Oracle Hospitality Payment Interface OPERA V5 OPI User Guide



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Oracle Hospitality Payment Interface OPERA V5 OPI User Guide 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) solution with the OPERA Property Management System (PMS).

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

#### Audience

This document is intended for OPERA PMS 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

In order to perform a card payment using a Payment device on OPERA Client Workstation, following configuration is needed in the OPERA Workstation Configuration:

- 1. Log in to OPERA and go to **Configuration**.
- 2. Select Setup and then select Workstations option.
- 3. Select your Workstation and click Edit.
- 4. Select the **Chip & Pin Device Available** check box to enable the device for this workstation.

Station	15784839 - Workstations - Edit	Search
	Station	
Station	Description	
	wipe Reader Attached Chip & Pin Device Available	
1	Reader No 📃	
	IPC Scanner Attached 🗖 .	
(	ttach Print Tasks from 📃	Print Ta.
	Key Encoder 1 configured	New
		Edit
•	OK Clos	se Delete

5. Click OK.

## 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 Payment Widget.

Or

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

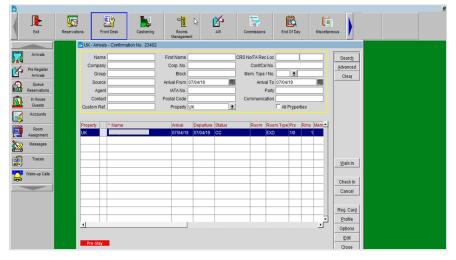
For both methods, you need to notify your Payment Partner to make sure that they are informed of the requirement to support these transactions types.

In order to test the below scenarios, refer to Booking a Reservation section of the OPERA V5 user guide.

# Credit Card Guarantee through the OPERA Payment Widget

To enter a card number into OPERA through the OPERA Payment Widget:

- 1. From the OPERA menu, click Front Desk, and then select Arrivals.
- 2. Search for and open the reservation.
- 3. Click Edit.



4. Select the payment type from the **Payment** field.



5. Click the OPERA Payment Widget icon ext to the **Credit Card Number** field.

15	784839 - Arrivals - Confirmation No. 13039295	9	
Ň	15784839 - Reservation 130392959 DUE IN		
c	Last Name Title Dr. ± Address 15345 City State ± Postal Code Dountry ±	Phone C	Agent
Cus	More Fi Total stays 0 Last Room	/Stay/Rate New Guest /	
ic :c 	Room 3516 ± □ DNMWhy? ate Code COMP ± ☞ Fixed? Dirty Rate 0.01 ☞ Print Rate Packages ± ock Code ±	Res. Type NON ± Non GTD Market CP ± Complimer Source IHR ± In House R	Item Inv. Newspaper CRS No. 65056SB20749 ✓ No Post Reference # Upg Reason Upg By ↓
	comments	1	±
	No Post	ByOn 09-24-19 12.06	Save QK Options Close

- 6. Enter the Credit Card Number.
- 7. Enter the **Expiration** date in MMYY format.
- 8. Click OK.

15784839 - Arrivals - Confirm	ation No. 130392	2959			
15784839 - Reservation					
MICROS Payment Application [3.17,2.3]			×	nt	1 H
				ny	
Pay TypCredit Card	Expiry	Name	Statu	te	
GP				rty [	
				t Balance	0.00
				orials	
				res	
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reated By On 05	9-24-19 11:55 pdat	ted By Dn 09-24-19 12:06		Options	Close
					<u>C</u> lose

# Credit Card Guarantee through Manual Entry into Payment Device

To enter a card number into payment device:

- 1. From the OPERA menu, click Front Desk, and then select Arrivals.
- 2. Search for and open the reservation.
- 3. Click Edit.
- 4. Select the payment type from the **Payment** field.
- 5. Click the OPERA Payment Widget icon next to the **Credit Card Number** field.

Q1457040	339 - Arrivals - Conf	impation No. 1202	02050						
_									
15	784839 - Reservati	on 130392959 DL	JE IN						
( Las	st Name		F	Phone			Agent		<u>±</u>
Firs	st Name	Title Dr.	Ł	Email			ompany [		±
	Address 15345				<u>•</u>		Group		±
	City			п Туре 🔄	<u>+</u>		Source		±
Post	tal Code	Country	• 🔛				Party		
Cus Mor	re Fi Total stays	0 Last R	Room/Stay	/Rate New G	Guest /		_/		
A	rrival 09-24-19 📠	Tuesday ETA	11:54				Guest Ba	alance	0.00
	Nights 1			Res. Type	NON ±	Non GTD	Speci	als	<u>•</u>
Depa	rture 09-25-19 📠	WednesdaC/O		Market	CP ±	Complimer	Featur	res	±
A	Adults 1 Child 0	]		Source	IHR ±	In House R	Item I	nv.	±
lo. of	Rms. 1			Payment	CP ±	Chip an	Newspag	per	±
	Type URK ±		± Dre	edit Card No.				No. 650565	B20749
		DNMWhy?		Exp. Date		wiped?	NO F	Post	
Rate (		Fixed? Dirty		ame on Card			Referen	ce#	
HL.	Rate 0.01	Print Rate		oproval Code			Upg Rea		ŧ
	kages 👲	-	A	pproval Amt.				g By	
3lock	Code	]		Tax Type	0	±	Op	9.09	
Comr	ments								<u>+</u>
No	o Post								
•								Save	QK
reated	i By Or	09-24-19 11:55 P	dated By	_10	n 09-24-19	12:06	1	Opțions	Close

6. Do not enter any Credit Card information. Click **OK** and follow the prompts on the Payment Device to enter credit card information.

		I				
🔞 15784839 - Arrivals - 0	Confirmation No. 13039295	9				
💼 15784839 - Rese	rvation 130392959 DUE IN					h.
MICROS Payment Application [3.1	7,2.3]		×	int	±	ba
				ny	<u>+</u>	-
Pay TypCredit Card	Expiry	Name	Statu	up	<u>±</u>	F.
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Comments					±	
No Post						FI.
<u> </u>				Save	QK	8
reated By	On 09-24-19 11:55 pdated	By On 09-24-19 12:06		Options	⊆lose	
					<u> </u>	e

## View Token ID

To view the token id:

- 1. From the **OPERA** menu, click **Reservations**, and then select **Update Reservation**.
- 2. Search for and open the reservation.
- 3. Click the horizontal ellipsis next to the **Payment** type field.

🔞 UK - Reservation 13151 CHECKED IN		
Name	Phone	Agent ±
First Name	Member Type	Company 👤
Title 👤 Country GB 🛨	Member No.	Group
Language E 👤 VIP 👤	Member Lvl.	
More Fields		
Arrival 04/04/19 Thursday	Res. Type	CHEC 2 Checked In Guest Balance -1.00
Nights 1	Market	INT 👤 Internal Disc. Amt. %
Departure 05/04/19 mil Friday	Source	IN 🛓 Internal 🦯 Reason 📃
Adults 1 Child 0	Origin	<u>±</u>
No. of Rms. 1	Payment	t Specials t
Room Type STD 🛨 RTC. STD 🛨	Credit Card No.	Comments ±
Room 0103	Exp. Date	09/19 Purpose of stay
Rate Code RACK Fixed Rate	CRS No.	
Rate 100.00 Curr. GBP ±	Approval Code	
Packages 📃	Approval Amt.	
Block Code ETA #16:00	Suite With	
	Confirmation	
No Post		
		Save QK
Created By On 0307/19 07:12 Updated By	0	Options Close
Created By On 03/07/19 07:12 Updated By	0	09/09/1917:52 Options Close

- 4. Right click the **Payment Type** field.
- 5. Select Vault Token ID and the Token ID appears.

