

Zonal

Genting DRS Plugin Setup and Usage Guide

v1.3 October 2019



Version	Date	Notes	Author
1.0	05-08-2019	Inaugural guide to support the interface between iZone POS Integration v1.29.0 and the Pre-release version of the Genting DRS Plugin.	P. Buchanan
1.1	07-08-2019	Updated with details for name search, and reverse payment	D. Stuart
1.2	27-08-2019	Updated to document the functionality introduced by iZone POS Integration v1.31.0.	P. Buchanan
1.3	24-10-2019	Web service log file location changed (page 22).	P. Buchanan

Contents

Introduction	4
Document Scope	4
Prerequisites	4
Installation	4
Aztec Configuration	5
Base Data configuration	5
CLM configuration	5
DRS prefix	6
Create DRS payment methods	7
Assign Payment Method to Theme(s)	8
Send changes to site(s)	8
Certificate Installation	8
POS operation	9
Identify by Card Swipe	10
Identify by Manual Search	14
Identify by Club Search	17
Reverse a Payment	19
Assigned Members	20
Troubleshooting	21
Service Monitoring	21
Logging	22

Introduction

Document Scope

This guide is aimed at Zonal and client staff that are responsible for installing the Genting DRS Plugin or getting the necessary components installed and configuring all areas of the system. Brief usage instructions are provided at the rear of the document.

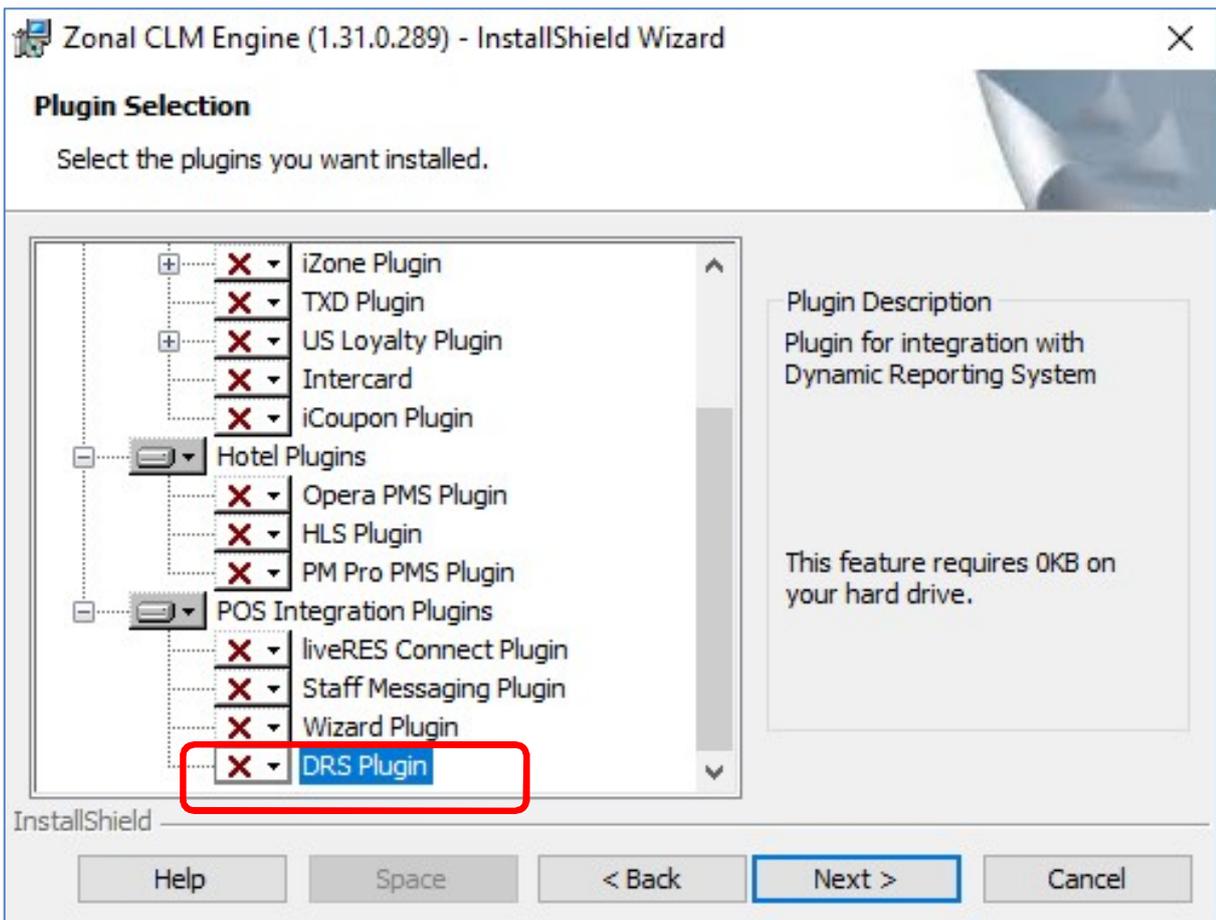
Prerequisites

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

- Aztec 3.15.0 or later at head office and site
- iZone POS Integration Engine v1.31.0 or later at site
- Genting DRS software

Installation

The Genting DRS 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.



Aztec Configuration

Aztec must be configured as described in this section, before the Genting DRS plugin can be used.

