Oracle Hospitality Payment Interface OPERA Cloud OPI User Guide – OPI On Premise



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Oracle Hospitality Payment Interface OPERA Cloud OPI User Guide - OPI On Premise Release 20.4

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## Preface

### Purpose

This document describes the steps for processing credit card transactions and functions for the Oracle Payment Interface (OPI) service on premise solution with OPERA Cloud.

This document is applicable across all the OPI on premise versions (6.2, 19.1, 20.1, 20.2, 20.3 and 20.4).

#### Audience

This document is intended for OPERA Cloud end users utilizing OPI as a payment interface.

#### **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/

#### **Table 1 Revision History**

Date	Description
June 2024	Initial publication

## 1 Functionality Overview

The Oracle Payment Interface (OPI) allows Oracle partners to support payment integration including OPERA PMS, OPERA Cloud and Suite 8 (PMS). This integration solution allows customers to have the same payment partner solution across multiple Hospitality products.

In addition to providing integrated payments, the OPI solution supports the tokenization of card data, adding a layer of additional security and thus reducing the scope of PCI security concerns.

The following are notable key features of OPI:

- Faster transaction times with single point of entry for card payments
- Robust payment data security
- Easy reconciliation and accounting processes
- Low administration costs
- Streamline operations, providing better customer service
- Value added services, including support for dynamic currency conversion (DCC)

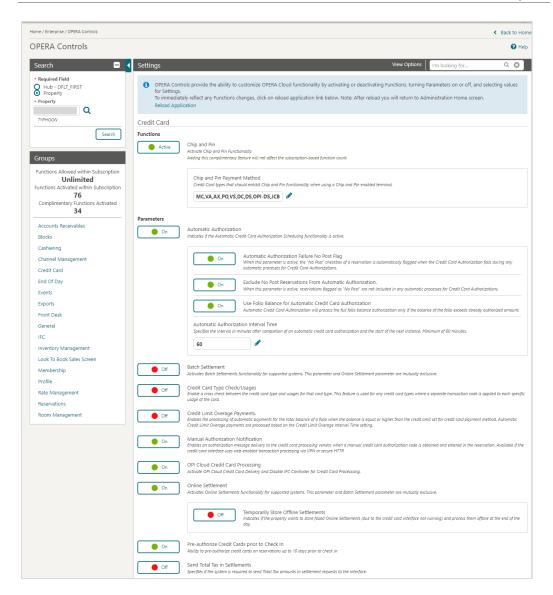
## 2 Assumptions

## Configuring CHIP AND PIN (EMV)

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

To configure Chip and Pin (EMV):

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



## **Configuring Credit Card Terminal**

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

- 1. From the Administration menu, go to Administration | Interfaces | Interface Devices | Credit Card Terminals.
- 2. Click New.
- 3. Enter the following information for the reader:
- 4. Property: Enter or select the property.
- 5. Terminal ID: The terminal ID number provided by the vendor. You can also locate this number on the actual card reader device. This data is what will populate the WSNum tag in the OPERA/IFC8 messages.

- 6. **Terminal Label**: A label or description for the terminal/device that identifies its physical location. This helps you easily identify the terminal/device when it appears in a list of devices.
- 7. Device Area: Link the device to an area.
- 8. Click Save.

View Options			N
Property	Terminal Label	Terminal ID	
PROP1	Terminal 04	Terminal 04	1
PROP1	Terminal 05	Terminal 05	1
PROP1	Terminal 06	Terminal 06	÷
PROP1	Terminal 07	Terminal 07	1
PROP1	Terminal 08	Terminal 08	1
PROP1	Terminal 09	Terminal 09	1
PROP1	Terminal 10	Terminal 10	1
PROP1	Terminal 11	Terminal 11	1
PROP1	Terminal 12	Terminal 12	1
PROP1	Terminal 13	Terminal 13	E,

## 3 Reservations

## **Credit Card Manual Entry**

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

• Using the OPERA Cloud Application.

Or

• You can manually enter the details using the payment device.

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

In order to test the below scenarios, see Booking a Reservation section of the OPERA Cloud user guide.

### Credit Card Guarantee through the OPERA Cloud Application (Manual Entry into OPERA Cloud)

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

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

OPERA Cloud Client Relations	s 🔹 Bookings 👻 Front Desk 💌	Inventory   Financials	Channel •	Miscellaneous 💌	*	*	-
lome	Reservations  Manage	e Reservation					
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2. Search for and open the reservation.



OPERA Cloud	Client Relations 🔻	Bookings 🝷	Front Desk 🔻	Inventory -	Financials 🔻	Channel 🔻	Miscellaneous 🔻	*	<b>P</b>	•
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lame		Communication		Reserva	ition Status	•	Cancelled On	-		
					C	K	DD/MM/YYYY			
irst Name		Arrival From 25/04/2020	Sot Sot	Created	1 On //M/YYYY		Created By	Q		
Confirmation Number		Arrival To		Room			Cancelled By	~		
Conf / Cxl / External		DD/MM/YYYY	<b>m</b>	Room			Cancered by	Q		
liock Code		Room Type								
Q			Q							

3. Click I Want To... and select Payment Instructions.

ne / Bookings / Reservatio	ns / Manage l	Reservation								< Back to
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anage Reserv	ation	_	_		_	_	_		🕑 Help	
Search										
Name										
								Mod	lify Search Criteria	Search
Sort By: Name A-Z		•							Views:	
View Options								Show 200 -	Only 1 result	Collapse
I Want To	Property	Confirmation Number	Name	Reservation Type	Arrival	Departure	Nights	Rate Code	Rate	Roo
70		1051059	OPI	Checked Out	19/04/2020	19/04/2020	0	IHUSUPDA	\$100.00	112
		1051055	OP	Checked Out	19/04/2020	19/04/2020	0	INOSOPDA	\$100.00	112
	on (1) De	eposit Cancellation (	3) Future & Pa	st Stays (1) Linked Pr	ofiles (1) Paym	ent Instructions	Stay Details	Stay Revenue		
Communicati										

ne / Bookings / Reservation	s / Manage Reservation				< Back to He
anage Reserva	ition				🕢 Help 🛛 🕄 Want
Search					
Name tested A	I Want To				×
ort By: Name A-Z	<ul> <li>Modify/Update</li> <li><u>Assign Room</u></li> <li>Check In</li> <li>Place Reservation on Queue</li> </ul>	Create Copy Reservation eSign Registration Card Registration Card	<ul> <li>View</li> <li>Delivery History</li> <li>Changes Log</li> <li>Closing Script</li> </ul>	<ul> <li>Go To Billing Profile Reservation</li> </ul>	Criteria Search
View Options	Show 3 More	Show 3 More		Property Interface Controls	sult 📔 🗖 Collapse A
I Want To	Show All Reservation Packages (1) Stay Details		Billing Deposit Cancellation (1) P	ayment Instructions	Room
Alerts (1)	Notifications		Profile	& Past Stays (2) Linked Profiles (1)	

4. Click New/Edit Payment Instructions.

ome / Bookings / Reservation	ns / Manage Reservation					< Back to He
lanage Reserva	ation					🚱 Help 🛛 🕄 Want
Search	Payment Instructions	;				×
Name Ar					New/Edit Payment Instruct	tions
	No Post		🗹 Auto Settle		Video Checkout	Criteria Search
	Pre-Stay Charging		Туре		Credit Limit Auto Pay	
Sort By: Name A-Z	Post-Stay Charging		Days 10		Reservation Type GDED Group Deduct	
View Options	Window Payment M	ethods and Routings				sult   🗖 Collapse A
		-	Card			) Assign
	Window Method	Card Number	Expiration Holder	Payee	Routing/Transaction Codes Routing Dates	, Assign

- 5. Select the payment Method (VA, MC, CP and so on).
- 6. Enter the Credit Card Number.
- 7. Enter the **Expiration** date in MMYY format.
- 8. Tab or click out of the field and the request to exchange the card number for a token is initiated.
- 9. Upon successful response, click **Save** to attach the token to a reservation.

