF group that you want to assign to a user.

The Group profile screen appears.



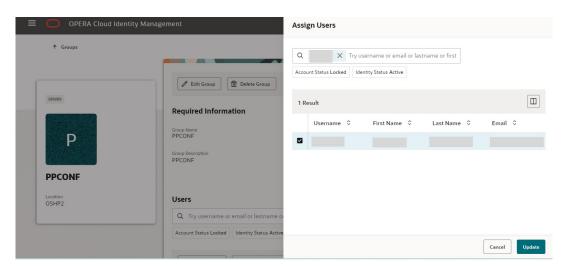


6. Click Assign Users



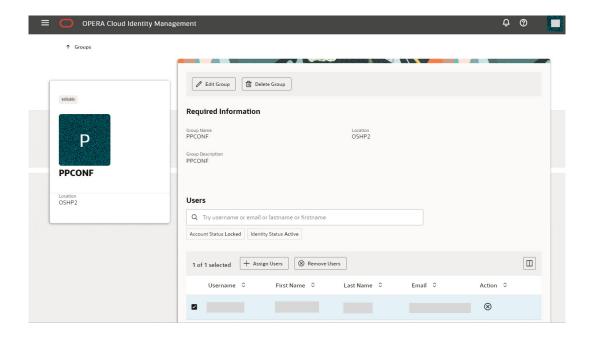
) to assign users to the PPCONF group.

The Assign Users screen appears.



- 7. Enter the username, email, firstname or lastname. Click Enter.
- 8. Select the **Username** check box that you want to assign to the PPCONF group.
- 9. Click Update.

The Groups Information screen appears with assigned users.



You have successfully added the user(s) to the group.

Click Assign Users



) to assign additional users to the PPCONF group.

Onboarding a Property through OPERA Cloud

The OPERA Cloud users with the CCCONF role can access OPERA Cloud and execute the following scenarios:

- Create an EFT property interface for a new property See Creating and configuring EFT Property through OPERA Cloud for more information.
 - Configure CHIP AND PIN (EMV) for a new EFT property See Configuring CHIP AND PIN (EMV) for more information.
 - Configure OPERA Controls for Settlement at Checkout and Chip and Pin for a new EFT property – See Configuring OPERA Controls for Settlement at Checkout and Chip and Pin for more information.
 - Activate OPI Cloud Service control for Credit Card and Token Exchange See Activating OPI Cloud Service for Credit Card and Token Exchange for more information.
 - Activate OPI Token Proxy Service for Token Exchange See Activating OPI Cloud Token Service for Token Exchange

The OPERA Cloud users with the PPCONF role can access OPERA Cloud and execute the following scenarios:

- Activate the Prepaid Card control See Activating Prepaid Card Functionality for more information.
- Create a SVS property interface for a new property See Creating and configuring SVS property through OPERA Cloud for more information.
- Activate the Prepaid Multi Record Processing See Activate Prepaid Multi Record Processing for more information.

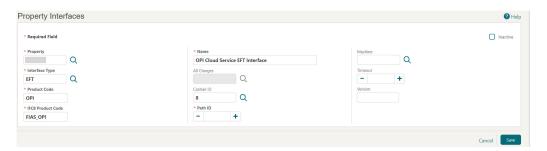
Creating and configuring EFT Property through OPERA Cloud

The OPERA Cloud users with the CCCONF role can access OPERA Cloud and create an EFT property interface for a new property. Once the property is created, activate the OPI Cloud credit card processing parameter for credit card integration, and connect to the OPI Cloud Service. This will launch the OPI Cloud Tenant Configuration portal.

Note:

- If there is an existing EFT interface, it is recommended to delete the old interface and create a new one instead of editing the existing one.
- While creating an EFT property, the IFC8 required fields such as Machine and Version are mandatory, however these are not required for OPI Cloud. When the OPI Cloud Credit Card Processing parameter is active, these fields will be no longer be mandatory and can be left blank.

- Log in to OPERA Cloud using the URL provided.
- Enter your User Name and Password in the fields provided.
- 3. From the **Administration** menu, go to **Interfaces**, and then select **Property Interfaces**. Click **New** to add the configuration for a new EFT interface.
- 4. Enter the following options:
 - a. Property: Enter or select the property from the list. For example, OPICloudProp
 - b. Interface Type: Select the interface type as 'EFT' from the list.
 - c. Product Code: Enter the product ID of the validated system. For example, OPI.
 - IFC8 Product Code: Will auto-populate based on the Product Code. For example, FIAS OPI
 - Name: Enter the display name of the system for identification. For example, EFT Interface.
 - f. Cashier ID: Select the cashier id for the interface from the list. For example, 8.
 - g. Path ID: Enter the Path ID of the interface. In most cases this is a 1. Only if the vendor is supporting multi-property with one interface, is there a need for more. If setting up a multi-property, the first property must be defined as 1, and all subsequent properties must follow sequentially and with no gaps. For example, 1.
 - Machine: This field is not applicable as IFC8 is not used.
 - i. Timeout: Enter a timeout value in seconds on how long the UI will wait for response on outbound messages (Room key and credit card transaction requests). For example, 240.
 - j. **Version**: This field is not applicable as IFC8 is not used.



- Click Save to add the configuration for a new EFT interface.
- 6. Once the EFT property interface details are created, go to **Interfaces**, select **Property Interfaces**, click **edit EFT IFC**, and then select **General Information**.
 - a. Select the check box to enable the **Handle Night Audit / End of Day Commands**.
 - b. Select the check box to enable the CC Vault Function.



You cannot view the **OPI Cloud Credit Card Processing** parameter until the EFT property interface details are created and the **CC Vault Function** check box is enabled in the **General Information** panel.

c. Select the check box to enable the **Regular Transaction**.



d. The Token Provider URL should be in the format: https://OPIHostIP.example.com



The Token Provider URL is only required to be completed if the customer is using legacy integrations such as OXI or OWS.

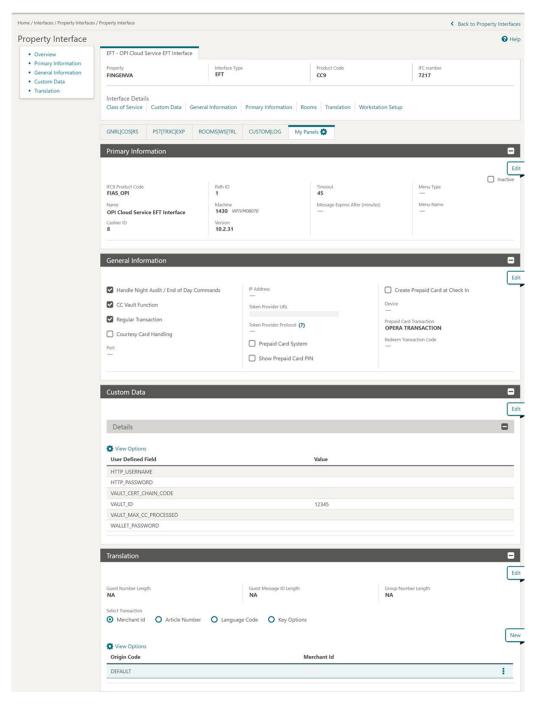
- e. The Token Provider Protocol should be set to One Way Handshake which means for OPI only server side certificate is required.
- Click Save to save the details.
- g. Go to Interfaces, select Property Interfaces, click edit EFT IFC, and then select Custom Data panel.
- h. The HTTP_USERNAME and HTTP_PASSWORD should be set at the Token proxy service side that allows communication with the token proxy service URL.



HTTP credentials are only required to be completed if the customer is using legacy integrations such as OXI or OWS

- OPERA Cloud uses the VAULT_CERT_CHAIN_CODE for the certificate lookup and should be populated with what was entered during the OPI configuration for OPERA Cloud.
- j. The VAULT_ID should be set to the same value as the auto populated IFC number.
- k. The WALLET_PASSWORD is not used for One Way Handshake.
- The VAULT_MAX CC PROCESSED is set to what the Payment Partner can support for the number of rows sent in one Token (GetID/GetCC) request. This is used during the bulk tokenization process and when multiple folio windows exist on OPERA Reservations. 50 is the default used when nothing is set here.
- m. Click Save.
- n. Go to Interfaces, select Property Interfaces, click edit EFT IFC, and then select Translation panel. Click New
- Select the Origin Code as the DEFAULT code to run an EFT interface.
- p. Enter the Merchant Id. The Merchant ID is mandatory while creating an EFT interface and it should match with the Merchant ID within the OPI Cloud Tenant Configuration. The Merchant Id is a combination of OPERA Chain | Property Code. For example, FIRST | FINPROP.
- q. Click Save.





 You can activate the OPI Cloud Credit Card Processing parameter to activate all credit card transactions through OPI Cloud. See Activating OPI Cloud Service for Credit Card and Token Exchange for more information.

Note:

You cannot view the **Configure** link if the **OPI Cloud Credit Card Processing** parameter is not activated.

Or

8. You can activate the **OPI Cloud Token Proxy Service** parameter to support the token exchange process through OPI Cloud. See Activating OPI Cloud Token Service for Token Exchange for more information.