Base Data configuration

CLM configuration

CLM configuration for the Genting plugin must be setup as described below:

1. From the Head Office Aztec Start Page, open Aztec Base Data and click **Estate Structure | [Site Tree Node] | CLM Tab.**

The screenshot shows the 'Site Settings' interface with the 'CLM' tab selected. The 'CLM Plugin Settings' section is highlighted with a red box. Below it are several input fields for configuration.

Section	Field Name	Value / Description
Site Discounts	2 of 3 discounts assigned	[Edit Discounts]
	Specified Discounts	
	Currency discount:	10% Discount
CLM Plugin Settings	Plugin:	DRS
	* DRS Ip Address:	[Input Field]
	* DRS Port:	[Input Field]
Other Settings	* DRS Username:	[Input Field]
	* DRS Password:	[Input Field]
	* InClub Db Connection:	[Input Field]
	* E-Cash Payment Method Id:	[Input Field]
	* Visible Balance Payment Method	[Input Field]
	* Manager Comp Payment Method	[Input Field]
	Manager Role Id(s):	[Input Field]
	* DRS Site Id:	[Input Field]

2. Select DRS from the CLM Plugin Settings drop-down list.
3. Enter the required values for the plugin.
 - **DRS IP Address** – The IP of the site's DRS instance
 - **DRS Port** – The port number used by the site's DRS instance. This will need to be opened on the site PC firewall if not already open.
 - **DRS Username** – Unique username used to log in to DRS.
 - **DRS Password** – Unique password for the above username.
 - **InClub Db Connection** – The connection string for the in-club database. Used when running a query on members visited today.

- **E-Cash Payment Method ID** – The Aztec ID of the payment method being used when applying e-cash transactions.
- **Visible Balance Payment Method** – The Aztec ID of the payment method being used when applying visible balance transactions.
- **Manager Comp Payment Method** – The Aztec ID of the payment method being used when applying manager comp transactions.
- **Manager Role Id(s)** – A comma separated list of role IDs that are allowed to apply manager comp transactions on the POS terminal.
- **DRS Site Id** – The ID of the site as held in DRS.



Care must be taken to ensure that the same payment method ID is not used for different balances.

4. Select **Save** when complete.

DRS prefix

A DRS prefix must be set up as described below:

1. From the Aztec Base Data main menu click **CLM Settings | Prefix Group** and highlight the existing CLM group.
2. Within the CLM prefix group window, click **Add** and create a new prefix for DRS (as shown below):

The screenshot displays the 'Prefix Group' window with a list of groups: Name, CLM, Disabled, and DRS. The 'DRS' group is selected. The 'Edit Selected Prefix' dialog box is open, showing the following fields:

Account	Prefix	Min Length	Max Length	Exception
DRS	3	2	25	<input type="checkbox"/>

3. Within the Assigned Locations group box, click **Edit Locations** and select the sites to which this Genting prefix is to apply.
4. Click **Save** and exit Aztec Base Data.

Create DRS payment methods

Three new payment methods are required for the DRS Plugin to represent the three possible balances that can be used by a member:

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 **'Central'**, select the 'Auto declare' check-box and set 'Overpayment is' radio button to **Forfeit**.

Add New Payment Method [Close]

Enter Payment Method Details

Enter details for the new payment method

* Payment method name:

Payment method description:

Account code:

Use fixed payment amount:

Barcodes unique per account:

type:

Currency:

Amount of:

Fixed payment amount:

Declaration Details

Auto declare:

Show during blind declaration:

Generate button text: Automatically from name
 Manually

* POS button text:

POS Behaviour

Product group:

Open cash drawer:

Auto print receipt:

Restrict orderline corrections:

Overpayment is: Change
 Tip
 Forfeit
 Not Allowed

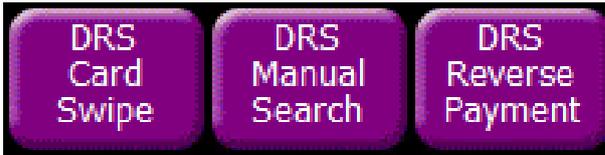
< Back Next > **Finish** Cancel

3. Click **Finish** and exit Aztec Finance.

Assign Payment Method to Theme(s)

Three new DRS buttons need to be added to all the required themes.

1. From the Head Office Aztec Start Page, open Aztec Theme Modelling and select **Themes** from the main menu.
2. Select to highlight the appropriate Available Theme in the top pane and the Theme Panel design to be changed in the middle pane, and click **Design**.
3. Open the button picker () , locate the new button in the **Other Lists | iZone** folder and add the following buttons where required:



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

Send changes to site(s)

For the new base data settings, payment methods and theme buttons defined at Head Office to take effect at site, perform a comms as follows:

1. Select **Communications** from the Aztec Start Page.
2. Click **Create Job**.
3. Select the required site(s) and click **Next**.
4. Select the appropriate job options and click **Next**.
5. Enter a suitable timeout and click **Finish**.

Certificate Installation

Connection to the DRS system requires a certificate file to allow API calls to be made. This certificate file is generated by the local DRS instance and must be copied to the following location on the PC running the DRS plugin:

C:\Program Files (x86)\Zonal\CLM\CLMWebService

The certificate file must also be named “zonal.pfx” to ensure that it replaces the placeholder certificate file.