Ξ				
OPERA Cloud	Payment Instructions		×	P 🕈 🗩
Home / Bookings / Reservation Manage Reserv Search Name tested Au	Required field     No Post     Pre-Stay Charging     Post-Stay Charging	Auto Settle Type — Days	Video Checkout Credit Limit Auto Pay Reservation Type GDED Q Group Deduct	Back to Home
Sort By: Name A-Z	Window Payment Methods           Window 1         Window 2         Window 3           Image: Mindow 1         Window 2         Window 3	Window 4     Window 5	dow 6 Window 7 Window 8	Criteria Search
Alerts (1)	Method     VA     Visa     Visa     Visa     Clear     Cara Number     XXXXXXX      Set Token     * Expiration     XX/XX	Card Holder Bule 3 - Nights*(Daily Rate + (Persons*Amor ~ * Amount 100	Credit Card Terminal 3C&P - 3C&P Email Add Email	Assign
			Cancel Save	

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

To enter a card number into payment device:

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

### NOTE:

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

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

onfirmation Number 031361	Status Arrival	Property ROSIE - Rosie's Bed & Bro	Balance sokfast \$0.00	
/indow Payment Methods				
Window 1 Window 2 Window MC	w 3 Window 4 Window 5	Window 6 Window 7 Window 8		
Method CP - Chip and Pin 👻 🔟		Card Holder	Credit Card Terminal 3C&P - 3C&P	
P - Chip and Pin · usi		Rule	Email	
rd Number		3 - Nights*(Daily Rate + (Persons*Amount)) 💌	Add Email	
et Token		- Amount		
piration		100		

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

To enter a card number through OPERA Cloud:

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



4. Click New/Edit Payment Instructions.

/ Bookings / Reservation	rs / Manage Reservation			< Back to Ho
nage Reserva	ation			😧 Help 🛛 🕄 Want 1
arch	Payment Instructions			×
me tested A			New/Edit Payment Instruction	15
	No Post	🗹 Auto Settle	Video Checkout	criteria Search
	Pre-Stay Charging	Туре	Credit Limit Auto Pay	
By: Name A-Z	Post-Stay Charging	 Days 10	Reservation Type GDED Group Deduct	
View Options I Want To	Window Payment Methods and Rout	ings		sult   🗖 Collapse A Room
	Window Method Card Number	Expiration Card Payee Holder Payee	Routing/Transaction Codes Routing Dates	) Assign
Alerts (1)	1 🕐 MC	XXX/XXX tested, OPI		-

- 5. Select the Method of payment.
- 6. Click Get Token. This step triggers the Payment device.

OPERA Cloud	Payment Instructions		×	· • •
Home / Bookings / Reservation Manage Reserver Search Name tested Sort By: Name A-Z	Required Field     No Post     Pre-Stay Charging     Post-Stay Charging      Window Payment Methods      Window 1 Window 2 Window 3	Auto Settle Type Days  10 4 Window 4 Window 5 Win	Video Checkout  Credit Limit Auto Pay  Reservation Type  GDED  C Group Deduct  dow 6 Window 7 Window 8	Back to Home Help O I Want To
View Options	MC MC CP - Chip and Pin Clear Card Number Get Token Expiration	Card Holder Rule 3 - Nights"(Daily Rate + (Persons*Amoi  * Amount 100	Credit Card Terminal 3C&P - 3C&P Email Add Email	nult Collapse All Room Assign

### **NOTE**:

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

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

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

### 8. Click Select Terminal.

=								
	Payment Instruction	ons					x 🎽 🛷 (	•
Soarch	Required Field     No Post     Pre-Stay Charging     Post-Stay Charging	9	Auto Settie Type  Days  10  + 10  +		Video Video Credit Reservati GDED	Limit Auto Pay	E Criteria Search	nt To
Sort By: Name A-Z	Window Payment Window 1 MC MC MC Mc Mc CP - Chip and Pin Clear Card Number	Methods Window 2 Wind Select a Credit Carc Confirm or select	Terminal	Window 5	Window 6	Window 7 Window 8	sult Collapse	
Alerts (1)	Get Token Expiration	Display All Termina     AIRPORT     Cl     Concierge 01 - 1501	Is CONCIERC	FDE	No Device Area	O Concierge 03 - 1525		<u>}</u>
						Cancel	Select Terminal	

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

OPERA Cloud	Payment Instructions			× 🛀 🍼
/Bookings/Reservatio nage Reserv Parch	Required Field     No Post     Pre-Stay Charging	Auto Settle	Video Checkout	E Back to
Al A	Post-Stay Charging Window Payment Methods	Days - 10 +	Beservation Type     GDED     Group Deduct	Criteria Sear
View Options	Window 1 Window 2 Window		indow 6 Window 7 Window 8	sult   Collapse
To	Method     VA - Visa     VISA     Clear Card Number	Card Holder Rule 3 - Nights*(Daily Rate + (Persons*Amor	Credit Card Terminal 3C&P - 3C&P Email Add Email	) Ass
	Get Token • Expiration XX/XX	- Amount		

## To View Token ID

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

To view the token:

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

- 2. Search for and open the reservation.
- 3. Click I Want To... and select Payment Instructions.
- 4. Click New/Edit Payment Instructions.
- 5. Click information icon ( <sup>1</sup>) next to the Card Number to view the full token.

Ξ				
OPERA Cloud	Payment Instructions		×	P 🕈 🗩
Home / Bookings / Reservation Manage Reserve Search Name A Sort By: Name A-2 View Options I Want To A Alerts (1)	Required Field  No Post  Pre-Stay Charging  Post-Stay Charging  Window Payment Methods  Window 1 Window 2 Window  Window 1 Window 2 Window  Care Number  Clear  Care Number  Statisticn  XX/XX	Auto Settle Type Days Days Days Card Holder Rule 3 Nights*(Daily Rate + (Persons*Amor  * Amount 100	Video Checkout Credit Limit Auto Pay Reservation Type GDED Creut Card Terminal Credit Card Terminal CCeP - 3C&P Email Add Email	Back to Home     Help     I Want To  Criteria Criteria Collapse All Room Assign
			Cancel Save	i

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

OPERA Cloud	Payment Instructions							×	9 🤊
Home / Bookings / Reservation Manage Reserv Search Name tested Ar	Required Field     No Post     Pre-Stay Charging     Post-Stay Charging		Auto Settle Type Days 10 +		<b>2</b> cr	deo Checkout edit Limit Auto Pay rvation Type	Group Deduct	Help	Back to Home     I Want To
Sort By: Name A-Z	Window Payment Methods Window 1 Window 2 Window 2	Window 3	Window 4	Window 5	Window 6	Window 7	Window 8		Search
I Want To	• Expiration C XX/XX T		mation	ate + (Persons*Amor	BC&P Email	ard Terminal - 3C&P mail	Cancel		Room Assign
				Close					

## Post a Payment

To perform a post payment:

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

<ul> <li>Modify/Update</li> <li><u>Assign Room</u></li> <li>Check In</li> <li>Place Reservation on Queue</li> <li>Link to a Reservation</li> <li>Cancel Reservation</li> <li>Synchronize to External System</li> <li>Custom Charge</li> <li>Exemptions</li> </ul>	<ul> <li>Create</li> <li>Copy Reservation</li> <li>eSign Registration</li> <li>Card</li> <li>Registration Card</li> <li>Link Reservation</li> <li>Key Packet</li> <li>Proforma Invoice</li> </ul>	View Changes Log Closing Script Delivery History	<ul> <li>Go To Billing</li> <li>Profile</li> <li>Create Keys</li> <li>Property Interface Controls</li> </ul>	м - л
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4. Enter your credentials.