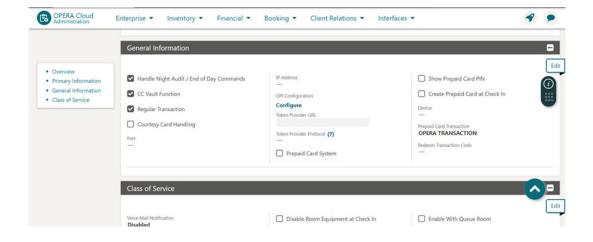


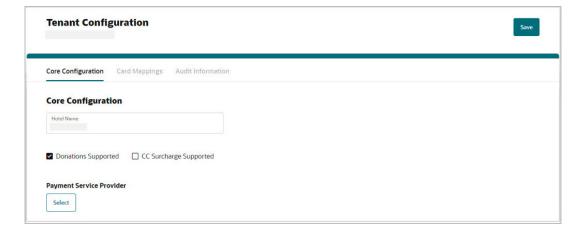
You cannot view the **Configure** link if the **OPI Cloud Token Proxy Service** parameter is not activated.

Note:

You cannot turn ON **OPI Cloud Token Proxy Service** parameter when **OPI Cloud Credit Card Processing** parameter is ON as OPI Token Proxy Service and OPI Cloud Credit Card Processing OPERA Controls are mutually exclusive.

9. Once the OPI Cloud Credit Card Processing or OPI Cloud Token Proxy Service parameter is active, click Configure under OPI Configuration. This will launch the OPI Cloud Tenant Configuration portal where you can configure the Tenant information and map the Tenant with the PSP endpoints for each Transaction type (Credit/Debit Card or Token Exchange) to perform end-to-end transactions.



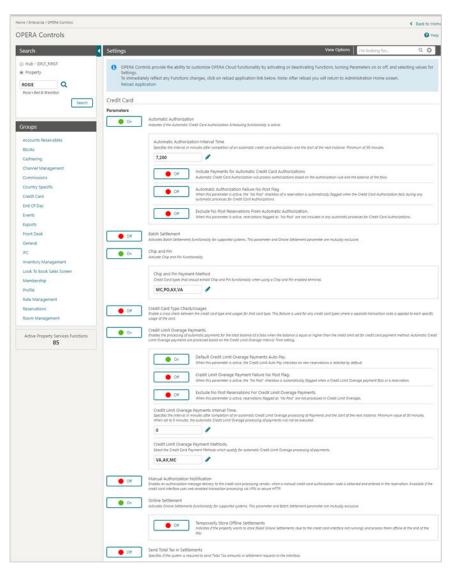




Configuring CHIP AND PIN (EMV)

Once the CC vault function is configured, OPERA Cloud users with the CCCONF role can configure Chip and Pin (EMV) for a new EFT property interface.

- Log in to OPERA Cloud using the URL provided.
- 2. Enter your User Name and Password in the fields provided.
- 3. From the Administration menu, go to Enterprise, OPERA Controls, Groups, Credit Card, Parameters.



- 4. Turn ON **Online Settlement** parameter to allow online settlement. OPI is an online settlement and this must be active to activate the Chip and PIN Application Setting.
- 5. Turn ON 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.

- 6. In the **Settings** panel configure the following:
 - Authorization at Check-In: Select the payment methods that will trigger an automatic credit card authorization at check-in.
 - Authorization Reversal Allowed: Select the payment methods that can process authorization reversals. This provides a request transaction to the Payment Partner to remove the existing authorization on a guest credit card or debit card if the folio payment type is changed or at check-out a different payment method is used. For example, a guest checks in on a reservation for a 5-night stay using a Visa credit card for payment type. At the time of authorization, a hold is put on the Visa credit card for the total cost of the stay. If the payment type is changed to another type on the reservation or the guest checks out using cash or a different brand of credit card, OPERA will send a reversal request for the originally selected Visa credit card authorization. A partial reverse authorization is not supported.



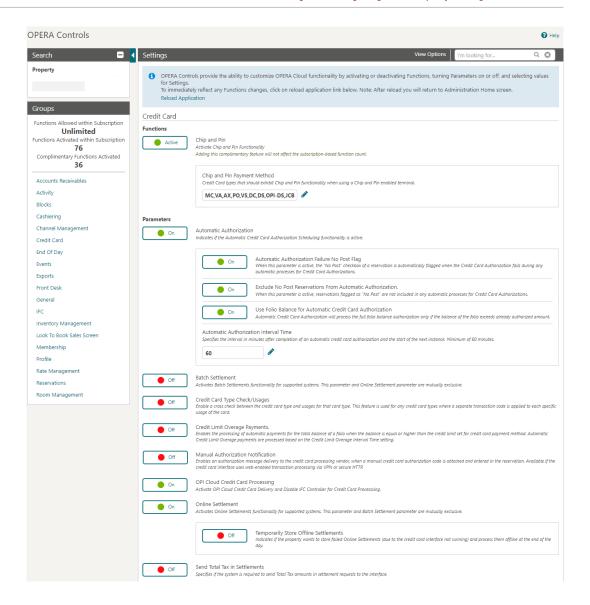
The Authorization reversal should only be setup if the selected PSP supports this.

- **Authorization During Stay/Deposit**: Select the payment methods that allow manual and automatic authorizations following check-in and prior to check-out and settlement. This option must be enabled in order to allow authorizations by the end-of-day routine.
- Authorization Settlement at Check-Out: Select the payment types that use credit
 card authorization and settlement in one transaction request. These are payment types
 that do not allow an authorization separate from the settlement/sale. For example,
 specific debit cards.
 - Any one payment type can be selected for credit card specific rules of:
 Authorization at check-in, Authorization Reversal, and Authorization during Stay/
 Deposit. If they are selected for these card specific rules, then the payment types will not be available for Authorization Settlement at Check Out

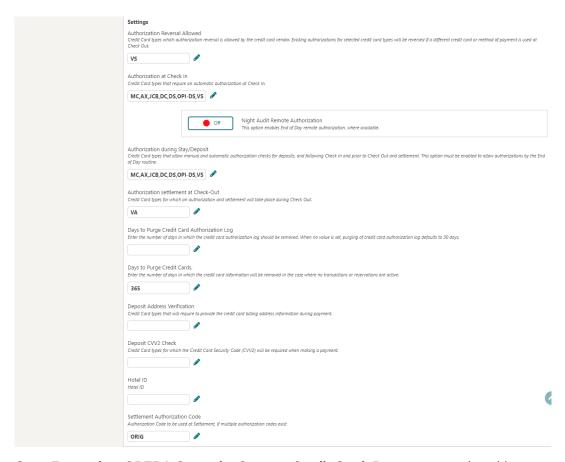
See Configuring OPERA Controls for Settlement at Checkout and Chip and Pin for more details.

• **Settlement Authorization Code**: Specifies the authorization code used at settlement if multiple authorization codes exist Pre authorizations and top-up authorizations before the settlement. Select either the LAST or ORIGINAL authorization code.

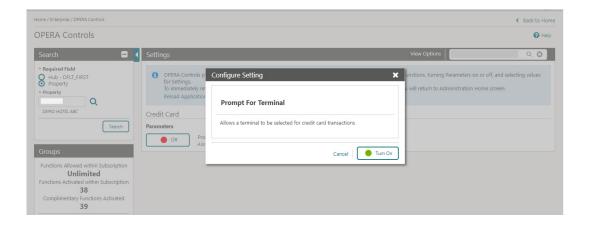


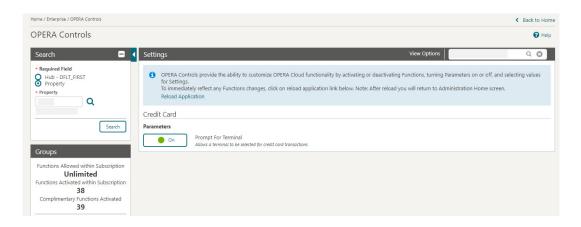






 Go to Enterprise, OPERA Controls, Groups, Credit Card, Parameters and enable Prompt For Terminal to handle chip and pin EMV devices.

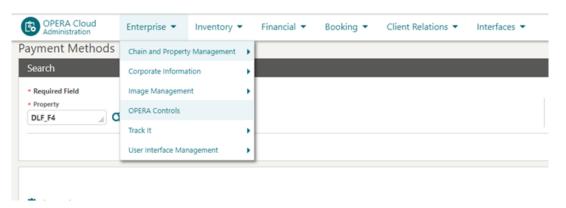




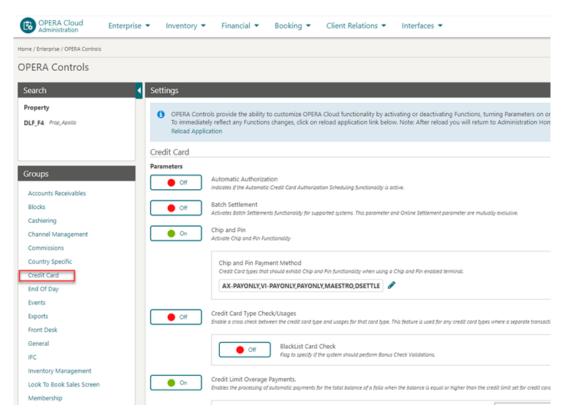
Configuring OPERA Controls for Settlement at Checkout and Chip and Pin

Once the CC vault function is configured, OPERA Cloud users with the CCCONF role can configure OPERA Controls for Settlement at Checkout and Chip and Pin for a new EFT property interface.

