

Oracle Hospitality Payment Interface Cloud Service

Release Readiness Guide



Release 25.3
G36921-01
July 2025

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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
July 2025	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 25.3 contains the following features and functionality.

- Implemented a tokenization solution for non-vaulted properties using OPI Cloud.
 - Enhance the auto-configure feature to support Token Exchange for non-vaulted properties.
 - Ability to create a payment window for non-vaulted properties.
- Implemented a rooming list encryption utility tool with support for key rotation.
 - Provides a downloadable utility tool accessible through the rooming list file tokenization UI widget.
 - Implement tokenization functionality for rooming list import files that may contain credit card numbers.
- Implementation of HTNG's tokenization specification to support token exchange functionality.
- Support the migration of OPERA Cloud hotel properties from the legacy Token Proxy Service (TPS) to OPI Cloud for token exchange.
- Enables the use of AppRoles to authenticate APIs exposed through OHIP, with additional enhancements for AppRole validation.

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
3790075 3	HIOCS-1038	OPI Cloud Service	In some cases, duplicate card mappings could be configured in OPI Cloud for a hotel; this issue has been resolved in this release.
3789487 4	HIOCS-1035	OPI Cloud Service	Previously, when changing the PSP choice, the OPI Cloud Tenant Portal UI displayed confusing error messages related to eCommerce and SCA. This issue has been resolved in this release.
3786779 3	HIOCS-1033	OPI Cloud Service	This release addresses the issue where cron jobs remained in a pending state in certain regions.
3768609 4	HIOCS-1019	OPI Cloud Service	Previously, Token exchange service returned "Internal server error" when PSP returns the response but the response fails the validation on the OPI Cloud side. The error message leading to potential confusion has been resolved in this release.
3762423 5	HIOCS-1005	OPI Cloud Service	Previously, OPI Cloud was checking an incorrect field for active hotels configured in the Hotel Registry service, leading to access issues in the OPI Cloud Tenant Portal under certain conditions. This issue has been resolved in this release.
3756498 0	HIOCS-996	OPI Cloud Service	In this release, database connection pooling parameters have been optimized to enhance performance on the OPI Cloud side.
3755462 2	HIOCS-990	OPI Cloud Service	Previously, the Merchant ID field was not consistently updated between the Core Functionality and eCommerce tabs. This issue has been resolved in this release.
3755459 8	HIOCS-986	OPI Cloud Service	Fixed an issue where validation messages have been corrected to show proper reason when onboarding a new hotel on the OPI Cloud side.
3753341 9	HIOCS-983	OPI Cloud Service	Fixed an issue related to redundant validation messages appeared for the card type field in the OPI Cloud Tenant Portal. The issue has been resolved in this release.
3750772 1	HIOCS-978	OPI Cloud Service	Previously, OPI Cloud had a limitation on the number of PSPs displayed in the dropdown list. This limitation has been resolved in this release.
3743812 8	HIOCS-967	OPI Cloud Service	Validation messages in the OPI Cloud Tenant Configuration Portal have been improved in this release.

Table 5-1 (Cont.) Resolved Issues

BugDB	JIRA	Product	Description of Change
3742540 2	HIOCS-965	OPI Cloud Service	Previously, a validation issue related to surcharge or donation configuration prevented users from saving settings in certain scenarios. The issue has been resolved in this release.
3742531 9	HIOCS-962	OPI Cloud Service	Previously, there was no character-limit validation for the OPERA9TERMINAL field in the OPI Cloud Tenant Portal. This issue has been resolved in this release.
3742166 7	HIOCS-960	OPI Cloud Service	Identified an issue where the Egress Manager could disrupt OBP operations, leading to transaction failures. This issue has been resolved in this release.
3738751 5	HIOCS-955	OPI Cloud Service	In this release, validation for the Workstation ID field in the OPI Cloud Tenant Configuration Portal has been updated.
3721707 9	HIOCS-943	OPI Cloud Service	Previously, an incorrect Entry ID was used for audit logging of eCommerce transactions. This issue has been resolved in this release.
3708870 6	HIOCS-928	OPI Cloud Service	Previously, if the Merchant ID contained the " " character, it could cause credit card transaction failures in certain scenarios. This issue has been resolved in this release.
3707333 4	HIOCS-925	OPI Cloud Service	Previously, if a PSP endpoint used a custom header other than x-api-key, it caused issues with credit card processing. This issue has been resolved in this release.
3704398 3	HIOCS-954	OPI Cloud Service	Fixed an issue related to gift card functionality specifically when the Workstation ID contained a space.
3701953 9	HIOCS-913	OPI Cloud Service	Previously, OPI Cloud used overly strict validation that blocked PSP response messages if they did not fully comply with the data returned in the response message. In this release, this restriction has been relaxed for certain cases to allow PSP response message to be accepted if they would not cause potential issues.
3541943 4	HIOCS-623	OPI Cloud Service	Log formats across all OPI Cloud microservices have been standardized in this release.