🙀 UK - Reservation 13	151 CHECKED IN							
Name			Phone		Agent		<u>±</u>	
First Name [			Member Type	<u>*</u> (	Company (		<u>*</u>	
Title	E Country	E 🚬	Member No.		Group		1	
Language E	1 VIP	<u>+</u>	Member Lvi.					
🔞 UK - Payment Method	is							
Window Pay Type	Credit Card	Expiry Auth Ru	le Amt / Pct	Name	AR No.	Swiped	History	
1 MC Corv	To Window	09/19 2 1	£ 50.00	IFC, IFC			Distoly	
2	Token ID							
3								
4								
5								
6								
7					_			
8							ок	
Rule Description : Nights*(I								
Estimated Approval Amour	t : 149.00 GBP						Close	
			Confirmation 🗔					
No Post								
						Save	QΚ	
Created By	On 03/07/19 07:12	Updated By	On og	09/19 17:52		Opțions	Çlose	

## Deposit

Once the reservation is created, you can process a deposit.

To process a deposit:

- 1. From the **OPERA** menu, click **Reservations**, and then select **Update Reservation**.
- 2. Search for and open the reservation.
- 3. Click **Options**.
- 4. Select Deposit/CXL.

Name	First Name	SI	lo/TA Rec Loc	
Company	UK - Reservation (	×		
Group Source	Accompanying	Add <u>O</u> n	Agent/Company	
Agent	Alerts	Attachments	Billing	
ustom Ref.	Cancel	Changes	Confirmation	roperti
Property * Name	Credit Cards	Delete	Deposit/CXL	Prs Rms Me
	Facility Scheduler	Fixed Charges	History	/0 1
-	Housekeeping	Messages	Package Option	/0 1 /0 1
	Party	Privileges	Pro-Forma Folio	/0 1
	Rate Info.	Register Card	Resync	/0 1
	Room Moye	Routing	Shares	/0 1 /0 1
	Traces	Valued Program	Waitlist	/0 1 /0 1
	Wake-up Call	Web Links		
4		Close		

5. Click Payment.

	Cancellat	lion							
									<u>N</u> ew Edit
	<b>T</b>	0/	Den esit De n	Due Dete	Deid Des seite	Due Americant	Dute oute o		Delete
roperty	Туре	%	Deposit Req.	Due Date	Paid Deposits	Due Amount	Rule Code C	omments	Indisie
									Payment
otal			0.00		0.00	)	Balance	•	
ate	Payment I	Nethod	Amou			/ Remark	Receipt N		Eolio
									Receipt
									View
									Apply
								<b>▼</b>	

- 6. Enter your credentials.
- 7. Enter the Amount to be processed for the deposit. Click OK.

🗄 UK - Reservation Deposit Payments	
Payment MC Mastercard	
Currency GBP United Kingdom Pound	
Amount GBP	
Reference	
Comments	
Credit Card No. Exp. Date 09/21	
Res. Type DP 👤 Deposit Paid	QK
	Close

## Reservation Deposit with a new Card

To process a deposit through OPERA Payment Widget:

- 1. From the OPERA menu, click Reservations, and then select Update Reservation.
- 2. Search for and open the reservation.
- 3. Click Option.
- 4. Select Deposit/CXL.
- 5. Click Payment.



6. Click the OPERA Payment Widget icon ext to the Credit Card Number field.

Payment	MC	Mastercard	
Currency	GBP	MICROS Payment Application [3.17,2.3]	×
Amount	1	3	
Reference		Credit Card Number	
Comments		Credit Card Humber	
Credit Card No.	0000000000	Credit Card Expiry Date	
C	UK-OPER	A Card Holder Name	
Res. Tyr	문	OK Close	
		-	OF

7. If you do not have a Payment device, enter the **Credit Card Expiry Date** manually and click **OK**.

NOTE:
If you are entering the card number into a Payment device, click <b>OK</b> without entering any card information and this activates the Payment device.

8. Once the Token is received, enter the payment Amount and click OK.

C UK - Reservation Deposit Payments	
Payment     VA     Visa       Currency     GBP     * United Kingdom Pound       Amount     10.00     GBP	
Comments Credit Card No. Exp. Date XXXXX	
Res. Type DP 👤 Deposit Paid	QK Çlose

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

		1						
Deposit	Cancellation	I						
roperty	Туре	%	Deposit Reg.	Due Date	Paid Deposits	Due Amount	Rule Code	Comments
JK	Unallocate	_	Deposit Req.	Due Date	-10.0		Rule Code	Unallocated
JK .	Offanocate				-10.0	, ,		Onanocated
otal			0.0	0	-10.0	D	Balance	-10.00
)ate	Payment Me	thod	Amour	nt	Reference /	Remark	Receipt	No
7/04/19	Visa - 1111				-10.00			16

# 4 Check-In

## **Pre-Authorization**

#### Check-in (Card Present)

Check in can happen from any area of the OPERA application. Refer to Arrivals screen, the Rooms Queue screen, the OPERA Dashboard, the Share Confirmation screen, and the Reservation Search screen sections for the check-ins performed.

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

To perform check in (card present):

- 1. From the OPERA menu, click Front Desk, and then select Arrivals.
- 2. Search for and open the reservation.
- 3. Update any of the details on the reservation as needed. For example, Room Number, Dates of stay and so on.
- Select the Payment type as CP (Chip and Pin). Make sure the Card Number and Expiry Date fields are empty. Ensure the correct Authorization rule is selected for the booking.

Name			Phone			Agent		<u>+</u>
First Name			Member Type	<u> </u>	<u>±</u> c	Company		<u>+</u>
Title Mr. & M Language E	t Country GB     t VIP	*	Member No. Member Lvl.	-		Group		*
Language L			mennber En.					
lore Fields							_	
Arrival 23/04/19	Tuesday		Res. Type		Deposit Paid	Guest Balanc	and the second s	-250.00
Nights 1	-				1 Internal	Disc. Amt.	%	
Departure 24/04/19	Wednesd	ву	Source		Accounts Rev	Reason		4
Adults 1 Child	d [0]		Origin	processing in the local division of the loca	Own Website	Specials		4
o. of Rms. 1	Test see 1		Payment	CP	Chip and	Comments		4
	± RTC.	EXD (1)				Stav Reason		
Room 0201	<u>+</u>	xu <u>(*</u>	Credit Card No.			Stay Reason		*
Room 0201	<u>+</u>	30 <u>1</u>	Credit Card No.		R	Stay Reason [		
Room 0201	<u>+</u>		Credit Card No.	t I	lees) Name	Stay Reason	Swiped	<u>*</u>
Room 0201	* nods			t N 50.00			Swiped	<u>*</u>
Room 0201	nods Credit Card	Expiry /	Auth Rule Amt / Pc				Swiped	<u>*</u>
Room 0201	nods Credit Card	Expiry /	Auth Rule Amt / Pc				Swiped	<u>*</u>
Room 0201 UK - Payment Meth Window Pay Type 1 OF 2 3 4	nods Credit Card	Expiry /	Auth Rule Amt / Pc				Swiped	<u>*</u>
Room 0201 UK - Payment Meth Window Pay Type 1 0F 2 3 4 5	nods Credit Card	Expiry /	Auth Rule Amt / Pc				Swiped	<u>*</u>
Room 0201 UK - Payment Meth Window Pay Type 1 0F 2 3 4 5 6	nods Credit Card	Expiry /	Auth Rule Amt / Pc				Swiped	<u>*</u>
Room 0201 UK- Payment Meth Window Pay Type 1 0F 2 3 3 4 5 5 6 7	nods Credit Card	Expiry /	Auth Rule Amt / Pc				Swiped	<u>*</u>
Room 0201 UK - Payment Meth Window Pay Type 1 0F 2 3 4 5	nods Credit Card	Expiry /	Auth Rule Amt / Pc				Swiped	

Window	Pay 1	ype	Credit Card		Expiry	Auth	Ru	Amt /	Pct	Name	AR No.	Swipec	History
1	CP	1	1	-		2	±		50.00				Charlot
2													
3													
4													
5													