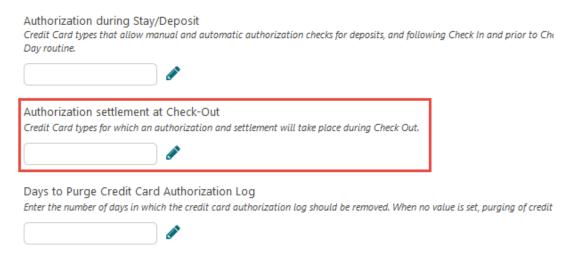
- Log in to OPERA Cloud using the URL provided.
- 2. Enter your **User Name** and **Password** in the fields provided.
- 3. From the Administration menu, select Enterprise, then select OPERA Controls.



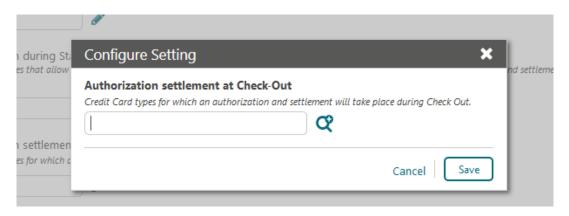
4. Select the Credit Card group.



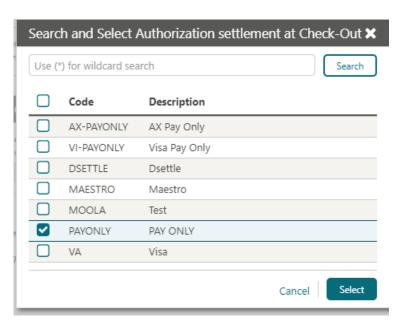
5. Click the edit icon in the Authorization settlement at Check-Out setting.



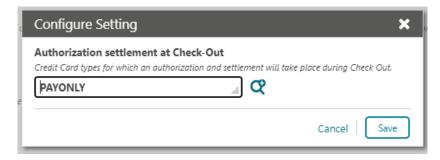
6. Click in the search icon in the Configure Setting screen.



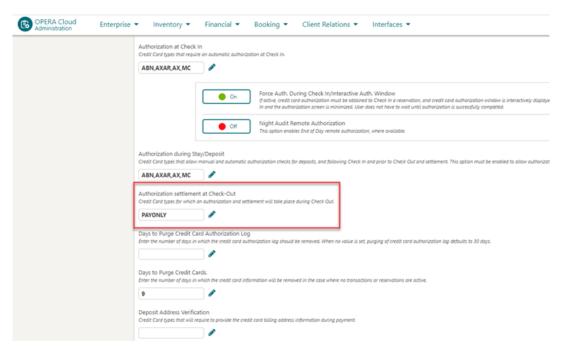
- 7. Search and select the authorization settlement at Check-Out.
- 8. Click Select.



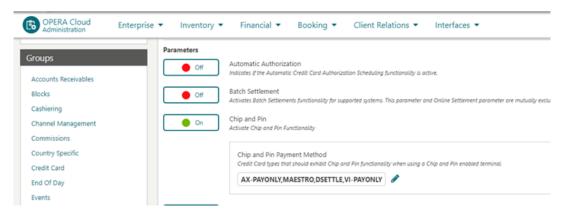
9. Click **Save** to confirm selection.



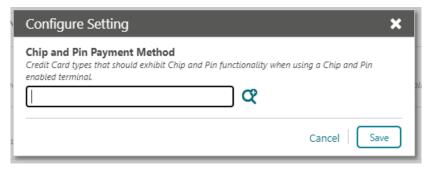
10. Pay only is now added.



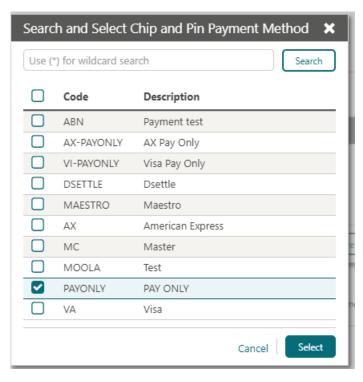
11. Click the edit icon in the Chip and Pin Payment Method setting.



12. Click the Search icon in the Configure Setting screen.



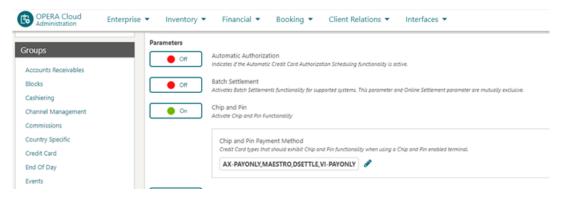
13. Click Select.



14. Click Save to confirm selection.



15. Pay only is now added.

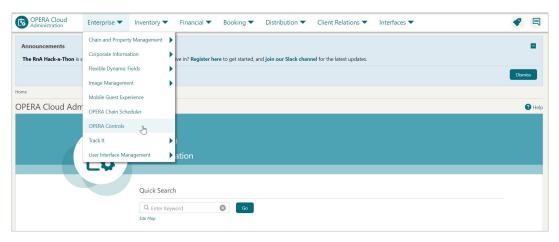


16. Repeat this process for all card types flagged as to activate the payment terminal and settlement at check out.

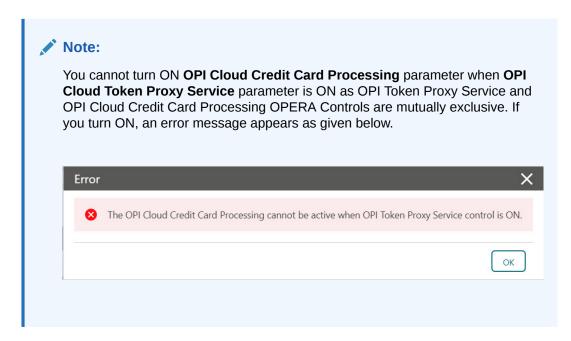
Activating OPI Cloud Service for Credit Card and Token Exchange

The OPERA Cloud users with the CCCONF role can access OPERA Cloud and activate the OPI Cloud Credit Card Processing parameter once the EFT interface is created for a new property. Once the parameter is active, all credit card transactions communicate with the OPI Cloud service.

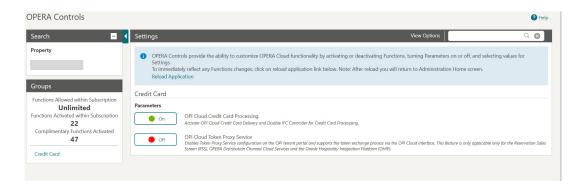
- 1. Log in to OPERA Cloud using the URL provided.
- 2. Enter your User Name and Password in the fields provided.
- 3. From the Administration menu, select Enterprise, then select OPERA Controls.



- OPERA Control groups are listed down the left side panel, select the Credit Card group.
- 5. On the right-side panel, turn ON the **OPI Cloud Credit Card Processing** parameter to activate all credit card transactions through OPI Cloud.







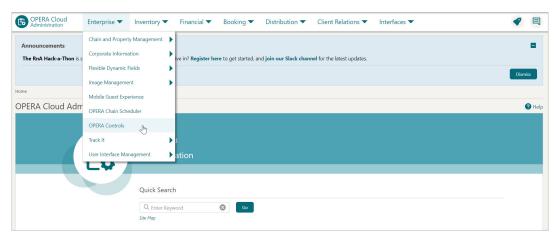
Once the parameter is active, you can configure the property for credit card integration.

Activating OPI Cloud Token Service for Token Exchange

The OPERA Cloud users with the CCCONF role can access OPERA Cloud and activate the OPI Cloud Token Proxy Service parameter once the EFT interface is created for a new property. Once the parameter is active and OPI Cloud is configured for token exchange for the property, RSS can use the OPERA Pay widget for token exchange even when OPERA PMS is still using OPI on premise and TPS.

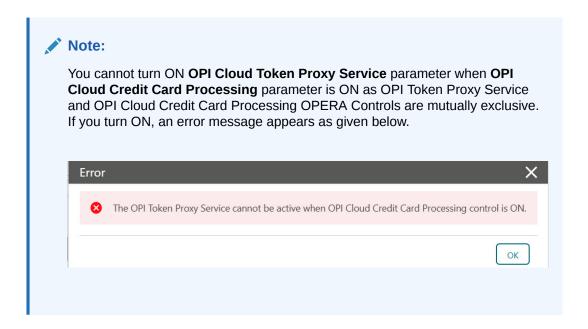
Enables Token Proxy Service configuration on the OPI tenant portal and supports the token exchange process through the OPI Cloud interface. This feature is only applicable for the Reservation Sales Screen (OPERA Cloud Central Management Services), OPERA Distribution Channel Cloud Services and the Oracle Hospitality Integration Platform.

- Log in to OPERA Cloud using the URL provided.
- 2. Enter your User Name and Password in the fields provided.
- From the Administration menu, select Enterprise, then select OPERA Controls.

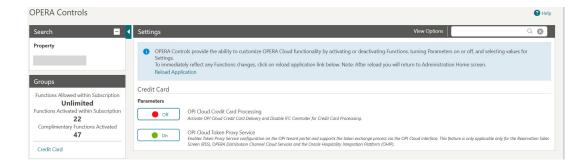


- OPERA Control groups are listed down the left side panel, select the Credit Card group.
- On the right-side panel, turn ON the OPI Cloud Token Proxy Service parameter to support the token exchange process through OPI Cloud.









