Zonal

# PM Pro PMS

## Setup and Usage Guide

v3.1 November 2018

amadeus

| Version | Date | Notes | Author |
|---|---|---|---|
| 1.0 | 03-04-18 | First draft to support the initial launch of the interface for PM Pro PMS. | P. Buchanan |
| 2.0 | 15-05-18 | Updated to include changed behaviour and new features introduced by iZone POS Integration Engine v1.20.0. | P. Buchanan |
| 3.0 | 11-09-18 | Updated to include changed behaviour and new features introduced by iZone POS Integration Engine v1.22.0. | P. Buchanan |
| 3.1 | 20-11-18 | Adds the optional Offline Room payments setup procedure. | R. Savage |
| | | | |
| | | | |
| | | | |
| | | | |

# Contents

Introduction ..... 4
Document Scope ..... 4
Overview ..... 4
Prerequisites ..... 4
Installation ..... 4
Aztec Configuration ..... 5
Define CLM Settings for PM Pro ..... 5
Create Room Posting Payment Method ..... 7
Assign Payment Method to Theme(s) ..... 8
Assign Room Enquiry button to Theme(s) ..... 9
Define Hotel Divisions ..... 10
Map Service Charges ..... 12
Reporting Sessions ..... 13
Configuration Modification ..... 13
iZone POS Integration (v1.19.0 and above) ..... 13
PM Pro API Mapping ..... 14
Site Operation ..... 15
Taking room payments ..... 15
Overpayment Variations ..... 20
Upfront Tip ..... 20
No Overpayment ..... 20
Non-Room Postings ..... 20
Making a room enquiry ..... 21
Troubleshooting ..... 23
Service Monitoring ..... 23
Logging ..... 23

# Introduction

## Document Scope

This guide is aimed at both strategic head office staff and specific site staff and describes how to:

- **Head office** – Install or get the necessary components installed and configure all areas of the system.
- **Site** – POS operation for room posting and system troubleshooting

## Overview

PM Pro PMS is a plugin that integrates with Aztec to facilitate real-time room and non-room postings against an account in a hotel environment.

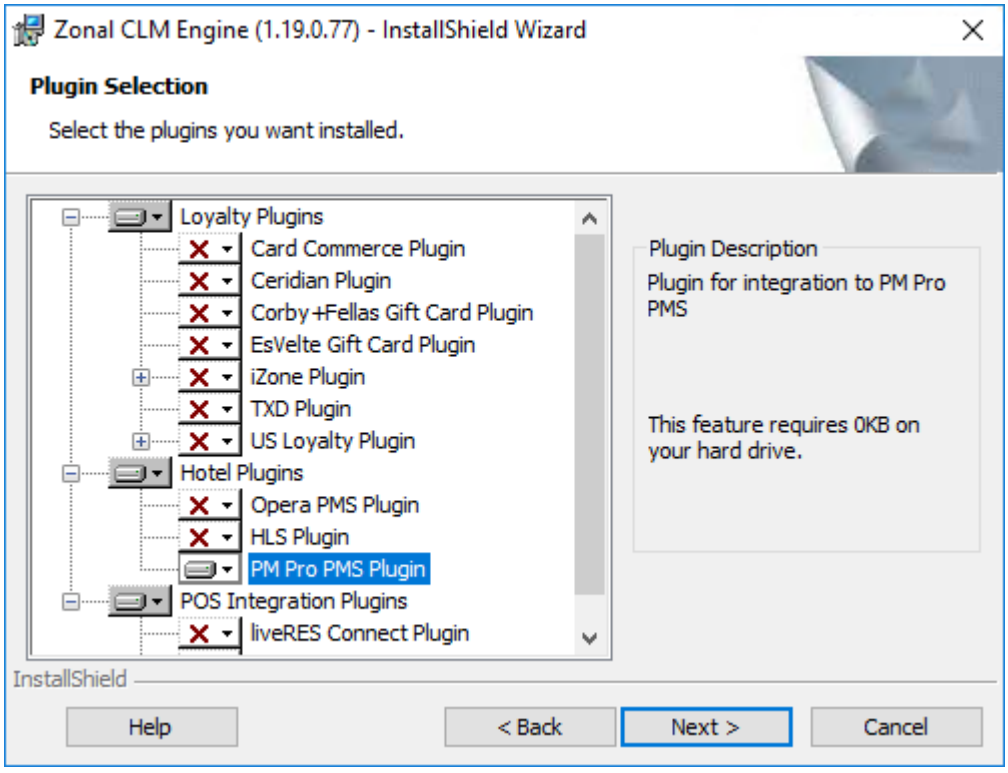
## Prerequisites

The following apps and services are required to support PM Pro PMS operation within Aztec:

- Aztec 3.10.2 or later at head office and site. Aztec v3.11.0 introduces specific features. Where described in the guide, the requirement for this version is highlighted.
- iZone POS Integration v1.22.0.

## Installation

The PM Pro PMS Plugin is installed via the iZone installer, included in a separate section reserved for plugins. This task is carried out by Zonal Technical Support staff.



# Aztec Configuration

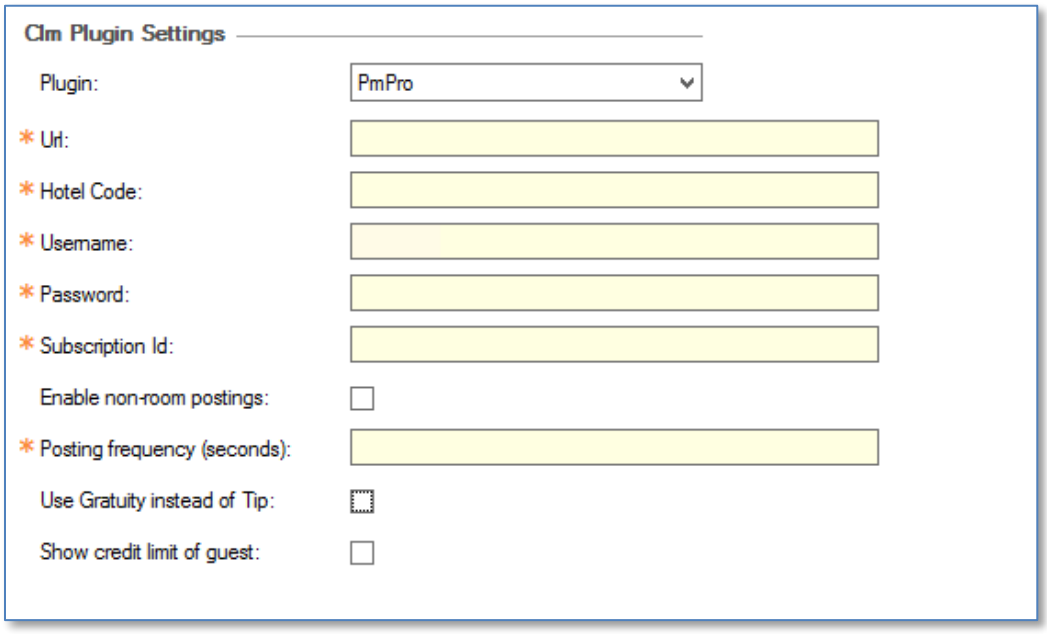
Aztec must be configured as described in this section, before the PM Pro PMS plugin can be used to make room postings.