OPERA Cashier Sign In 📻	
Enter your password to Sign in	
* Required Field User ID	
Cashier ID 66	
Password      Remember my Cashier ID	
-	
	Cancel

- 5. Click Login.
- 6. Click I Want To... and select Post Payment.

OPERA Cloud Client Relations • Boo	okings • Front Desk • Inventory • Finan	ncials      Channel      Miscellane	ous 👻 Reports 💌		1 🔊
er / tooting / Neerontine / Manage hearontine / Manage hearontine ling & 5 & 5 & 5 & 5 & 5 & 5 & 5 & 5 & 5 & 5	- / Bing 	( 	¢-	bora	<ul> <li>Sakka Manage fearmation</li> <li>Institutions</li> <li>Institutions</li> <li>Institutions</li> <li>Institutions</li> <li>Institutions</li> <li>Institutions</li> <li>Institutions</li> </ul>
1 * OCTS, TEST	Modify/Update Post Charge Post Payment Post Redemption Transfer Posting Post Adjustment Post Service Recovery Adjustment Post Rate Code Void Folio Adjust Custom Charges	Create Generate Folio for Window Information Folio Interim Folio Pro-Forma Folio	View Authorization and History Search Transactions Billing Summary Folio History Changes Log	<ul> <li>Go To Profile</li> <li>Reservation</li> <li>Create Keys</li> <li>Property interface Controls</li> </ul>	← there charges ← Chard Reserved From Comparison ← Chard Reserved From

- 7. Enter the payment Amount.
- 8. Click Apply Payment.

S0.00      Method      Card Holder      Credit Card Terminal      Sc&P - 3C&P
Sect Sect Sect Sect Sect Sect Sect Sect

9. Payment is processed and appears in the guest's reservation as shown in the image below.

- Payment of OCTS, TEST, Dr for Room 326			6	×					
				Post Charge					
3 4	5 6	7	8	1			_		
Payment Processing		- Paymen	t of OCTS, TEST	, Dr tor Roon	n 326				×
Processing Window 1	Amount \$10.00								Post Char
Method MC - Master Card	Card Holder tested oracle Credit Card Terminal	• MC -\$10.00	2 \$0.00	3 \$0.00	4 5 \$0.00	5 \$0.00	6 \$0.00	7 50.00	8 1 \$0.00
Expension XXX/XX	3C&P - 3C&P	Method     MC - Master Card			Card Holder				
		Clear Card Number Get Token • Expiration XX/XX	0		Credit Card Terminal 3C&P - 3C&P				
		Amount     Override Debit A	-10.00 USD	ebate	Reference		Supp	ierrent	
		View Options Code	Descripti	on	Posted Amount	Status		Window	
		8080	Mastercar	d	\$10.00	Posted on 23/03/2	1020	1	Print Receipt
					L				Apply Payment

## Deposit

To create a deposit payment:

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

tifications		Profile	
servation I History (1) Stay Details		Billing Deposit Cancellation (1) Pay	yment Instructions Upgrade
Show All			
Synchronize to External System			
Cancel Reservation			
Link to a Reservation	Show 3 More		Property Interface Controls
Place Reservation on Queue	Registration Card	Closing Script	Reservation
Check In	eSign Registration Card	Changes Log	Profile
Assign Room	Copy Reservation	Delivery History	Billing
Modify/Update	Create	View	⊖ Go To

4. In the Deposit panel, click New to create a new deposit.

Deposit Cancellation			×
Reservation			
Confirmation Number 1062479 Name Projected Room Revenue 563.64	Projected Total Revenue \$63.64 Total Deposit Requests \$0.00	Total Deposit Payments <b>\$0.00</b> Deposit Maturity Type <b>Check in</b>	
Deposit			
	No results found.		New
Cancellation			
View Options			New
Cancellation Penalty Descr	ption	Comments	
4PM 0.00 c	ncellation penalty if cancelled after 24/04/2020.	4PM Cancel	1

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

Deposit Cancellation			×
Reservation			
Confirmation Number 1062479 Name Projected Room Revenue \$63.64	Projected Total Revenue \$63.64 Total Deposit Requests \$0.00	Total Deposit Payments <b>\$0.00</b> Deposit Maturity Type <b>Check in</b>	
Deposit			
* Required Field Type Rooms Deposit Rule	Percentage	Due Date DD/MM/VYYY Comments	
			Cancel Save
Cancellation			
View Options Cancellation Penalty	Description	Comments	Ne
4PM	0.00 cancellation penalty if cancelled after 24/04/2020.	4PM Cancel	1

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

Deposit Cancellation				×
Reservation				•
Confirmation Number 1062479 Name Projected Room Revenue \$63.64	Projected Total Revenue \$63.64 Total Deposit Requests \$0.00		Total Deposit Payments <b>\$0.00</b> Deposit Maturity Type <b>Check in</b>	
Deposit				New
View Ontions Deposit Rule	Requested	Paid	Outstanding Comments	
Deposit Rule - Manual	\$15.00	\$0.00	\$15.00	1
Cancellation				
Cancellation	Description		Comments	D N

## **Deposit Cancellation (reversal)**

To cancel an advanced deposit:

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

Ξ				
_	Deposit Cancellation		×	
OPERA Cloud				» 🗣 🗩
Home / Bookings / Reservatio	Reservation		0	< Back to Home
Manage Reserv Search Name A	Confirmation Number 1662479 Name Projected Room Revenue \$63.64	Projected Total Revenue \$63,64 Total Deposit Requests \$0.00	Total Deposit Paymenta 50,00 Deposit Maturity Type Check in	Help O I Want To
	Deposit		0	Criteria Search
Sort By: Name A-Z	Required Field Type	Percentage	Due Date	
View Options	Rooms	- +	DD/MM/YYYY	sult 📋 🗖 Collapse All
I Want To	Deposit Rule	Deposit Amount     -15.00 USD	Comments Deposit reversal	Room
				) Assign
Alerts (1)				
<u> </u>			Cancel Save	
	Cancellation		•	
			N	ew l
	View Options			T
	Cancellation Penalty	Description	Comments	
	4PM	0.00 cancellation penalty if cancelled after 24/04/2020.	4PM Cancel	
				20100