Once the parameter is active, OPI Cloud is configured for token exchange for the property

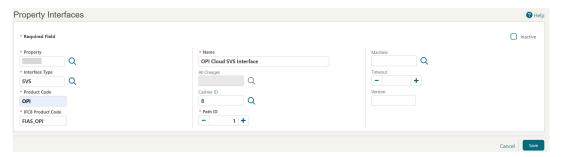
Creating and configuring SVS property through OPERA Cloud

The OPERA Cloud users with the PPCONF role can access OPERA Cloud, activate the Prepaid Card parameter for prepaid card transactions, and create a SVS property interface for a new property. See Activating Prepaid Card Functionality for more information. Once the property is created, connect to the OPI Cloud Service. This will launch the OPI Cloud Tenant Configuration portal. Prior to creating the Property Interface, a Cashier ID for the interface should be created. See Configuring Cashiers for more information.

Note:

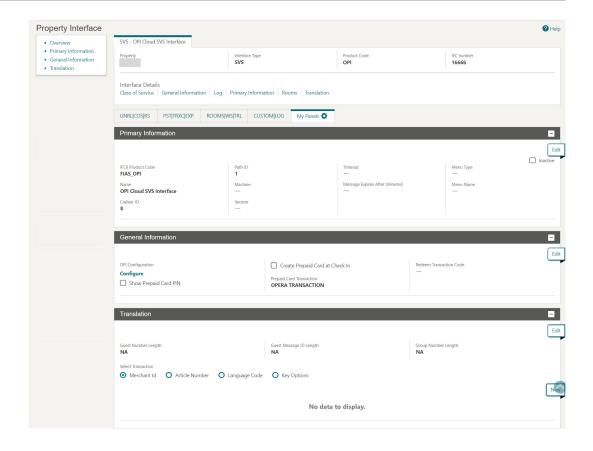
If there is an existing SVS interface, it is recommended to delete the old interface and create a new one instead of editing the existing one.

- Log in to OPERA Cloud using the URL provided.
- 2. Enter your User Name and Password in the fields provided.
- 3. From the **Administration** menu, go to **Interfaces**, and then select **Property Interfaces**. Click **New** to add the configuration for a new SVS interface.
- 4. Enter the following options:
 - a. Property: Enter or select the property from the list.
 - b. Interface Type: Select the interface type as 'SVS' from the list.
 - c. Product Code: Enter 'OPI' as the product ID of the validated system.
 - IFC8 Product Code: Will auto-populate based on the Product Code. For example, FIAS_OPI
 - **e. Name**: Enter the display name of the system for identification, which should include the name of the SVS vendor. For example, OPI Cloud Service (vendor name).
 - f. Cashier ID: Select the cashier id for the interface from the list. For example, 8.
 - **a.** Path ID: .Enter '1' as the Path ID of the interface.
 - h. **Machine**: This filed is not applicable for SVS interface.
 - i. **Timeout**: Enter a timeout value of 240 seconds.
 - j. **Version**: This field is not applicable for SVS interface.



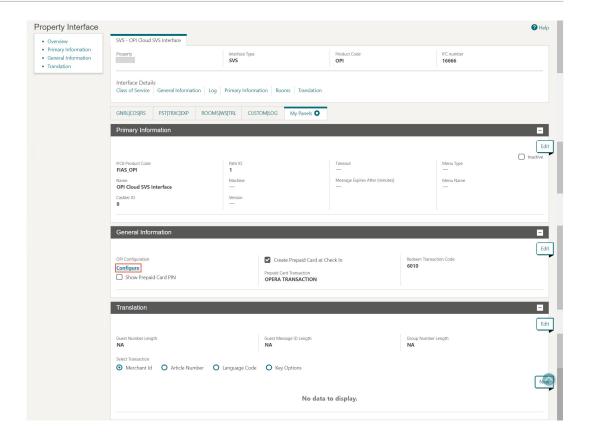
- 5. Click **Save** to add the configuration for a new SVS interface.
- Once the SVS property interface details are created, go to Interfaces, select Property Interfaces, click edit SVS IFC, and then select General Information.

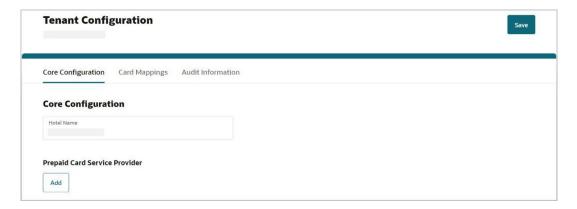




- a. Show Prepaid Card PIN: Select the check box to display the stored value pin that is provided by the vendor. The vendor can define whether a PIN is in use or not. This should not be checked unless the Vendor has indicated they will use PINs.
- b. Create Prepaid Card at Check In: Select to allow for a prompt to create a stored value account when the guest is checking in.
- c. Redeem Transaction Code: Select the stored value redeem transaction method from the drop down list. The transaction code that is selected here will be used any time a stored value account is redeemed.
- d. Prepaid Card Transaction: Select to choose 'OPERA Transactions' from the drop down list.
- e. Click Save to save the details.
- 7. Click Configure under OPI Configuration. This will launch the OPI Cloud Tenant Configuration portal, where you can configure the Tenant information and map the Tenant with the Prepaid card endpoints to perform prepaid card transactions.







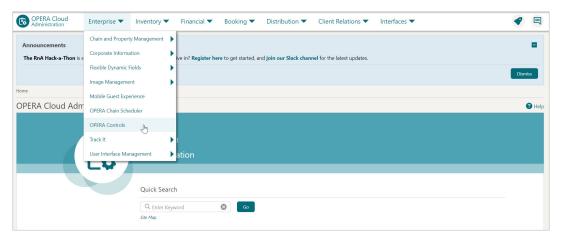
Activating Prepaid Card Functionality

The OPERA Cloud users with the PPCONF role can access OPERA Cloud and activate the prepaid card parameter for a new property. Once the parameter is active, all prepaid card transactions are supported by OPI Cloud Service via service-to-service communication.

To activate prepaid card parameter:

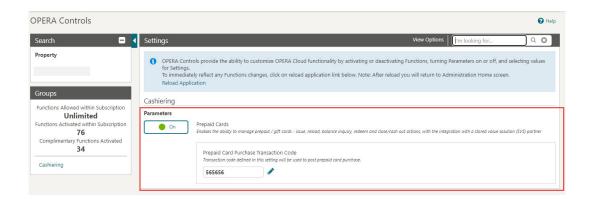
- Log in to OPERA Cloud using the URL provided.
- Enter your User Name and Password in the fields provided.
- 3. From the Administration menu, select Enterprise, then select OPERA Controls.

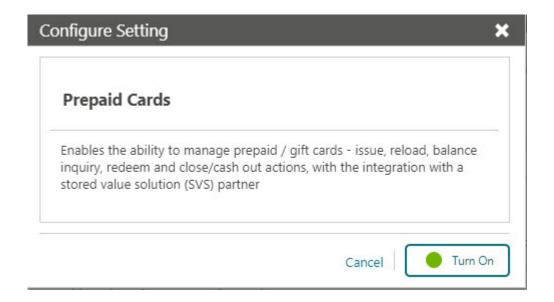




- 4. OPERA Control groups are listed down the left side panel, select the **Cashiering** group.
- 5. On the right-side panel, turn ON the **Prepaid Cards** parameter to activate all prepaid card transactions for the property through OPI Cloud.

The **Prepaid Card Purchase Transaction Code** parameter is visible only when a Stored Value System (SVS) interface is active. Select the Prepaid Card Purchase transaction code from the list of values. The transaction code that is selected here will be used any time a stored value card is purchased.





Once the parameter is active, you can configure the property for prepaid card integration.

Activate Prepaid Multi Record Processing

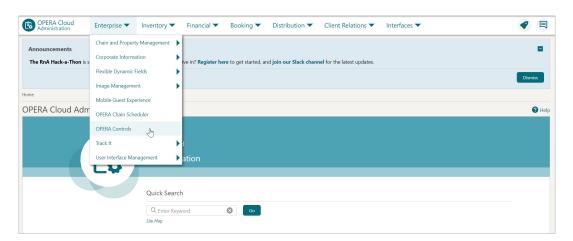
The OPERA Cloud users with the PPCONF role can access OPERA Cloud and activate the prepaid multi record processing parameter for a new property.



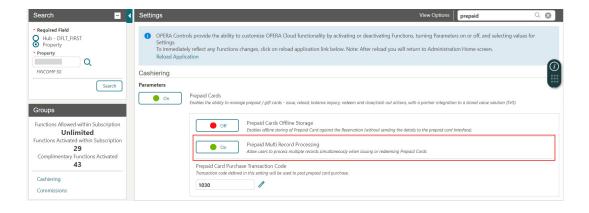
Prepaid Multi Record Processing should only be activated if the selected Prepaid Card Vendor supports this functionality.

To activate prepaid multi record processing parameter:

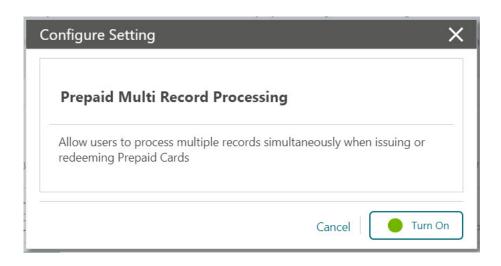
- Log in to OPERA Cloud using the URL provided.
- Enter your User Name and Password in the fields provided.
- 3. From the Administration menu, select Enterprise, then select OPERA Controls.