## Define CLM Settings for PM Pro

- **If running PM Pro in conjunction with Aztec v3.10.2, the PMProPluginSettingsHOandSite.sql script must be run at head office. This is not required if running Aztec v3.11.0.**
- **When the PM Pro PMS plugin has been installed and run successfully (see Site Operation on Page 15) the plugin should pick up changes sent down automatically, but a restart of the CLM service is still recommended.**
- **If using the optional 'Offline Room' payments in PM Pro you need to complete the following steps:**
  1. **Run the PMProPluginSettingsHOandSite.sql script at HO and site. This script is only required for customers using Offline Room payments on Aztec v3.11.0 up to v3.12.1. From Aztec v3.12.2 onwards you can skip this step.**
  2. **Create an 'Offline Room' payment method via the Aztec BoH GUI and add the payment method to the theme so you can pay off an account to it.**
  3. **Find the ID of the newly created payment method from the head office DB. Select * from ac_PaymentMethod ORDER BY ID DESC**
  4. **Insert the payment method (replacing *xxx* with your new ID.) This will exclude that payment method from the non-room postings. INSERT ac_HotelPostingExcludedPaymentMethods VALUES (*xxx*)**
  5. **Send that value to all other sites by Comms. If the new version of CLM is already installed and running it will need to be restarted.**

For the PM Pro PMS Plugin to operate correctly with CLM, the following procedure must be carried out to define the necessary settings:

1. From the Head Office Aztec Start Page, open Aztec Base Data and select **Estate Structure | [Select Site] | CLM** tab page.




2. Select **PmPro** from the plugin drop-down list.
   All fields marked with * are mandatory.

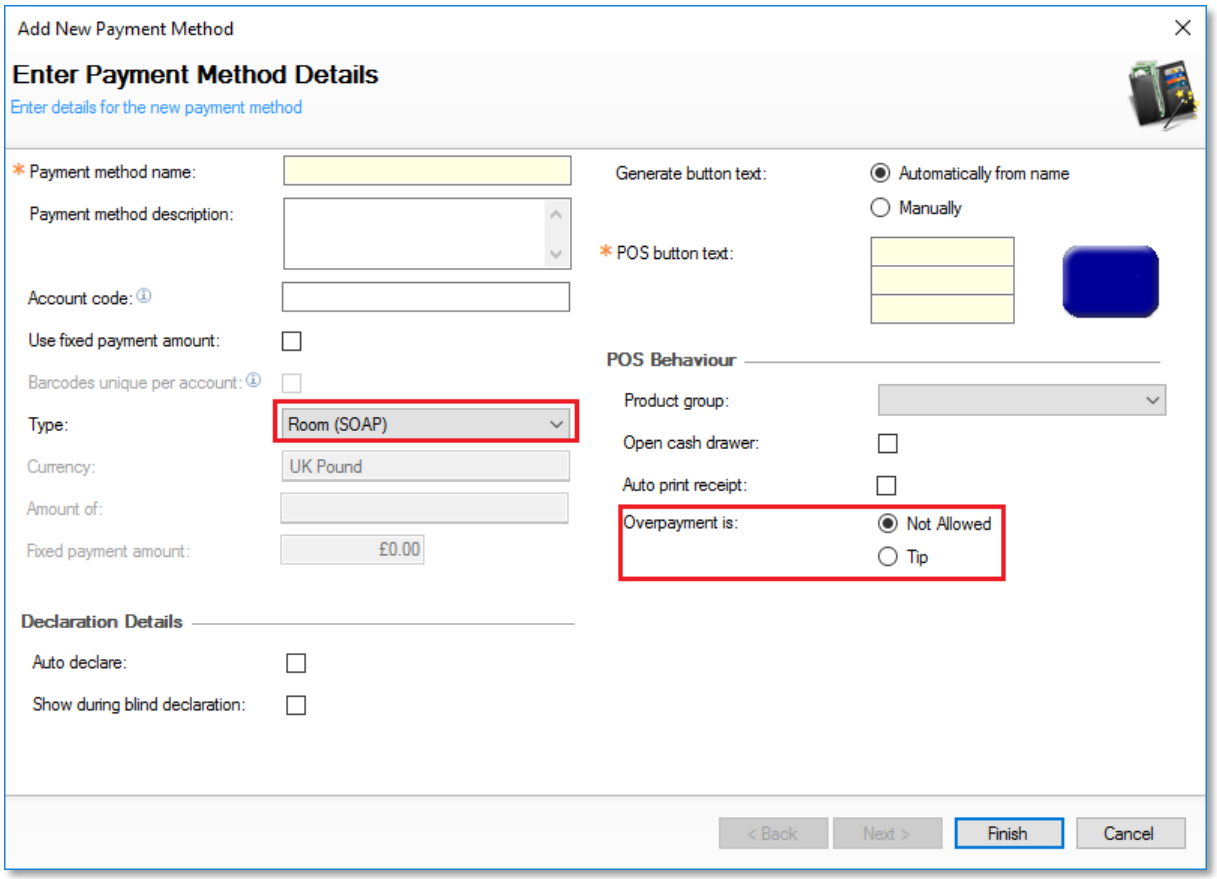
**6. Note that the minimum posting frequency is 10 seconds.**

3. Enter the correct information for the site in the IP address and Port fields and select the Enable non-room postings check-box if appropriate for the site.
4. Show credit limit of guest –detailed operation is described in *Taking Room Payments* from Page 15.
5. When all PM Pro plugin settings are complete, click **Save**.
6. Exit Aztec Base Data.
7. Open Comms and carry out a Send to POS.

# Create Room Posting Payment Method

A new payment method is required for the PM Pro PMS Plugin to correctly be used by the POS:

1. From the Head Office Aztec Start Page, open Aztec Finance and select **Configuration | Payment Methods** from the left-hand navigation bar.
2. Click **Add** and create a new payment method as shown in the example below. Select type as '**Room (SOAP)'**.

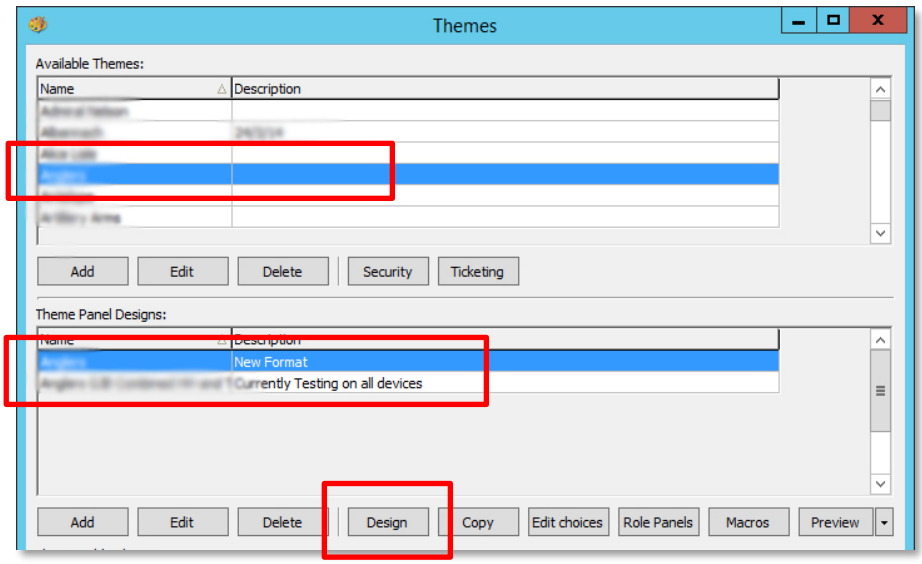



3. Room posting payment methods require the overpayment options to be defined:
   a. **Not Allowed** – This prevents the server from charging more than the account balance at the POS and the system does not prompt for Tips.
   b. **Tip** – This option automatically assumes that any overpayment made at the charge screen is to be applied to the account as a Tip. Additionally, if no overpayment is entered, the server is prompted to add a tip to the payment after the payment has been processed.

# Assign Payment Method to Theme(s)

When the necessary room posting payment method has been created, the button that is automatically created for it must be included on all the required theme panels in Aztec Theme Modelling to allow room postings to be processed.

