



How to Run Transactions
in OPERA with UTG

HOW TO RUN TRANSACTIONS IN OPERA WITH UTG

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EMV Chip Data and Hotels

EMV CHIP TRANSACTIONS AND HOTELS

WHY YOU NEED TO DO CHIP TRANSACTIONS

- A few years ago, the credit card industry adopted the EMV standards for payment cards and the chip cards that comply with those standards
 - This was done to reduce card-present fraud
- The chip is very difficult to counterfeit and works very well in stopping card-present fraud where a fake or duplicate card is physically presented to the merchant during the transaction
- The credit card industry has given the various industries (retail, restaurants, and hotels, etc.) time to adjust to chip processing



EMV CHIP TRANSACTIONS AND HOTELS

WHY YOU NEED TO DO CHIP TRANSACTIONS

- However, chip read credit card transactions (or EMV dipped) are becoming extremely important for security and financial implications
- A merchant will lose any chargeback request if a credit card payment transaction has the capability to be chip processed but is not used



EMV CHIP TRANSACTIONS AND HOTELS

THE PROBLEM WITH THE CHIP IN HOTELS

- Within the hotel payments environment, many transactions will always be card-not-present (CNP) and therefore never qualify as EMV/chip read, including:
 - **OTA Virtual Card** authorization and payments (e.g., Expedia, Priceline)
 - **Refunds** to guests (refunds are always processed as CNP in lodging, as the guest has typically left)
 - **Extra Charges** (Extra Charges are also always processed as CNP in lodging, as the guest has typically left)
 - **Card-on-File Check-Ins** (where the clerk uses the guest's credit card or token that is attached to the reservation booking)



EMV CHIP TRANSACTIONS AND HOTELS

THE PROBLEM WITH THE CHIP IN HOTELS

- Within the hotel payments environment, many transactions will always be card-not-present (CNP) and therefore never qualify as EMV/chip read including:
 - **Due In (Arrival) Card Verification Processes** (where a hotel on the day of a guest arrival runs an authorization to ensure the credit card number provided in the reservation is good). If the authorization response to this transaction is used as the check-in authorization, the charge will end up ultimately as CNP qualified
 - **Post Check-In Charges** posted to rooms on a split folio (where the guest isn't present)
 - Some **mobile check-in applications**
 - **Split Folios** where the second folio does not obtain a card-present read



EMV CHIP TRANSACTIONS AND HOTELS

THE PROBLEM WITH THE CHIP IN HOTELS

- However, when the customer and the chip card are present and available, the credit card payment authorization should be chip inserted/read



Check-In From the Reservation Details Screen

CHECK-IN FROM THE RESERVATION DETAILS SCREEN

OVERVIEW

- There are generally two ways to check guests in OPERA PMS
 - From the Reservation Details screen (shown) and;
 - From the Front Desk Arrivals screen
- The Reservation Details screen allows the clerk to adjust room and stay details

MOATL - Arrivals - Confirmation No. 14138752

MOATL - Reservation 14138752 DUE IN

Name: Employee

First Name:

Title: Ms Country: US Language: E VIP: 003

Phone:

Email:

Last Room #: 1406

Pref. Room #:

Party:

Agent:

Company:

Group:

Source:

Contact:

Arrival: 07-25-18 Wednesday

Nights: 1

Departure: 07-26-18 Thursday

Adults: 2 Child: 0

No. of Rms.: 1 Upgrade:

Room Type: R5XK

Room:

Rate Code: FHSE00

Rate: 0.00

Packages:

Block Code:

COMP Reason:

Res. Type: CC G

Market: H1

Source: HM

Origin: DR

Payment: VA

Credit Card #: XXXXXXXXXXXX3544

Exp. Date: 04/22

Swiped?:

CC Holder:

Billing Info: IPO

Guest Balance: 0.00

Approval Code: 073289

Approval Amt.: 1.00

CRS Res. #:

TA Rec Loc:

Custom Ref.:

Disc. Amt. %:

Reason:

Specials: X

Comments: TEST BOOKING

Item Inv.:

Caller Name:

Contact Info:

Conf:

Save OK Options Close

Created By: On 07-25-18 Updated By: On 07-25-18

CHECK-IN FROM THE RESERVATION DETAILS SCREEN

STEP 1: SETTING THE PAYMENT TYPE

- To perform a proper EMV transaction from the reservation details screen, the clerk needs to change the payment to CP (Chip and PIN)
- This can be done from the drop-down arrow or by just typing CP in the window

MOATL - Arrivals - Confirmation No. 14138752

MOATL - Reservation 14138752 DUE IN

Name **Employee** Phone Agent

First Name Email Company

Title **Ms** Country **US** Last Room # **1406** Group

Language **E** VIP **003** Pref. Room # Source

Party Contact

More Fields

Arrival **07-25-18** Wednesday Nights **1**

Departure **07-26-18** Thursday Adults **2** Child **0**

No. of Rms. **1** Upgrade

Room Type **R5XK** Room RTC: **R4XK** DNM ☐

Rate Code **FHSE00** Reason **ITEM** Fixed Rate ☐

Rate 0.00

Packages OPMS Res Conf ☐

Block Code ETA **17:38** C/O

COMP Reason

Res. Type **CC G** Guaranteed ☐ CRS Res. #

Market **H1** Temp Office TA Rec Loc

Source **HM** Hotel Manager Custom Ref.

Payment **VAT** Disc. Amt. %

Credit Card # **00000000003544** Reason

Exp. Date **04/22** Swiped? ☒ Specials **X**

CC Holder Comments **TEST BOOKING**

Billing Info **IPO** Item Inv.