- OPERA Control groups are listed down the left side panel, select the Cashiering group.
- On the right-side panel, turn ON the Prepaid Cards parameter and then Prepaid Multi Record Processing parameter to activate the prepaid multi record processing parameter for a new property.







Once the parameter is active, you can configure the property for prepaid card integration and process multiple records simultaneously when issuing or redeeming prepaid cards.

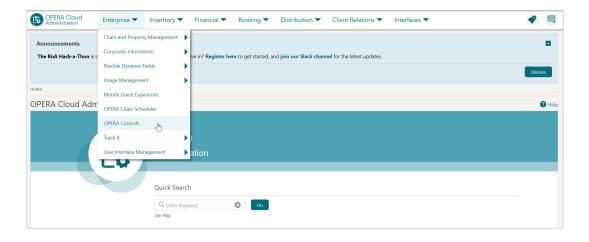
Activating Pay By link Functionality

The OPERA Cloud users with the CCCONF role can access OPERA Cloud to configure the pay by link functionality. Once the Pay by link parameter is active, you can send an email to the Guest with a Pay By Link, so that a Credit Card Deposit Payment can be made by the Guest using that link.



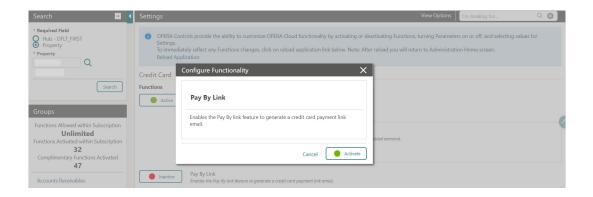
Advance Deposit handling OPERA Control parameter is a pre-requisite to use the Pay by link feature.

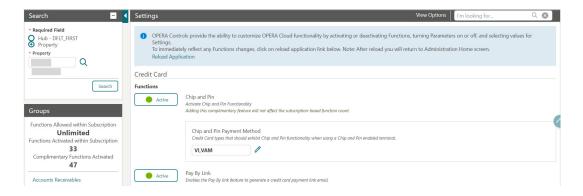
- 1. Log in to OPERA Cloud using the URL provided.
- 2. Enter your **User Name** and **Password** in the fields provided.
- 3. From the Administration menu, select Enterprise, then select OPERA Controls.





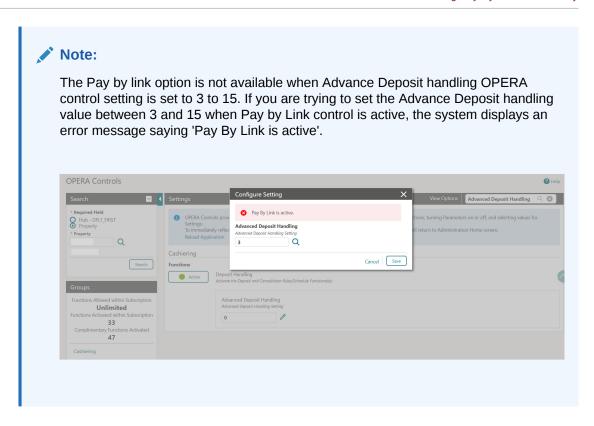
- Enter or search for the property.
- 5. OPERA Control groups are listed down the left side panel, select the **Credit Card** group.
- On the right-side panel, click Inactive next to Pay By Link parameter to activate pay by link transactions. Click Activate.



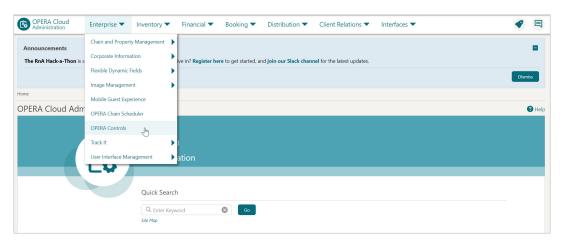


Configuring Advanced Deposit Handling

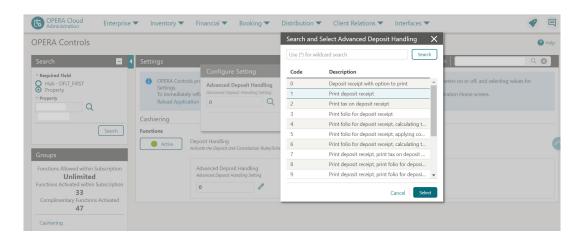
You can configure Advanced Deposit Handling control setting to blank, 0, 1, 2 for Pay by Link. If the control is not set, you cannot send the payment link to the guest.



- Log in to OPERA Cloud using the URL provided.
- 2. Enter your **User Name** and **Password** in the fields provided.
- 3. From the Administration menu, select Enterprise, then select OPERA Controls.



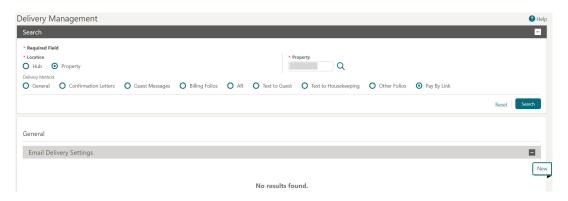
- **4.** Enter or search for the property.
- 5. OPERA Control groups are listed down the left side panel, select the **Cashiering** group.
- 6. Click the edit icon in the **Advanced Deposit Handling** setting. Click the Search icon in the Configure Setting screen.
- 7. Click **Select** to select the Advanced Deposit Handling.



Configuring Pay By Link Delivery by Email

You can setup to generate emails for deposit request payments. (Available when the **Pay By Link** OPERA Control is active).

- From the Administration menu, select Interfaces, and then select Delivery Management.
- 2. Location.
 - a. Hub: Select to configure for all properties assigned to the hub.
 - Property: Select to configure for a specific property.
 - Property: Select a property from the list.
- 3. Delivery Method
 - a. Select Pay By Link and click Search.



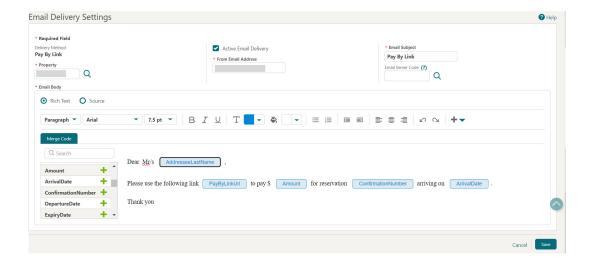
- Click New and complete the following details:
 - a. **Property**: Enter or select the property.
 - b. Activate Email Delivery: Select to activate email delivery functionality.
 - c. From Email Address: Enter the sender email address.
 - d. Email Server Code: Select an SMTP Code from the list.
 - e. Email Subject: Enter the subject that is to appear in the email message.
 - f. Email Body: Use the rich text editor to enter text and select merge codes to display reservation-specific values in the email body. Select the Merge Codes button to view

and select from the list to insert merge code into the message body. All merge codes will be inserted in the position where your cursor is placed.

Note:

E-mail body is limited to 2000 characters.

g. Click Save.



Tenant Core Configuration

Updating Core Configuration with Endpoints

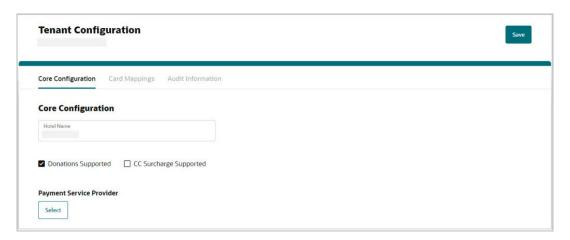
The OPERA Cloud users can update the Tenant core configuration with PSP endpoints or Prepaid Card endpoints.

- The OPERA Cloud users with the CCCONF role can update the Tenant core configuration details and map the Tenant with the PSP endpoints for each Transaction type (Credit/Debit Card, Token Exchange, or Pay by Link) to perform end-to-end transactions. See Updating Core Configuration with PSP Endpoints for more information.
- The OPERA Cloud users with the PPCONF role can update the Tenant core configuration details and map the Tenant with the Prepaid card endpoints to perform prepaid card transactions. See Updating Core Configuration with Prepaid Endpoints for more information.

Updating Core Configuration with PSP Endpoints

Once the OPI Cloud Tenant Configuration portal is launched, OPERA Cloud users with the CCCONF role can update the Tenant core configuration details with PSP endpoints to perform credit card, token exchange, and pay by link transactions. OPI Cloud has only one merchant ID assigned for the hotel property regardless how many PSP providers are configured for the hotel. It is possible for the hotel to have one PSP provider for credit card and token exchange and another provider for gift card processing and it is likely different provider will require to use different merchant ID. OPI Cloud supports configuration of a different merchant ID for each PSP provider that user can configure for a hotel property.

 The OPI Cloud Tenant Configuration portal landing page appears once you configure the property through OPERA Cloud.



Hotel Name: Enter the Hotel name. The hotel name can be either the name of the hotel or the OPERA Resort ID (this field is for information only).