1. From the Head Office Aztec Start Page, open Aztec Theme Modelling and select **Themes** from the main menu.




2. Select to highlight the Available Theme in the top pane and the theme panel design to be changed in the middle pane, and click **Design**.

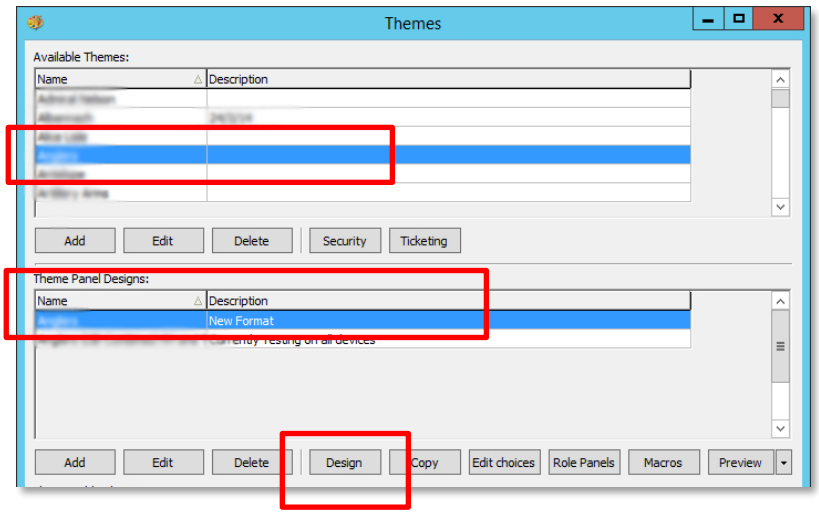
3. Select the panel to which the new room posting button is to be added. Open the button picker ( ), locate the new button in the **Other Lists | Payment** folder and add to the panel.
4. Click **Close** and **Close** again to return to the Aztec Theme Modelling main menu.

# Assign Room Enquiry button to Theme(s)

| | |
|---|---|
| | **This section is only applicable to PM Pro PMS systems that are used in conjunction with iZone POS Integration v1.19.0 and Aztec v3.11.0.** |

To enable POS operators to make a room enquiry to display guest information, the relevant enquiry button must be included on all the required theme panels in Aztec Theme Modelling to allow room postings to be processed. POS operation for Room Enquiry is described in *Making a room enquiry* from Page 21.

1. From the HO Aztec Start Page, open Aztec Theme Modelling and select **Themes** from the main menu.



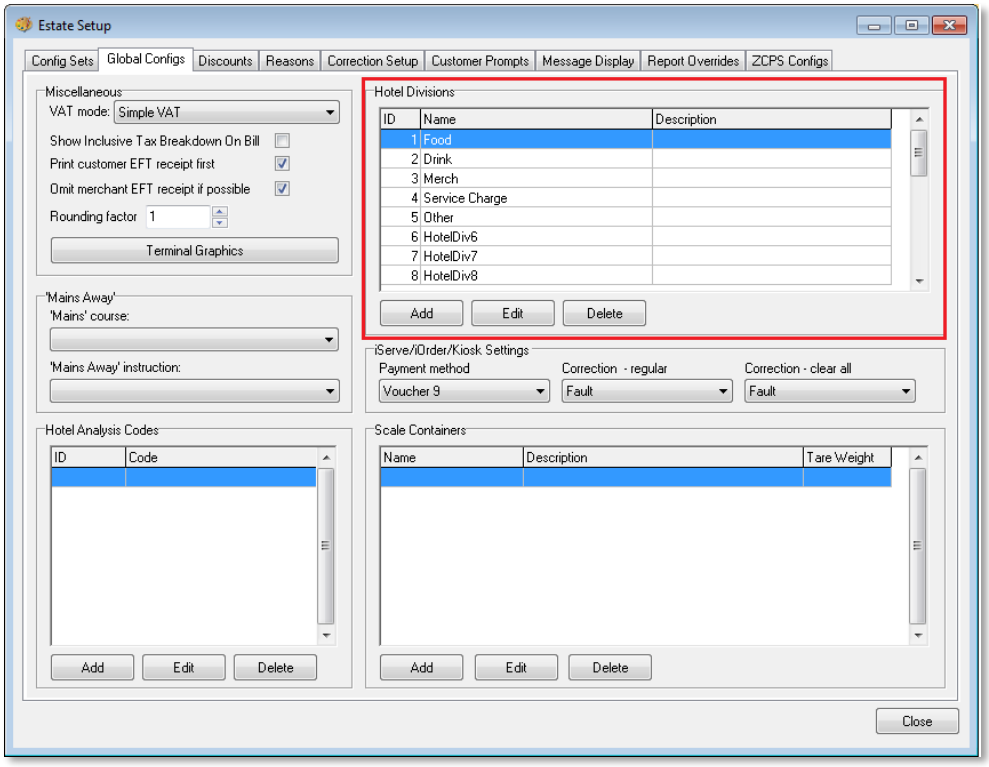

2. Select to highlight the Available Theme in the top pane and the theme panel design to be changed in the middle pane, and click **Design**.

3. Select the panel to which the new room enquiry button is to be added. Open the button picker ( ), locate the new button in the **Other Lists | iZone** folder and add to the panel.
4. Click **Close** and **Close** again to return to the Aztec Theme Modelling main menu.

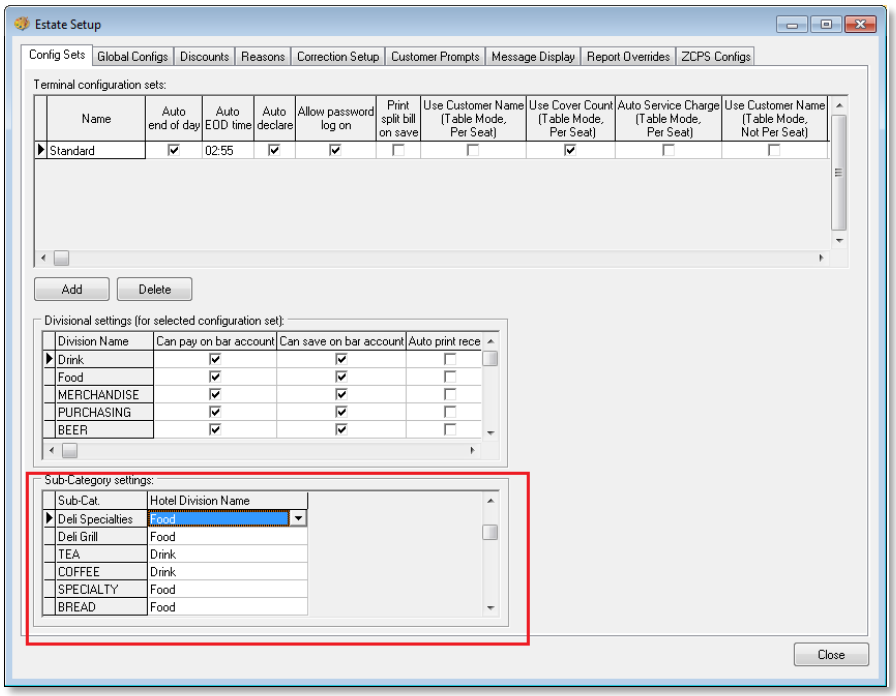
# Define Hotel Divisions

Hotel divisions must be defined to align Zonal product groups to the product groups that are already configured in the local Hotel System.