- 5. Click **Save** to save the changes and click **OK** to exit.
- 6. Click **YES** to confirm the Check in process. A pop-up window appears to assign a room.
- 7. Once a room is assigned, another pop-up window appears to confirm the payment type.
- 8. Leave the **Payment** type as "**CP** (**Chip and Pin**)" and click **OK**. This step activates the Payment device.

e Mr. & Mr 🗶 Country GB 👤 🗾 🗮 e E 👤 VIP 👤	Member No Member Lvl
23/04/19 Tue: OPERA	🗙 pe DP 👲 Deposit
1 Check in gue	est 🤉 et INT 👱 Internal
24/04/19 📰 Wed 🚺	e AR 🛓 Account
1 Child 0 Yes 1	No in WEB 👱 Own We
1	nt VA 👱 💴
EXD 👲 RTC. EXD 重	
0201 👤	Credit Card No. 0000000006412
ADR 👱 Fixed Rate 🗆 .	Exp. Date 12/29
100.00 Curr. GBP ±	Approval Code
<u>.</u>	Approval Amt.
± ETA	Suite With

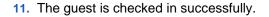
0	UK - Payment Method	
	Name	
	Room 🧕	201 👤
	Method Of Payment	Chip and Pin
	Credit Card No.	
	Expiration Date	
		QK <u>C</u> lose
		<u> </u>
		-

#### **NOTE**:

A room must be assigned to the guest before this process can be performed.

- 9. Insert, Swipe or Tap the Card into the Payment device. The authorization window appears indicating that an authorization request is sent to the payment partner through OPI to process the payment.
- **10.** Once approved, the Payment details are automatically updated in OPERA.

UK - Authorization		Market IINT 1.+ Linterna	UISC. AML I
Authorization Payment Credit Card Guest Room Amount	VA VISA 0201 150.00 GEP	308308	Successful
Approval Code:	699985		QK



	Market INT 👱 Internal
Wednesday	Source AR 1 Accounts
OPERA	Own Wel
- J 🗘	Checked in successfully. Chip
	QK 6
Curr. GBP 👱	Approval Code
Room Type EXD ± RTC.	EXD ±
Room 0201 ±	Credit Card No. Stay Reason
Rate Code ADR 🛓 Fixed	IRate □ . Exp. Date 12/29 Car Reg≇
Rate 100.00	Curr. GBP 🛓 Approval Code 699985 CRS No.
Packages 👱	Approval Amt. 150.00

#### Check-in (Card Not Present)

You can also check in a guest when the card is not presented, if a tokenised card is already saved to the reservation.

To perform check in (card not present)

- 1. From the OPERA menu, click Front Desk, and then select Arrivals.
- 2. Search for and open the reservation.
- 3. Update any of the details on the reservation as needed. For example, Room Number, Dates of stay and so on.

#### **NOTE:**

Do not change the Payment type. Make sure the Card Number and Expiry Date fields remain as is. Ensure the correct Authorization rule is selected for the booking.

- 4. Verify the Check in date is current date and click **OK** to confirm the Check in process.
- 5. A pop-up window appears to Check in the guest. Click **YES** to confirm.
- 6. The pre-authorization is processed using the tokenised card that was on file.

👌 UI	<- Arrivals - C	onfirmation No	22151							
	👌 UK - Rese	rvation 22151	RESERVED							Π
	Nan First Nan Tit Languag	netlettetlettetletttettettettettettettettett	Country GB		Phone Member Type Member No. Member Lvl.	<u>*</u>	Agent Company Group		+ +	d
Сι	More Fields	<b>.</b>	IK - Authorization					1		
	Arrival Nights Departure Adults No. of Rms. Room Type Room Rate Code	24/04/19 1 Chi 1 EXD 0201	Authorization Payment Credit Card Guest Room Amount Approval Code:	VA VISA 0201 150.00 GBP 812149	12/29		Successful	ce %	-250.00	
H	Rate Packages						QK			
E	Block Code		ETA		Suite With Confirmation /		Preferences		<u>*</u>	d
1	Deposit/Cxl Rm. Type Avail Created By	.: 5	17/03/20 11:30	Updated By	On 07	/06/21 13:08		Save	QK 2lose	
1-	_								_	
Ē	≣ 0	PERA						×		ļ



# 5 In House Payments

## **Top Up Authorization**

A Top Up Authorization allows an additional authorization amount to be taken during the guest stay. This function can be activated from the reservations or billing screen.

To enter the authorization amount:

- From the OPERA menu, click Front Desk, and then select In House Guests. 1.
- Search for and open the reservation. 2.
- Click Options. 3. Select Credit Cards, and then select Authorization. 4. Last Name Phone Agent 1 First Name . Title Dr 1 Email Company . Address 15345 VIP .\* Group • **±** City State Mem Type Source . Country Postal Code + Party More Fi\_\_\_ Total stays 0 Last Room/Stay/Rate New Guest / Arrival 09-24-19 Tuesday ETA 11:54 Guest Balance 0.00 Nights 1 Res. Type NON ± Non GTD Specials ± eparture 09-25-19 WednesdaC/O Market CP ± Complimer Features Source IHR 1 In House R Adults 1 Child 0 item Inv. of Rms. 1 Payment AX 1 Newspaper om Type URK . RTC. URK + Credit Card No. 0 CRS No. 65056SB20749 Room 3516 1 DNMWhy? Exp. Date 03/23 Swiped? No Post 1 Fixed? Dirt Name on Card ate Code COMP Reference # Print Rate Rate 0.01 Approval Code Upg Reason 0.00 Approval Amt. Packages <u>\*</u> Upg By ock Code . Tax Type 0 \* omments Save QK Options Close ated By On 09-24-19 13:54 On 09-24-19 11:55 pdated By

1

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Accompanying	Add <u>O</u> n	Agent/Company	Alerts
Attachments	Billing	Call History	Cancel
Changes	Confirmation	Credit Cards	Delete
Deposit/CXL	Facility Scheduler	Fixed Charges	History
Housekeeping	Keys	Messages	Package Optio
Party	Privileges	Pro-Forma Folio	Queue
Rate Info.	Register Card	Resync	Room Move
Routing	Scheduled Activi	Shares	Traces
Track It	Valued Program	<u>W</u> aitlist	Wake-up Call
Web Links			

sday F	TA 11:54		. (
<b>1</b>	5784839 - Credit C	ards Menu	
dnes	Authorization	Credit Card History	er R
	v? Fx	Date 03/23 Swined?	<b>ا</b> ل

#### 5. Select Additional option.

	ment Type Credit Card	Exp. Da	Manual
AX		03/23	Additiona
			Podeona

- 6. Enter the Additional Authorization Amount that needs to be authorized.
- 7. Click OK.

12	VII SI 18	× I	010
15784839 - Addit	tional Authorization		
	Payment Method	XA I	1
	Credit Card		
	Expiration Date	•	03/23
Currently	Authorized Amount		0.00
Cu	rrent Guest Balance		0.00
Additional Auth	orization Amount		0.01
	$\rightarrow$	<u>O</u> K	Close
1	1	1	

8. The authorization window appears indicating that an authorization request is sent to the payment partner to process. Once successful, the details are automatically updated in OPERA.



Authorization		Succes
Payment	MC	
Credit Card	09/21	
Guest		
Room	0109	
Amount	14.00 GBP	
Approval Code:	767840	

### **Guest Credit Card History**

If there are any requests from guests, Credit Card History feature allows you to confirm the charges processed on the cards.

To view the guest credit card history:

- 1. From the **OPERA** menu, click **Front Desk**, and then select **In House Guests**.
- 2. Search for and open the reservation.
- 3. Click Options. Select Credit Cards, and then select Credit Card History.
- 4. The Authorization History window appears as shown in the image below.