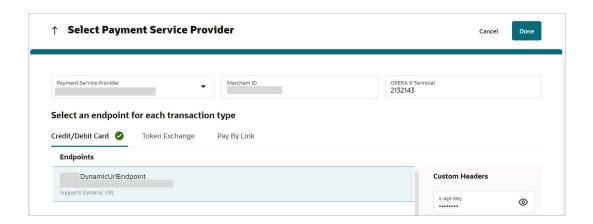
- Donations Supported: If the check box is selected that means the Donation is supported by PMS. If the check box is not selected that means the Donation is not supported.
- 4. CC Surcharge Supported: If the check box is selected that means the Credit Card Surcharge is supported by PMS. If the check box is not selected that means Credit Card Surcharge is not supported.



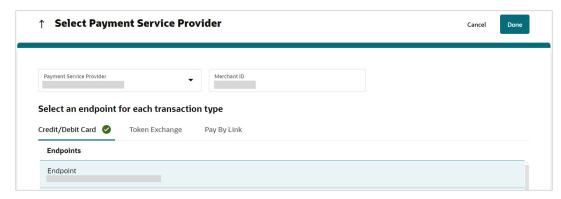
- OPERA Cloud does not support the Donations or Credit Card Surcharge Support through OPI Cloud at this time.
- The Save option allows you to save the Core Configuration only after the Payment Service Provider is selected.
- 5. Under the **Payment Service Provider** header, click **Select** to navigate to the Select Payment Service Provider screen.
- Select the Payment Service Provider from the list.

Once the PSP is selected, the lists of configured endpoints for each transaction type are displayed. The screen will be one of two variations you see below:

The screen appears with Custom Headers.



The screen appears without Custom Headers.



7. Merchant ID: Enter the Merchant ID.



The Merchant ID configured in OPERA Cloud should match exactly with the Merchant ID that is configured in the OPI Cloud for that property. If the ID is not the same, OPI will reject the transaction from that property due to a mismatched MerchantID. To locate the Merchant ID in OPERA Cloud Go to Administration Menu > Interfaces > Property Interfaces > Select the EFT Interface > Click Edit. Go to the Translation tab and the Merchant ID is configured here. This is the identifier sent to the Payment Service Provider.

8. **OPERA 9 Terminal**: Enter the OPERA 9 terminal value. This is provided by the Payment Service Provider specific to a Tenant. This value is used to map the pseudo workstation number that is typically used by OPERA Cloud in certain use cases to a specific terminal ID that is required by the chosen PSP.



The field is present only if the chosen PSP requires this field to be configured.

Custom Headers: Enter the header value that is unique to a tenant. This is provided by the Payment Service Provider specific to a Tenant.

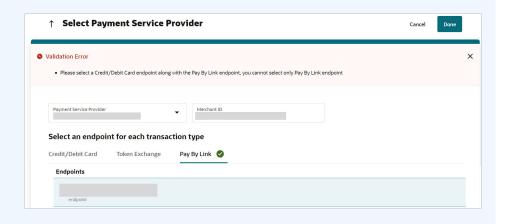


The field is present only if the chosen PSP requires this field to be configured.

 Select an endpoint for each transaction type (Credit/Debit Card, Token Exchange, or Pay By Link) from the Endpoints list.

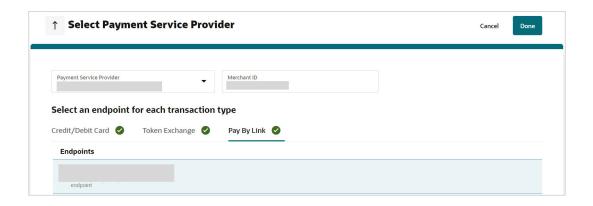
Note:

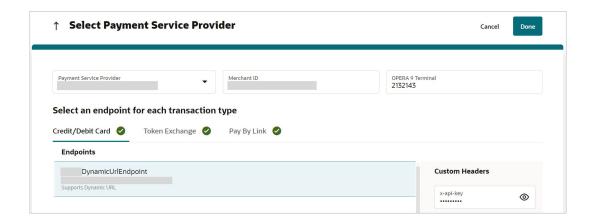
- A tenant can be configured with a Pay by Link endpoint only if it is configured with a Credit Card endpoint. The Pay by Link endpoint can be configured along with the Credit Card endpoint, as the Pay by Link payment response includes a token that will be used in the future.
- If a tenant is not configured with the Credit Card endpoint along with the Pay by Link endpoint, the system displays a message saying, 'Please select a Credit/Debit Card endpoint along with the Pay By Link endpoint, you cannot select only Pay By Link endpoint'.





You can use the up arrow icon to navigate to **Tenant Core Configuration** screen.

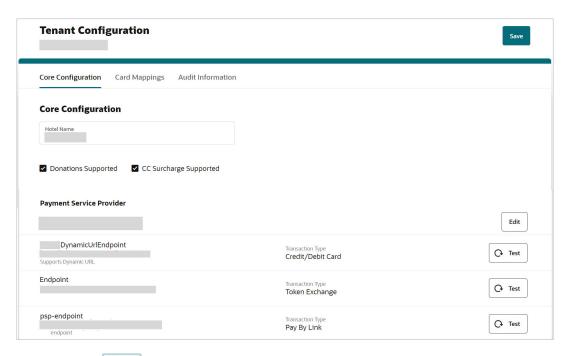




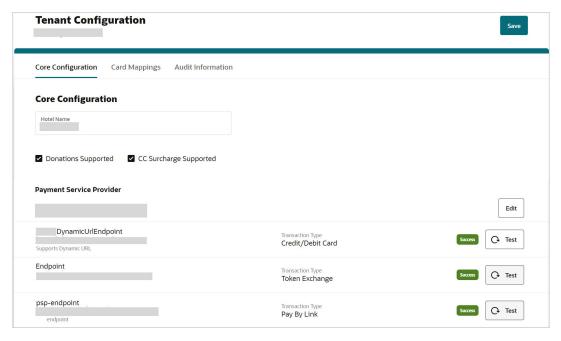
Once the endpoints are selected for each transaction type, you will see a tick mark next to the Transaction Type (Credit/Debit Card, Token Exchange, or Pay by Link).

11. Click Done.

The Tenant Core Configuration screen appears with mapped PSP endpoints.



- 12. Click the **Test** icon to test the endpoint connectivity.
 - If the PSP endpoint test is successful, the connection is successful.
 - If the PSP endpoint test is unsuccessful, the connection fails.
 If a test fails, you need to access the OPI Cloud logs to review the issue.



 Click Save and you will see a confirmation that Core Configuration has been updated successfully.

Whenever you are trying to update any of the fields, you will see a message 'Configuration update may take up to 15 mins to reflect in runtime'.

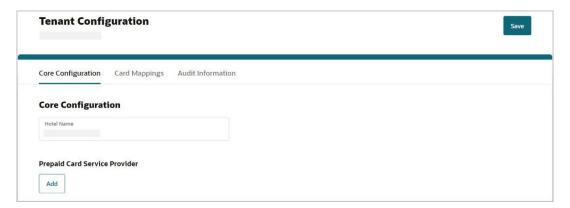


The **Sign Out** option allows you to logout from the OPI Cloud Tenant Configuration portal. When you login next time, you will directly navigate to the Tenant Core Configuration landing page as you have already configured the property using OPERA Cloud.

Updating Core Configuration with Prepaid Endpoints

Once the OPI Cloud Tenant Configuration portal is launched, OPERA Cloud users with the PPCONF role can update the Tenant core configuration details with prepaid endpoints to perform prepaid card transactions. OPI Cloud supports configuration of a different merchant ID for each PSP provider that user can configure for a hotel property.

 The OPI Cloud Tenant Configuration portal landing page appears once you configure the SVS property through OPERA Cloud.

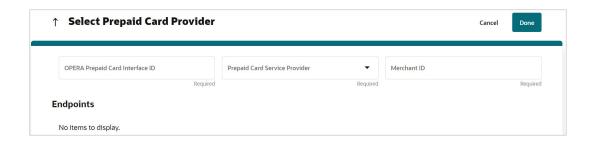


- 2. **Hotel Name**: Enter the Hotel name. The hotel name can be either the name of the hotel or the OPERA Resort ID (this field is for information only).
- 3. Click Add



The **Save** option allows you to save the Core Configuration only after the Prepaid Card Service Provider is selected.

The Select **Prepaid Card Provider** screen appears.





4. Enter the unique OPERA Prepaid Card Interface ID.

The IFC number configured in OPERA Cloud for the SVS interface should match exactly with the Prepaid Card Interface ID that is configured in OPI Cloud for that property.

Select the Prepaid Card Service Provider from the list.

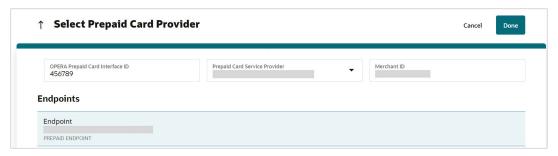
Once the Prepaid card service provider is selected, the lists of configured endpoints are displayed.

6. Merchant ID: Enter the Merchant ID.

The Merchant ID is the unique site identifier provided to the customer by their Prepaid Card Service Provider.

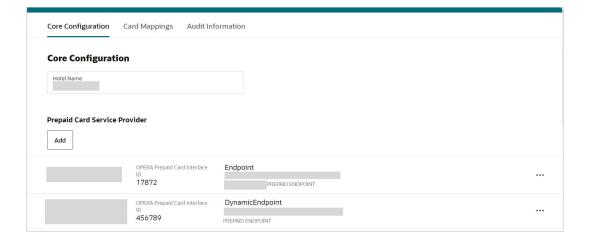
Select the Prepaid Card endpoint from the Endpoints list.