1. From the Aztec Theme Modelling main menu, select **Estate Setup | Global Configs**.




2. When all the required Hotel Divisions have been set up, they must be assigned to the appropriate sub-category. Still within Aztec Theme Modelling | Estate Setup, open the **Config Sets** tab page. Map each of the sub-categories to an appropriate Hotel Division.



| | |
|---|---|
| | **7. It should be noted that each Config Set can have a different assignment of Hotel Divisions to Sub-categories. If not handled carefully, this could cause problems when reconciling data in the hotel system, as divisional data is assigned in the Hotel messages based on each ID.** |

Example:

- If on config set A, Sub-category A is assigned to Hotel Division 1. Any purchases for subcategory A will be sent under 'Subtotal1' in the message to the Hotel Interface.
- If on Config set B Sub-category B is assigned to Hotel Division 1. Any purchases for subcategory B will also be sent under 'Subtotal1' in the message to the Hotel Interface.

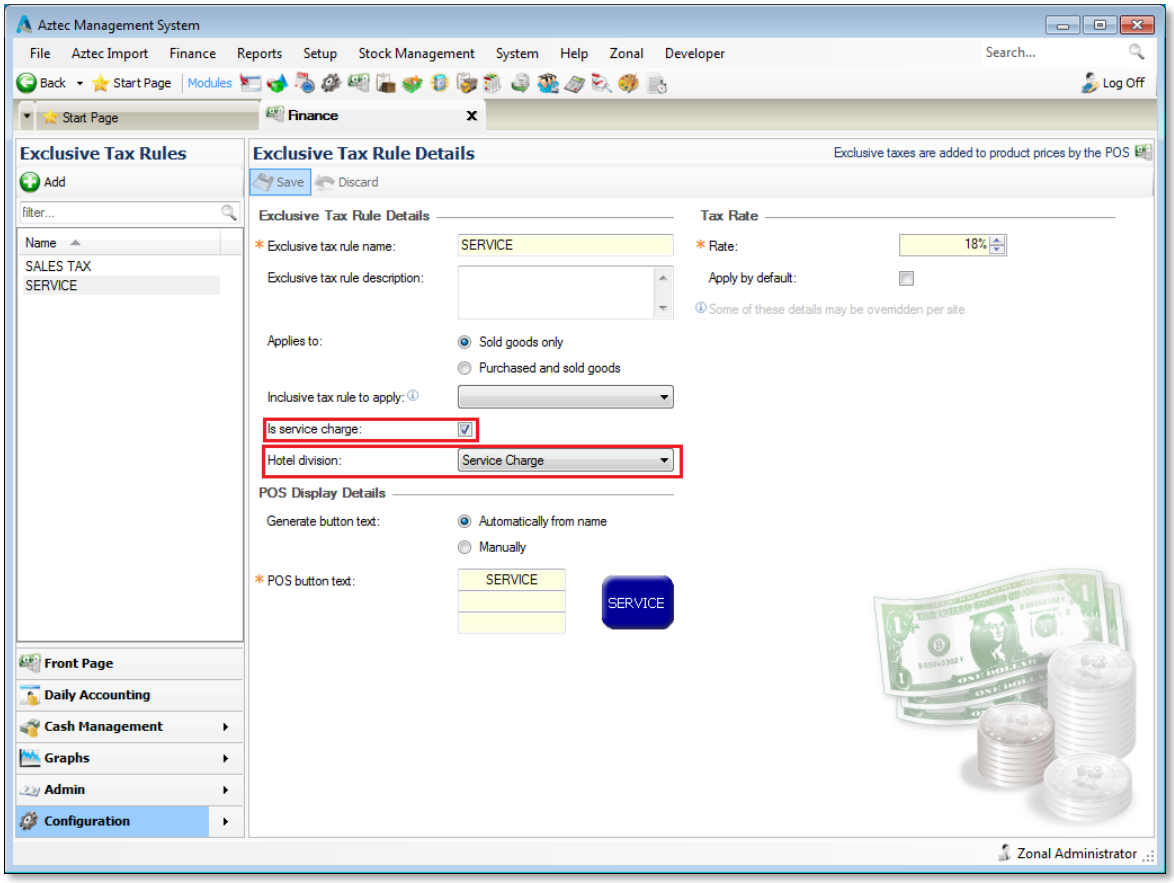
This means that the Hotel System will receive two different subcategories in the same subtotal resulting in possible reconciliation errors.

While PM Pro supports multiple divisions, if you are running Opera on your estate you are limited to 16 Hotel Divisions (15 if the Bookings module is installed, as Opera uses the last Hotel Division for posting) can be configured in Aztec Theme Modelling.

# Map Service Charges

To enable the PM Pro PMS plugin to separate out the Service Charges from all other divisional data, the Service Charge Divisional Mapping must be configured.

1. From the Head Office Aztec Start Page, open Aztec Finance and select **Configuration | Exclusive Tax Rules** from the left-hand navigation bar.




2. Ensure the `Is service charge' check-box is selected
3. Ensure a Hotel Division (configured in the previous section) is to create the mapping.
4. Complete the rest of the fields and click **Save**.

The mapping is again configured to Hotel Division ID (so a Service Charge mapped to Hotel Division 5 will be posted under Service Charge Slot).

| | |
|---|---|
| | 8. **PM Pro takes service charges as the assigned hotel division so if you have a service charge assigned to the same hotel division as a product sub category and they are on the same account then their totals will be combined.** |

## Reporting Sessions

Reporting sessions must be manually inserted into the Aztec Database by Zonal Technical Support staff.

Session information is stored in the HotelDivision table. For example:

Results | Messages

| | Index | ConfigSetID | StartTime | EndTime | HotelDivisionID | HotelDivision | LMDT |
|---|---|---|---|---|---|---|---|
| 1 | 4 | 0 | 23:00 | 14:00 | 1 | 1 | 2016-08-22 14:59:38.440 |
| 2 | 5 | 0 | 15:00 | 15:30 | 1 | 2 | 2016-08-22 15:36:44.967 |
| 3 | 6 | 1 | 10:00 | 15:00 | 1 | 3 | 2016-08-22 15:49:22.293 |
| 4 | 7 | 1 | 15:00 | 22:00 | 1 | 4 | 2016-08-22 15:49:36.247 |
| 5 | 8 | 1 | 22:00 | 10:00 | 1 | 5 | 2016-08-22 15:49:55.477 |
| 6 | 9 | 0 | 14:00 | 15:00 | 1 | 6 | 2016-08-22 15:52:15.873 |
| 7 | 10 | 0 | 15:30 | 23:00 | 1 | 7 | 2016-08-22 16:00:17.897 |

Sessions are assigned per Config Set, and must adhere to the following rules:

- Sessions for a single config must cover a 24-hour period
- No session can overlap another
- There must be no gaps between sessions for a single config ( i.e. one session must start when another ends)
- It is valid for no sessions to be assigned to a config, however the POS terminal using this config set cannot in turn be used to process hotel postings
- If non-room posting is enabled, ALL config sets assigned to POS devices must have a set of sessions assigned.