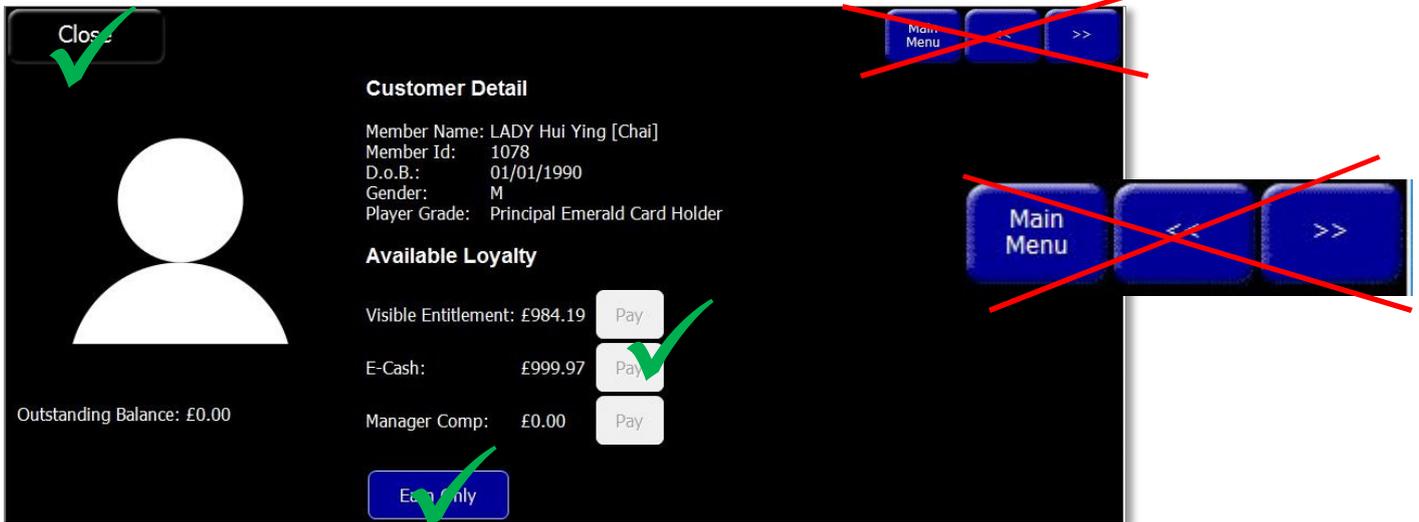


The certificate file (zonal.pfx) is not restored on upgrade. Please back this file up prior to upgrade and, if lost, this can be retrieved by contacting DRS Admin.

POS operation



POS users must avoid the three buttons on the top right-hand side of the screen (Main Menu, << and >>) and only use the Close button at the top right and all other functions within the main screen.



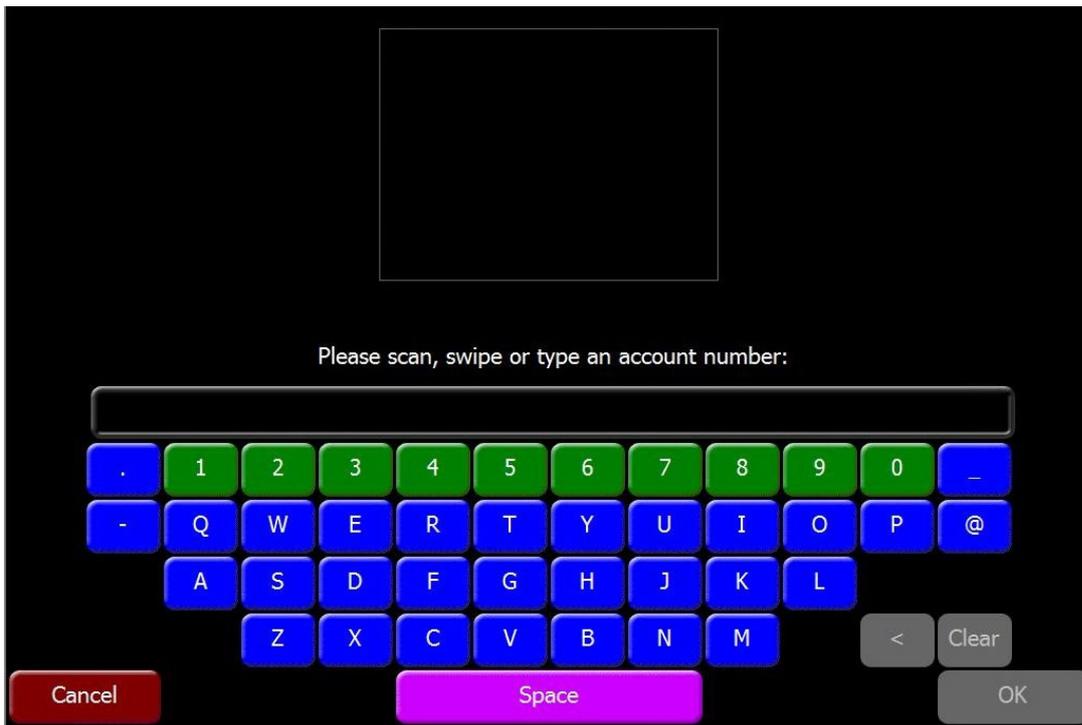
Identify by Card Swipe

The following screens show the standard steps carried out by POS users and the screens resulting from these selections when identifying members using a membership card.