⊡ Au	thorizati.	<b>.</b>	Payments		Refunds		Eailures	Sear
Date	Time	Amount	Approval	CC Typ	Credit Card	Expirati	o Transaction Ty	
9-24-19	12:06	-0.01	147368	AX		03/23	REVERSAL	
9-24-19	12:05	0.01	147368	AX		03/23	PRE-CHECKIN	
		-						
				_				
				_				Log
				_				
								Rep

#### **Post Check-In Payments**

Payments during the guest stay can be made at any time from the billing screen using the tokenized card on file, or with a card presented by the guest.

To process a payment using the tokenized card on file:

- 1. From the **OPERA** menu, click **Front Desk**, and then select **In House Guests**.
- 2. Search for and open the reservation.
- 3. Click Options.
- 4. Select Billing.
- 5. Select the guest room which requires the payment.
- 6. Click Payment.

	ance [ tatus [C	HECKE	299.00 Arrival 04/04/19 D IN Depart 04/05/19	Company Group			BP Prs Rm. Type STD
						MC 5454	299.00
х	Date	Code	Description	Amount	Supplement	Reference	± –
	06/04	1000	Accommodation		100.00	[NA Room]	<b>-</b>
	05/04	1000	Accommodation		100.00	[NA Room]	
	04/04	1000	Accommodation		100.00	[NA Room]	
	04/04	9990	Deposit Matured		-1.00		
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4							<u> </u>
e	lect All	1	Pos	t Edit	Folio Options	Payment Settlement	Close

- 7. Make sure that the guest is paying with the same card used on check-in.
- 8. Leave the **Payment** type as is, and enter the **Amount** for the payment.
- 9. Click **Post** to initiate the payment.

UK - Payment [Wind, 1 -	- Room 0109]					
Payment Code MC	Mastercard			1	сн 🔽	VA VA
Currency GBP	1 United Kingdom Poun	d			MC 😭	AX
				DenCab	DC	CU
Amount	29.00 GBP			PAYO	NLY	
Credit Card No.	🔁 🛛 Exp. Dt 🛛	09/21				
		Post	Çlose			

**10.** The payment appears in the guest folio as shown in the image below.

alar	- Billin nce [ itus [C	9 [ HECKE	-Room 0202] -59.00 Arrival 07/04/19 Comp D IN Depart 08/04/19 Gr	any		Rate Code ADR GBI Rate 100.00 R	P Prs Rm. Type EXD
v r	Date	Code	Description	Amount	Supplement	VA 5972 Reference	-59.00 1
_		9004	Visa	-29.00		Reference	
		9004	Visa	-20.00			
_		9990	Deposit Matured	-10.00			
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### 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** menu, click **Front Desk**, and then select **In House Guests**.
- 2. Search for and open the reservation.
- 3. Click Options.
- 4. Select Billing.
- 5. Select the guest room which requires the payment.

- 6. Click Payment.
- 7. Select the Payment Code as CP (Chip and Pin).
- 8. Select **Post** (do not select the blue icon).
- 9. Insert, Swipe or Tap the Card in the Payment device to process the payment. The authorization window appears and a token is returned.
- 10. Confirm the post amount.
- 11. Click Post to settle payment.
- **12.** The payment applies to the guest folio.

#### **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.

#### 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 menu, click Front Desk, and then select In House Guests.
- 2. Search for and open the reservation.
- 3. Click Options.
- 4. Select Billing.
- 5. Select the guest room which requires the payment.
- 6. Click Payment.
- 7. Select the relevant Payment Type the guest has presented, and do not add any card information into OPERA.
- 8. Enter the Amount for the payment.
- 9. Click **OK**. This activates the payment device.
- **10.** Insert, Swipe or Tap the Card into the Payment device to process the payment. The authorization window appears. Confirm once the transaction is approved.
- 11. Click **OK**. The Payment details are automatically updated in OPERA.

## 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 menu, click Front Desk, and then select In House Guests.
- 2. Search for and open the reservation.
- 3. Click the horizontal ellipsis next to the Payment type field.

Ext	Reservations	Front Desk	Cashiering	Rooms Management	AR	Commissions	End Of Day	Miscellaneous	
Arrivals Pre Register Arrivals Queue Reservations In House Guests	Fi	ouse Guests - Confli - Reservation 17900 Name rst Name Title anguage ZH-T	CHECKED IN		Phone Member Type Member No. Member Lvi.	c	Agent company Group	<u>.</u>	a
Accounts Room Assignment Messages Traces Wake-up Calls	Prc UK Depu UK No. of UK Room Rate	Vights         BC           arture         04/05/19         I           Aduits         1         Child (0           Rms.         1         I           Type         STD         I           Room         0109         I           Ocde         RACK         I           Rate         100.0         I	RTC. STI     Fixed Rate	GBP ±	Res. Type CHI Market INT Source IN Origin Payment CP Credit Card No. Exp. Date Approval Code Approval Amt. Suite With	C  Checked In L Internal L Internal L Chip and	Guest Balance Disc. Amt. Reason Specials Comments Stay Reason Car Reg# CRS No. Preferences SU	299.00 %* 	4
		osit/Cxt No Pos			Confirmation T	2	Save Options	QK Qlose	

- Select the Payment type as CP (Chip and Pin). Make sure the Card Number and Expiry Date fields are empty. Ensure the correct Authorization rule is selected for the booking.
- 5. Click Window 2.
- 6. Select Payment Type as CP and the Authorization Rule as needed.
- 7. Click OK to save.

Name First Name	17900 CHECKED IN	Phone Member Type	<u>.</u>	Agent Company	<u>#</u>
Title Language ZH-T		±         Member No.           ±         Member Lvl.		Group	<u>±</u>
🔁 UK - Payment Me	thods				
Windov Pay Type           1         VA           2         CP           3		ExpiryAuth Ru/Amt / Pct 12/29 2 51	Name 00	AR No. S	Swipek Histor
					<u>C</u> los
Deposit/Cx1		Confirmation	-	in references e	
2 2				Sa	ve QK

8. To obtain a token and authorization on the alternate payment, go to **OPTIONS**| **CREDIT CARDS** | **AUTHORISATIONS**.

X

ast Name	Phone	Apent	
inst Name		Company	
Address 15345	VP	t Group	
City laguna Blate	GA . Mem Type	t Source	
ostal Code (63556 Dountry		Party	
tore Fi Total stays 0	Last Room/Stay/Rale New C	Swest) / [] / []	
Arrival 2022517 III Tuesda	Y ETA 11.54	Guest I	Balance 0.00
Nights 1		NON A Non GTD Spec	sals 🗼
parture 09-25-19 📰 Wedne			res 1
Adults 1 Child 0	Source	Second and the second sec	1000
en Type URK ± RT	C. URK #Dredit Card No.	Stripting and	
		State of the second state	No. 050505820749
Code COMP 11P Fin		1.100	S27724
Rate 0.01 Print		Refere	
ckages 1	Approval Artit.	0.00 Upg Re	
k Code	Tax Type	0 t U	pg By
mments	1. 2010/02/2	200 - 2004 I I - 2	
15784839 - Reser	vation Options		
15784839 - Reser Accompanying	vation Options	Agent/Company	Alerts
	1	Agent/Company Call History	Alerts
Accompanying	Add <u>O</u> n		
Accompanying Attachments	Add On Billing	Call History	Cancel
Accompanying Attachments Changes	Add Qn Billing Confirmation	Call History	Cancel Delete
Accompanying Attachments Changes Deposit/CXL	Add Qn Billing Confirmation Facility Scheduler	Call History Credit Cards Fixed Charges	Cancel Cancel Listory Package Option
Accompanying Attachments Changes Deposit/CXL Housekeeping	Add On Billing Confirmation Facility Scheduler Keys	Call History Credit Cards Fixed Charges Messages	Cancel Cancel Listory Package Optic
Accompanying Attachments Changes Deposit/CXL Housekeeping Party	Add On Billing Confirmation Facility Scheduler Keys Privileges	Call History Credit Cards Fixed Charges Messages Pro-Forma Folio	Cancel Cancel Cancel Package Optic Queue
Accompanying Attachments Changes Deposit/CXL Housekeeping Party Rate Info.	Add On Billing Confirmation Facility Scheduler Keys Privileges Register Card	Call History Credit Cards Fixed Charges Messages Pro-Forma Folio Resync	Cancel Cancel Delete History Package Optic Cancel Room Move
Accompanying Attachments Changes Deposit/CXL Housekeeping Party Rate Info. Routing	Add Qn Billing Confirmation Facility Scheduler Keys Privileges Register Card Scheduled Activi	Call History Credit Cards Fixed Charges Messages Pro-Forma Folio Resync Shares	Cancel Cancel Cancel Cancel Reserved Cancel

sday	FTA 11:54 15784839 - Credit Cards Me	enu
dnes		dit Card <u>H</u> istory
		03/23 Swined?