## Configuration Modification

***iZone POS Integration (v1.19.0 and above)***

The Windows Start time is stored in the Aztec database in the LocalVariables table with the key name of 'Clm_PMPro_NonRoomPaymentPosting_NextWindowStart.'b

# PM Pro API Mapping

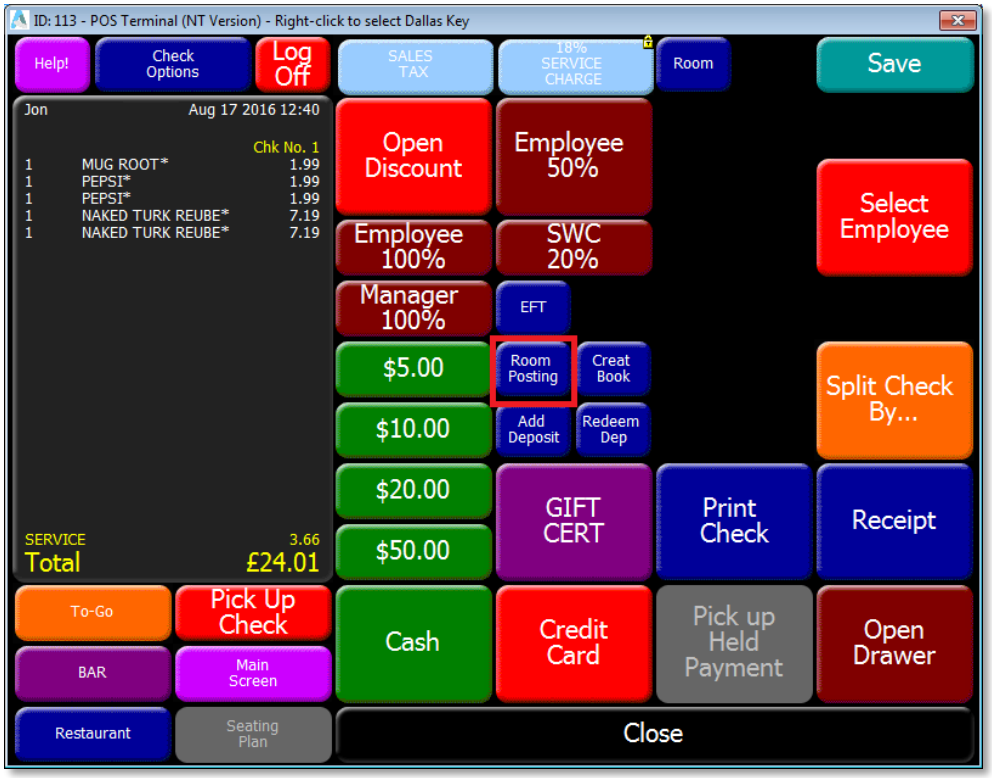
The final step in the configuration process is to map all Aztec Hotel divisions and Payment types to those used in the PM Pro PMS application.  The PM Pro plugin prefixes Aztec divisions and payment types and errors could occur if this mapping is not considered carefully.

# Site Operation

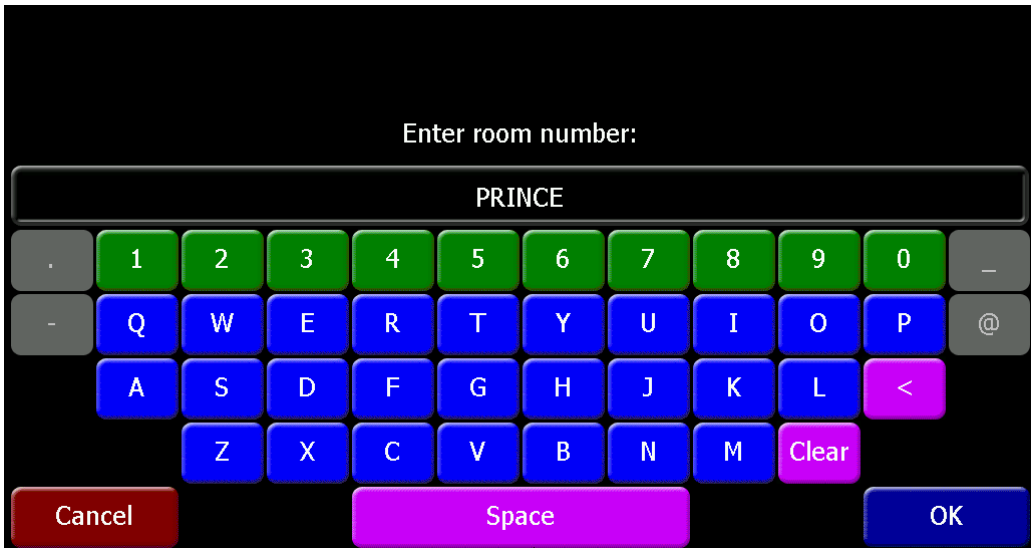
## Taking room payments

When all items have been rung up on the account, a server can pay off the account to a room.

Pressing the button related to the payment method (set up in *Create Room Posting Payment* on Page 7) will initiate a room posting.

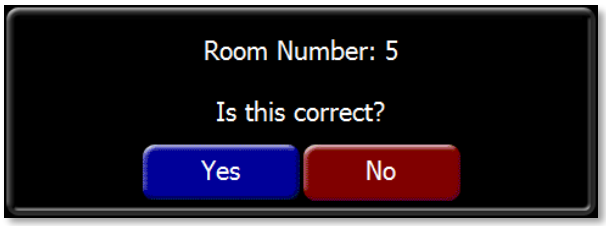


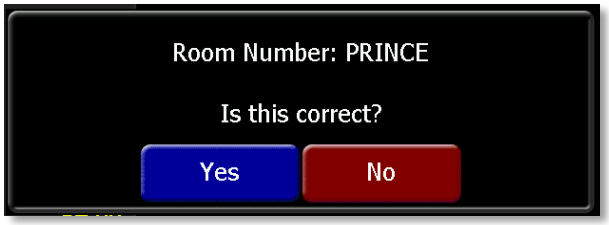

The server is prompted to enter a room number/guest name (**guest name is only available for systems using iZone POS Integration v1.19.0 or later**):



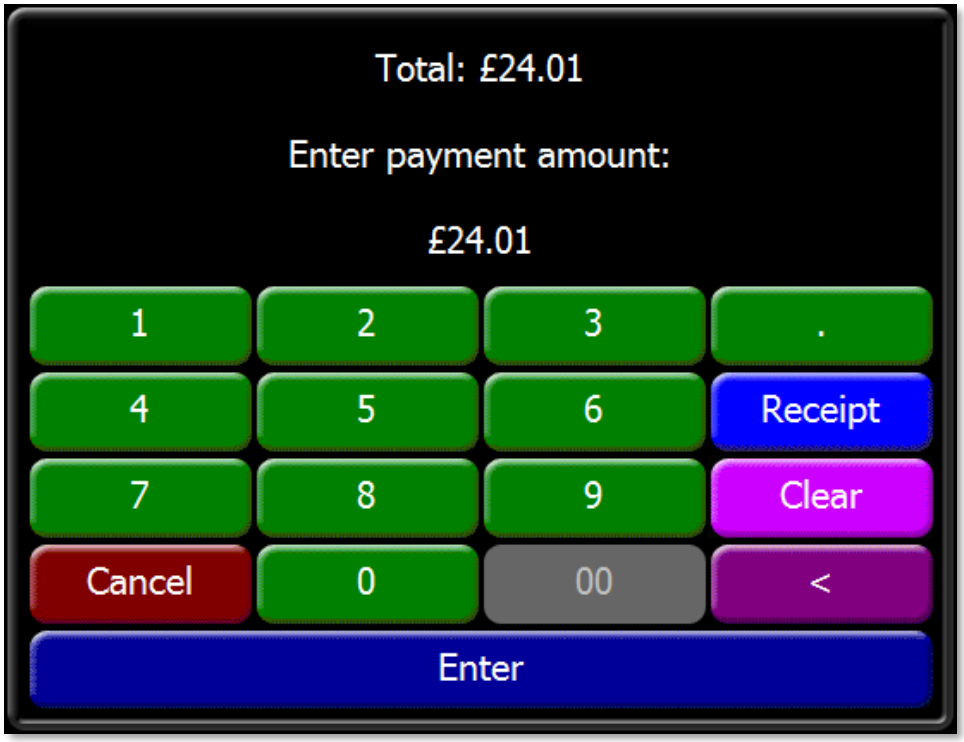

Room numbers/guest name are currently limited to a maximum of 9 numeric/alphanumeric characters.