You can use the up arrow icon to navigate to **Tenant Core Configuration** screen.



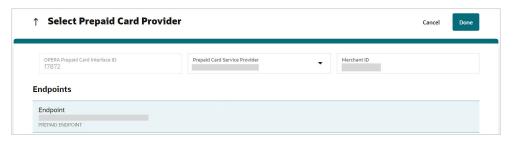
- 8. Repeat steps 4 through 7 to add multiple Prepaid Card endpoints. You can select a Prepaid Card Service provider and add multiple Prepaid Card endpoints, but it should meet the following criteria:
 - The OPERA Prepaid Card Interface ID is unique and should not be duplicated.
 - Each Prepaid Card Service provider should be mapped with a unique OPERA Prepaid Card Interface ID.
 - Each Prepaid Card endpoint should be mapped with a unique OPERA Prepaid Card Interface ID.
- 9. Click Done.

The Tenant Core Configuration screen appears with mapped Prepaid Card Service Provider endpoints.





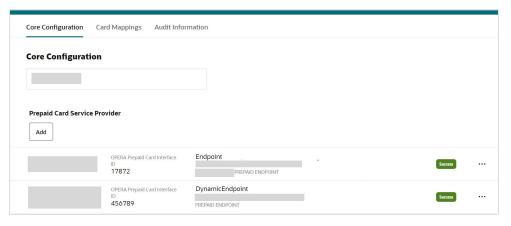
- 10. Once the prepaid card endpoints are added, you can perform the following actions:
 - Edit: This option allows you to edit the Prepaid Card Service Provider and Endpoints details. OPERA Prepaid Card Interface ID cannot be edited, it is disabled.
 - a. Select the Prepaid Card endpoint record you wish to edit.
 - b. Click the horizontal ellipsis icon under the Prepaid Card Service Provider section and then click Edit to edit the endpoint.
 - c. Select the Prepaid Card Provider from the drop-down list.
 - Select the Endpoints that are configured for the relevant Prepaid Card Service Provider.



e. Click Done.

The Tenant Core Configuration screen appears with the updated details.

- Test: This option allows you to test the endpoint connectivity.
 - a. Select the Prepaid Card endpoint record you wish to test.
 - **b.** Click the horizontal ellipsis icon under the **Prepaid Card Service Provider** section and then click **Test** to test the endpoint connectivity.
 - If the Prepaid Card endpoint test is successful, the connection is successful.
 - If the Prepaid Card endpoint test is unsuccessful, the connection fails.
 If a test fails, you need to access the OPI Cloud logs to review the issue.



- **Delete**: This option allows you to delete an endpoint from the Tenant Configuration portal.
- 11. Click **Save** and you will see a confirmation that Core Configuration has been updated successfully.

Whenever you are trying to update any of the fields, you will see a message 'Configuration update may take up to 15 mins to reflect in runtime'.



Note:

The **Sign Out** option allows you to logout from the OPI Cloud Tenant Configuration portal. When you login next time, you will directly navigate to the Tenant Core Configuration landing page as you have already configured the property using OPERA Cloud.



4

Card Mappings

The OPERA Cloud users with the CCCONF or PPCONF role can view or update the existing card mappings based on the requirements. You can sort the details in ascending or descending order using the sorting

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icon.



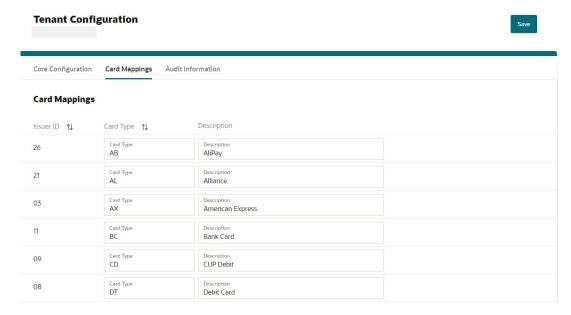
You can view the **Card Mappings** tab only once the Core Configuration details are updated.

View/Update Card Mappings

To view/update card mappings:

- The OPI Cloud Tenant Configuration portal landing page appears once you configure the property through OPERA Cloud.
- 2. Select the Card Mappings tab.

The **Card Mappings** screen appears.



- 3. If required, make necessary changes to the Card Mappings:
 - **a. Card Type**: View or update the card type, if required. The card type here should match with the Payment Type configured in OPERA Cloud.

Description: View or update the card description, if required.



Issuer ID cannot be edited.

4. Click Save.

You will see a confirmation that Card Mappings has been updated successfully.

You will see a message 'Configuration update may take up to 15 mins to reflect in runtime'.



5

Audit Information

Audit Search

The OPI Cloud configuration portal includes an Audit function to keep track of any configuration updates. The OPERA Cloud users with the CCCONF or PPCONF role can view the OPI Cloud Tenant Configuration portal landing page once the EFT or SVS property is created through OPERA Cloud. Go to the **Audit Information** tab to view the Audit information.



You can view the **Audit Information** tab once the Core Configuration details are updated.

By default, no Audit records are visible. Use the available filters to narrow the search criteria as required.

1. Start Date - Click the calendar



icon and select the required start date

2. End Date – Click the calendar



icon and select the required end date

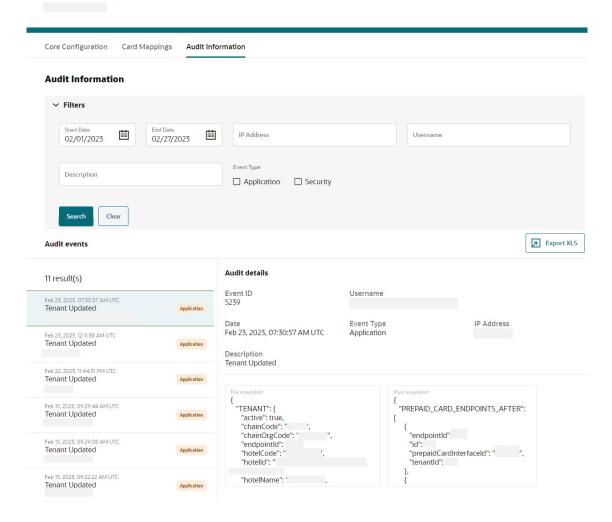
- IP Address Events containing the IP Address value entered
- 4. Username Events containing the Username value entered
- 5. **Description** Events having the Description value entered
- 6. Event Type
 - a. Application Configuration related events
 - **b. Security** User account related events
- 7. Click **Search** to display the relevant Audit details.

By default, the search results appear in descending **Event Time** order. To view details of a particular event, click the **Event Type** on the relevant row.

Depending on the event type, you may see additional information in the **Pre-snapshot** and **Post-snapshot** fields, showing the before and after values, if the event was a configuration update.

Export XLS: This allows you to download the Audit report in excel format.

Tenant Configuration





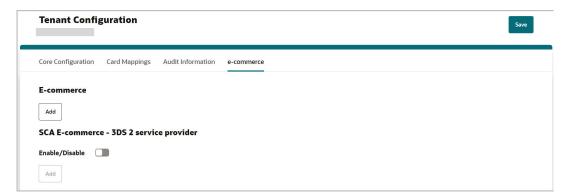
6

Ecommerce

Configure E-commerce Endpoints

OPERA Cloud users with the CCCONF role can configure the endpoints to support ecommerce transactions.

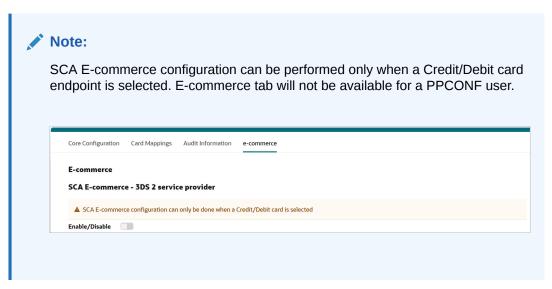
1. The OPI Cloud Tenant Configuration portal landing page appears once you configure the property through OPERA Cloud.



Select the Ecommerce tab. Click Add and select the Endpoints to process e-commerce transactions.

The Select E-commerce Provider screen appears.

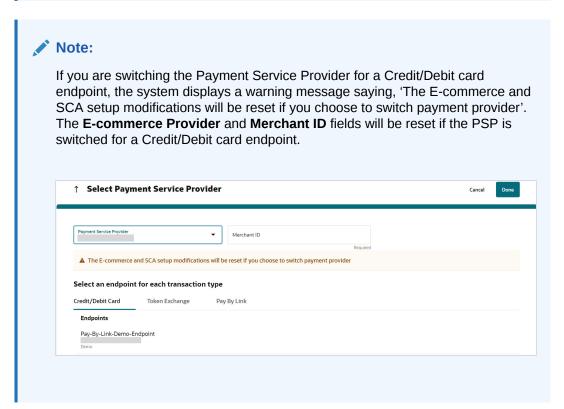




- 3. The **E-commerce Provider** and **Merchant ID** fields are automatically populated based on the Credit/Debit card endpoint configured for a Tenant. These two fields are non-editable.
- 4. Custom Headers: This field is automatically populated only if the same endpoint is selected as the Credit/Debit card endpoint configured for a Tenant. If a different endpoint is selected, enter the Custom header value.