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

OPERA Cloud	Deposit Cancellation				× 🔹 🛷 🗩
Home / Bookings / Reservation	Reservation Confirmation Number 1062479 Name	Projected Total Revenue \$63.64 Total Deposit Requests \$0.00		Total Deposit Reyments 50.00 Deposit Maturity Type Check in	Back to Home     Help     Help
	Projected Room Revenue \$63.64				Criteria Search
Sort By: Name A-Z	Deposit				New It Collapse All
l Want To	Deposit Rule	Requested	Paid	Outstanding Comments	Room
	Deposit Rule - Manual	\$15.00	\$0.00	\$15.00	Assign
Alerts (1)	Deposit Rule - Manual	-\$15.00	\$0.00	-\$15.00 Deposit reversal	1
(	Cancellation				
	View Options				New
	Cancellation Penalty	Description		Comments	
	4PM	0.00 cancellation penalty if cancelled afte	r 24/04/2020.	4PM Cancel	1

## 4 Check In

## Advance Check In

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

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

To perform check in:

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

rriva	als							
Sear	ch							
	y: Name A-Z		*		I Want To			
	ew Options					① Create	@ View	⊕ Go To
<b>SP</b> VI	I Want	Property	Confirmation	External Ref	Assign Room	Copy Reservation	Delivery History	Billing
	To	Property	Number	EXCELLING FOR	Check In Place Reservation on Queue	eSign Registration Card	Changes Log	Profile Reservation
0		ROSIE	1031361		Show 3 More	Registration Card  Show 3 More	Closing Script	Property Interface Controls
9		ROSIE	1031185		a show s more	a show a more		Property Interface Controls
0		ROSIE	1029918		Show All			
					Reservation Call History (1) Stay Details		Billing Deposit Cancellation (1) Pa	wment Instructions
					Notifications		Profile	& Past Stays (1) Linked Profiles (1)

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

e / Front Desk / Arrivais / Check in Reservation						< Back to Arriv
eck In Reservation						<b>0</b> H
eservation Overview						
Room upgrade available for this	reservation.					🗆 💿 I Want
<b>†</b> , ()						
onfirmation 031361	Rate Code IHUADVD1		ite 110.00	Room	Status Arrival	
Show Less						-
operty	Room Type	Rate Code	Last Room	Membership Type	Member Number	•
Arrival	STDK	IHUADVD1 Balance	-	-	_	
07/04/2020 Tue	Room Type To Charge STDK (Charged)	S0.00	Block Code			
Departure 08/04/2020 Wed						
Show All						
eservation all History (1) Stay Details		Billing Deposit Cancellation	(1) Payment Instructions		Profile Communication (1)   Future & Past Stays (1)   Linked Profiles (1)	
lotifications Alerts (1)						
		1				
Room Selection (Attention Required)		Verify Payment		Identifications	Privacy	

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

### 6. Click Advance Check In.

🤗 Verify Payment				8
Window 1 Window 2 Window 3 Window 4	Window 5 Window 6 Window 7 Window 8			C.
Hethod     Or-Chip and Prin     Clar Cast Cast Cast Cast Cast Cast Cast Cast	Cod Holder Rule 5 - Amount	* Amount	Cost Cost Terminal Default Terminal For Reversals - opersPterminal Autorated Amount —	Ageroni Cote — Enai Add Enail
Backlan lasks sklana			Eack to Manage Reservation	Regulation Card Advance Check In Complete Check In

### NOTE:

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Payment Terminal (the pin pad terminal mapping is previously completed during the OPI Installation. See **OPERA Cloud OPI Installation guide** for details on Terminal mapping).

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

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

8. Click Select Terminal.

Upon Terminal Selection:

- Information will go out to IFC8 → OPI → Payment Device.
- The payment device will alert the customer to present the card.
- After guest inserts / swipes a card, a Token / Authorization request is automatically initiated.
- A Token, Card Type, Expiration, and last 4 digits of the card number is successfully returned along with a successful authorization.

- Upon successful authorization / tokenization, the guest will be Advanced checked in. To review the guest's reservation information, click **Go to Reservation**.

Select a Credit C	Card Terminal						×
() Confirm or s	elect an alternate le	ocation					
Display All Terr	minals						
AIRPORT	CLUB	CONCIERG	FDE	No Device Area			
O Concierge 01 - 1	1501	C	Concierge 02 - 151	8	0	Concierge 03 - 1525	
						Cancel	Select Terminal
						Opt in Email Folio	
Home / Front Desk / Arrivals / I							
Manage Reserva	ation						
Overview     Deposit / Cancellat	ion Reservation	Overview					
		<b>1</b> 1					
	😭 US						
	Confirmation 220994937			Status Arrival Advan	ce Checked In		Property
	Show Les						
	Show Les.	2					
	Arrival	022 Thu	Rooms 1		Room Ty	pe to Charge Charged)	Rate Code
	1 Departure		Room Type		Room		Rate
	10-21-2 Arrival Time	022 Fri	1BED		1	03	\$100.00
	06:17 PM						

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

Payment Instructions			8						
No Post         Ø Auto Settle         Days         Ø Credit Limit Auto Pay									
Pre-Stay Charging	Туре		Reservation Type						
Post-Stay Charging	-		CHECKED IN Checked In						
Window Payment Methods and Routings									
Window Method Card Number Expiratio	n Card Holder	Payee	Routing/Transaction Codes Routing Dates						
1 MC X00000000009988 XX/XX									

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

## Get Token & Pre-Authorization

### Check in (Card Present)

Check in can happen from any area of the OPERA cloud application where Check in is selected. See Front Desk and Reservations sections for the check-ins performed through Front desk and Reservations.

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

To perform check in:

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

Home / I	Front Des	sk / Arrivals							
Arriv	vals								
				<b>.</b>		I Want To			
	с ву: 🔳	lame A-Z		<b>`</b>			(+) Create	@ View	⊕ Go To
<b>Q</b> \	View Op					Assign Room	Copy Reservation	Delivery History	Billing
		l Want To	Property	Confirmation Number	External Ref	Check In	eSign Registration Card	Changes Log	Profile
0			ROSIE	1031361		Place Reservation on Queue	Registration Card	Closing Script	Reservation
			ROSIE	1031185		Show 3 More	Show 3 More		Property Interface Controls
	-					Show All			
0		▲9 €	ROSIE	1029918		Reservation		Billing	
						Call History (1) Stay Details		Deposit Cancellation (1)	Payment Instructions
						Notifications		Profile	
						Alerts (1)		Communication (1) Futur	re & Past Stays (1) Linked Profiles (1)

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

Reservation Overview						
Room upgrade available for this	is reservation.					🗆 🔍 i Want
<b>†</b> , (1)						
Confirmation 1031361	Rate Code IHUADVD1	Ra S1	fe 110.00	Room	Status Arrival	
Show Less						•
Procenty Artival 07/04/2020 Tue 1 Departure 08/04/2020 Wed	Room Type STDK Room Type To Charge STDK (Charged)	Rate Code IHUADVD1 Balance \$0.00	Last Room — Block Code —	Membership Type —	Member Number	υ
Show All Reservation Call History (1) Stay Details Votifications A Alerts (1)		Billing Deposit Cancellation (	(1) Payment Instructions		Profile Communication (1)   Future & Past Stays (1)   Linked P	irofiles (1)
Room Selection (Attention Required)	0	Verify Payment	0	Identifications	Privacy	

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

Verify Poyneed  Verify Poynee	Room Selection	Verify Payment	V Identifications	S Privacy
	Window 2         Window 2         Window 3         Window 4         Window 2           • Mithed Chr. Chriptopad Plin         •         Bill         Card trade Rate Card trade         Rate Rate Rate         -         Amount Amount           Card trade         •         Mither         -         Amount           Card trade         •         Mither         -         Amount           Card trade         •         Mither         -         -         Amount	er Ordit Card Terminal IC&P - IC&P Itter (Daily Rate + (Persons*Amount)) ▼ t		

### NOTE:

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Payment Terminal (the pin pad terminal mapping is previously completed during the OPI Installation. See **OPERA Cloud OPI Installation guide** for details on Terminal mapping).

