micros FIDELIO suite 8 / Opera Front-Office Enhanced Interface

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1 Enhancements Version 3.xx

1.1 Full Discount and Service Charge Breakdown

To enable this feature you will need to turn on the option "Full Discount and Service Charge breakdown" in ifc_setup. This feature requires certain versions of IFC7, IFC7w or IFC8, please check with the PMS Interface team, which version is required from their side.
If the IFC version does not support the full breakdown, the error message "`IFC does not support Full DSC & SVC, feature disabled!`" is displayed ONCE on each workstation and the posting will continue with the feature disabled.

Please note that RES 4 version below V.4.1HF3 need to updated to at least V.4.1HF3 in order to post the breakdown correctly.

Discounts
Discounts are broken down by the discount itemizer that they are actually used. As such, a maximum of 8 Discount Itemizer is used. That means in turn that you have to keep Sales Itemizer and Discount Itemizer the same in the related Menu Item Class if you want to match the Sales and Discount on an Itemizer level.

Service Charges
PERCENTAGE based Service Charges, which are NOT Auto Service Charges are broken down by the Service Charge itemizer that they are actually use. As such, a maximum of 8 Service Charge Itemizer is used, which you will find in the Service Charge Itemizer 1 to 8 in the message sent across. Auto Service Charges are treated as one total amount in Service Charge Itemizer 11 in the message sent across. AMOUNT based Service Charge, that are NOT Charge Tip (Option "Post to charged tips total" in Discount / Service Charge | Service Charge) are broken down by the Service Charge itemizer(s) that is active. Please note that the Service Charge itemizer(s) are NOT used by OPS for amount based Service Charges, we just use them to offer multiple buckets for these Service Charges from a breakdown perspective.
If NO Service Charge itemizer is active for amount based Service Charges, they are treated as one total amount in Service Charge Itemizer 9 in the message send across. Charge Tip is send in Service Charge Itemizer 10 in the message send across.

Summary

SVC Itemizer

1 Percentage or Amount SVC with Service Charge itemizer 1 ON
2 Percentage or Amount SVC with Service Charge itemizer 2 ON
3 Percentage or Amount SVC with Service Charge itemizer 3 ON
4 Percentage or Amount SVC with Service Charge itemizer 4 ON
5 Percentage or Amount SVC with Service Charge itemizer 5 ON
6 Percentage or Amount SVC with Service Charge itemizer 6 ON
7 Percentage or Amount SVC with Service Charge itemizer 7 ON
8 Percentage or Amount SVC with Service Charge itemizer 8 ON
9 Amount SVC with ALL Service Charge itemizers OFF
10 Charged Tip
11 Auto Service Charge

1.2 Voiding a previous Room Charge

As of version 3.00 a new feature has been added that uses the reference of a previous RoomCharge Posting when touch voiding. As such you will get a confirmation window with the previous reference. Pressing Enter/Yes will use the previous reference, pressing Clear/No will ask for input of the guest-name or room#.
Please note that the ISL will use only the room# of the reference if present. If there is no room# available (which should never be the case) the full reference is send.

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2 Enhancements and Changes Version 5.xx

2.1 Changes in Version 5.00

- RES Versions below 4.1 are not supported by this version
  The support for RES versions below 4.1, namely RES 3.2 has been removed from this version. This version requires RES 4.1 version or higher.
- RES Versions5 now supported
  The support for RES versions 5 or higher has been added. The setup supports now also 64bit operating systems.
- New Posting Protocol
  TDB
- Voucher Redemption (Suite8 only)
  Voucher Redemption for Vouchers issued by micros FIDELIO Suite8 have been added.
- Restricted Posting
  A Posting restriction per RVC has been added.

2.2 Changes in Version 5.10

- Reservervation ID Reference for non-RoomCharges
  The Reservervation ID is no longer saved as a second reference for non-RoomCharges Tenders.
- Reference of non-RoomCharges
  New option to suppress the Reference of non-Roomcharge Tenders has been added.
- Restricted Posting
  Posting restriction has been changed to act on SIM privilege level.