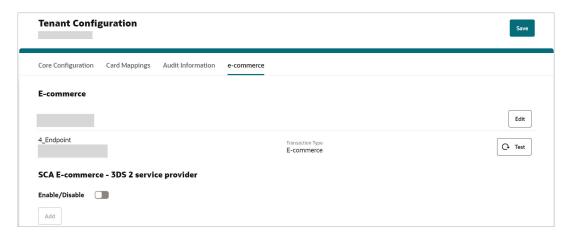


The field is present only if the chosen PSP requires this field to be configured.

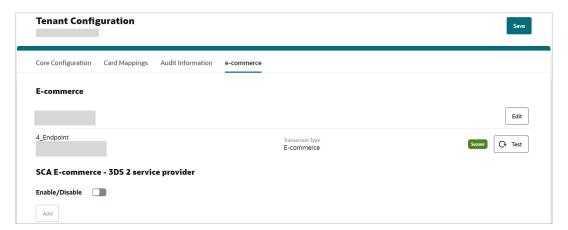


5. Click Done.

The E-commerce screen appears with mapped endpoint.



- Click the Test icon to test the endpoint connectivity.
 - If the endpoint test is successful, the connection is successful.
 - If the endpoint test is unsuccessful, the connection fails.
 If a test fails, you need to access the OPI Cloud logs to review the issue.



7. Click **Save** and you will see a confirmation that E-commerce configuration has been updated successfully.

Whenever you are trying to update any of the fields, you will see a message 'Configuration update may take up to 15 mins to reflect in runtime'.



The **Sign Out** option allows you to logout from the OPI Cloud Tenant Configuration portal. When you login next time, you will directly navigate to the Tenant Core Configuration landing page as you have already configured the property using OPERA Cloud.

Configure E-commerce - 3DS2 Service Provider Endpoints

OPERA Cloud users with the CCCONF role can configure the endpoints to process 3DS2 transactions with Strong Customer Authentication (SCA). If SCA support has been enabled for



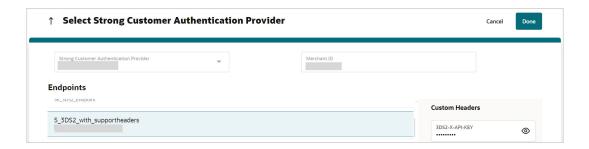
the Hotel (For example, hotels in UK or European Union where SCA is mandated), there are set of validations that can be enabled/disabled using the Tenant configuration portal.

- Ecommerce with Strong Customer Authentication (3DS2) enabled. This is used if the hotel
 is located in an economic area where SCA is mandated (For example, UK or European
 Union).
- Ecommerce with Strong Customer Authentication (3DS2) disabled. This is used if the hotel
 is located in an economic area where SCA is not mandated (For example, United States of
 America).
- 1. The OPI Cloud Tenant Configuration portal landing page appears once you configure the property through OPERA Cloud.

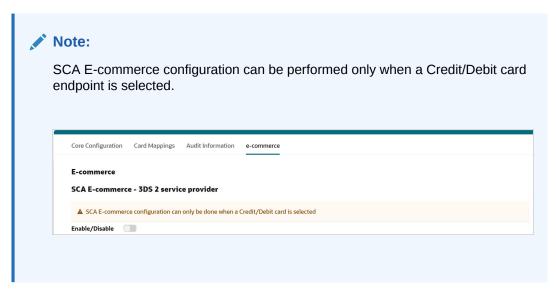


- 2. Select the **Ecommerce** tab.
- Select Enable/Disable SCA E-commerce 3DS2 service provider checkbox. Click Add and select the Endpoints to process 3DS2 transactions.

The Select Strong Customer Authentication Provider screen appears.



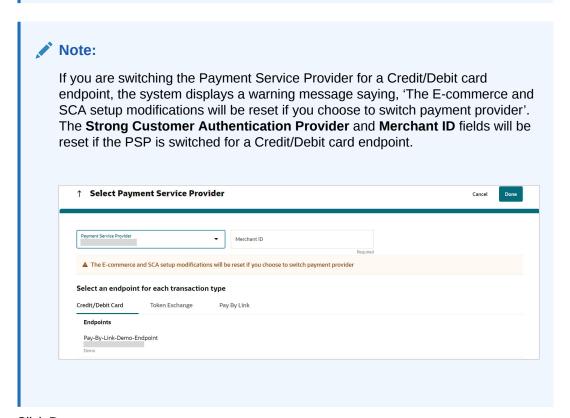




- 4. The Strong Customer Authentication Provider and Merchant ID fields are automatically populated based on the Credit/Debit card endpoint configured for a Tenant. These two fields are non-editable.
- 5. Custom Headers: This field is automatically populated only if the same endpoint is selected as the Credit/Debit card endpoint configured for a Tenant. If a different endpoint is selected, enter the Custom header value.

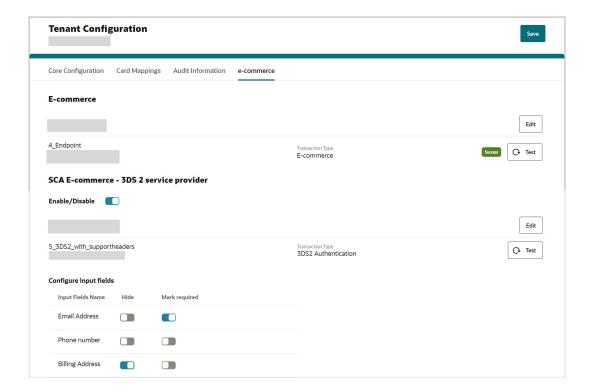


The field is present only if the chosen PSP requires this field to be configured.



6. Click Done.

The E-commerce - 3DS2 service provider screen appears with mapped endpoint and input fields.



The below input fields can be hidden/mark required in the configuration:

- Email Address: If the Email Address is marked as required, the information should be provided by the user.
- **Phone number**: If the Phone number is marked as required, the mobile number should be provided by the user.
- Billing Address: If the Billing Address is marked as required, the billing address should be provided by the user.

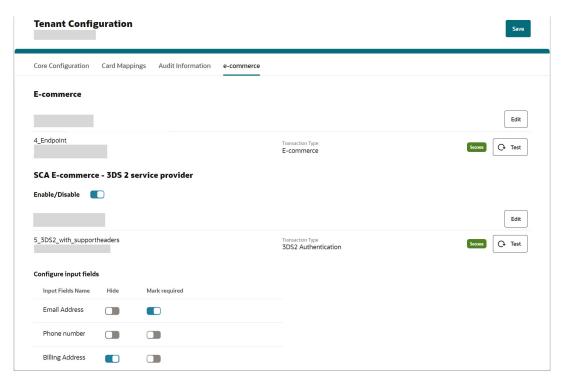


You can also set the email address, phone number, and billing address as "hidden" in the portal based on your requirement.

- Click the Test icon to test the endpoint connectivity.
 - If the endpoint test is successful, the connection is successful.
 - If the endpoint test is unsuccessful, the connection fails.

If a test fails, you need to access the OPI Cloud logs to review the issue.





8. Click **Save** and you will see a confirmation that E-commerce configuration has been updated successfully.

Whenever you are trying to update any of the fields, you will see a message 'Configuration update may take up to 15 mins to reflect in runtime'.



The **Sign Out** option allows you to logout from the OPI Cloud Tenant Configuration portal. When you login next time, you will directly navigate to the Tenant Core Configuration landing page as you have already configured the property using OPERA Cloud.



7

Accessibility

Accessibility involves making your application usable for differently abled persons such as low vision or blindness, deafness, or other physical limitations. This means creating applications that can be used without a mouse (keyboard only), used with a screen reader for blind or low-vision users, and used without reliance on sound, color, or animation and timing.

Navigating with the Keyboard

This section provides an overview of keyboard shortcuts and describes how to navigate OPI Cloud Tenant Configuration portal using the keyboard.

Table 7-1 Keyboard Commands

Key	Action
Tab	Move focus to the next component
	To enter/update any field value:Press the Tab key, input the data and press Enter.
	 To select any check box: Press the Tab key and press Spacebar key to select/deselect the check box.
	 To select any options from the drop-down list: Use the Arrow (Up and Down) keys to select the value and press Enter.
	To sort the items:Press the Tab key and press Enter to sort the items in ascending or descending order.
	 To select the date: Press the Tab key - Moves focus to the next object within the calendar control. When you initially open a calendar control, the focus is on the current date link. Press Enter - On the Current Date link, pressing Enter selects the current date and closes the calendar control. Down Arrow - Moves to the same day of the week in the next week. Up Arrow - Moves to the same day of the week in the previous week. Right Arrow - Moves to the next day. Left Arrow - Moves to the previous day.
	To enter the date: Input the date and press Enter.

Table 7-1 (Cont.) Keyboard Commands

Key	Action
	To download a file: • Press the Tab key and press Enter to download the file.
	 To navigate to the actions () menu: Press the F2 key - Enters the actionable menu. Press Enter - This enables keyboard action on elements inside the actions menu, including navigating between focusable elements inside the menu. Up Arrow - Move focus to the item above. Press Enter to select the current item. Down Arrow - Move focus to the item below. Press Enter to select the current item. Esc - Exits the actionable menu.
Shift+Tab	Move focus to the previous component.
Esc	Close the open popup.
Up Arrow	Move focus and selection to the previous data item.
Down Arrow	Move focus and selection to the next data item.
Left Arrow	Move focus and selection to the previous data item (on left).
Right Arrow	Move focus and selection to the next data item (on right).