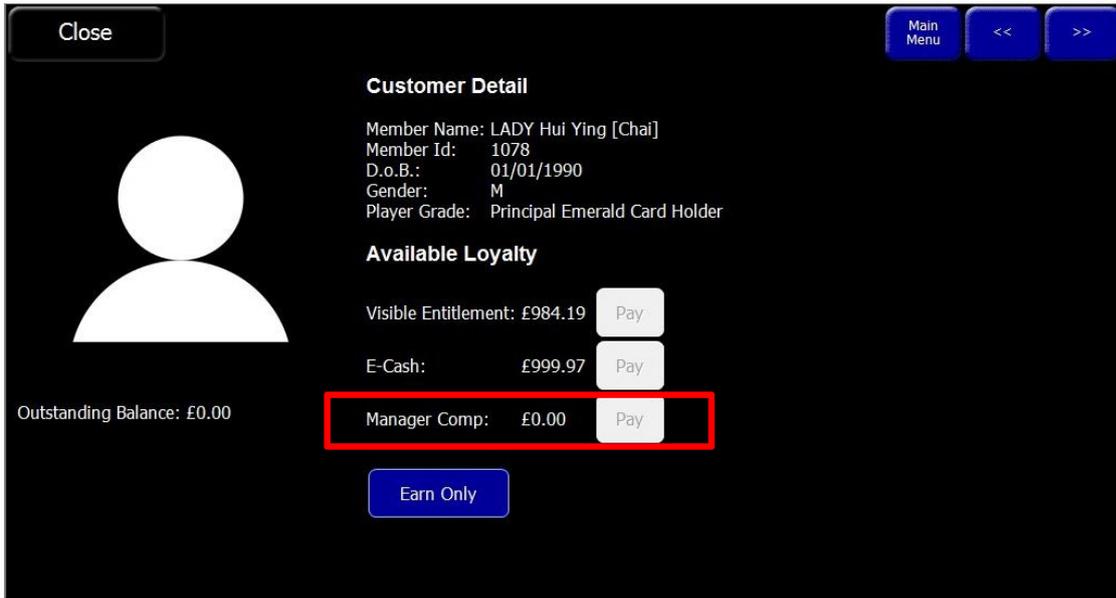
1. Press the **DRS Card Swipe** POS Terminal button:



2. The POS user is prompted to swipe the card:

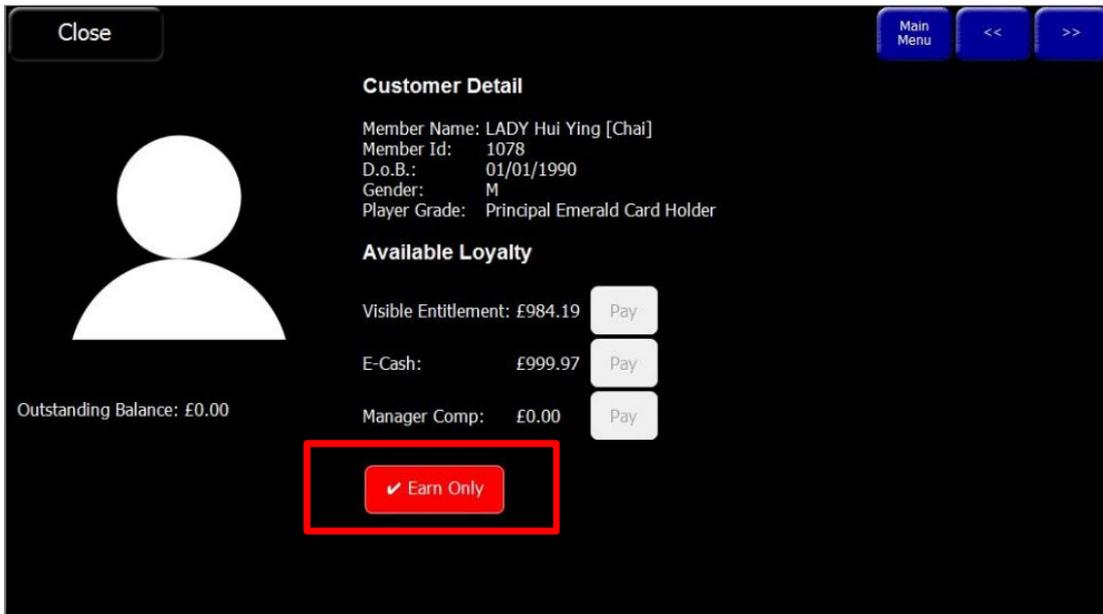


3. When the system locates the member, the following screen is displayed:



If the POS terminal user's role permission is not set to allow 'Manager Comp', this balance will be hidden from the user.