9. Select the alternate payment (in this case CP) from the **Window 2** and select **Additional** authorization.

Window	Payment Type	Credit Card	Exp. Date	Manual
1	VA		12/29	
2	CP			Additional
			_	Close

10. Verify the Additional Authorization Amount to be authorized and click OK to activate the Payment Terminal for Chip & Pin.

#### NOTE:

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

UK - Additional Authorization								
Payment Meth	od CP							
Credit Card								
Expiration Da	te							
Currently Authorized Amount 0.00								
Current Guest Balance 0.00								
Additional Authorization Amoun	nt 🗌 🗌	100.00						
	<u></u> K	Close						

Authorization		Success
Payment	VA VISA	
Credit Card	XXXXXX	
Guest		
Room	0109	
Amount	100.00 GBP	
Approval Code:	123510	
		ОК

# 6 Check Out

## Settlement

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

- 1. From the **OPERA** menu, click **Front Desk**, and then select **In House Guests**.
- 2. Search for and open the reservation.
- 3. Click Options.
- 4. Select Billing.
- 5. Select the guest room which should be checked out, and select **Check Out** option.
- 6. Click OK.

Balance         290.00         Arrival         04/04/19         Company         Rate         Code         RACK         GBP         Prs           Status         DUE OUT         Depart         07/04/19         Group         Rate         100.00         Rm. Type         S           VA         1111         290.00         VA         1111         290.00         X         Date         Code         Description         Amount         Supplement         Reference         #	1 TD
VA 1111 290.00	TD
	1
	<u> </u>
06/04 1000 Accommodation 100.00 [NA Room]	
05/04 1000 Accommodation 100.00 [NA Room]	
04/04 1000 Accommodation 100.00 [NA Room]	
04/04 99999 DS - DIRECT SETTLEMENT -10.00	
04/04 9104 TBA -100.00	
04/04 1005 Accommodation (M) 100.00	
04/04 9104 TBA -100.00	
04/04 9004 Visa 100.00 ifc tesytng	
UK - Check Out Options	
Check Out	
C Check Out With Open Eolio	
<u>QK</u> <u>Qlose</u>	
Select All Post Edit Folio Options Payment Check Qut Close	
	<u>Ginse</u>

If any payment is required, the total bill amount appears in the payment screen. If the guest wants to pay only part of the bill amount on this card type, then enter the amount being paid.



Billing [ Room 0106]								
Balance 290.00 Arrival 04/	04/19 Co	mpany 📃			Rate Code	RACK	GBP Prs	: 1
Status DUE OUT Depart 07/0	04/19	Group			Rate [	100.00	Rm. Type	STD
					VA 1	111	290.0	0 1
X Date Code Description		Amount		plement		erence	4	
06/04 1000 Accommodation	-		100.00		[NA	Room]		1
UK - Payment [Wind, 1 -	- Room 0106	]						
Payment Code 🔽 🛓	Visa					СН		CL
Currency GBP ±	United King	dom Pound			VISA	VA	MasterCard	MC
					ALCONTACT OF A	AX	Dines Club	DC
Amount 290.0	0 GBP				0	U U	PAYON	ILY
Credit Card No.	-	Exp. Dt 09	21		-	/		
Print Folio		Exp. Dr Us						
Email Folio			Post	Close	1			
				21000				
Select All	Post	Edit	Eolio	Options	Payment	Check Qut	Çlose	
								<u>Finac</u>

- 8. Select the Payment Code as CP (Chip and Pin).
- 9. Click the OPERA Payment Widget icon next to the **Credit Card Number** field.
- 8. Do not enter any Credit Card information. Click **OK** to activate the Payment device.
- 9. Insert, Swipe or Tap the Card into the Payment device to process the payment. The authorization window appears and a token is returned.
- **10.** Confirm the post amount and click **Post** to settle payment.

#### Settlement with CC Surcharge

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

- 1. From the OPERA menu, click Front Desk, and then select In House Guests.
- 2. Search for and open the reservation.
- 3. Click Options.
- 4. Select Billing.
- 5. Select the guest room which requires the payment.
- 6. Select the relevant **Payment** Type the guest has presented, and do not add any card information in the application.

- 7. Enter the Amount.
- 8. Click **OK**. This activates the payment device.
- 9. Insert, Swipe or Tap the Card into the Payment device to process the payment. The authorization window appears. Confirm once the transaction is approved.
- 10. Click OK. The Payment details are automatically updated in OPERA.

#### Settlement (using Token on File)

To process a payment using a tokenised card on file:

- 1. From the OPERA menu, click Front Desk, and then select In House Guests.
- 2. Search for and open the reservation.
- 3. Click Options.
- 4. Select Billing.
- 5. Select the guest room which should be checked out, and select **Check Out** option.
- 6. Click OK.
- 7. Leave the Payment Code, the Card number and Expiry date fields as is.
- 8. Click **Post** to process the payment and complete the checkout. The authorization window appears. Confirm once the transaction is approved.

alance 290.00 Arrival 04	04/10 Cor	mpany		Rate Code RAC	K GE	P Prs
Status DUE OUT Depart 07		Group				Rm. Type STD
					100.00	
X Date Code Description		Amount	Supplement	VA 1111 Referen	<u></u>	290.00
06/04 1000 Accommodation		100.0		[NA Roc		
UK - Payment [Wind. 1 -	· Room 0106]					
Payment Code 🔽 🗶	Visa				сн 🔓	(
Currency GBP	United King	dom Pound		VISA	VA 🧧	M
				ADDRESS BOARD	AX Div	n Glé.
Amount 290.	00 GBP			CU		PAYONLY
Credit Card No	Ð	Exp. Dt 09/21		_		
Print Eolio				-		
Email Folio			Post <u>C</u> lose	1		
Select All	Post	Edit Fo	lio Options	Payment Ch	eck Qut	Close

9. Click **OK**. The Payment details are automatically updated in OPERA.

## Pay Only

For some card types, we need to configure payment types to process only **Sale** Transaction, as they do not support pre-authorizations. This feature is known as **Pay Only** in OPERA. In order to use these card types, it is important to always select the specific card type you need.

- 1. From the **OPERA** menu, click **Front Desk**, and then select **In House Guests**.
- 2. Search for and open the reservation.
- 3. Click Options.
- 4. Select Billing.

#### NOTE:

If any payment is required, the total bill amount appears in the payment screen. If the guest wants to pay only part of the bill amount on this card type, then enter the amount being paid.

5. Select the **Payment** Code as **Pay Only**.

- 6. Click the OPERA Payment Widget icon ext to the Credit Card Number field.
- 7. Do not enter any Credit Card information. Click **OK** to activate the Payment device.

Roon	m [		Party						🔽 Stay Ove	rs 📃	Search
вик	- Billing [	- Room 02	202]								
	ance -59.0 atus CHECKED IN		07/04/19 08/04/19	Company Group			Rat	e Code Rate	ADR 100.00	GBP Pr Rm. Typ	
								VA 5	972	-59.0	00
δU	JK - Payment [Wind, 1	-	- Room (								
	Payment Code		t Chi	CROS Payment	Application [3 d Number	.17,2.3]			×	VISA Materia	V/ AJ
	Amount		- OPERA	Credit Card I Card Ho	Expiry Date Ider Name				_	cu	l.
	Reference Credit Card No.		-5		ОК	Close					

- 8. Insert, Swipe or Tap the Card into the Payment device to process the payment. The authorization window appears and a token is returned.
- 9. Confirm the post amount and click **Post** to settle payment.