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

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

8. Click Select Terminal.

Upon Terminal Selection:

- Information will go out to IFC8  $\rightarrow$  OPI  $\rightarrow$  Payment Device.
- The payment device will alert the customer to present the card.
- After guest inserts / swipes a card, a Token / Authorization request is automatically initiated.
- A Token, Card Type, Expiration, and last 4 digits of the card number is successfully returned along with a successful authorization.
- Upon successful authorization, the guest will be checked in.

Select a Cred	it Card Terminal				×	•
Confirm	or select an alternate	e location				
Display All	Terminals					
AIRPORT	CLUB	CONCIERG	FDE	No Device Area		
O Concierge 0	1 - 1501	C	• Concierge 02 - 1518		O Concierge 03 - 1525	
					Cancel Select Terminal	

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

firmation 52479	Rate Code DU2	Rate \$35.00		Room 20 120	Status Arrival	
tifications Alerts (1)	Payment Authorization				×	
Room Selection	Processing Window 1					0
Verify Payment	Method MC - Master Card		Card Holder			E
	Card Number XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		Credit Card Terminal 3C&P - 3C&P		_	
Window 1 Window 2	Expiration XX/XX					
MC - Master Card						
llear						
ard Number		3 - Nights*(Daily Rate + (P	ersons*Amount)) 🔻			
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		* Amount				
Expiration XX/XX		100				

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

leservation Overview					
× *	ŧ.		¢,	-	O I Want
Ionfirmation 1289718	Rate Code DAILY1	Rate \$100.00	Room 215	Status Checked In	
Show More					
Room Selection		Verify Payment		ntifications	
Identifications					Đ

## 5 In House Payments

## **Top Up Authorizations**

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

To enter the authorization amount:

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

Payment Instructions			×
		New/Edit Payme	ent Instructions
No Post	Auto Settle	Days Credit Care	d Authorization
Pre-Stay Charging	Reservation type		d History
Post-Stay Charging		CHECKED IN Checked View Routi	ing Instruction
		Move Payr	ment Method
Window Payment Methods and Routings			
Window Method Card Number	Expiration Card Payee Rou Holder Payee Rou	ting/Transaction Codes Routin	ng Dates
1			
2			
Window Payment Methods and Routings Window Method Card Number 1	Expiration Pavee Rou	Move Payr	ment Method

- 5. Select Additional option.
- 6. Enter the Authorization Amount.
- 7. Click Run Additional Authorization.

Authorization & History			Credit Card History
Method VA - Visa VISA Card Number	Card Holder Authorised Amount 0.00	Folio Batance 0.00 Amount Needed 600.00	Additional Manual
Expiration XX/XX		Additional Authorization	
		Required Field Method VA - Visa Visa Card humber	Currently Authorities Ansount 0.00 Fore balance 0.00 • Authorization Ansount
		Expression XXX/XX Card Holder	280.00 USD
		Credit Care Territoria 3C&P - 3C&P	
			Cancel Run Additional Authorization

8. The payment processing screen appears.

Payment Processing				
Processing	Amount			
Window 1	<b>\$20.00</b>			
Method	Card Holder			
VA - Visa	Credit Card Termina			
Card Number	<b>3C&amp;P - 3C&amp;P</b>			
Expiration XX/XX				

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

lethod		Card Holder		Folio Balance	Additional	Manua
IC - Master C	ard 🌒	Authorized A	and and	0.00 Amount Needed		
ard Number	0	20.00	endunt	580.00		
piration X/XX						

## **Post Check-In Payments**

### Post Check-In Payments (Card on File)

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

To process a payment using the tokenized card on file:

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

Asservation Overney						
0 trest that						
G.#						
Continuated Norman	I Want To				×	
1020567	& Modify/Update	Creater	@ View	Θ Go To	50.0	20
C Store Law	Check Out Sarty	Copy Reservation	Changes Log	Elling		
y Arrist Paper by	Move Room	etign Registration Card	Clasing Script Delivery History	Profile Create Kays	Services -	
24/04/2020 // STDK /	Synchronize to External	Registration Card	newest provid	Property Interface		
December 100	System	Link Reservation		Controls	Neir UD/LLE	There USESS
Room Type STDK HUAD	Custom Charge Exemptions	Key Packet Proforma invoice			Security	

3. Click I Want To ... and then select Billing.

#### 4. Click Post Payment.

0 20

5. Enter the payment Amount to be charged and click Apply Payment.

	Payment of tested, OPI for Room 120	× Sack to In Ho
ling		Post Charge S Page Refr
SE SE	€ MC 2 3 4 5 6 7 8 \$0.00 \$0.	\$0.00
062479	Method     Card Holder	
Show More	MC - Master Card 👻 💌	
	Clear         Credit Card Terminal           Card Number         3C&P - 3C&P	+
	0	
	Get Token  • Expiration	ws Reservations
1 👻 🌒	XX/XX	
		rop charges to ges from one
View Options	Amount     Reference     Supplement	another.
Date Date	Override Debit Activity to Process Rebate	
		MC
25/04		

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



=								
OPERA Cloud							×	99
Home / Front Desk / In House							Post Char	ge K Back to In House
Billing	🚺 мс 2		4 \$0.00 \$0.00	5 \$0.00	6 \$0.00	7 \$0.00	8 1 \$0.00	> C Page Refresh
🛉 .	-\$44.00							🗆 💿 I Want To
Confirmation	* Method		Card Holder					
1062479	MC - Master Card Clear	<b>→</b>	Credit Card Terminal					
Show More	Card Number	0	3C&P - 3C&P					
	Get Token • Expiration							+ Move Charges
	XX/XX							ws
1 👻 🌒 🤊	* Amount		<ul> <li>Reference</li> </ul>		Suppler	nent		Reservations
		-44.00 USD						rop charges to ges from one another.
View Options	Override Debit Activ	ity to Process Rebate						
Date	View Options Code	Description	Posted Amount	Status		Window		мс
25/04	8080	Mastercard	\$22.00	Posted on 25/04/202	0	1	Print Receipt	22.00
							Apply Payment	
								\$0.00
						Post Red	emption Post Charge	Post Payment

### Post Check-In Payments (Card Present)

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

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

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

### **NOTE:**

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Payment Terminal (the pin pad terminal mapping is previously completed during the OPI Installation. See **OPERA Cloud OPI Installation guide** for details on Terminal mapping).

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

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

9. The payment applies to the guest folio.

### Post Check-In Payments with CC Surcharge

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

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

### **NOTE**:

If you are using the Automated Credit Card Surcharge feature in OPERA, the CP Payment type does not add the surcharge. If you need a surcharge to be added, please refer to Post Check-In Payment with CC Surcharge section for details.