Guest Balance 0.00 Caller Name

Approval Code **073289** Contact Info

Approval Amt. 1.00 Conf

Created By On **07-25-18** Updated By On **07-25-18**

Save OK Options Close

CHECK-IN FROM THE RESERVATION DETAILS SCREEN

STEP 2: INITIATING THE CHIP AND PIN WINDOW

- Once CP is chosen, the credit card on file (usually from the reservation booking) disappears
- Once the Payment Type has been set to CP, the clerk needs to press the OK button at the bottom right of the screen

DO NOT PRESS THE PAYMENT APPLICATION ICON TO THE RIGHT OF THE CREDIT CARD # FIELD

MOATL - Arrivals - Confirmation No. 14138752

MOATL - Reservation 14138752 DUE IN

Name: [] Phone: 404-995-7548 Agent: []

First Name: Norma Email: [] Company: []

Title: Ms. Country: US Last Room #: 1406 Group: []

Language: E VIP: 003 Pref. Room #: [] Source: []

Party: [] Contact: []

More Fields

Arrival: 07-25-18 Wednesday Nights: 1

Departure: 07-26-18 Thursday Adults: 2 Child: 0

No. of Rms: 1 Upgrade: []

Room Type: R5XK RTC: R4XK

Room: [] DNM: []

Rate Code: FHSE00 Reason: ITEM

Rate: 0.00 Fixed Rate: []

Packages: [] OPMS Res Conf: []

Block Code: [] ETA: 17:38

COMP Reason: [] C/O: []

Res. Type: CC G Guaranteed 1

Market: H1 Temp Office

Source: HM Hotel Manag.

Payment: CP [X] Credit Card #: []

Exp. Date: [] Swiped: []

CC Holder: [] Billing Info: IPO

Guest Balance: 0.00

Approval Code: [] Approval Amt: []

CRS Res. #: [] TA Rec Loc: []

Custom Ref.: [] Disc. Amt: [] %

Reason: [] Specials: X

Comments: TEST BOOKING

Item Inv.: []

Caller Name: []

Contact Info: []

Conf: []

Created By: [] On: 07-25-18 Updated By: [] On: 07-25-18

OK

CHECK-IN FROM THE RESERVATION DETAILS SCREEN

STEP 3: ACTIVATING THE PAYMENT METHOD WINDOW

- The clerk clicks yes to confirm check-in process

The screenshot displays the MOATL - Arrivals - Confirmation No. 14138752 reservation details screen. The 'Front Desk' tab is selected. A modal window titled 'OPERA' is open, asking 'Check in guest 1?' with 'Yes' and 'No' buttons. The background form shows reservation details for a guest named Ms. [redacted], arriving on 07-25-18, with room R5XK and rate code FHSE00.

MOATL - Arrivals - Confirmation No. 14138752

MOATL - Reservation 14138752 DUE IN

Name [redacted] **Phone** [redacted] **Agent** [redacted]

First Name [redacted] **Email** [redacted] **Company** [redacted]

Title Ms. **Country** US **Last Room #** 1406 **Source** [redacted]

Language E **VIP** 003 **Pref. Room #** [redacted] **Contact** [redacted]

Party [redacted]

More Fields

Arrival 07-25-18 **Wednesday** **Res. Type** CC G **Guaranteed** 1 **CRS Res. #** [redacted]

Nights 1 **Market** H1 **Temp Office** **TA Rec Loc** [redacted]

Departure 07-26-18 **Thursday** **Source** HM **Hotel Manag.** **Custom Ref.** [redacted]

Adults 2 **Child** 0 **Origin** DR **Direct Guest** **Disc. Amt.** [redacted] %

No. of Rms. 1 **Upgrade** [redacted] **Payment** CP **Chip and** **Reason** [redacted]

Room Type R5XK **RTC** R4XK **Dirty** **Specials** X **Comments** TEST BOOKING

Room 0507 **Reason** [redacted] **Item Inv.** [redacted]

Rate Code FHSE00 **Fixed Rate** [redacted] **Caller Name** [redacted]

Rate 0.00 **OPMS Res Conf** [redacted] **Contact Info** [redacted]

Packages [redacted] **ETA** 17:38 **Approval Amt.** [redacted]

Block Code [redacted] **C/O** [redacted] **Approval Code** [redacted]

COMP Reason [redacted]

Comments **Profile Notes** **Deposit/Cxl** **No Post**

Created By [redacted] **On** 07-25-18 **Updated By** [redacted] **On** 07-25-18

Buttons: Save, OK, Options, Close

CHECK-IN FROM THE RESERVATION DETAILS SCREEN

STEP 4: SUBMITTING A CP AUTHORIZATION REQUEST

- From the Payment Method screen, the clerk clicks OK to initiate an request for authorization

Notice there is no credit card attached

- This action will light up the payment entry device (PED)

Note: A room must be assigned to the guest before any of this process can be performed

The screenshot displays the MOATL - Arrivals - Confirmation No. 14138752 screen. The 'MOATL - Payment Method' dialog box is open, showing the following details:

- Name: Norma
- Room: 0507
- Method Of Payment: CP (Chip and Pin)
- Credit Card No. (empty)
- Expiration Date (empty)

The dialog box has 'OK' and 'Close' buttons. The background screen shows guest information (First Name: Norma, Title: Ms, Language: E), arrival/departure dates (Arrival: 07-25-18, Departure: 07-26-18), and room details (Room: 0507, Room Type: RSXK). The 'Rate Code' is FHSE00 and the 'Rate' is 0.00. The 'Comments' section at the bottom includes 'TEST BOOKING' and 'No Post'.

CHECK-IN FROM THE RESERVATION DETAILS SCREEN

STEP 5: ACQUIRING THE EMV CHIP DATA

- The Authorization window indicates that an authorization request has been sent to UTG then to the Shift4 gateway, then to the PED
- The PED should be lit and awaiting credit card insert
- There is a 2-minute timeout for the guest to insert and process their card
- After card insertion the PED initiate the EMV transaction

The screenshot displays the MOATL - Arrivals - Confirmation No. 14138752 screen. The 'Front Desk' tab is selected in the top navigation bar. The main window shows reservation details for 'MOATL - Reservation 14138752 DUE IN'. A modal window titled 'MOATL - Authorization' is open, showing the 'Authorization' section with the status 'Processing'. The authorization details include: Payment: CP, Credit Card: [blank], Guest: Norma, Room: 0507, and Amount: 1.00 USD. The 'Authorization in Progress..' status is displayed with a progress indicator. The background window shows guest information: Name: Norma, Title: Ms, Country: US, Language: E, VIP: 003, Last Room #: 1406, and Party: [blank]. The bottom of the screen shows the 'Created By' and 'Updated By' fields, both set to 'NDUNN' on '07-25-18'.