### **Dynamic Currency Conversion**

- 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.
- 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 menu, click Front Desk, and then select In House Guests.
- 2. Search for and open the reservation.
- 3. Click Options.
- 4. Select Billing.
- 5. Click Reinstate.

_	ate	Code					
04			Description		Supplement	Reference	
		9010	Visa DEBIT KEYED	-12.00			
-		3000	3000 - 3999 Beverage	12.00		MiniBar Charges	- 10
-		9004	Visa KEYED	-100.00			- 10
04	4/04	1000	Accommodation	100.00		(NA Room)	- 10
-							- 10
-							- 10
1							
1							- 11
1							- 10
L							
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L							
							•

6. Click Reopen.

Status (	HECKE		npany Group	Rate Code RACK 08P Rate 100.00 Rm.	Prs Type STD
				VD	0.00
		Description	Amount Supplement	Reference	
	9010	Msa DEBIT KEYED	-12.00		-
	3000	3000 - 3999 Beverage	12.00	MiniBar Charges	-110
04/04		Msa KEYED	-100.00		
04/04	1000	Accommodation	100.00	(NA Room)	
_	-				
_	-	WUK- Rein	1 1		-110
_	-	The second secon	110.0		
_	-		Reinstate or Reopen the Folio?		
	_		Resistate of Reopen site Folio?		_
			einstate Regpen Close	1	_
		1.0	eutone i keitheu Zione	1	
4	-	· · · · · · · · · · · · · · · · · · ·			• •
					_
	_				

7. Select **Post** if you need to post a new charge, or skip this step if the charge already exists.

ala	ance 🗌		0.00 Arrival 04/04/19 Compa	any	Rate	Code RACK	GBP Prs	-
St	atus 🖸	HECKE	ED OUT Depart 04/04/19 Gro	pup		Rate 100.00	Rm. Type	STD
						VD 1111	0.0	
-	Date	Code		Amount	Supplement	Reference	4	
_	04/04	9010	Visa DEBIT KEYED	-12.00				- 11
-	04/04	3000	3000 - 3999 Beverage	12.00		MiniBar Charge	s	
-	04/04	9004	Visa KEYED	-100.00				
	04/04	1000	Accommodation	100.00		[NA Room]		
_								
Τ							- F -	
-								
						Open Folio		
						a part rono		
	ect All	1	Rede Reinstate Post	Edit Eoli	Options Payr	nent Close Folio	Close	1

8. Click Payment.

JUK	<- Billin	g	- Room 01 (	01]							
	ance 🗌		12.00 Arrival 04/0		npany			Rate Code		BP Prs	
S	tatus 🖸	HECKE	DOUT Depart 04/0	)4/19 (	Group			Rate	100.00	Rm. Type	STD
								VD 1	111	12.00	
х	Date	Code	Description		Amount		Supplement	Re	/erence	*	
_	04/04	3000	3000 - 3999 Beverag	e			MiniBar Charges	Min	iBar Charges	^	
	04/04	9010	Visa DEBIT KEYED		_	-12.00				_	
	04/04	3000	3000 - 3999 Beverag	e		12.00		Min	iBar Charges	_	
	04/04	9004	Visa KEYED		_	-100.00					
	04/04	1000	Accommodation		_	100.00		[NA	Room]	_	
					_					_	
										_	
					_					_	
					_					_	
										-	1
•	_									▶ ¥	1
_											
_		_						Open	Folio		
-	lect All	1 ev	Rede Reinstate	Post	Edit	Eolio	Options	Payment	Close Folio	Close	1

- 9. The tokenised card on file will pop-up as the Payment type with the final due amount.
- 10. Select **Post** to process the payment.

😰 UK - Billing   IFC - Room 0101]		
Balance         12.00         Arrival         04/04/19         Company           Status         CHECKED OUT         Depart         04/04/19         Group		BP Prs 1 Rm. Type STD
	VD 1111	12.00 1
1 UK - Payment [Wind. 1 - ENDUSER, IFC - Room 0101]		
Payment Code VD ± Visa DEBIT KEYED	CA 🕵	🔑 сн
Currency OBP 🖭 United Kingdom Pound	VISA VA	мс
	AX X	DC DC
Amount 12.00 GBP	VISA VD	MD MD
	CU 🔽	ISA CVA
	смс 😭	CAX
Credit Card No. Exp. Dt 12/19	CDC 🥶	🧓 смз
	CVD	СМД СМД
Post Close	j	← →
		► <u></u>
	Open Folio	,
gelect All         Sy Rede         Beinstate         Post         Edit         Folio         Options	Payment Close Folio	Close

- 11. If a new card is provided for the additional charges, then click OPERA Payment Widget icon and manually enter the Card number into either the payment widget, or the payment device.
- 12. Leave the Card Number and Expiry dates fields empty.
- 13. Click OK to activate the Payment device.

		management		
	🙀 UK - Billing IFC - Room 0	101]		
	Balance 12.00 Arrival 04	4/04/19 Company	Rate Code RACk	GBP Prs 1
	Status CHECKED OUT Depart 04	4/04/19 Group	Rate 1	00.00 Rm. Type STD
er			VD 1111	12.00 1
	🔞 UK - Payment [Wind. 1 -	- Room 0101]		
ns ;	Payment Code VD	Visa DEBIT KEYED		са 📣 сн
MICROS Payr	nent Application [3.17,2.3]	× form Pound	VISA	VA MC
			Post Service Browning	AX DC
Cred	it Card Number	to MICROS Payment A	pplication	AD WD
Credit (	Card Expiry Date	Catoway to MICP	OS Payment Application	CVA.
Ca	d Holder Name	Galeway to Mick		смс 🤐 сах
		Exp. Dt [12/19	Dan Cht.	срс 🧠 смз
	OK Close		VISA	CVD CMD
		Eos	t <u>C</u> lose	← →
	•			▶ \$ ~
			Open Folio	•

#### Post It

Post It provides a convenient interface for posting charges for transaction code articles that have been configured for your property. Articles might include snacks, drinks, sundries, toiletry items, and so forth.

To perform post it:

1. From the Cashiering menu, click 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.

BORA	- Post It		97 W	t e se litera c		
Red	Bull		4.75	Article Coffee	Red Bull	Cjear
Code 4010 2010	Description Coffee Red Bull	Amount Qty ≏ 1,000.00 1 4.75 1				
						Ca
		-	Minus Delete	Room Charge	🥪 ca	AX
items	2	Total 1.004.75	Enter	мс	VISA VI	VAM
Çlo	se			DMR	VISA VS	AVP
						← →

3. Select one of the Credit Card **Payment** types that is configured as CP (Chip and Pin).

BORA - Post It					
VISA CP		-1,004.75	UPC Article		Cjear
redit Card No Expiry Date	9		Coffee	Red Bull	
Code Description 4010 Coffee 2010 Red Bull	Amount Qty - 1,000 00 1 MICROS Payment Ap	plication [3.17,2.3]	×		
	Credit Card Nu Credit Card Expir Card Holder N	y Date		nent Aj	
items 2 To	ztal 1.004.75	Delete Enter	Boom Charge		AX
Close			DMR	VS VS	AVP

4. Click the OPERA Payment Widget icon next to the **Credit Card Number** field, if entering the card data manually to retrieve a token and then click **Enter** to process the transaction.

5. Do not enter any Credit Card information. Click **OK** to activate the Payment device to key in the card data manually to retrieve a token and then click **Enter** to process the transaction.

Or

To allow the guest to insert, swipe or tap the Card into the Payment device.