After a room number/guest name has been entered, the server is prompted to confirm the room number/name:



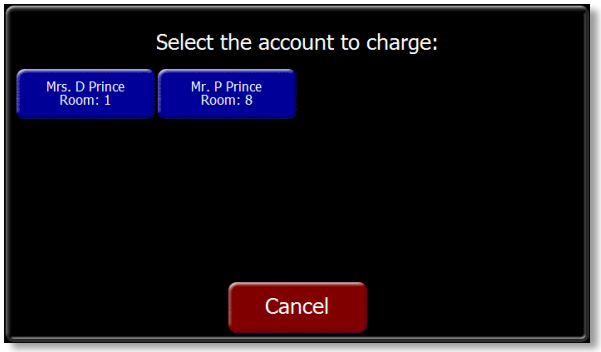




After confirmation of the room number/guest name, the server is prompted to enter the amount to charge:




From this point onwards, steps can be slightly different depending on the Overpayment configuration (set up on Page 5). For this walkthrough we have set the Room Posting to assume overpayment is Tip.

After sending the chosen payment amount an enquiry is sent to the PM Pro PMS system to get a selection of available room accounts:



As can been seen in the above image, two available accounts have been returned by PM Pro PMS. This screen can show a maximum of 12 accounts.

- If the `Show credit limit of guest' check-box is selected when defining CLM settings (refer to Page 5), then credit limits will be displayed as shown in the right-hand example above.
- If the Credit Limit defined by PM Pro PMS is lower than the previously requested amount, then the account will be visible on this screen, but greyed out.
- If PM Pro PMS has marked an account as `NoPost' in the system response, this account will not be displayed.

| | |
|---|---|
| | **9. This is the last stage that the payment can be 'cancelled'. After this stage the payment will be taken from the account.** |

Selecting an account prints a receipt for the customer to sign and the server is prompted to verify the signature:

Willow Tree Cafe'
Willow Tree

Real Till
Jon
Aug 18 2016 13:55
Chk No. 26

Receipt no. 14/0029

Acknowledgement of Charging

Product Group Summary

| | |
|---|---|
| Food: | £14.38 |
| Drink: | £5.97 |
| SERVICE: | £3.66 |
| Total: | £24.01 |
| Tip: | £5.00 |
| Total Room Charge: | £29.01 |

Room No: 5

Name: Mr. B Wayne

Signature: BATMAN!

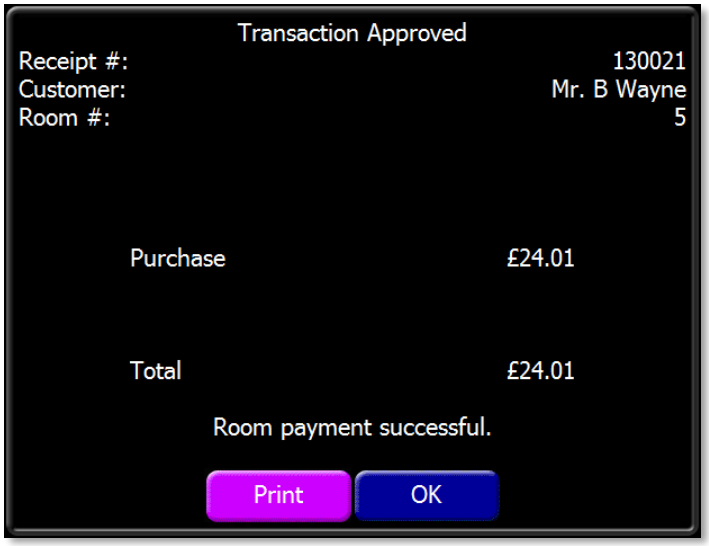
Please debit my room account
with the above total room charge

HOTEL COPY

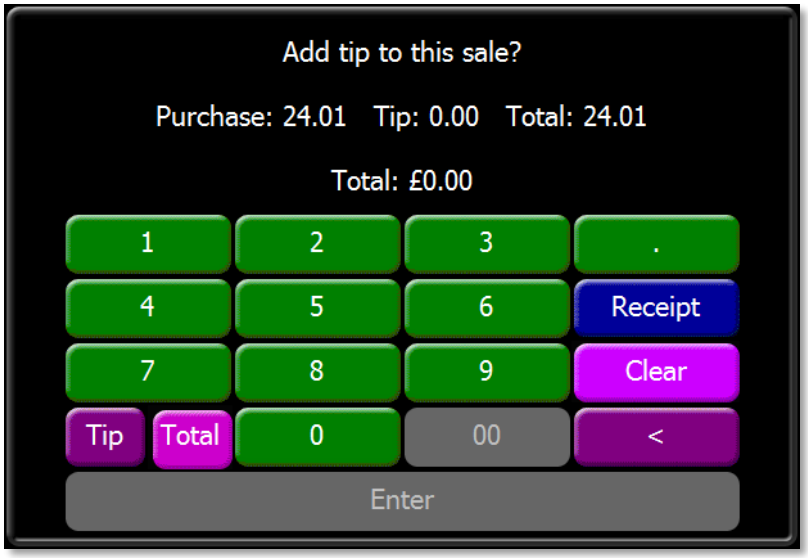
| | |
|---|---|
| | **10. If the server rejects the signature, the system will attempt to reverse the payment to return the account back to its initial state.** |

In this instance as the room posting accepts tips, but one was not provided in the original payment the customer, the receipt printed allocates a space for the customer to add one.

If the Server accepts the signature on the receipt the transaction is approved and the following screen displayed:



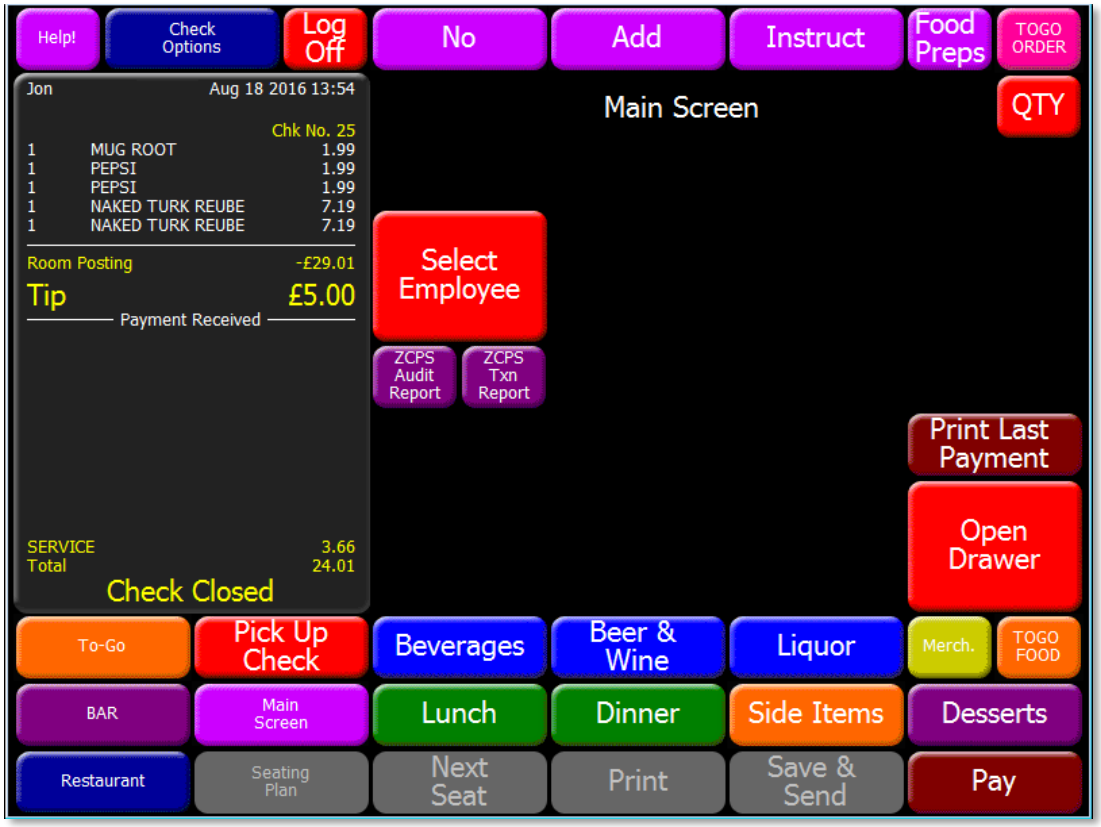

Post Transaction, as no Tip was supplied up front, but the payment method is configured to handle tips, the Server is prompted to enter any tip that was added by the customer.