Non EMV Card Not Present Deposits With CVV/CID

NON EMV CARD NOT PRESENT DEPOSITS WITH CVV/CID

OVERVIEW

- Deposits can be done with Card Not Present
- These are not EMV Transactions
- CVV or CID is recommended
- All card input needs to be done on the pin pad

MOATL - Arrivals - Confirmation No. 14138752

MOATL - Reservation 14138752 DUE IN

Name: Employee
First Name:
Title: Ms. Country: US Language: E VIP: 003
Phone:
Email:
Last Room #: 1406
Pref. Room #:
Party:
Agent:
Company:
Group:
Source:
Contact:

More Fields

Arrival: 07-25-18 Wednesday
Nights: 1
Departure: 07-26-18 Thursday
Adults: 2 Child: 0
No. of Rms.: 1 Upgrade:
Room Type: R5XK Room:
Rate Code: FHSE00 Rate: 0.00
Packages:
Block Code:
COMP Reason:
RTC: R4XK
Reason: ITEM
Fixed Rate:
OPMS Res Conf:
ETA: 17:38
C/O:
Res. Type: CC G Guaranteed!
Market: H1 Temp Office
Source: HM Hotel Manager
Origin: DR Direct Guest
Payment: VAT
Credit Card #: XXXXXXXXXXXX3544
Exp. Date: 04/22 Swiped?:
CC Holder:
Billing Info: IPO
Guest Balance: 0.00
Approval Code: 073289
Approval Amt.: 1.00
CRS Res. #:
TA Rec Loc:
Custom Ref.:
Disc. Amt.: %
Reason:
Specials: X
Comments: TEST BOOKING
Item Inv.:
Caller Name:
Contact Info:

Comments Profile Notes

Created By: On 07-25-18 Updated By: On 07-25-18

Save OK Options Close

NON EMV CARD NOT PRESENT DEPOSITS WITH CVV/CID

STEP 1: SETTING THE PAYMENT TYPE

- Click on Options

OTV SITE - Reservation 36977 CHECKED IN

Name	test	Phone		Agent	
Title	First test	Email		Company	
City				Group	
Country	US	Language	E	Source	
VIP				Contact	

More Fields | Last Stay 30-MAY- | Last Room 0412 | Pref. Rm | Last Rate 90.01

Arrival	05/30/16	Monday	Res. Type	CHECKED In	Disc. Amt.		%	
Nights	1		Market	LEISU Leisure	Reason			
Departure	05/31/16	Tuesday	Source	G.D.S Global Resel	Features			
Adults	1	Child 0	Origin	GDS GDS	Specials			
No. of Rms.	1		Payment	CP Chip and	Preferences			
Room Type	K	RTC. K	Credit Card No.		Item Inv.			
Room	0114	DNM	Exp. Date		Custom Ref.			
Rate Code	LEI	Fixed Rate	Card Holder		CRS No.			
Rate	90.01		Approval Code		Print Rate		Confirmation	
Packages			Approval Amt.		C/O Time			
Block Code		ETA 10:35	Guest Balance	0.00				

Comments

Routing No Post

Created By SUPERVISOR On 05/30/16 Updated By SUPERVISOR On 05/30/16

Save OK Options Close

NON EMV CARD NOT PRESENT DEPOSITS WITH CVV/CID

STEP 2: INITIATING THE CHIP AND PIN WINDOW

- Click Payment in the Deposit screen and Login

OTVSITE - Deposit Cancellation

Deposit | Cancellation

Type	%	Deposit Req.	Due Date	Paid Deposits	Due Amount	Rule Code	Comments
Rooms	100.00	100.00	05/30/16		100.00	FULL	Immediately pay ful
Total		100.00		0.00		Balance	100.00

