

Zonal



RMS PMS **Setup Guide**

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Version	Date	Notes	Author
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Introduction

Document Scope

This guide is aimed at Zonal and client staff that are responsible for:

- Installing or getting the necessary components installed, and;
- Configuring all areas of the system.

Overview

RMS PMS is a POS Integration Engine hotel plugin that integrates with Aztec to facilitate real-time room and non-room postings against an account in the RMS Cloud PMS.

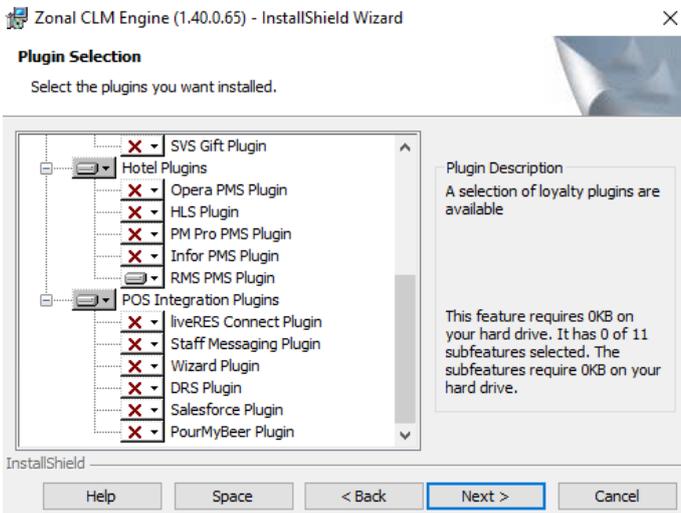
Prerequisites

The following applications/versions and services are required to support RMS PMS operation within Aztec:

- Aztec 3.19.0 or later at head office and site
- POS Integration Engine v1.40.0 or later at site
- RMS PMS

Installation

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



Associated Documentation



RMS PMS: Site User Guide - This guide is aimed at site staff and describes how to carry out RMS PMS integration tasks on site POS terminal.

It also provides information on system troubleshooting.

Setup Process Overview

Room Posting

Please carry out each step in the order shown and note that only certain steps can be carried out by clients; others require to be done by Zonal Technical Staff.

Order	Task	Notes/Actioner
1	Ensure that the correct ports are open at site to allow posting (80 and 443). RMS sends data over HTTPS to the configured endpoint in Aztec Base Data.	Client (Admin) (Refer to <i>Aztec Access</i> document).
2	Create room posting payment method in Aztec Finance.	Client (Admin) (Refer to <i>Create Room Posting Payment Method</i> on Page 6 of this guide)
3	Assign payment method to theme in Aztec Theme Modelling.	Client (Admin) (Refer to <i>Assign Payment Method to Theme(s)</i> on Page 7 of this guide)
4	Add room enquiry button to theme in Aztec Theme Modelling.	Client (Admin) (Refer to <i>Assign Room Enquiry button to Theme(s)</i> on Page 9 of this guide)
5	Define hotel divisions in Aztec Theme Modelling <i>(this requires POS Integration Engine v1.42)</i>	Client (Admin) (Refer to <i>Define Hotel Divisions</i> on Page 11 of this guide)
6	Map service charges in Aztec Finance <i>(this requires POS Integration Engine v1.42)</i>	Client (Admin) (Refer to <i>Map Service Charges</i> on Page 13 of this guide)
7	Get configuration details from RMS: <ul style="list-style-type: none"> • API credentials (URL, client ID, client password, property identifier) • Sundry IDs 	Client to request information from RMS
8	Map Aztec Hotel Divisions to RMS Sundry IDs in the POS Integration configuration file <i>(this requires POS Integration Engine v1.42)</i>	Zonal Planned Work
9	Create POS account in RMS PMS (to be used for non-room postings)	Client (Admin)
10	Configure RMS plugin in Aztec Base Data	Client (Admin) (Refer to <i>Base Data Configuration</i> on Page 14 of this guide)
11	Configure payment methods to be excluded from non-room postings	Zonal Planned Work (Refer to <i>Exclude Payment Methods from Non-Room Posting</i> on Page 15 of this guide)
12	Create process for handling refunds	Client (Admin)

Aztec Configuration

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

Create Room Posting Payment Method

A room posting payment method is required for the RMS 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. If a Room Posting payment method does not already exist, click **Add** and create a new payment method as shown in the example below. Select type as '**Room (SOAP) – Search Prompt**'.