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

### **NOTE:**

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

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

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

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

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

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

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

	<ul> <li>No Post</li> <li>Pre-Stay Charging</li> <li>Post-Stay Charging</li> </ul>	Auto Settle Type Days	Video Checkout Reservation Type CHECKED IN Checked In
CP - Chip and Pin     Image: Solution of the second s	Window 1 Window 2 Window 1 Window 2 Win	DS VISA VA VISA V	VA VISA VA VISA VA AMER AX
Card Present Add	CP - Chip and Pin  Clear Card Number Get Token Expiration Card Present Add	5 - Amount * Amount 201 Card Reader	Terminal-1 - Terminal-1     Credit Card Wallet     Select a Credit Card     Email

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

Authorization & History			×
			Credit Card Histor
Method VA - Visa V/SA Card Number Expiration XX/XX Card Present	Card Holder — Authorized Amount 0.00	Folio Balance 4,74,682.34 Amount Needed 4,74,883.34	Additional Manual
Method CP - Chip and Pin	Card Holder	Folio Balance 1,03,165.66	Additional Manual
Card Number	Authorized Amount 0.00	Amount Needed 1,03,366.66	
Expiration Card Present			

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

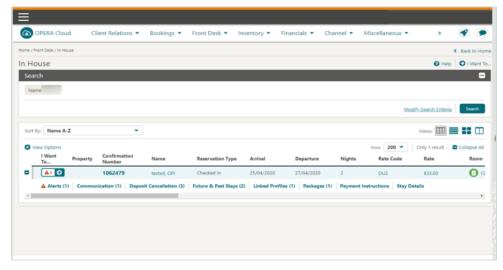
Follow the prompts on t transaction.	the Payment Terminal Device to complete the
Additional Authorization	×
<ul> <li>Required Field</li> </ul>	
Method	Currently Authorized Amount
CP - Chip and Pin	0.00 Folio Balance
Card Number	1,03,165.66
	* Authorization Amount
xpiration	103,366.66 USD
Card Present	
Card Holder	
_	
Credit Card Terminal	
ferminal-1 - Terminal-1	

## 6 Check-Out

## Settlement

To process a check out and settle guest charges:

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



4. Select Check Out.

ne / Front Desk / In House					<	Back to Hor
House					@ Help	O I Want T
Search	-					6
Name	I Want To				×	
Sort By: Name A-Z	Modify/Update <u>Check Out</u> Move Room Link to a Reservation Synchronize to External System	<ul> <li>Create</li> <li>Copy Reservation</li> <li>esign Registration Card</li> <li>Registration Card</li> <li>Show 3 More</li> </ul>	View Delivery History Changes Log Closing Script	<ul> <li>Go To Billing Profile Reservation</li> <li>Show 2 More</li> </ul>	Critena	Search
I Want To	Show All Reservation Packages (1) Stay Details Notifications Alerts (1)		Billing Deposit Cancellation (3) Profile Communication (1) Futu		Room	

- 5. Folio Settlement confirmation screen appears.
- 6. Verify the card information on file:
  - a. If replacing the main card with a new card, update the payment method, verify the amount, and click **Settle and Send Folio**. This step triggers the Payment device.
  - **b.** If using the same card on file, proceed with the below steps.

	Check Out Early		Rost Char	
OPERA Cloud	Folio Settlement			* * *
Home / Front Desk / In House				< Back to Home
In House	1 <b>()</b> MC			Help O I Want To
Search	-\$37.00			•
Name	* Method	Card Holder		
	MC - Master Card  Clear Card Number	Credit Card Terminal 3C&P - 3C&P		Criteria Search
Sort By: Name A-Z	Get Token - Expiration XX/XX			suit Collapse All Room
	• Amount	* Reference	Supplement	12
Alerts (1)	-37.00 USD Override Debit Activity to Process Rebate View Options			
	Code Description	Posted Amount Status	Window	
	8080 Mastercard	\$28.00 Posted on 25/04/2020	1 Print Receipt	
			Settle and Send Folio	
			Schedule Check Out Check Out Now	

7. Verify the Amount to be settled and click Settle and Send Folio.

8. Select the **Destination** option for the folio, and then click **Process**.

Ξ	Check Out Early		×
OPERA Cloud			Charge
Home / Front Desk / In House			< Back to Home
In House	1 🌔 мс	Report Destination	Help 💿 I Want To
Search	-\$37.00	Folio Style	•
Name	Method     MC - Master Card     Clear     Card Number	1 - Detailed Folio (Date) View In Currency Folio Text	Criteria Search
Sort By: Name A.Z View Options I Want To A Alerts (1)	Get Token • Diparation XX/XX • Amount • Amount © Override Debit Activit © View Options Code 8000	Report Destination       Destinations       Imail to Print       Imail       Fax       Download   Proces       MasterCard     2000 Posted on 25/04/2020	III Collapse All Room
		Settle and Send Folio Settle Folio	

9. Click Check Out Now.

OPERA Cloud Home / Front Desk / In House Search Name Sort By: Name A-Z	Check Out Early Folio Settlement	•	Card Holder Credit Card Terminal SC&P - SC&P	Post Char	-		
View Options I Want To A Alerts (1)	Expiration     XX/XX     Amount	00 USD	Reference Posted Amount	Status	Supplement		Collapse All
	8080	Mastercard Mastercard	-\$37.00 \$28.00	Posted on 25/04/2020 Posted on 25/04/2020	1 Settle and Send Folio Schedule Check Out	Print Receipt Print Receipt Settle Folio	

# Pay Only

To process pay only payment:

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

≡													
OF OF	PERA Cloud	Cli	ent Relatio	ns 💌	Bookings 💌	Front Desk 💌	Inventory 💌	Financials 💌	Channel 💌	Miscellaneous 💌	»	-	•
Home / From	t Desk / In House											C Back to	Home
In Hou	ise										😧 Help	O I Wa	ant To
Search	ı												•
Name													
										Mo	dify Search Criteria	Searc	th
										1108	Ser ( Secondaria Secondaria		
Sort By:	Name A-Z			•							Views: 🌐		
O View	v Options									Show 200 -	Only 1 result	Collapse	e All
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4													•

#### 4. Select Billing.

OPERA Cloud	Client Relations · Bookin	ngs 👻 Front Desk 👻 Inv	entory • Financials •	Channel • Miscellaneous •	* 🝼	2
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5. Click Post Payment.

- <u> </u>									Monday, 27 Apr, 2020	
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				1	lo postings exi	st for this foli	o window.			1 • MC
										\$0.00 2 \$0.00
										3 \$0.00
										4 \$0.00
										5 \$0.00
										6 \$0.00
										7 \$0.00

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

OPERA Cloud Client Relations   Bookings	Front Desk   Inventory  Financials  Channel  Miscellaneous  Reports	4 9
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		5 \$0.00
	Apply Payment	4
		\$0.00
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		7 \$0.00

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

OPERA Cloud Client Relations • Bookings •	· Front Desk • Inventory • Financials • Channel • Miscellaneous • Reports •	4.
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# Dynamic Currency Conversion (DCC)

- Dynamic Currency Conversion or DCC as it is commonly known is a service which is offered through the Payment Partner that allows your international guests to settle their bill in their home currency.
- When a payment is being processed, the DCC offer will be presented on the payment device, and once approved the details are updated back to OPERA Cloud.
- Payment Partners will provide training in relation to DCC during the implementation and can assist with any questions you have about this service.

# 7 Other Payments

# **Delayed Charges**

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

- Using the tokenised card on file
- Using a MOTO card transaction
- 1. From the OPERA Cloud menu, select Front Desk, then select Departures.
- 2. Enter search criteria, then click **Search**.
- 3. Select the checked out reservation in the search result, then click I Want To. . . and select Go To > Billing.
- 4. Click Reinstate Reservation.