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3 Setup

3.1 General

This version requires RES 4.1 version or higher. The setup will abort on any previous RES version. Please note that a full Discount and Service Charge breakdown requires least V.4.1HF3 (or higher)

With this document you should have received a file called 37fo_400.exe. Start this program using the explorer or the ‘run’ option in the start menu on your RES Server. Please note that the 3700 System must be set to 'Database' or 'Back Of House', the setup will abort if the 3700 System is not running or if it is set to 'Front Of House'. For Ovation Installs also make sure that OPS is not running.
After the setup has been started, the following will be displayed:

After accepting the license terms, click on [Next >]. After reviewing the ready to install information click on [Install] to start the installation.

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All files will be copied to the ETC directory of the 3700. The installation program determines this by reading the registry key **HKLM\SOFTWARE\MICROS\3700\3700d\Root**. In case the files get copied to the wrong directory double-check the registry.
A backup of all files will be saved under the ETC directory in a directory called EIFC_CACHE. Please do not delete or rename this directory, as the IFC Setup requires it.

3.2 Interface

Start the 3700 Configurator and create/modify an interface. The following values should be entered:

Field	Value	Remarks
Number	Any number	Note this number down! We need it at a later stage.
Name	Any value	
Outgoing Message Name	MF_ENH_IFC	
Timeout	Min 20	On large Front-Office databases increase to 30
Network Node	Your RES Server	
Number ID Digits	**MUST** be 9	
Log Transactions	Any setting	
SIM Interface	MUST be ON	
Interface Type	Serial or TCP, ***TCP is strongly recommended***	A TCP based interface requires IFC7 version 7.06
Serial Interfaces: **depreciated!** In the Interface Tab chose the COM port that will be used.	We have done successful tests with a speed of 38400 bps. Should you encounter problems decrease the speed to 19200 or 9600.	Please note that the COM port settings of the 3700 must match with the setup of the micros FIDELIO 8 / Opera Interface
TCP based interfaces: Enter in the field “TCP Server Name” the host name or IP address of the PC that runs IFC7, IFC7w or IFC8.	i.e. 192.168.100.15	
Enter in the field “TCP Port Number” the port that you are going to use. This must match your settings in ifc_ctrl.dbf->ch1	i.e. 5009	We strongly recommend using port 5009. Should this be already be used, choose a port that is above 5009.

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3.3 Localization

As of version 2.52 of the interface, the various texts can be translated into non-English languages. Examples of such a translation can be found in **`[RESROOTDIR]\ETC\fid_fo_lag.zip.`** Currently a German and a US English translation are available. The translation file (**`fid_text.isl`**) needs to be copied to **`[RESROOTDIR]\ETC`**. In case this file is not present, the interface defaults to US English.

3.4 Tender Media

In the Configurator select Sales | Tender Media and in the PMS Tab link all Tender Media's to the interface you created in 1.2 that should be send to micros FIDELIO Suite8 / Opera.
Make sure that "Allow 19 reference characters" is ON. In the Tab Tender make sure that "Reference required" is OFF. Note down the number of the RoomCharge Tender Media(s).
A RoomCharge is a Tender Media that posts to a guest or folio. Cash or Credit Card postings that are send to micros FIDELIO Suite8 / Opera Front-Office are NOT RoomCharge Tender Media's.
In addition to RoomCharge Suite8 will allow you to redeem Vouchers issued by Suite8. This redemption is using a separate Tender Media, but the same configuration as above outlined applies.

3.5 RVC Center options

The option "Require full payment after partial tender" available under RVC Center | RVC Transactions | General **must** be enabled!

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4 Configuration

4.1 IFC Setup

Start the Explorer and change directory to **%RESROOTDIR%\ETC**. You will find a program there called ifc_setup.exe. Start it. The following screen will be displayed:

This setup program will create or maintain a file called FID_FO.INI, which is needed for the interface to work.

Select and enter the values that match your site:

Tab Options, Features, Setup

Features

☐ Allow ONLY Magnetic-Card Entry for RoomCharge
Excl. RVC Numbers (separated by comma) :

Select if you want to limit the entries in the RoomCharge event to magnetic cards, or to allow both magnetic cards and keyboard as input.
When enabled, the setting can be overwritten for certain RVC's by entering a list of RVC numbers (separated by comma) in the "Excl. RVC Numbers" field.

☐ Full Discount and Service Charge breakdown

Select to enable the breakdown to up to 8 Discounts Itemizers and/or 11 Service Charges Itemizers. Please see 1.1 Full Discount and Service Charge Breakdown.

☐ Negative Guest Count if Payment negative

Select if the guest count should be negative in case the payment is negative (i.e. the payment is voided).