- This is a new room payment type to be used in place of the existing 'Room (SOAP)'. It enables the POS user to choose whether they are searching by guest name or room number.
- Other PMS plugins require POS Integration Engine v1.41 to be able to use this new payment method/flow for room posting.

Add New Payment Method ✕

Enter Payment Method Details 

[Enter details for the new payment method](#)

<p>* Payment method name: <input type="text"/></p> <p>Payment method description: <input type="text"/></p> <p>Account code: <input type="text"/></p> <p>Use fixed payment amount: <input type="checkbox"/></p> <p>Barcodes unique per account: <input type="checkbox"/></p> <p>Type: Room (SOAP) - Search Prompt</p> <p>Currency: <input type="text" value="UK Pound"/></p> <p>Amount of: <input type="text"/></p> <p>Fixed payment amount: <input type="text" value="£0.00"/></p> <p>Declaration Details</p> <p>Auto declare: <input checked="" type="checkbox"/></p> <p>Show during blind declaration: <input type="checkbox"/></p>	<p>Generate button text: <input checked="" type="radio"/> Automatically from name <input type="radio"/> Manually</p> <p>* POS button text: <input type="text"/> <input type="text"/> <input type="text"/> </p> <p>POS Behaviour</p> <p>Product group: <input type="text"/></p> <p>Open cash drawer: <input type="checkbox"/></p> <p>Auto print receipt: <input type="checkbox"/></p> <p>Restrict ordering connections: <input type="checkbox"/></p> <p>Overpayment is: <input checked="" type="radio"/> Not Allowed <input type="radio"/> Tip</p>
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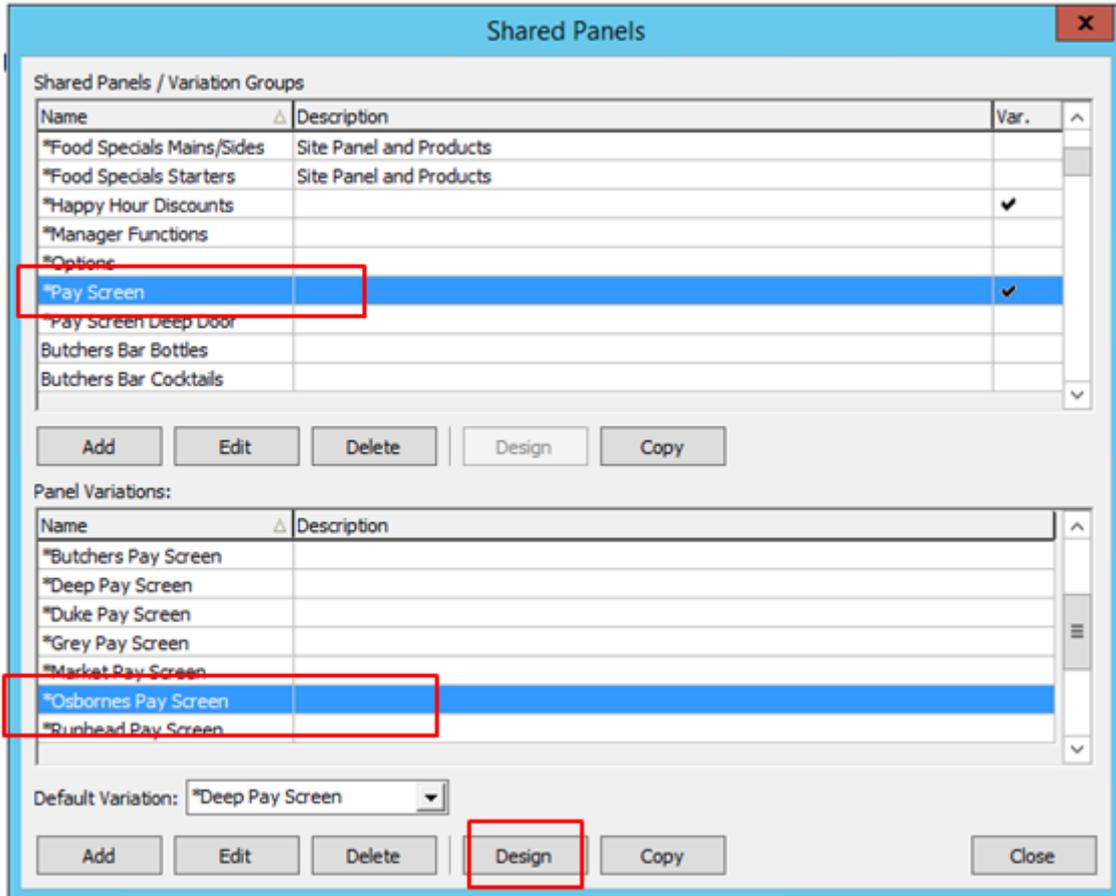
< Back
Next >
Finish
Cancel