6. On the Post It screen, after selecting the Credit Card Payment type (without entering any data in the **Credit Card No.** and **Expiry Date** fields), click **Enter** to activate the Payment device.

Insert, Swipe or Tap the Card into the Payment device to process the payment. The authorization window appears and a token is returned. The Settlement window appears indicating the sale is completed when everything is successful.

BORA - Post It		
VISA CP	-1,004.75	UPC Cjear
redit Card No.		Coffee Red Bull
PROVIDENT PROVIDENT	Qty -	
	Authorspace Payment VA Text Codit Cod Ower Pare Is Amount 1,004.73 AUD	Preasing
tems 2 Total	Authorization in Progress.	Boom Charge ← CA ← AX MC ♥ CA ← AX MC ♥ SAVP MR ♥ SAVP ← →
🗄 BORA - Post It		
VISA CP redit Card No.	-1,004.75	Article Clear
	Qty	
2010 Red Bull	C BORA - Settlement	Proming
	Settlement in Progress.	QK
	- Delete	Room Charge 🤏 CA 📟 AX
1	1.004.75	MC VI VI VIA VAM DMR VIA VS AVP
Close		

7. Click **Yes** to print the payment receipt for Post It transactions or **No** to discard the process.



BORA - Post It						
Visa Manual		-1,004.75	UPC Article		Cjea	ar )
edit Card No Expiry Date	Ð		Coffee	Red Bull		
Code Description An 4010 Coffee 2010 Red Bull		PERA	×			
		Would you like to	No			
		Minus Delete	Boom Charge	🛁 са	ANCLUM MILLION	AX
Items 7012 Total	1.004.75	Enter	мс	VISA VI	VISA	VAM
Close			DMR	V/SA VS	AVP	8
					4	

redit C	- Post It Manual ard No y Date		-1,004.75	UPC Article Coffee	Red Bull	Clear
Code 4010 2010 9020	Description Coffee Red Bull Visa Manual	Amount Qty 1,000.00 1 4.75 1 0.00 1	iora-opera Sale C	Completed		
Items	2	Total	Enter	MC W		AX AX
<u>C</u> lo					VS VS	AVP

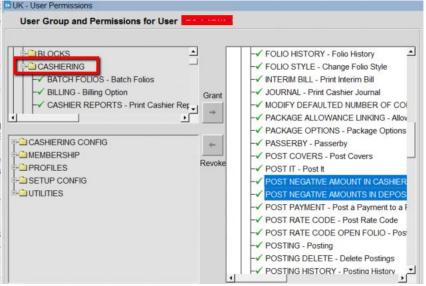
8. Once the Sale Completed message appears, click **OK** to clear the Post It screen for the next transaction.

# Refunds

The Refund feature is supported by OPI and OPERA. 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.

Following two conditions should be met to process the refund:

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



To process a refund:

- 1. From the OPERA menu, click Front Desk, and then select In House Guests.
- 2. Search for and open the reservation.
- 3. Click Options.
- 4. Select Billing.
- 5. Proceed to the guest folio, click **Payment**.
- 6. Enter negative amount in the Amount field.
- 7. Provide the **Reference** details (reason for refund).
- 8. Click Post.
- 9. Once approved, the details are updated in OPERA.

UK - Billing - Room 0101)		
Balance -8.00 Arrival 04/04/19 Company	Rate Code RACK GBP	Prs 1
Status CHECKED OUT Depart 04/04/19 Group	Rate 100.00 R	m. Type STD
	VD 1111	-8.00 1
🙀 UK - Payment [Wind. 1 Room 0101]		
Payment Code VD  Visa DEBIT KEYED	🥰 CA 🞺	сн (
Currency OBP  United Kingdom Pound	VISA VA	мс
		DC
Amount GBP	VD	MD
	CU	CVA
Reference Refund	смс 🚟	🛓 CAX
Credit Card No. Exp. Dt 12/19	CDC	CMS
	CVD	СМД
Post Qlose		← →
I I I I I I I I I I I I I I I I I I I		▶ ¥ ▼
	Open Folio	
Select All SV.Rete Reinstate Past Fritt Falin Ontions	Payment Close Folio	Cince

# **Decline/Failed transactions**

There are many reasons why a transaction may decline. 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 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.

Settlement		Failed	^
Payment	VA VISA		
Credit Card	05/20		
Guest			
Room	10110		
Amount	383.60 USD		
Approval Code	00000000000		
Text	*DECLINED		~



### **Authorization Reversals**

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

OPERA does this automatically if these two conditions apply:

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

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

The reversal of the removed payment appears in the authorization reversal window.

🔬 OPERA PMS [V	ersion 5.5.0.26]	157	-	$\times$
<u>V</u> indow				
15784839 - Cred	it Card Authorization	Reversal		
Credit Card Authorization Revenal Payment Credit Card Ouest	AX 🗖	1/23		Processing
	3516 0.01 USD			
	horization Reversal			 ОК

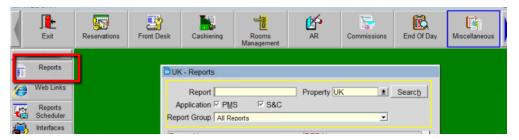
# 8 Reconciliation

# **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 generate a report:

1. From the **OPERA** menu, click **Miscellaneous**, and then select **Reports**.



Report	Property UK 🔮 Search
Application 🗹 PMS 🛛 🗹 S&C	
Report Group Financial	•
Report Name	REP Name
FIN52: Revenue and Payments By All Options	findeptcodes
FIN60: Detailed Folio	folio_details
FIN61: Postings to Groups by Room	finjml_blk
FIN62: Postings to Groups Summarized	finjrnl_blk
FIN63: Financial Transactions with Generates	finjmlbytrans2
FIN70: Package Ledger Balance	pkgledger_balance
FIN71: Package Ledger Detail	effpkgledgerdti
FIN72: Package Postings	finpkgposting
FIN85: Tax Exempt	taxexempt_02
FIN99: Imbalance Check	check_ledgers -
Financial Transaction Summary	fintxsummary
Financial Transactions by Folio No.	finjrnlbytrans3
Eax / E-mail Copies	File Format PDF
Current Printer HP COLOR LASERJET 260	5 PCL6 CLASS DRIVER

2. Select Financial Report from the Report Group list.

- 3. Select Financial Transaction with Generates report.
- 4. Click OK.



5. Filter by the **Transaction Code**.

👌 UK - Cashie	ring 2		
Date Range	From Date	07/04/19 07/04/19	
	Transaction Code		<u>.</u>
	Cashier Room Type		*
	Tran. Code Group		<u>.</u>
Negative	Postings Only Currency Exchange		
Display	ef./CC No.	Revenue 🔿 Ne	t 🕫 Gross
	Group By Sort Order	Chronological	<u>±</u>
Pre	view Print	Eile	Close

- 6. Select ALL the payment types you would like to generate a report.
- 7. Click OK.

di T	ransaction Codes			
	Code			Searc <u>h</u> <u>A</u> ll None
Ļ	C Selected	C Non Selected C Both		
X	Code	Description	1	
	9002	Ledger Payment		
X	9004	Visa		
X	9005	Mastercard		
X	9006	American Express	- 1	
X	9007	Diners Club		
	9010	TBA	- 1	
	9011	TBA		
x	9012	China Union Pay		
	9050	BACS Payment		
	9051	Pre Paid Commission		QK
	9052	CC Commission	-	Close

8. Click **Preview** or **Print** to view the report.

Date Range		
	From Date	07/04/19
	To Date	07/04/19
Filter		
_		
Tra	nsaction Code	9004,9005,9006,9007,9012
	Room	<u>±</u>
	Cashier	<u>±</u>
	Room Type	<u>•</u>
Tra	n. Code Group	
Tran. C	ode Subgroup	±
Negative Po	stings Only	
Include Curr	ency Exchange	
Display		
Suppl./Ref./	CC No.	Revenue C Net 🛛 🖲 Gross
	Group By	
		Chronological ±