Date	Payment Method	Amount	Reference / Remark	Receipt No

Comments

New
Edit
Delete
Transfer
Payment
Folio
Receipt
View
Apply
Close

NON EMV CARD NOT PRESENT DEPOSITS WITH CVV/CID

STEP 3: ACTIVATING THE PAYMENT METHOD WINDOW

- Change Payment Type to CP even if there is already a card there
- Click OK

DO NOT PRESS THE PAYMENT APPLICATION ICON TO THE RIGHT OF THE CREDIT CARD # FIELD

OTVSITE - Reservation Deposit Payments

Payment **CP** Chip and Pin

Currency **USD** US Dollar

Amount **100.00** USD

Reference

Comments

Credit Card No. Exp. Date

Res. Type **DEP** Deposit Paid

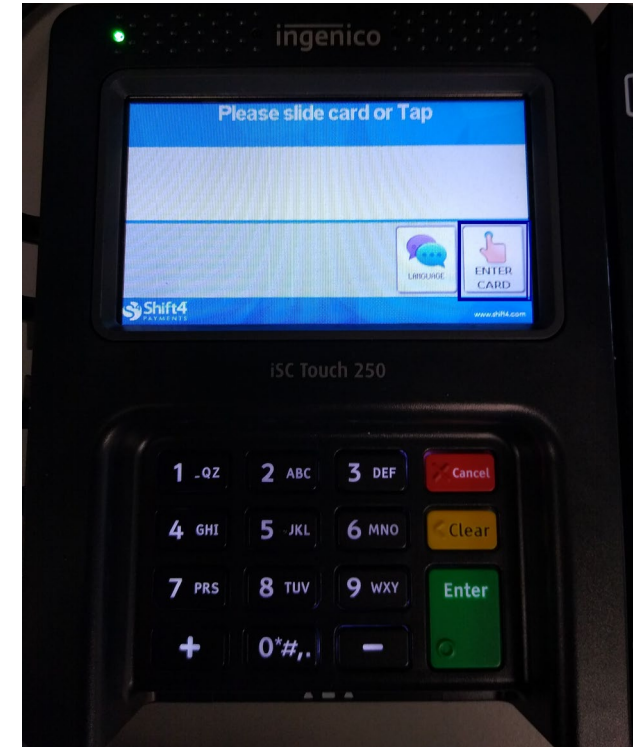
Copies of Receipt **1**

OK
Close

NON EMV CARD NOT PRESENT DEPOSITS WITH CVV/CID

STEP 4: SELECT ENTER CARD ON PIN PAD

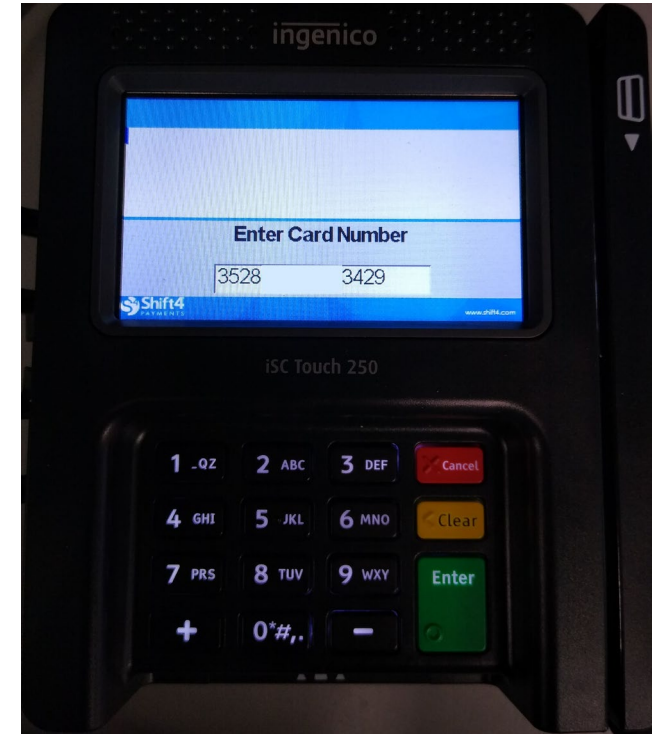
- On the pin pad select Enter Card
- Screen might be different depending on the type of your pin pad



NON EMV CARD NOT PRESENT DEPOSITS WITH CVV/CID

STEP 5: TYPE IN THE CREDIT CARD

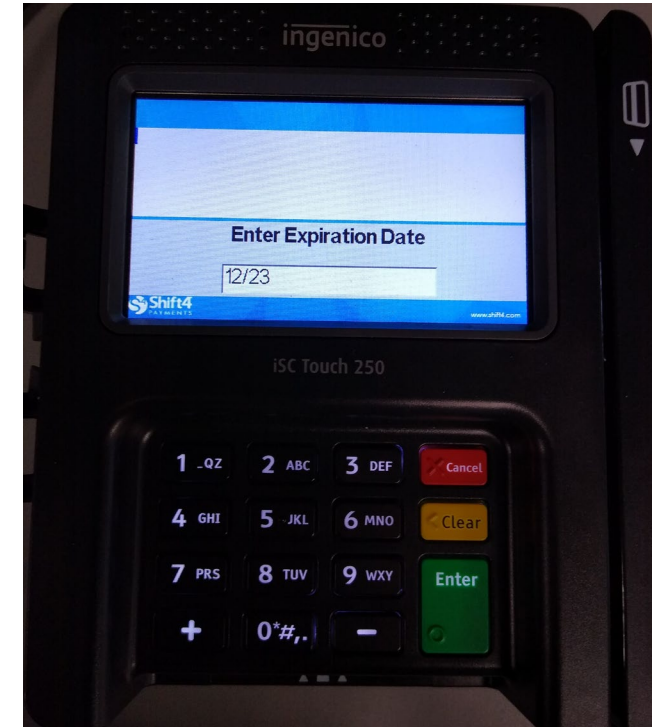
- Using the number pad, type in the credit card number
- Press Enter when done



NON EMV CARD NOT PRESENT DEPOSITS WITH CVV/CID

STEP 6: TYPE IN THE EXPIRATION DATE

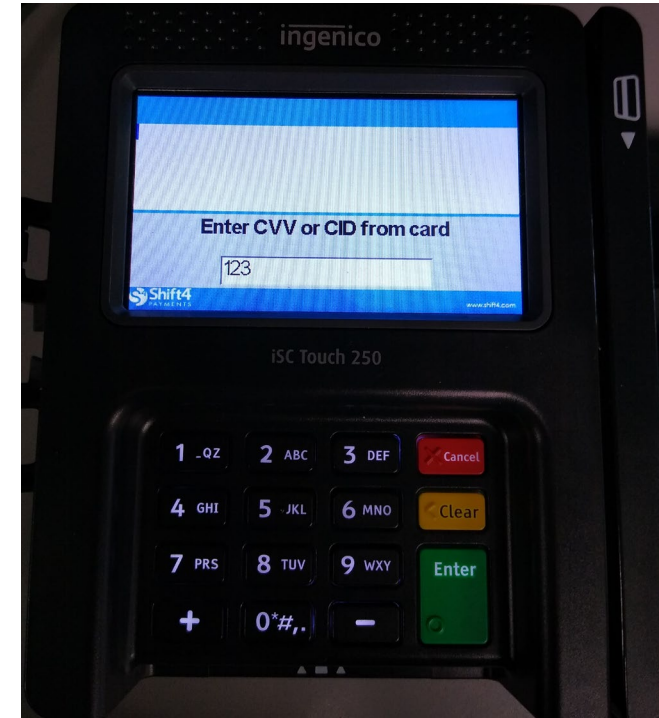
- Using the number pad, type in the expiration date
- Press Enter when done