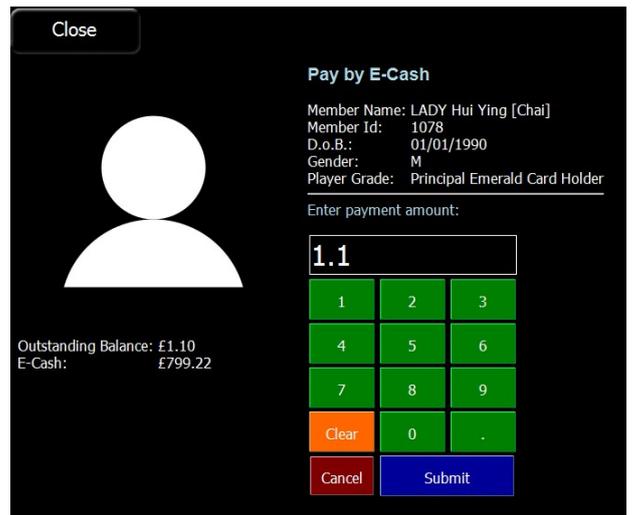
4. If the member is to earn loyalty points but not spend any balance then the Earn Only button should be selected to assign the member to the account:



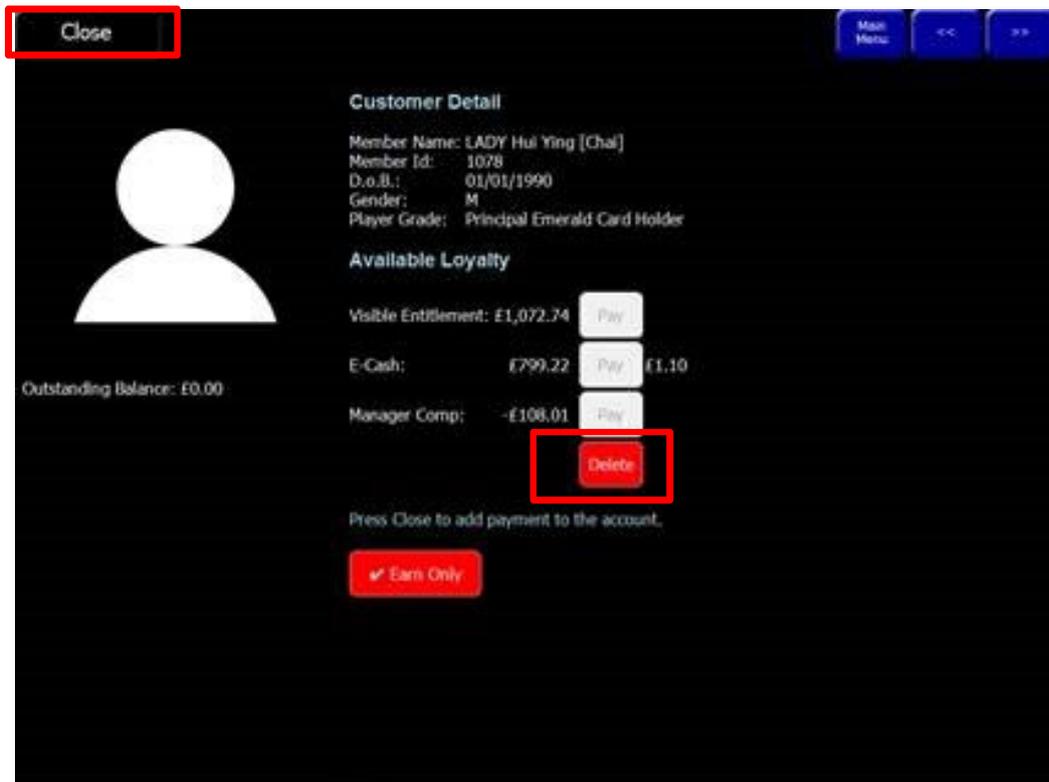
5. The standard Payment Flow screens are as follows:



6. When you select either of the three payment options (Visible-Entitlement, E-Cash or Manager Comp), the corresponding 'Enter Payment Amount' screen is displayed:



7. You must press **Close** to apply the payment to the account. If you need to correct the amount before submitting to the account you can press the delete button to clear the pending payment:



If a visible entitlement or e-cash payment is performed then the member will automatically be assigned to the account.

Identify by Manual Search

The following screens show the standard steps carried out by POS users and the screens resulting from these selections when identifying a member using manual search options.