If no tip has been provided then the Server can just enter £0, and the sale will be completed. Otherwise they can add a tip to the payment (£5 in the example image below).

Once the tip has been supplied the POS terminal will prompt iZone to request the tip payment. This is posted through to the PM Pro PMS system.

If successful, no further prompts are displayed and the server is returned to the account, now closed and paid off.


Help!
Check Options
Log Off
No
Add
Instruct
Food Preps
TOGO ORDER
Jon
Aug 18 2016 13:54
Main Screen
QTY
Chk No. 25
1 MUG ROOT 1.99
1 PEPSI 1.99
1 PEPSI 1.99
1 NAKED TURK REUBE 7.19
1 NAKED TURK REUBE 7.19
Room Posting -£29.01
Tip £5.00
Payment Received
Select Employee
ZCPS Audit Report
ZCPS Txn Report
Print Last Payment
Open Drawer
SERVICE 3.66
Total 24.01
Check Closed
To-Go
Pick Up Check
Beverages
Beer & Wine
Liquor
Merch.
TOGO FOOD
BAR
Main Screen
Lunch
Dinner
Side Items
Desserts
Restaurant
Seating Plan
Next Seat
Print
Save & Send
Pay

### Overpayment Variations

The variations for processing a room posting that can occur dependant on overpayment setup are:

#### *Upfront Tip*

If the server enters an upfront Tip when prompted for the original payment amount, this will be added to the initial payment request.

The tip amount is printed on the Signature Receipt, and the Server is not prompted again for a tip (post payment).

#### *No Overpayment*

If the payment method is configured to not allow overpayment, the POS terminal does not accept an amount entered that is greater than the value of the account.

Additionally, the server is not prompted to enter a tip.

### Non-Room Postings

If enabled, the plugin attempts to post non-room Payments in the background. Non-room payments consist of all payments other than Room Payments.

This system allows the Hotel System to reconcile sales made through Aztec.

At a frequency configured in Aztec Base Data, the plugin queries the database for any payments made using a payment method other than room posting.

These payments are posted to the PM Pro PMS system.

If the posting is accepted by PM Pro PMS, a record is added to the ‘HotelPosting’ table stating the record has been posted.

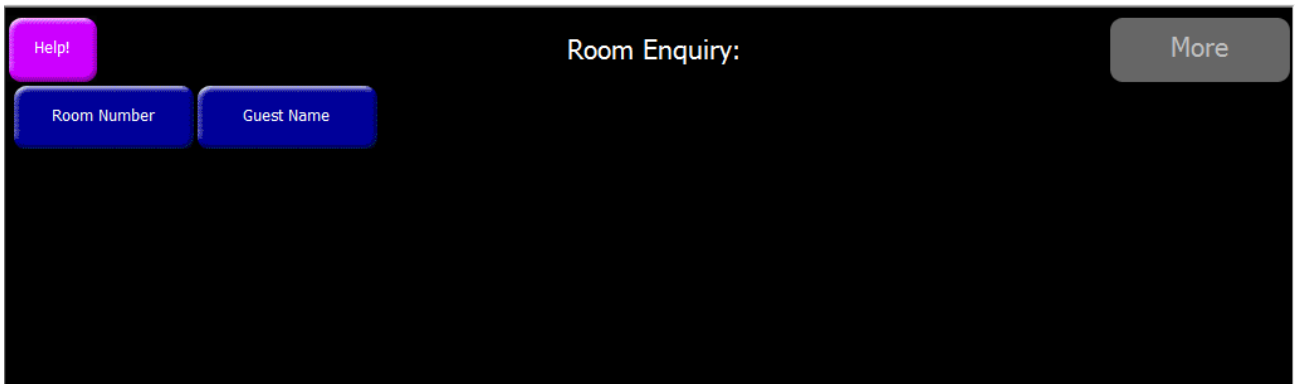
If a `no response’ was received by PM Pro PMS within the accepted window, a record is added to ‘HotelPosting’ stating the record is awaiting a retry.

If there is an issue with the generation of the message, or PM Pro PMS rejects the request, the record is stored in C:\ProgramData\Zonal\CLM\HotelPostingFailures\HotelPostingFailures.txt. Records stored in the file are marked as failures. **These records will not be retried and have to be manually reconciled in the PM Pro PMS system.**

## Making a room enquiry

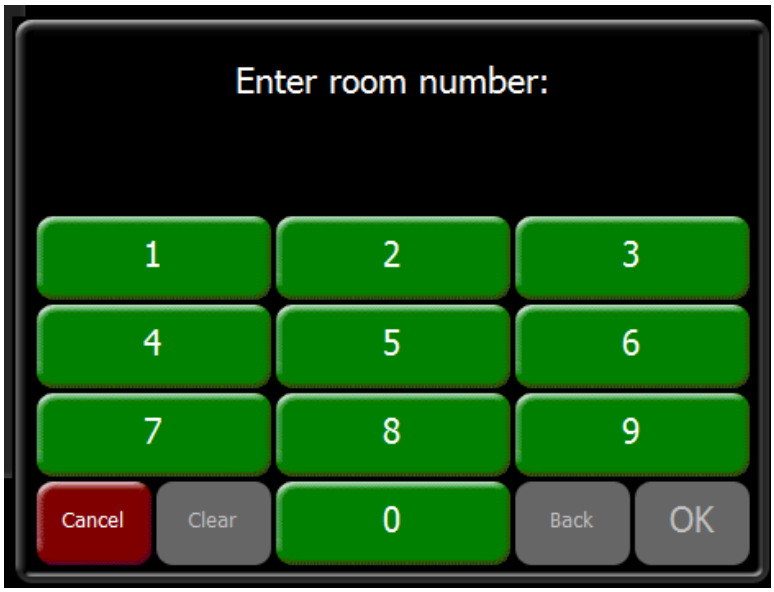
Front of House staff can perform a room enquiry from the POS to display guest information on-screen.

Pressing the button set up in *Assign Room Enquiry button to theme(s)* on Page 9) will initiate a room enquiry and the POS user will be prompted to enquire by room number or guest name.