NON EMV CARD NOT PRESENT DEPOSITS WITH CVV/CID

STEP 7: TYPE IN THE CVV OR CID

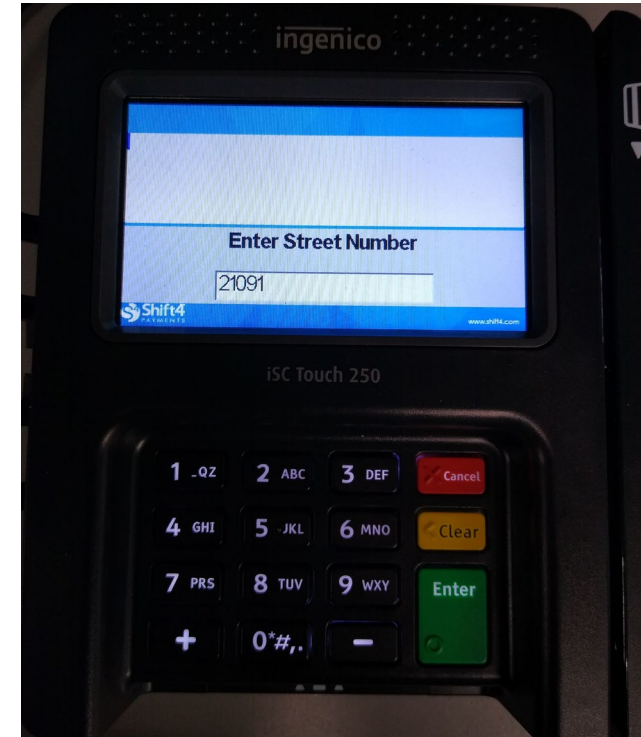
- Using the number pad, type in the CVV or CID
- Press Enter when done



NON EMV CARD NOT PRESENT DEPOSITS WITH CVV/CID

STEP 8: TYPE IN THE AVS DATA

- If your system is configured for AVS, pin pad will prompt for Street Number and Zip Code
- Press Enter when done or to skip
- UTG will start an authorization and respond back to OPERA



Chip Transactions for Multiple Charges on a Folio

CHIP TRANSACTIONS FOR MULTIPLE CHARGES ON A FOLIO

OVERVIEW

- *Precondition: The customer and chip card must be present to perform the following transaction*
 - When adding multiple charges and to have them both chip read, create the multiple charges window
 - Initiate the Payment Methods window
 - Change the payment type to CP
 - Prefill in the Amt/Pct
 - Click the OK button
 - OPERA will send two authorizations, one after the other, to the chip reader to perform the EMV/chip authorization

OTVSITE - Reservation

Name: Sherzer, Max
Title: First Max
City: [blank] State: [blank]
Country: US Language: E
VIP: [blank]
Phone: [blank] Email: [blank]
Agent: [blank] Company: [blank]
Group: [blank] Source: [blank]
Contact: [blank]

More Fields Last Stay Last Room New Guest Pref. Rm Last Rate

Arrival: 02/10/09 Tuesday
Nights: 1
Departure: 02/11/09 Wednesday
Adults: 1 Child: 0
No. of Rms: 1
Room Type: Q
Room: 0103
Rate Code: LEI
Rate: 99.00
Packages: [blank]
Block Code: [blank]
RTC: Q
DNM: [blank]
Fixed Rate: [blank]
ETA: [blank]

Res. Type: CC Credit Card C
Market: LEISL Leisure
Source: DIR Direct
Origin: DC Direct Call
Payment: [blank]
Credit Card No.: [blank]

Disc. Amt: [blank] %
Reason: [blank]
Features: [blank]
Specials: [blank]
Preferences: [blank]

OTVSITE - Payment Methods

Window	Pay Type	Credit Card	Expiry	Auth Rule	Amt / Pct	Name	AR No.	Swiped
1	CP			1	1.50	Sherzer, Max		
2	CP				2.00	Sherzer, Max		
3								
4								
5								
6								
7								
8								

Created By: SUPERVISOR On: 02/10/09

OK
Close

Chip Card Entry After Check In

CHIP CARD ENTRY AFTER CHECKIN

OVERVIEW

- If the customer wants to add or change credit card after check in, they can do so.
- Only one credit card and credit card authorization can be saved per window on a reservation.
- The old card and authorization will be removed when a new card is setup for a window.
- It is possible to have up to 8 cards and authorizations for each window of reservation.
- The payment type for the window will have to be changed to CP and an authorization using EMV can be taken.

OTV SITE - Payment Methods

Window	Pay Type	Credit Card	Expiry	Auth Rule	Amt / Pct	Name	AR No.	Swiped	History
1	AX	XXXXXXXXXX2221	12/23	1		test, test			
2	VA	XXXXXXXXXXXXXXXX1111	12/25	5	20.00	test, test			
3	MC	XXXXXXXXXXXXXXXX5454	12/23	5	20.00	test, test			
4	DS	XXXXXXXXXXXXXXXX4509	12/22	5	20.00	test, test			
5	VA	XXXXXXXXXXXXXXXX2257	12/23	5	20.00	test, test			
6	VA	XXXXXXXXXXXXXXXX2257	12/23	5	5.00	test, test			
7	MC	XXXXXXXXXXXXXXXX4111	12/25	5	5.00	test, test			
8	AX	XXXXXXXXXXXXXXXX0001	12/24	5	5.00	test, test			

Rule Description : Nights*(Daily Rate)
Estimated Approval Amount : 325.00 USD

OK
Close

CHIP CARD ENTRY AFTER CHECKIN

STEP 1: OPEN PAYMENT TYPE SETUP WINDOW

- Open the reservation
- Open Payment Type setup window by clicking on the ellipses (...) next to the payment

OTV SITE - Reservation 43417 CHECKED IN

Name	test	Phone	3013586555	Agent	
Title	Mr	First	test	Email	
City	Silver Spring	State	MD	Company	
Country	US	Language	E	Group	
VIP				Source	
				Contact	