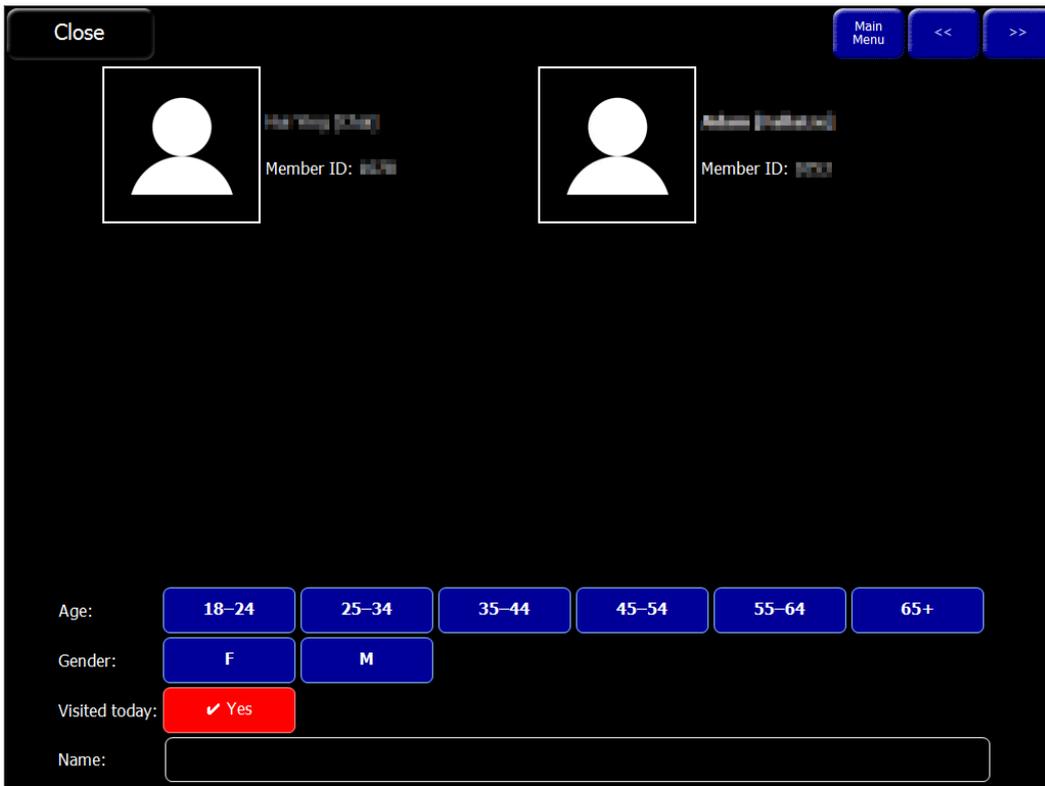
1. Press the **DRS Card Swipe** POS Terminal button:



2. The system will then prompt you to choose a manual action to perform. Select the **Name Search** button.

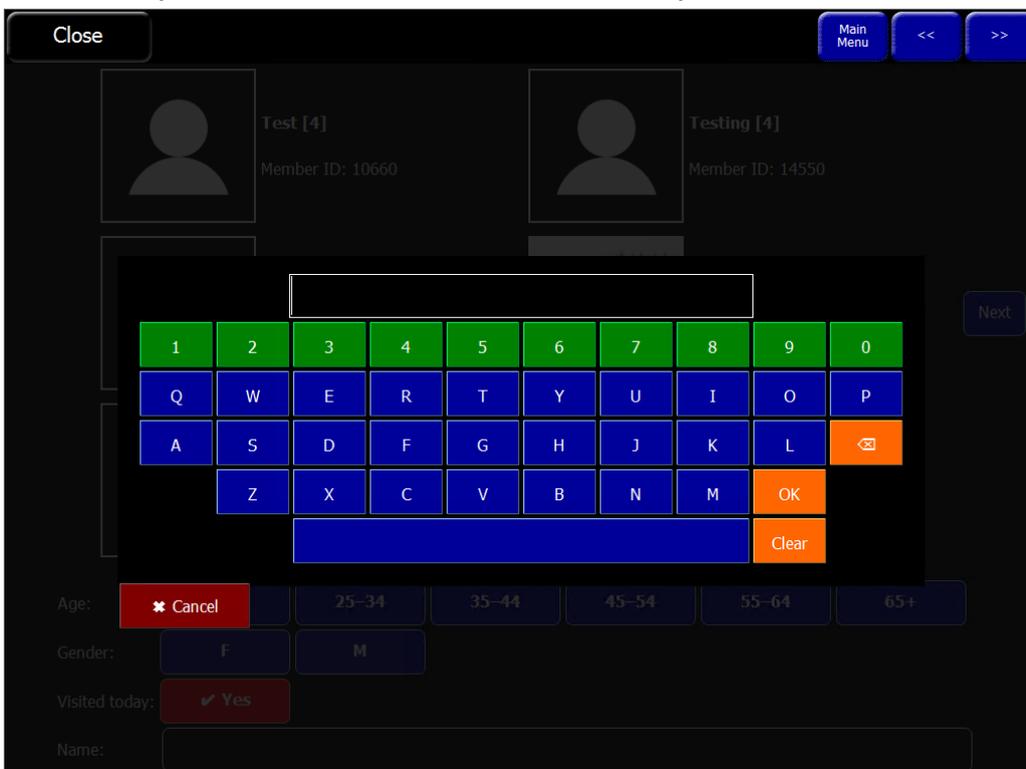


3. The system will then take you to the search screen:

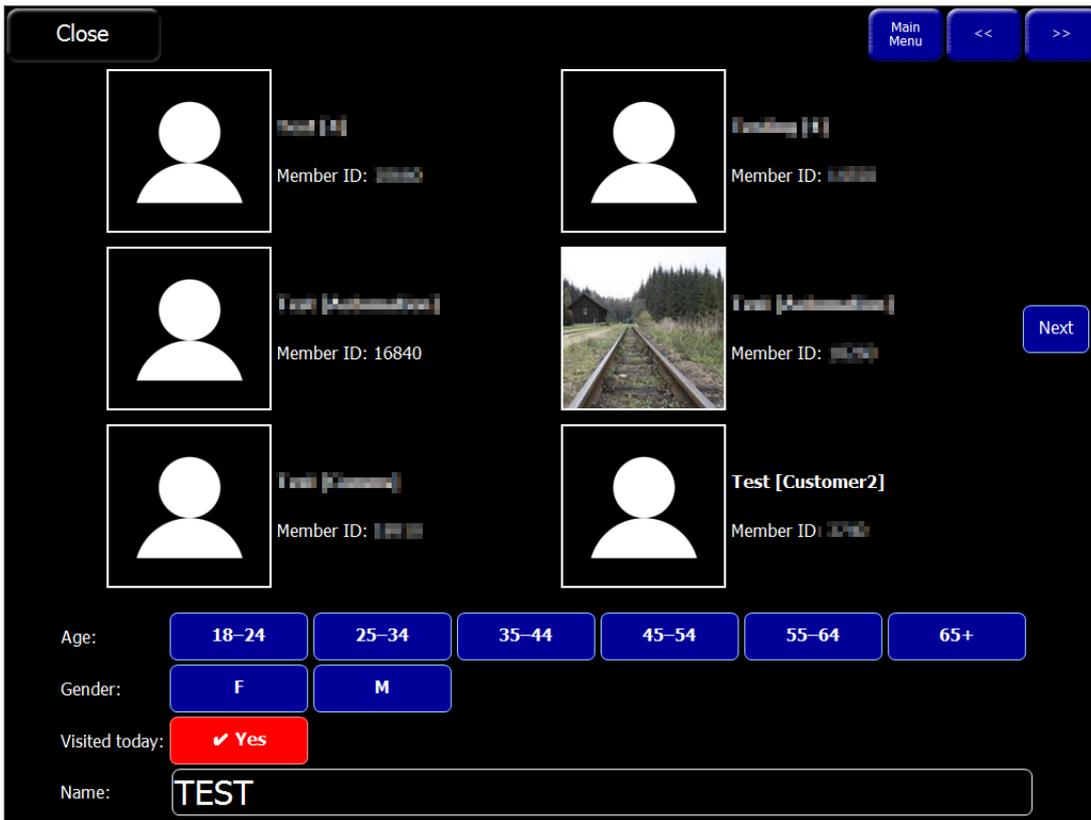


The initial results will display all members that have visited today without any additional filters applied. Selecting additional filters will then display the members that match the set filters. Filters that are active are displayed in red.

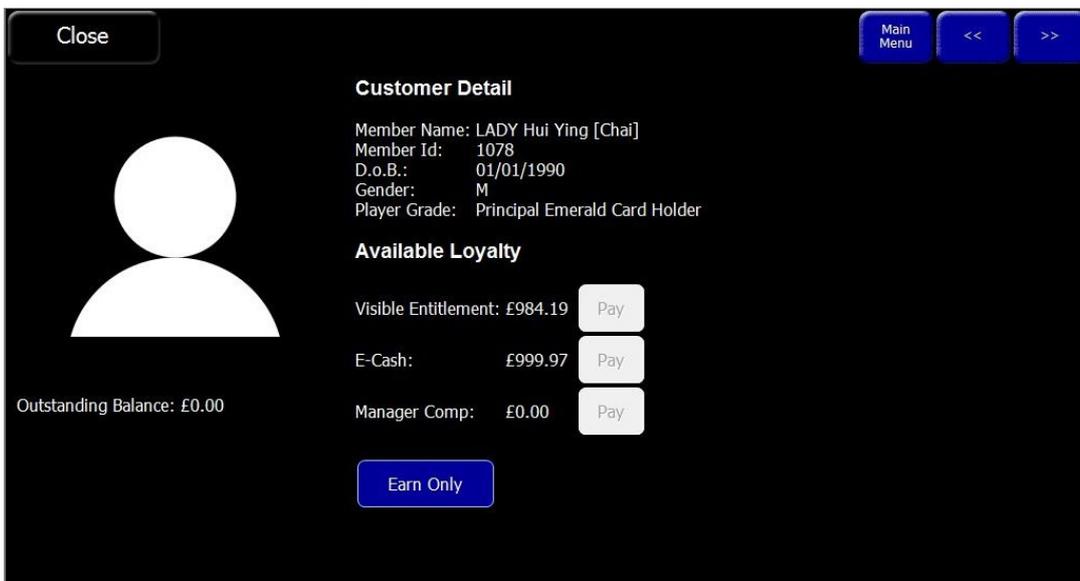
4. Press anywhere in the **Name** search box to search by member name. Enter a member name and press OK.