3. It is recommended that the payment method is set to **Auto declare**
4. Room posting payment methods require the overpayment options to be defined. This can either be:
 - 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, it must be included on all the required theme panels in Aztec Theme Modelling to allow room postings to be processed. These instructions assume that Shared Panels are being used.

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



2. Select to highlight the Shared Panel in the top pane and the Panel Variation (if applicable) to be changed in the middle panel, and click **Design**.

- Open the button picker (), locate the new button in the **Other Lists | Payment** folder and add to the panel.

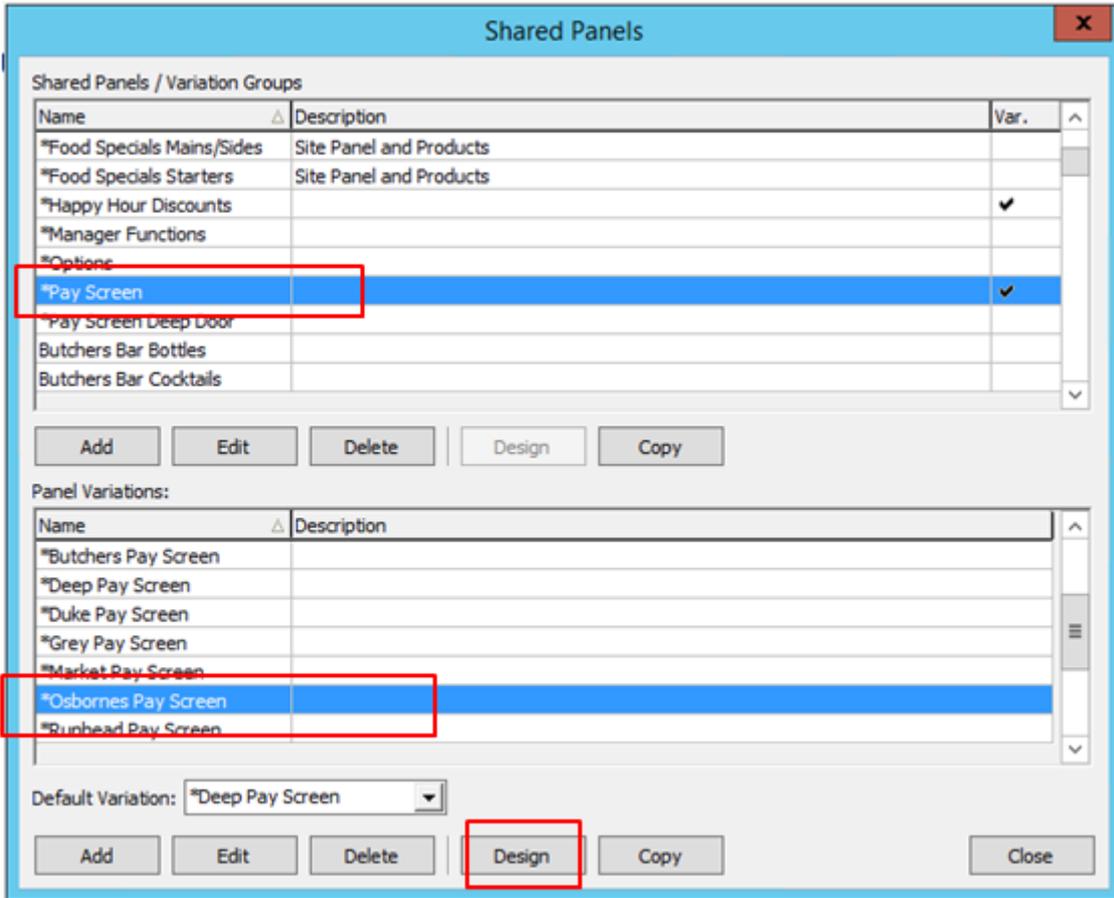


- Click **Close** and **Close** again to return to the Aztec Theme Modelling main menu.

Assign Room Enquiry button to Theme(s)

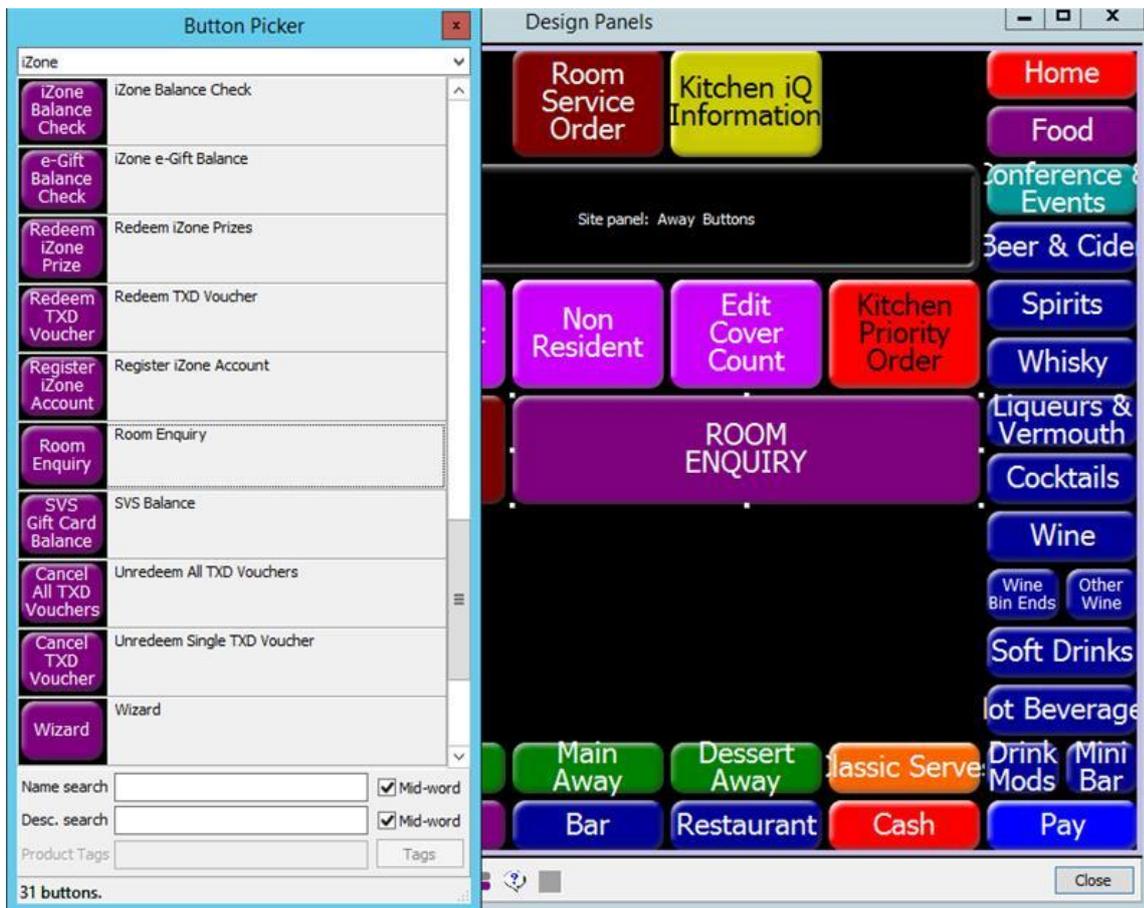
To enable POS operators to make a room enquiry to display guest information, the relevant enquiry button must be included on all the required theme panels in Aztec Theme Modelling. These instructions assume that Shared Panels are being used.