More Fields | Last Stay 02/09/09 | Last Room 0100 | Pref. Rm | Last Rate 99.00

Arrival	02/14/09	Saturday	Res. Type	CHEC	Checked In	Disc. Amt.		%	
Nights	1		Market	LEISU	Leisure	Reason			
Departure	02/15/09	Sunday	Source	PROP	Property Sale	Features			
Adults	1	Child 0	Origin	GDS	GDS	Specials			
No. of Rms.	1		Payment	AX		Preferences			
Room Type	K	RTC. K	Credit Card No.	XXXXXXXXXXXX2221			Item Inv.		
Room	0108	DNM	Exp. Date	12/23	No Post	Custom Ref.			
Rate Code	LEI	Fixed Rate	Card Holder				CRS No.		
Rate	129.00		Approval Code	OK547Z			Print Rate		Confirmation
Packages			Approval Amt.	11.00			C/O Time		
Block Code		ETA *15:18	Guest Balance	0.00					
Comments									

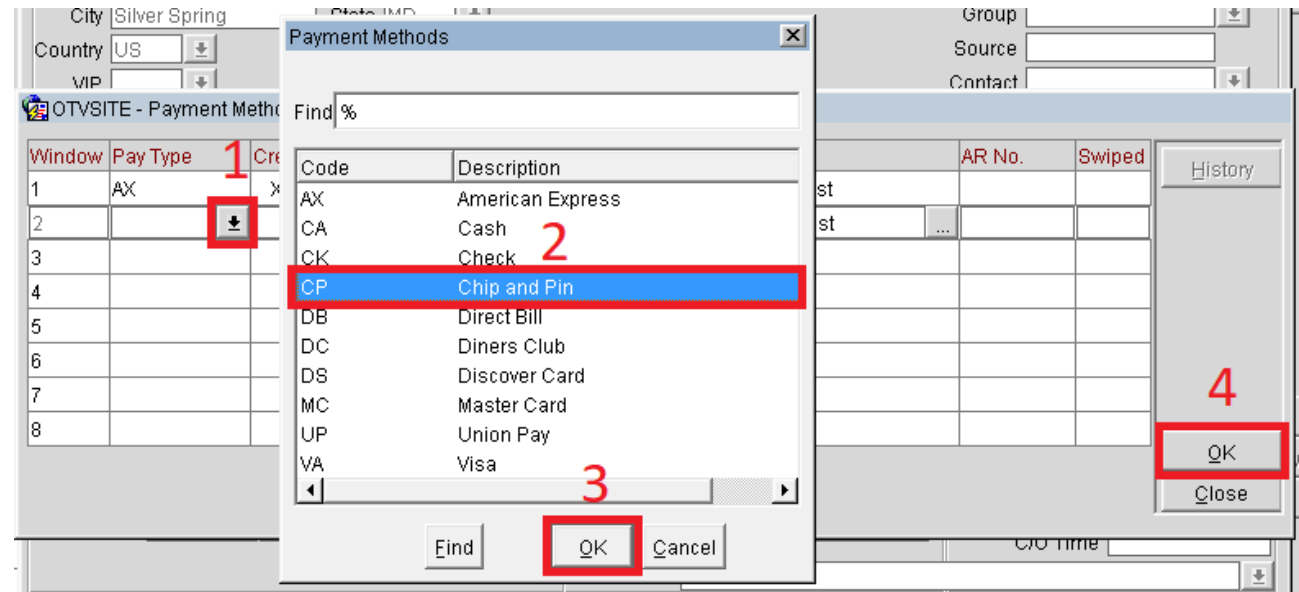
Created By SUPERVISOR On 11/02/20 15:17 Updated By SUPERVISOR On 11/02/20 15:19

Save OK Options Close

CHIP CARD ENTRY AFTER CHECKIN

STEP 3: CHANGE PAYMENT TYPE FOR THE WINDOW

- Click on the drop down for the payment type. If a payment type is being replaced select drop down next to it.
- Select CP from the drop down list
- Click OK when done
- Select Auth Rule and Amount
- Click OK again to close payment type



CHIP CARD ENTRY AFTER CHECKIN

STEP 4: INITIATE ADDITIONAL AUTHORIZATION WINDOW

- Click Options to open reservation options
- Click on Credit Cards > Authorization
- Select the window and click Additional
- Click OK to initiate the pin pad for guest to use

OTV SITE - Reservation 43417 CHECKED IN

Name test
Title Mr First test
City Silver Spring
Country US
VIP
More Fields Last Stay 02/14/09

Arrival 02/14/09
Nights 1
Departure 02/15/09
Adults 1 Child 0
No. of Rms. 1
Room Type K
Room 0108
Rate Code LEI
Rate 129.00
Packages
Block Code

OTV SITE - Reservation Options

Accompanying	Add On	Agent/Company
Alerts	Attachments	Billing
Call History	Changes	Confirmation
Credit Cards	Delete	Deposit/CXL
Fixed Charges	History	Housekeeping
Locator	Messages	Package Option
Party	Privileges	Pro-Forma Folio
Rate Info.	Register Card	Resync
Room Move	Routing	Shares
Traces	Track It	Valued Program
Waitlist	Wake-up Call	Web Links

Close

Created By SUPERVISOR On 11/02/20 15:17 Updated By SUPERVISOR On 11/02/20 15:19

Save OK
Options Close

OTV SITE - Credit Cards Menu

Authorization Credit Card History

3 Close

OTV SITE - Authorization

Window	Payment Type	Credit Card	Exp. Date	Manual
1	AX	XXXXXXXXXXXX2221	12/23	
2	CP			Additional