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Features cont.

☐ Enable Restricted Posting

Specify Employee Option to use:

Select if you want to restrict the response returned from the Front-Office Interface in the Roomcharge event to the input provided by the POS operator. You need to specify the SIM privilege from the drop-down list.
If the option is enabled and the transaction employee has the related ISL Employee Option enabled (see PosCfg | Employees | Employee Class | Privilege Option), the POS operator must enter both room-number and the last-name of the guest. If the response returned does not match both values or if several hits are returned, the posting is declined. Please note that this will not work if input is restricted to magnetic cards, so either the restriction must be disabled or the RVC in question must be added to the excluded RVC's.
Please also note that this will not work with customized IFC_FRM on the Front-Office Interface side. The default setup must be used there.

☐ Use New Posting Format (IFC8 V.8.7.4.0 or higher)

This will enable the new Posting Format. TBD

☐ Include Empl.Number in Guest-Message

Select if you want to include the Employee Number and the Date/Time automatically in Guest-Messages created by POS

☐ Suppress References of non-Roomcharge Tenders

Non-Roomcharge Tenders will show the Department Code they were posted to. Enabling this will suppress this reference.

Descriptors

"Tax" Descriptor

The Field “Tax Descriptor” is only enabled if the system uses Add-On Tax. If the system uses VAT, this field is disabled. The value is used when sending Check Details in the final tender event.

"Auto Srv.Chrg." Descriptor

The value is used when sending Check Details in the final tender event.

Serving Period / Cashier / Order-Type Setup

Select the value to be send during posting. Please note that any changes in the setting might require additional configuration on the micros FIDELIO 8 / Opera IFC

Setup

System Setup

See below for a detailed description.

The “Show Hints” buttons provide some more detailed information.

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Tab Tender/Media's

RoomCharge Tender Media's

Maintain the Tender Media(s) you noted down in 3.4 Tender Media here. As outlined before, this is only used for RoomCharge Tender Media. Do not add i.e. Cash or Credit Card tenders here.

+ Add

Click to add a Tender Media, a list of all configured values is shown.

- Delete

Highlight a Tender Media in the list and press this button to delete it from the list.

Voucher Tender Media's / Suite8 only

Maintain the Tender Media(s) you which to use for the micros FIDELIO Suite8 Voucher redemption. This requires IFC8 V. 8.7.5.2 or higher. As outlined before, this is only used for Voucher Tender Media. Do not add i.e. Cash or Credit Card tenders here.

+ Add

Click to add a Tender Media, a list of all configured values is shown.

- Delete

Highlight a Tender Media in the list and press this button to delete it from the list.

Tax / VAT Setup

The Tax / VAT section is only displayed for your information. It cannot be changed.

The “Show Hints” buttons provide some more detailed information.

Tab Locator Setup

Locator Setup

The locator setup is not required but optional. The waiter can overwrite these values when entering the locator information.

+ Add/Modify

Click to add or changes a Locator. A list of all configured Revenue Centers is shown.

- Delete

Highlight a Locator in the list and press this button to delete it from the list.

The “Show Hints” buttons provide some more detailed information.

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If you have entered all required information, save the configuration using the [Save Setup] button. To setup your system, press the button [System Setup] (shown below) that will copy all files that are needed for the 3700 Server, the WS4, WS4LX, WS5, WS5a, Win32 and the HHT to the correct folders. Please make sure that you press this button after you have completed the other configuration.

You will be asked for the interface to be used. If this is done for the first time, select the correct interface from the list. In case this has done before, confirm that you want to use the interface shown. In case this is not correct, press the [Change] button and select the correct interface from the list.

When you press [OK], the files will copied to their destination folders. As soon as this is done, a window will be displayed, outlining the steps that have been done or any errors that might have occurred:

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4.2 Touchscreen Setup

To start the 4 different inquiries that the interface offers, create key(s) on the Touchscreen where the Inquiry should appear. The follow values should be used:

Field	Value	Remarks
Category	SIM Inquire	
Interface	The Interface from step 1.2	
Inquire Number	1, 2, 5 or 6	See explanation below

Inquiry 1: Full feature set. Provides Reservation Details, Guest Details, the ability to view or print Messages, the ability to create new Guest Messages, the ability to view or print Locators and the ability to create Locators.