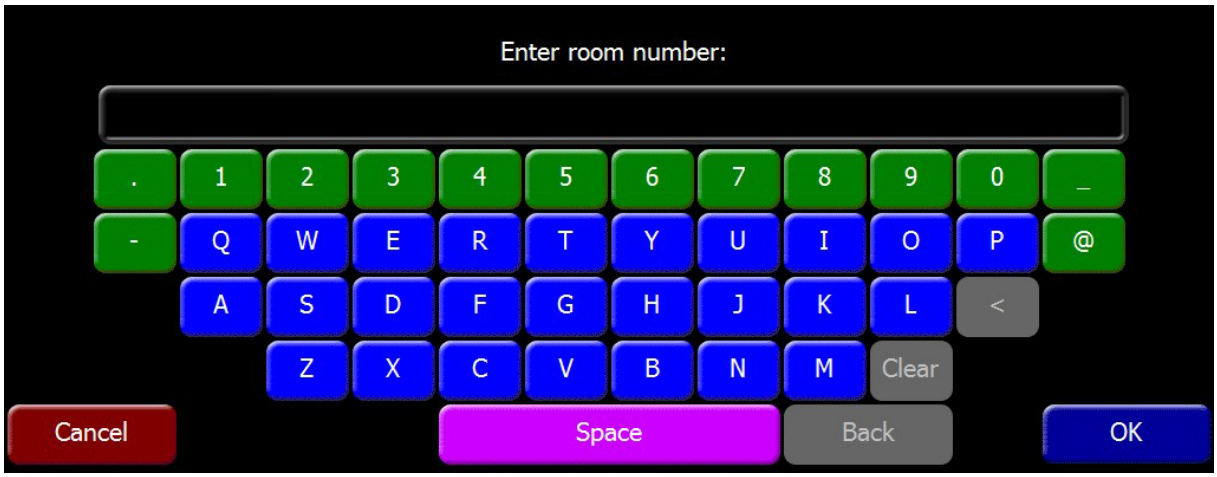



Selecting to enquire by room number displays the room number entry screen specific to your version:

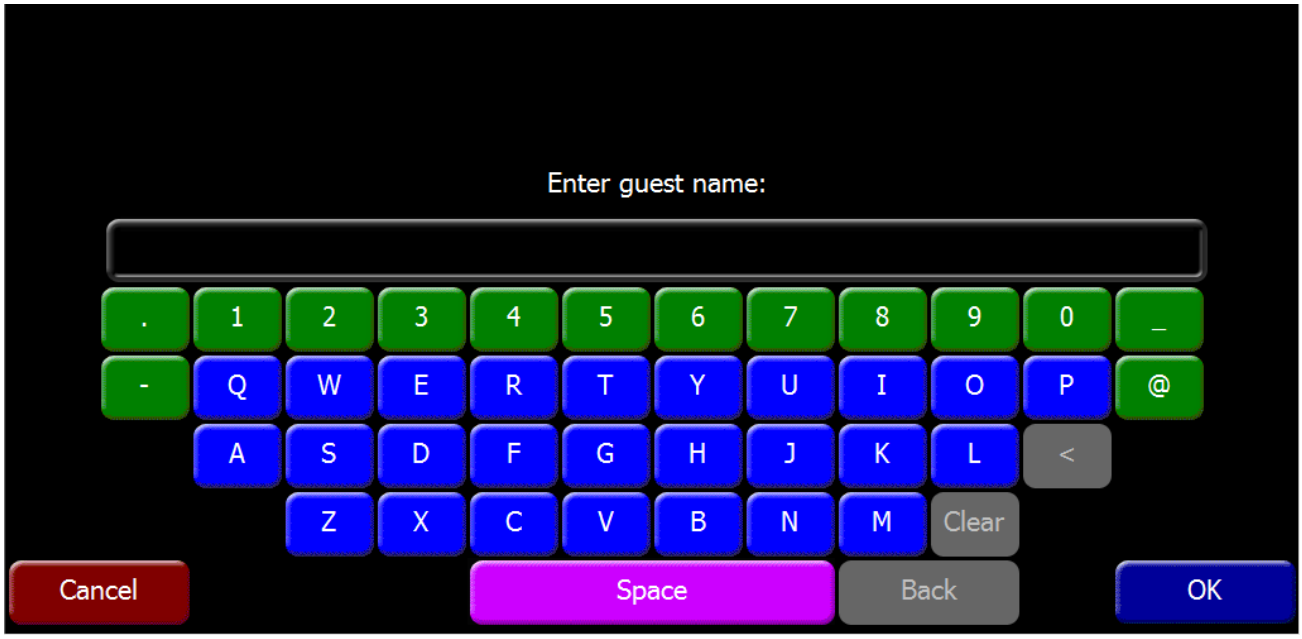
- **v1.19.0** (or earlier) **systems:**




- **v1.20.0** (or later) **systems**:



Selecting to enquire by guest name displays the guest name entry screen:




When the enquiry is made (on room or guest), click **OK** to display the relevant information which includes Guest Name, Room Number, Credit Limit and if folio charges are not allowed:

Click **OK** to return to normal POS operation.

# Troubleshooting

### Service Monitoring

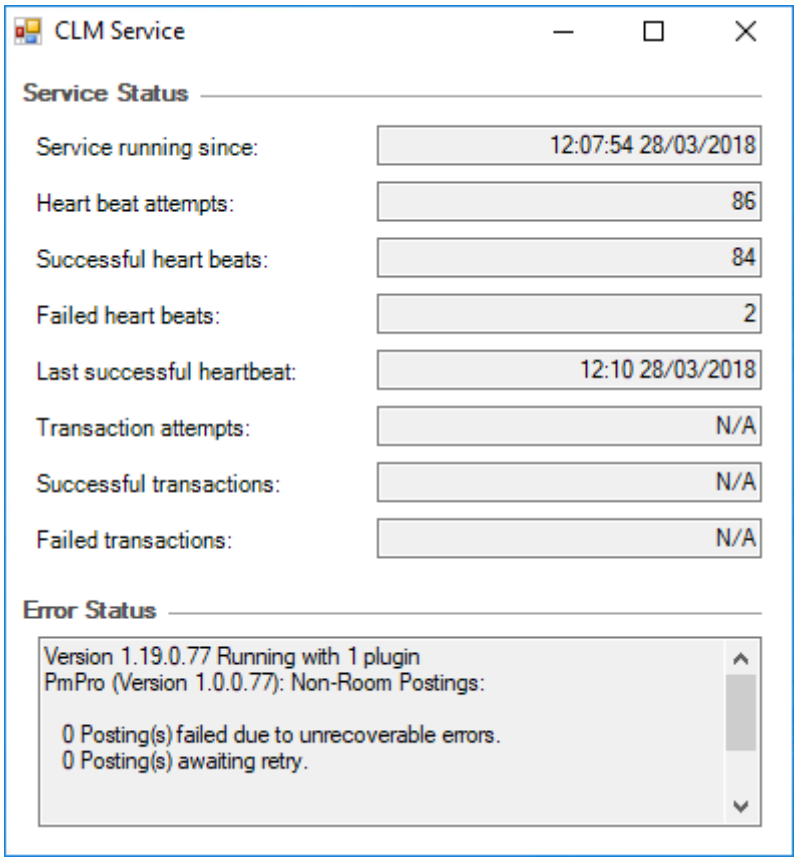
The service monitor has been configured to update one status of the PM Pro PMS Plugin.

Under 'CLM Service' heartbeats will fetch the status of the PM Pro PMS plugin and other plugins installed. For example:

> *Version 1.19.0.77 Running with 1 plugin*
> *PM Pro PMS (Version 1.0.0.77): Link State: OK*
> *Non-Room Postings:*

A message will be displayed in the Error Status with the current status such as:

> *For example:*
> *0 Posting(s) ailed due to unrecoverable errors.*
> *2 Posting(s) awaiting retry.*




### Logging

As with other iZone Plugins, the PM Pro PMS Plugin logs to the 'Zonal.CLMEngine.WindowsService.exe' log file in the Aztec Log folder.

The log contains a record of all requests, transactions and errors performed through the Plugin. Logging performed by the plugin is prefixed with "PMPro-PMS" and has 3 different levels: Debug, General and Error.

By default, General and Error logging is enabled, and Debug logging can be requested (enabled through a modification to the app.config).