4

5

Close

OTV SITE - Additional Authorization

Payment Method CP

Credit Card

Expiration Date

Currently Authorized Amount 0.00

Current Guest Balance 0.00

Additional Authorization Amount 6 129.00

OK Close

Chip Transactions From the Billing Screen

CHIP TRANSACTIONS FROM THE BILLING SCREEN

OVERVIEW

- If the guest wants to use another card to pay than the one used during check in
- *Precondition: The customer and chip card must be present to perform the following transaction*
 - When performing a billing function, access the billing screen via Cashiering and create the charge to the guest
 - In the Payment screen, choose CP for chip
 - Any credit card information will be wiped from this screen
 - Then click Post
 - The OPERA system will send a payment authorization request to the PIN Pad for the chip insert

The screenshot shows a software window titled "OTVSITE - Payment [Wind. 1 - Billing, Nicklas - Room 0506]". The window contains the following fields and controls:

- Payment Code:** A dropdown menu showing "9100" and a button with a downward arrow. To its right is a text box containing "CP".
- Currency:** A dropdown menu showing "USD" and a button with a downward arrow. To its right is the text "US Dollar".
- Amount:** A text box containing "0.00" followed by the text "USD".
- Credit Card No.:** A text box followed by a button with a card icon. This area is circled in red and labeled with a black box containing the number "2".
- Exp. Dt:** A text box.
- Buttons:** At the bottom right, there are two buttons: "Post" and "Close". The "Post" button is circled in red and labeled with a black box containing the number "3".

At the top of the window, there is a blue header bar with the text "OTVSITE - Payment [Wind. 1 - Billing, Nicklas - Room 0506]". A black box with the number "1" is placed over the "Billing" text in the header bar.

Chip Transactions From the Arrivals Screen

OVERVIEW

- [illegible]

STEP 1: SEARCH AND DISPLAY ALL DUE IN GUESTS

- [illegible]

CHECK-IN FROM THE ARRIVALS SCREEN

STEP 2: CHECK IN GUEST

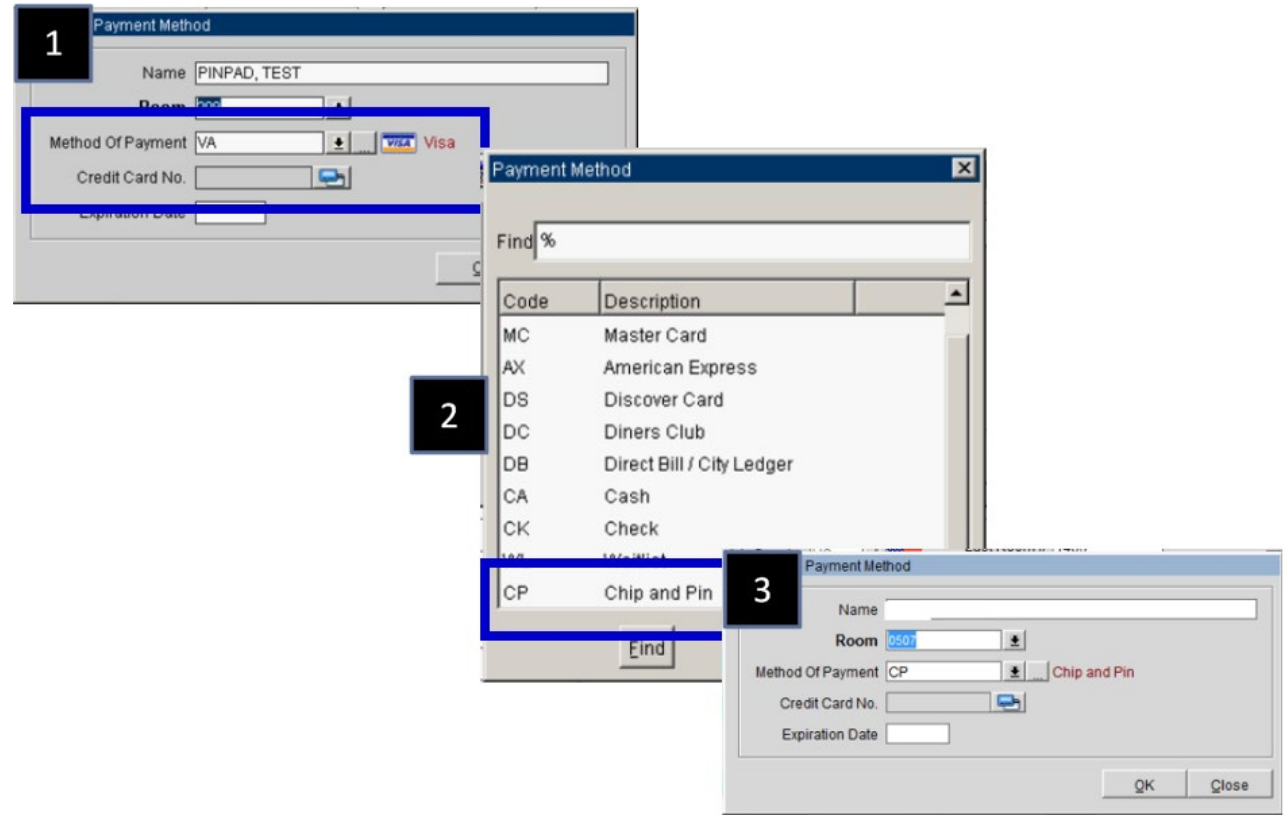
- Once the guest has been identified, the clerk should press the “Check In” button on the right (shown)

[illegible]

CHECK-IN FROM THE ARRIVALS SCREEN

STEP 3: CHANGE THE PAYMENT METHOD TO CHIP AND PIN

- After the “Check In” button has been pressed, the Payment Method window is initiated
- To perform a proper EMV transaction, the clerk needs to change the payment to **CP (Chip and PIN)**
- Users can do this by the drop down arrow menu (shown) or by simply typing in CP into the Method of Payment field



CHECK-IN FROM THE ARRIVALS SCREEN

STEP 4: SUBMITTING A CP AUTHORIZATION REQUEST

- Once the payment type has been set to CP, the clerk needs to press the OK button at the bottom right of the screen

DO NOT PRESS THE PAYMENT APPLICATION ICON TO THE RIGHT OF THE CREDIT CARD NUMBER FIELD

The screenshot shows a 'Payment Method' dialog box. It contains the following fields and elements:

- Name:** An empty text input field.
- Room:** A text input field containing '0507' with a dropdown arrow to its right.
- Method Of Payment:** A dropdown menu currently set to 'CP' with a dropdown arrow to its right.
- Credit Card No.:** A text input field. To its right is a small icon of a credit card with a red 'X' over it, indicating it should not be pressed.
- Expiration Date:** A text input field.
- Chip and Pin:** A label in red text to the right of the credit card number field.
- Buttons:** 'OK' and 'Close' buttons at the bottom right. The 'OK' button is highlighted with a blue rectangular box.