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



2. Select to highlight the Shared Panel in the top pane and the Panel Variation (if applicable) to be changed in the middle panel, and click **Design**.

- Open the button picker (), locate the new button in the **Other Lists | iZone** folder and add to the panel



- Click **Close** and **Close** again to return to the Aztec Theme Modelling main menu.

Define Hotel Divisions



This requires a minimum version of POS Integration Engine v1.42

Hotel divisions must be defined to align Zonal product groups to the RMS Sundry IDs that are already configured in the local Hotel System. While some PMS systems can only map to a limited number of hotel divisions, RMS PMS does not have a limit.

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

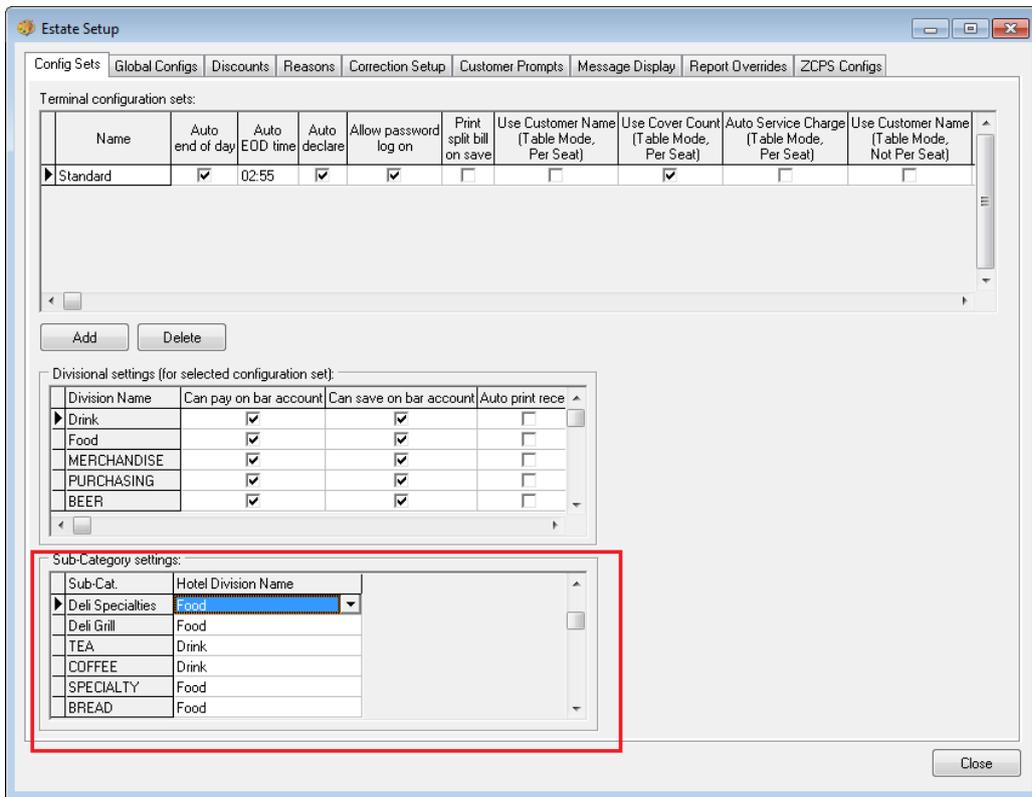
The screenshot shows the 'Estate Setup' application window with the 'Global Configs' tab selected. The 'Hotel Divisions' table is highlighted with a red border. The table contains the following data:

ID	Name	Description
1	Food	
2	Drink	
3	Merch	
4	Service Charge	
5	Other	
6	HotelDiv6	
7	HotelDiv7	
8	HotelDiv8	

Other visible sections in the interface include:

- Miscellaneous:** VAT mode: Simple VAT, Show Inclusive Tax Breakdown On Bill (unchecked), Print customer EFT receipt first (checked), Omit merchant EFT receipt if possible (checked), Rounding factor: 1, Terminal Graphics button.
- 'Mains Away':** 'Mains' course: (empty dropdown), 'Mains Away' instruction: (empty dropdown).
- Hotel Analysis Codes:** Table with columns ID and Code, Add/Edit/Delete buttons.
- iServe/Order/Kiosk Settings:** Payment method: Voucher 9, Correction - regular: Fault, Correction - clear all: Fault.
- Scale Containers:** Table with columns Name, Description, Tare Weight, Add/Edit/Delete buttons.

- 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.





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 (e.g. Red Wine) is assigned to Hotel Division 1. Any purchases for subcategory A will be sent under 'Hotel Division1' in the message to the Hotel Interface from a till with this config set.
- If on config set B Sub-category G (e.g. Cold Starters) is assigned to Hotel Division 1. Any purchases for subcategory B will also be sent under 'Hotel Division1' in the message to the Hotel Interface from a till with this config set.
- If on config set B, Sub-category A (e.g. Red Wine) is assigned to Hotel Division 2. Any purchases for subcategory A will be sent under 'Hotel Division1' in the message to the Hotel Interface from a till with this config set.

This means that if different tills at the same site have different config sets with different mapping between Aztec Sub Category and Hotel Division, the Hotel System could receive either different Hotel Division IDs for the same item, or inconsistent product grouping which could result in possible reconciliation errors.

Map Service Charges



This requires a minimum version of POS Integration Engine v1.42

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

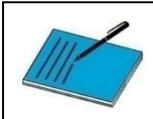


If a Service Charge is not assigned to a Hotel Division then the Service Charge is apportioned across all the Hotel Divisions included in the transaction that have products configured to use Service Charge.

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

The screenshot shows the 'Aztec Management System' interface. The main window is titled 'Exclusive Tax Rule Details' for a rule named 'SERVICE'. The 'Is service charge' checkbox is checked and highlighted with a red box. The 'Hotel division' dropdown menu is also highlighted with a red box and set to 'Service Charge'. The 'Rate' is set to 18%. The 'Apply by default' checkbox is unchecked. The 'POS Display Details' section shows 'Generate button text' set to 'Automatically from name' and 'POS button text' set to 'SERVICE'. The left-hand navigation bar shows 'Configuration' selected. The bottom right corner of the window shows 'Zonal Administrator'.