Inquiry 2: Limited Feature set, provides the overview of the guest but does not allow any Reservation details, Guest Details, Messages or Locators

Inquiry 5: Name lookup only.

Inquiry 6: Stores the result of a Name lookup in the Check Info Lines of a micros guest-check. It is of course also possible to use this inquiry within a macro that opens a new table and automatically calls this inquiry.
The information that stored in the Check Info Lines is also used during postings, and will be send as guest-name through the interface. In case this is not the correct guest or the posting needs to go to another guest than the one stored in the Check Info Lines, simply press the [Abort] key when the guest needs to be confirmed and redo the room-charge payment, this time the Check Info Lines will not be used and the guest-name/room-number can be entered.

Please note that the first character of the information stored in the Check Info Lines is set to a “~”. This character is just for internal use and will not be send through the interface. Please also note that this function will abort if the Check Info Lines are already filled (i.e. from another interface).

4.3 Printer setup

If the operator decides to print Guest Messages or Guest Locators, they will print on the receipt printer that is linked to the workstation.

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5 Features

5.1 Posting

- Up to 8 Sales Itemizer
- Up to 8 Tax Itemizer
- Up to 8 Discount Itemizer
- Up to 11 Service Charge Itemizer
- Check Details in the final tender event. The interface is only able to send the check details across if 3700 version 2.60 SVP5 or higher has been installed. Please note that these will NOT look 100% like the check that has been printed. The limitations are:
  - No consolidation (items appear in the same way as they were ordered)
  - No header lines
  - No footer lines.

5.2 Inquiry

- Enhanced inquiry by name or room number returning the following information
  Guest last name, first name and title
  Arrival and departure dates
  Room number and room type
- Display of guest reservation detail
- Display of guest history
- Display / printing of guest messages
- Entry of guest messages (only Win32 and WS4/WS4LX/WS5 workstations)
- Display of guest locator
- Entry of guest locator (only Win32 and WS4/WS4LX/WS5 workstations)

5.3 Version Control

The version number of the script in use can be determined in two ways:

- Enter the text '**`/ver`**' (without the quotes) at the prompt of the enhanced inquiry (INQ 1) or the restricted inquiry (INQ 2).
- Do a name lookup (INQ 5 or INQ 6). The version number can be found in the caption of the window that will be displayed (example below).

5.4 Voucher Handling

- Negativ Amount posting not allowed.
- Voiding Voucher not possible.

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6 Mobile Micros details

Below are some sample screens of the enhanced micros FIDELIO 8 / Opera Interface running on a Symbol Handheld. There is one issue with the Symbol 2846 running Pocket PC 3.0, which does not allow loading a DLL under certain configurations. The interface has been designed to react on this and offers a limited functionality if the DLL cannot be loaded. This is outlined below under 'limited display functionality'. The Symbol 8846 does not have this problem as it is running Pocket PC 4.x. If the DLL can be loaded, the full display functionality is available and outlined on the following pages under 'full display functionality'. From a posting point of view there is no limitation if the DLL is loaded or not.

Please note that due to the smaller display of a Handheld it is not possible to enter a new message or a new locator. This functionality is restricted to Win32 or WS4/WS4LX/WS5 workstations.

Please note that all touch-screens are dynamically created, so there is actually no configuration required.

6.1 Limited Display Functionality, Enhanced Inquiry

Response with multiple guests:

Response with a single Guest:

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6.2 Limited Display Functionality, Short Inquiry

Response with multiple guests:

6.3 Limited Display Functionality, Posting to a room

Response with multiple guests:

Response with a single Guest:

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6.4 Full Display Functionality, Enhanced Inquiry

Response with multiple guests:

Response with a single Guest:

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6.5 Full Display Functionality, Enhanced Inquiry, Details

The Reservation Detail is shown on the left and the Guest Profile is shown on the right. Again the scrollbar and the buttons at the bottom will allow the user to scroll up/down and left/right so that the entire information can be viewed:

The Message Display is shown on the left and the Locator Display is shown on the right. Again the scrollbar and the buttons at the bottom will allow the user to scroll up/down and left/right so that the entire information can be viewed. In addition the 'Print' button will allow the user to print these details and hand them over to the guest:

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6.6 Full Display Functionality, Short Inquiry

Response with multiple guests:

6.7 Full Display Functionality, Posting to a room

Response with multiple guests:

Response with a single Guest:

End of Document

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