CHECK-IN FROM THE ARRIVALS SCREEN

STEP 5: ACQUIRING THE EMV CHIP DATA

- The Authorization window indicates that an authorization request has been sent to UTG then to the Shift4 gateway then to the PED
- The PED should be lit and awaiting credit card insert
- There is a two-minute timeout for the guest to insert and process their card
- After card insertion, the PED will initiate the EMV transaction



Chip Transactions From the Post It Screen

CHIP TRANSACTIONS FROM THE POST IT SCREEN

OVERVIEW

- The Post It function allows posting of small Articles to guests
- It allows the payment for the charges to be taken either directly or it can be sent to a room to be charged later
- The EMV Chip functionality might not be present in older versions of OPERA

The screenshot shows the 'OTV SITE - Post It' interface. It features a table with columns 'Code', 'Description', and 'Amount'. Below the table is a 'Total' field showing '0.00' and an 'Items' counter showing '0'. A 'Close' button is at the bottom left. On the right side, there are buttons for 'Cakes', 'Chips', 'Cookies', and 'Soda'. At the bottom right, there is a grid of payment logos including 'Room Charge', 'VISA', 'VI', 'MasterCard', 'MC', 'AX', 'Discover Card', 'DC', 'Discover', 'DB', 'JCB', and 'JCB'.

Code	Description	Amount
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Items: 0 Total: 0.00

Buttons: Minus, Delete, Enter

Payment Logos: Room Charge, VISA, VI, MasterCard, MC, AX, Discover Card, DC, Discover, DB, JCB, JCB

CHIP TRANSACTIONS FROM THE POST IT SCREEN

STEP 1: POST CHARGES

- Post articles on the Post It screen as you normally would by clicking on the articles on the right.
- Change Amounts or Quantity as needed.

The screenshot shows the 'OTV SITE - Post It' interface. At the top, a light blue bar displays 'Soda' and '2.00'. Below this is a large grey area. On the right side, there are buttons for 'Cakes', 'Chips', 'Cookies', and 'Soda'. At the bottom right, there are buttons for 'Room Charge', 'VISA', 'VI', 'MasterCard', 'MC', 'AX', 'Discover Club', 'DC', 'Discover', 'DS', and 'JCB'. In the center, there is a table with columns 'Code', 'Description', and 'Amount'. The table contains two rows: '2000 Cakes 1.50' and '2000 Soda 2.00'. Below the table, there are buttons for 'Minus', 'Delete', and 'Enter'. At the bottom left, there is a 'Close' button. At the bottom center, there is a status bar showing 'Items 2' and 'Total 3.50'.

Code	Description	Amount
2000	Cakes	1.50
2000	Soda	2.00

Items: 2 Total: 3.50

CHIP TRANSACTIONS FROM THE POST IT SCREEN

STEP 2: SUBMITTING A CP PAYMENT REQUEST

- Once all articles have been posted click on any one of the CC Payments.
- Click on Enter to initiate the Payment request.

DO NOT PRESS THE PAYMENT APPLICATION BUTTON TO THE RIGHT OF THE CREDIT CARD NO FIELD

The screenshot shows the 'OTVSITE - Post It' interface. At the top, a 'Discover Card' button is highlighted in light blue, with a balance of '-3.50' next to it. Below this, there are input fields for 'Credit Card No.' and 'Expiry Date.'. To the right of these fields are buttons for 'Cakes', 'Chips', 'Cookies', and 'Soda'. In the center, there is a table with the following data:

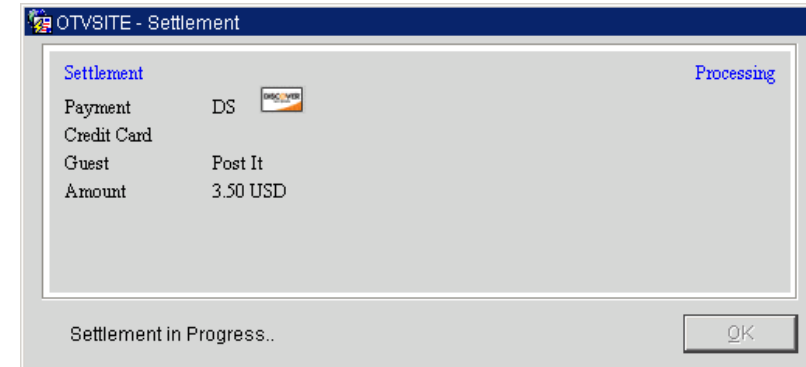
Code	Description	Amount
2000	Cakes	1.50
2000	Soda	2.00

Below the table, there are buttons for 'Minus', 'Delete', and 'Enter'. At the bottom left, there are fields for 'Items' (value 2) and 'Total' (value 3.50), along with a 'Close' button. On the right side, there is a 'Room Charge' section with a grid of payment method icons: VISA, VI, MasterCard, MC, American Express, AX, Discover Club, DC, Discover, DS, and JCB.

CHIP TRANSACTIONS FROM THE POST IT SCREEN

STEP 3: ACQUIRING THE EMV CHIP DATA

- The Authorization window indicates that an authorization request has been sent to UTG, then to the Shift4 gateway, and then to the PED
- The PED should be light up and wait for credit card insert
- There is a two-minute timeout for the guest to insert and process their card





Thank you!