#### Or

5. If the Open folio functionality is active and in use, there is no need to reinstate the reservation you can post a charge and payment. Go to step 7.

Billing					Notifications	🕜 Help 🛛 🕫 Page Refresh
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Reinstate Reservatio	n out. Do you want to reinstate?				****	:
Send the check in to a send the check in						
						Reinstate

6. Click Reinstate.

Home / Front Desk / Departures / Billing					<ul> <li>Back to Departures</li> </ul>
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Date Code	Description A	Amount Supplement	Reference	12 results	1 VISA VA
				Post Redemption Post Charge	Post Payment Check Out

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

Payment of	for	Room 1	01									×
											Post	Charge
1 VISA VA 2 \$0.00	3	\$0.00	4 \$0.00	5	\$0.00	6	\$0.00	7	\$0.00	8	\$0.00	
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* Method		Ca	Card Holder									
VA - Visa 🔻	VISA											
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- If a new card is provided for the additional charges, then manually enter the Card Number and Expiry dates. See Credit Card Guarantee through the OPERA Cloud Application (Manual Entry into OPERA) section for details.
- 11. Click Apply Payment to activate the Payment device.

#### NOTE:

If you are accessing the Payment device for the first time after Chip and Pin installation, a panel appears to select a Payment Terminal (the pin pad terminal mapping is previously completed during the OPI Installation. See **OPERA Cloud OPI Installation guide** for details on Terminal mapping).

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

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

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

# Refunds

#### NOTE:

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

#### Refund on existing card on file

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

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

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

Following two conditions should be met to process the refund:

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

To process the refund on existing card on file:

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

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6	PERA Clou	id	Client Relations	<ul> <li>Bookings </li> </ul>	Front Desk 👻	Inventory 👻	Financials 🔻	Channel 🔻	Miscellaneous 🔻	*	-	•
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- 3. Click I Want To...
- 4. Select Billing.

me / Bookings / Reservatio	ons / Manage Reservation				< Back to Hor
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- 5. Enter your credentials if requested.
- 6. Select Post Payment.

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OPERA Cloud	Client Relations 🔻	Bookings 🝷	Front Desk 💌	Inventory -	Financials 🔻	Channel 🔻	Miscellaneous	• »	-	•
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- 7. Enter negative amount in the Amount field.
- 8. Provide **Reference** details, if any.
- 9. Click Apply Payment.

SE .											×	
nfirmation 62479										Pos	t Charge	
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25/04	<ul> <li>Method</li> </ul>			Card Holder							MC	
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**10.** The payment is processed and applied to the reservation as shown in the image below.

÷.						Post Charge	. •
onfirmation 062479	€ MC 2 ≪ \$60,00	\$0.00 S	4 50.00 \$0.00	5 6 \$0.00	\$0.00 <b>7</b> \$0.00	8 1 \$0.00	-
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25/04							\$0.00
25/04	* Amount	þ.00 USD	Reference		Supplement		\$0.00
	View Options						
	Code	Description	Posted Amount	Status	Window		\$0.00
	8080	Mastercard	-\$30.00	Posted on 25/04/2020	1	Print Receipt	
							\$0.00

#### Refund to a new card on file

Refund can be made at any time from the billing screen using the tokenized card on file. To process the refund to a new card on file:

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

e / Bookings / Reservation	ns / Manage Reservation				< Back to Hor
nage Reserva	ation				🕑 Help 🛛 🕄 Want To
earch	I Want To				×
And	<ul> <li>Modify/Update</li> <li><u>Assign Room</u></li> <li>Check In</li> <li>Place Reservation on Queue</li> <li>Show 3 More</li> </ul>	<ul> <li>Create</li> <li>Copy Reservation</li> <li>eSign Registration Card</li> <li>Registration Card</li> <li>Show 3 More</li> </ul>	View Delivery History Changes Log Closing Script	<ul> <li>Go To Billing Profile Reservation</li> <li>Property Interface Controls</li> </ul>	criteria Search
I Want To	C Show All Reservation Packages (1) Stay Details		Billing Deposit Cancellation (1)	Room	
Alerts (1)	Notifications A Alerts (1)		Profile Communication (1) Futur	re & Past Stays (2) Linked Profiles (1)	

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



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								1 🌒	MC	
								\$0	.00	
								2 \$0	.00	
						(	Post Redemption	Post Charge	Post Paym	nent

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

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nfirmatic												Post C	harge		
62479	w Options Date	MC \$30.00	2 \$0.00	3 \$0.	4	\$0.00	5 \$0	.00	\$0.00	7 \$0.00	8	\$0.00	1		
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		* Amount	-30.00 USD		Reference				Supplen	hent					
			-30.00 051	,									so	0.00	
												pply Paymen	ה 🛛		

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

### Post It

Post it allows you to post articles to rooms but also to settle charges immediately without a room number.

To perform post it:

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

The Post It screen appears.

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

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

OPERA Cloud Cli	ient Relations 👻 Bookings 🔹	<ul> <li>Front Desk </li> <li>Invento</li> </ul>	ry 👻 Financials 👻 Chani	nel 🔻 Miscellaneous 👻	Reports 💌		4 🔹
ome / Financials / Cashiering / Post It							< Back to Home
Post It							Help
8 Article Transaction Codes	UPC Des	cription				Activate Minus Posting	Fast Post
Sun Glasses -\$4,00	hajmola lozeng \$0,00	Bottled Water \$2,75	Absolut \$50,00	Lays \$5,00	Code	Description	Price
Test \$10,00	Sprite \$4,75	Sprite \$4,75	Bagpipers \$100,00	Chair \$30,00	3010 3010	Bottled Water Sprite	\$2,75 X \$4,75 X
Misc \$5,00	Redbull \$8,00	Teachers \$120,00	Coca Cola \$20,00	Popsicle \$5,00	7000	Popsicle D	\$5,00 ×
MISC \$5,00		Teachers \$120,00	Coca Cola \$20,00	Popsicie \$5,00			
Sunscreen \$10,00	Chocolates \$75,00						
«»					Pay	Items: 3	mount: <b>\$12,50</b>
						Items: <b>3</b> A	nount: \$12,50

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

OPERA Cloud Client Rela	ations 👻 Bookings 🍷 Front Desk 🍷 Inventory 👻	Financials  Channel  Miscellaneou	us 👻 Reports 👻		4 .
Article Transaction Codes	Payment Charge to a Room		×	vate Minus Posting	] Fast Post
Sun Glasses -\$4,00 h	* Method MC - Master Card	Card Holder		on	Price
Test \$10,00 S	Clear	Card Reader		later	\$2,75 🗙
Misc \$5,00 R	Get Token	Credit Card Terminal			\$4,75 X \$5,00 X
Sunscreen \$10,00	Expiration Gard Present				
	Passer By Additional Information				
	Name Q				
«»		Items: 3	Amount: <b>\$12,50</b> Rounding Difference: <b>\$0,00</b>		
			Cancel Complete Sales	Items: 3 Amou	unt: <b>\$12,50</b>

#### **NOTE**:

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

OPERA Cloud OPI Installation guide for details on Terminal mapping).

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

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

5. Click **Complete Sales** to run the transaction (authorization followed by sale, or just a sale) to activate the Payment Device.