2. Service Charge tax rules should have the `Is service charge` check-box selected
3. Ensure a Hotel Division (configured in the previous section) is selected from the **Hotel division** dropdown to create the mapping



For RMS PMS, this Hotel Division must also be mapped to a Sundry ID

4. Complete the rest of the fields and click **Save**.

	<p>It is recommended that a dedicated Hotel Division is created for Service Charge. If the Hotel Division assigned to the Service Charge is also assigned to an Aztec Sub-category, all purchases underneath this Sub-category will be posted to the Hotel Interface as a Service Charge.</p>
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Base Data Configuration

	<ul style="list-style-type: none"> • Aztec v3.19 or above must be installed before upgrading POS Integration Engine. • When the RMS PMS plugin has been installed and run successfully, any further changes to the CLM settings (as described below), will be re-read from Aztec without needing a restart
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For the RMS PMS plugin to operate correctly with POS Integration Engine, the following procedure must be followed to define the necessary settings:

1. At Head Office, log into Aztec using your username and password.
2. Select the Base Data module icon on the Aztec Start page.
3. Select **Estate Structure | [Select Site] | CLM Tab**.

CLM Plugin Settings

Plugin:	<input type="text" value="RMS"/>
* URL:	<input type="text" value="https://restapi8.mscloud.com"/>
* Client Id:	<input type="text" value="5678"/>
* Client Password:	<input type="text" value="let me in pretty please"/>
* Property identifier:	<input type="text" value="12"/>
Use Gratuity instead of Tip:	<input type="checkbox"/>
* Source for room posting:	<input type="text" value="extras"/>
* Sundry Id for tip posting:	<input type="text" value="7"/>
Use RMS accounting date:	<input type="checkbox"/>
Enable non-room postings:	<input checked="" type="checkbox"/>
Non-room posting account:	<input type="text" value="295990"/>
Posting frequency (seconds):	<input type="text" value="30"/>

	<p>From POS Integration Engine v1.42, it is no longer necessary to enter Agent ID and Agent Password in the RMS plugin settings in Base Data</p>
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4. Select **RMS** from the plugin drop-down list
5. Enter the required values for the plugin.
 - **URL** – The Endpoint that Room posting requests will be sent to (provided by RMS)
 - **Client ID** – The Client ID for using the RMS API for endpoint security (provided by RMS)
 - **Client Password** – The Client password for using the RMS API for endpoint security (provided by RMS)
 - **Property Identifier** – The unique identifier for the Hotel (provided by RMS)
 - **Use Gratuity instead of Tip** – Select if the word Gratuity should be used on receipts and certain POS display windows.
 - **Source for room posting** – this value is sent to RMS with both room postings and non-room postings. It is normally set to *Extras*
 - **Sundry ID for tip posting** – this is Sundry ID used when sending tips to RMS PMS
 - **Use RMS accounting date** – the Aztec rollover adjusted date is sent to RMS with a room posting. If this setting, which is also sent, is enabled, the RMS system will instead use its own accounting date for the posting.
 - **Enable Non-Room Postings** – This configures whether other charge types (Cash, Card, etc.) should be posted to the RMS endpoint for reconciliation on their system. This can be left unchecked if only room posting to hotel accounts is required
 - **Non-room posting account** – enter the ID of the account in RMS that non-room postings will be sent to
 - **Posting Frequency (Seconds)** – The frequency of posting Non-Room Payments. Minimum 10; Max 120 ****Must Be supplied if Non-Room Postings is Enabled – defaults to 30****
6. Select **Save** when complete and exit Aztec Base Data.
7. Open Aztec Comms and create a communications job. Send to site with an Auto Send to POS.

Exclude Payment Methods from Non-Room Posting

Excluded payment methods must be manually inserted into the Database at Head Office by Zonal Technical Support staff.

By default all payment methods which are not a post to room are included in non-room posting. When a payment method is excluded from the non-room posting process, all sales/payments corresponding to that method will not post to PMS. This applies to all sites using hotel posting via POS Integration Engine.

Manual Correction Process

It is not possible to send negative postings to RMS from POS, therefore a manual process needs to be introduced for any corrections, if for example an account has been posted to the wrong room, or an individual item needs to be corrected.

Head Office PC Configuration

Systems with Aztec v3.19 or higher include the configuration required to ensure correct operation of the RMS PMS plugin. There is no need to run a script.