9. The Payments Financial report appears as shown in the image below.

					FIN63: Finar	icial Transact	ons with Generate	es			
e Ti	ime	Room No.	Name	Tm. Code Description	Check No.		Debit	Credit	Tax Generates 1 2	3	Cash Total
			Supplement/Refere	nce/Credit Card No.	Exp. Date	Receipt No.					
						Grand Total	0.00	0.00			

9

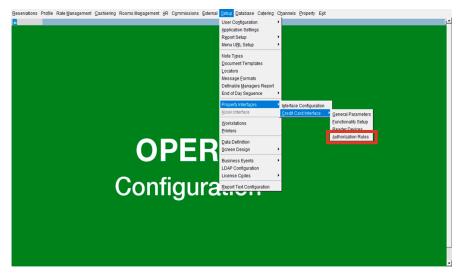
# **Review Standard Operating Procedures**

#### **Pre-Authorization Rules**

- OPERA provides support for automated Pre-Authorization Rules. You can set the rules as follows:
  - A standard rule across the OPERA 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.
- To setup these rules go to: CONFIGURATION | SET UP | PROPERTY INTERFACES | AUTHORIZATION RULES



• Select the Authorization Rule option and click OK.

#### Rule

Rule 1 – Nights\*(Daily Rate)

Rule 2 - Nights\*(Daily Rate + Amount)

Rule 3 - Nights\*(Daily Rate + (Persons\*Amount))

- Rule 4 Nights\*(Daily Rate + Percentage)
- Rule 5 Amount

Rule 6 - Nights\*(Percentage)

Rule 7 – Nights\*(Daily Rate + Amount – Daily Rate)

Rule 8 - Nights\*(Daily Rate + (Persons\*Amount) - Daily Rate

Rule 9 - Nights\*(Daily Rate) + Amount

UK - Authorization Rule	
Main Authorization Rule	ights*(Daily Rate + Amount)
Amount 50.00	
Percentage	
fax. Days to Authorize	☐ Ignore Advance Payme
Other Windows	
Auth. Rule	
Auth. Amount	Auth. Percentage
	QK Close

### **Token ID Limitations**

When OPI is implemented all Credit Cards in the OPERA Database are tokenised. The primary reason this feature is activated is to secure credit card data that is needed in Hotels.

While this is more secure, it needs to be understood that token ID's are not credit cards and are handled differently. The following are key points which should be taken care of.

- 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 window in the same reservation.

Manager				Phone		Agent		1.4
Name First Name				Member Type	+1	Company		1.4
Title	±  Co	untry		Member No.		Group		
Language		VIP	1	Member Lvl.	1	c.cop (		
UK - Paymer	nt Methods							
Windov Pay Ty	pe Credit	Card	ExpiryA	uth Ru Amt / Pct	Name	AR No.	Swipec	History
1 MC	Copy To Win	www.eas	09/19	2 ± 50.0	00 IFC, IFC			Cistory
	ault Token II							
1 -	adit Tonettin	4						
5		5						
3		6				_	_	
7		7			-			
Rule Description	Allehter	8	nount)		_		-	QK
Estimated Appro	val Amount	35.00 GBF	County .					Close
	1.000			Confirmation	1			
							Save	OK
								2612
002	12.12		0.000				Philphing	mine
ated By	Jn 15	/09/19 15:33	pdated By	y On	27/09/19 16:46		Options	Close
eated By K - In House G WUK - Resen	uests - Confi	irmation No			27/09/19 16:46		Options	1
( - In House G	uests - Confi vation 15400	irmation No		y On Phone Member Type Member No. Member Lvl.	27/09/19 16:46	Agent Company Group	Options	and the second division of
K - In House G UK - Resen Name First Name Title Language	uests - Confi ration 15400 ≜ ¢ E ≜	irmation No WALKIN puntry [	. 15400	Phone Member Type Member No.		Agent	Options	
K - In House G UK - Resen Name First Name Title Language UK - Payme Windov Pay Ti	uests - Confi vation 15400 ***Co E ** nt Methods	irmation No WALKIN puntry [	. 15400	Phone ( Member Type ( Member No. ( Member Lvl. ( uth Rul/Amt / Pct	) Name	Agent	Swiped	
C - In House G UK - Resen Name First Name Title Language UK - Payme Windov[Pay Ty 1 MC	uests - Confi vation 15400 ***Co E ** nt Methods	irmation No WALKIN buntry [ VIP [	. 15400 	Phone ( Member Type ( Member No. ( Member Lvl. ( uth Rul/Amt / Pct	<u>*</u>	Agent Company Group		* *
K - In House G DUK - Resen First Name Trite Language UK - Payme Windov/Pay Ty 1 MC 2 3	uests - Confi vation 15400 ***Co E ** nt Methods	irmation No WALKIN buntry [ VIP [	. 15400	Phone ( Member Type ( Member No. ( Member Lvl. ( uth Rul/Amt / Pct	) Name	Agent Company Group		* *
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K - In House G WK - Resen First Name First Name Language Windov/Pay T) MC 2 3 4 4 5	uests - Confi ration 15400	irmation No WALKIN buntry [ VIP t Card	. 15400 	Phone Member Type Member No. Member Lvl. Member Lvl. 4 Member Lvl. 2 50.	Name 00 IFC, IFC	Agent Company Group		* *
K - In House G DUK - Resen First Name First Name Language DUK - Payme Windov/Pay Ty MC 2 3 4 4 5 6	uests - Confi ration 15400	irmation No WALKIN buntry [ VIP t Card	. 15400 	Phone Member Type Member No. Member Lvl. Member Lvl. 4 Member Lvl. 2 50.	Name 00 IFC, IFC	Agent Company Group		* *
K - In House G DUK - Resen First Name Language DUK - Payme Windov Pay Ti MC 2 3 4 4 5 5 6 7	uests - Confi ration 15400	irmation No WALKIN buntry [ VIP t Card	. 15400 	Phone Member Type Member No. Member Lvl. Member Lvl. 4 Member Lvl. 2 50.	Name 00 IFC, IFC	Agent Company Group		+ + +
K - In House G DUK - Resen First Name Language DUK - Payme Windov Pay Ti MC 2 3 4 4 5 5 6 7	uests - Confi ration 15400	irmation No WALKIN buntry [ VIP t Card	. 15400 	Phone Member Type Member No. Member Lvl. Member Lvl. 4 Member Lvl. 2 50.	Name 00 IFC, IFC	Agent Company Group		+ + + + +
K - In House G DUK - Resen First Name Language DUK - Payme Windov Pay Ti MC 2 3 4 4 5 5 6 7	uests - Confi ration 15400	irmation No WALKIN buntry [ VIP t Card	. 15400 	Phone Member Type Member No. Member Lvl. Member Lvl. 4 Member Lvl. 2 50.	Name 00 IFC, IFC	Agent Company Group		+ + +
K - In House G DUK - Resen First Name Language DUK - Payme Windov Pay Ti MC 2 3 4 4 5 5 6 7	uests - Confi ration 15400	irmation No WALKIN buntry [ VIP t Card	. 15400 	Phone Member Type Member No. Member Lvl. Member Lvl. 4 Member Lvl. 2 50.	Name 00 IFC, IFC IFC, IFC	Agent Company Group		+ + + + +
K - In House G BUK - Resen First Name Title Language BUK - Payme Windov/Pay Ty 1 MC 2 3	uests - Confi ration 15400	irmation No WALKIN buntry [ VIP t Card	. 15400 	Phone Member Type Member No. Member Lvl. [ uth Ru/Amt / Pct 2 50. 1	Name 00 IFC, IFC IFC, IFC	Agent Company Group		+ + + + +

# 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

- **Description of Issue**: Initially the full card number was stored in OPERA. 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.
- **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, 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 is designed to accept only **Sale** transactions. This is used by the Card types that do not support preauthorizations. 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 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.

#### 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.