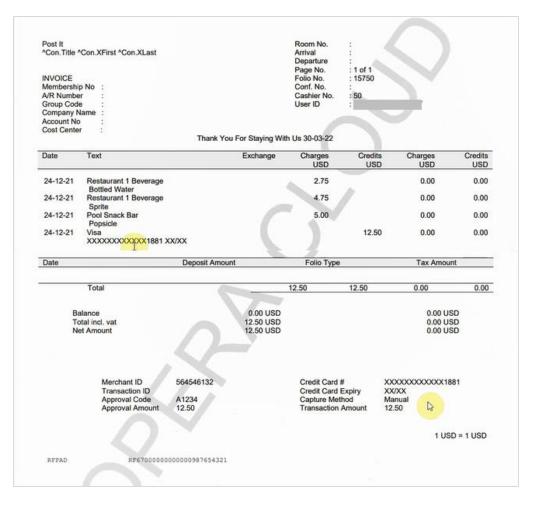
The payment device will alert the customer to present the card. After guest inserts / swipes a card, if transaction is successful, a Token, Card Type, Expiration, and last 4 digits of the card number is returned to OPERA.

Article Transaction Codes	UPC Descript	ion					Activate Minus Po	iting 🔲 Fast Po	ist
Sun Glasses -\$4,00	hajmola lozeng \$0,00	Bottled Water \$2,75	Absolut \$50,00	Lays	\$5,00	Code	Description	Price	
	Sprite \$4.75	Soriti		Constraint of the second secon		3010	Bottled Water	\$2,75	×
Fest \$10,00	Sprite Payment Processing	Transaction in Pro			\$30.00		×	\$4,75	
Sunscreen \$10,00	Choc Window 1 Method MC - Master Card		iit for the terminal or vendor i	esponse.					
×»						Pay	ttems: 3	Amount: \$12,	,50

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

Report Destination	×
Folio Style <u>9 - Detailed Folio (Room)</u>	
View In Currency	
Folio Text	
Report Destination	
Destinations Preview to Print Email	
P	rocess

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



### **Declined or Failed transactions**

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

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

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

### **Authorizations Reversals**

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

OPERA Cloud does this automatically if these two conditions apply:

1. A pre-authorization exists

ORACLE'

2. The main card type is replaced with a new card.

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

To perform authorization reversals:

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

Payment Instruction	ns				×	
				Ne	ew/Edit Payment Instructions	
🗌 No Post		🗹 Auto Settle		Days	Credit Card Authorization	
Pre-Stay Charging		Туре		Reservation Type	Credit Card History	
Post-Stay Charging		_	_		View Routing Instruction	
					Move Payment Method	
Window Payment N	Nethods and Routing	ļS				
Window Method	Card Number	Expiration Card Holder	Payee	Routing/Transaction Code	s Routing Dates	
1						
2						

- 5. Click the payment Method drop-down and select the payment type of your choice.
- 6. Enter the Credit Card Number.
- 7. Enter the Expiration date in MMYY format.
- 8. The new Token is received and the request to release the authorization on the previous card is triggered.
- 9. Click Save.

	Payment Instructions			
Home / Bookings / Reservation	• Revolut Field	Auto Settle Type Days I 10	Video Checkout Credit Limit Auto Pay Reservation Type GDED Q Group Deduct	Criteria Search
Sort By: Name A-Z View Options I Want To A Alerts (1)	Window Payment Methods       Window 1     Window 2       Window 1     Window 2       MC     Window 2       • Method     VA - Visa       VA - Visa     VISA       Clear     Card Number       Get Token     Expiration       XXXXX     VXXX	3 Window 4 Window 5 Win Card Holder Rule 3 • Nights*(Daily Rate - (Persons*Amoi ~ * Amount 100	tdow 6 Window 7 Window 8 Credt Card Terminal 3CAP - 3CAP 2mail Add Email	ult © Collapse All Room Assign

# 8 Reconciliation

# **Balancing Reports**

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

To access OPERA Cloud reports:

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

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2. Enter a Report Name and/or select a Report Group from the drop-down list.

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3. Click **Search** to display the report.



# 9 Review Standard Operating Procedures

# **Pre-Authorization Rules**

- OPERA Cloud provides support for automated Pre-Authorization Rules. You can set the rules as follows:
  - A standard rule across the OPERA Cloud Property.

Or

- A customized pre-authorization rule based on Room Type, Room Class, Rate Code, Rate Category, Reservation Type and Source Code.
- These rules are used upon check-in and control the pre-authorized amount against a guest card upon arrival.
- See About Credit Card Authorization Rules for details.

## What has changed?

As customers install this new solution, it is important to acknowledge that there are changes in the way the card data is handled and processed, which means a change to Standard Operating Procedures that are in place.

Before activating the new solution some of the areas are recommended for review:

### Full Card Number No Longer Stored in OPERA Cloud

- **Description of Issue**: Initially the full card number was stored in OPERA Cloud. When it is encrypted, it is still accessible to the users who had necessary user privileges. When OPI is installed, the OPERA Credit Card Vault feature swaps the credit card with a Token ID and only the Token ID is stored. With OPI activation, no user has access to guest card number from OPERA Cloud.
- **Review**: Because the credit card number is no longer stored, it is important to discuss any processes within the business that were previously dependent on card numbers. This is essential in helping you understand how your business processes may be impacted, and in assisting you with determining a new solution.

## Chargebacks

- **Description of Issue**: Hotels often deal with chargeback requests for credit cards and may require the full card number for the chargeback.
- Review: Because the credit card number is no longer stored in OPERA Cloud, it is important to have a discussion with your Payment Service Provider regarding Chargeback management.

# Pay Only

- **Description of Issue**: The Pay Only function in OPERA Cloud is designed to accept only **Sale** transactions. This is used by the Card types that do not support pre-authorizations. Some examples of the payment types that can be set up are, Debit Cards, Virtual Credit Cards, AliPay and WeChat.
- **Review**: It is important to discuss which payment types you need to be set up during the installation process.

### **Pre-Authorizations**

- **Description of Issue**: Hotels are often managing guest complaints for preauthorizations held on guest credit cards. It is important to understand that OPERA Cloud and OPI supports the electronic Pre-Authorization Release transaction type, it is up to the Card Holder's bank to release the pre-authorization. Many banks today do not support the electronic Pre-Authorization Release message. Therefore, the hotels may question why holds remain on guest credit cards.
- **Review**: Hotels can still use the existing processes to release pre-authorizations if they are still being held for any reason. It is always recommended to review the pre-authorization rules carefully before implementing OPI to avoid any unnecessary funds being held on a guest card. If possible, it is recommended to process a payment rather than a pre-authorization.

### **Token Limitations**

- **Description of Issue**: When OPI is implemented all cards in the OPERA Data Base are Tokenized. While this is more secure, it is important to note that these tokens are not credit cards and are handled differently.
- Review:
  - Tokens cannot be copied from one reservation to another
  - Tokens cannot be saved to guest profiles
  - Tokens can be copied from one window to another in the same reservation
  - Tokens cannot be manually entered into OPERA

### Manual entry of Authorisation codes is not supported

- **Description of Issue**: Legacy Payment Interface supported manual entry of authorisation codes into OPERA Cloud, which can then be processed with payments later. OPERA Cloud users would call the bank to generate the manual authorisation code and enter it into OPERA Cloud. This feature was used when payment terminals were offline or if the guests card had declined.
- **Review**: The manual enter of authorisation codes is not supported with the OPI integration with OPERA Cloud. This is because the auth code generated over the phone was not generated via OPI and cannot be recognised by OPI.