5. Once a search has been entered the results of the new filter are applied:



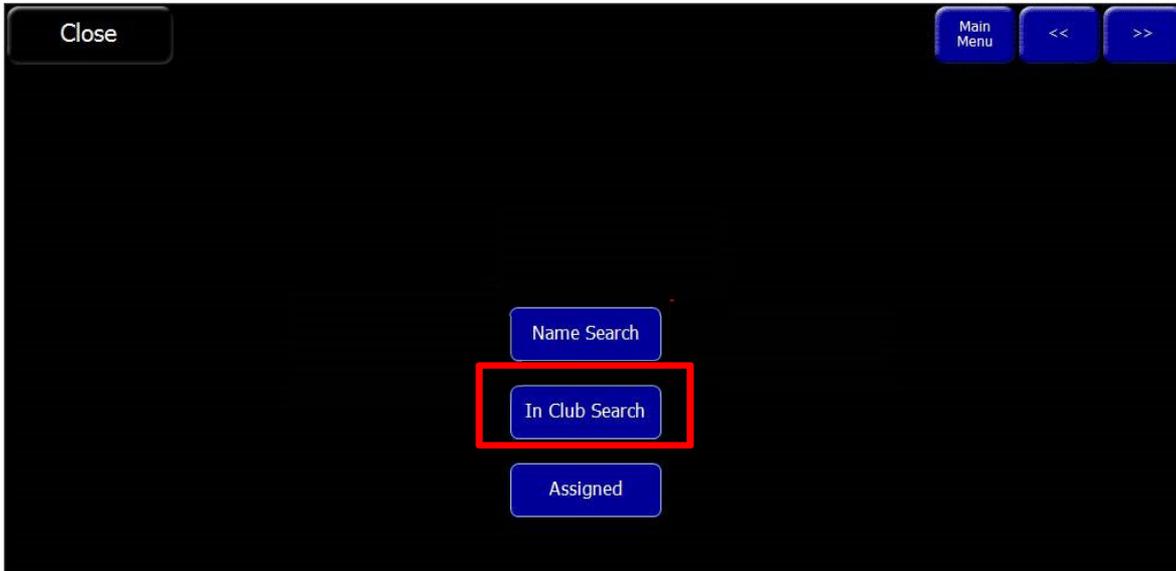
6. Selecting a member from the list will display the current details. The process of applying a payment is the same as with the card swipe search



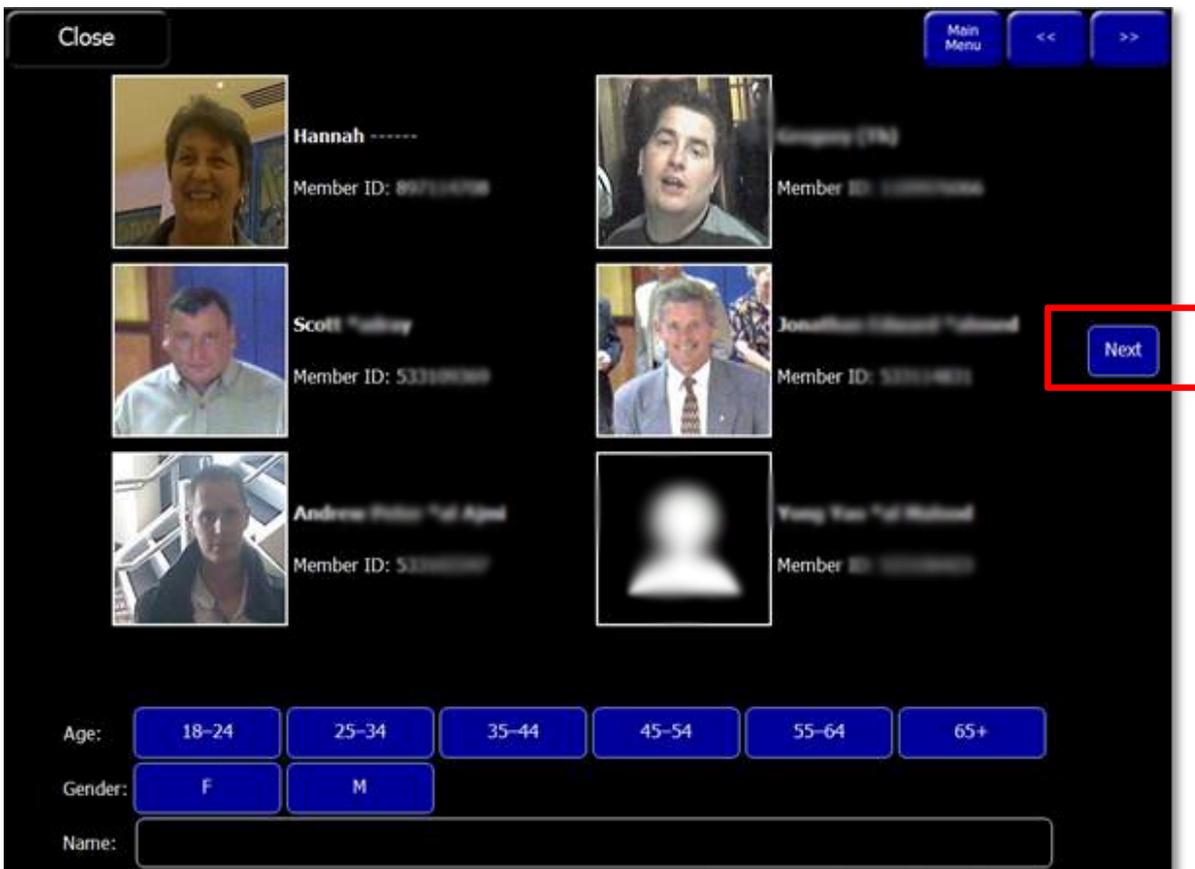
Identify by Club Search

POS terminal users can search using a 'wildcard' search that will show all members in the club and allow them to filter and find the required member using a visual comparison with their membership profile picture.

Select **In Club Search**.



The system displays all members currently registered as being in the club; click **Next** to view more members:



If no members are currently identified as being on the premises, the following screen is displayed:

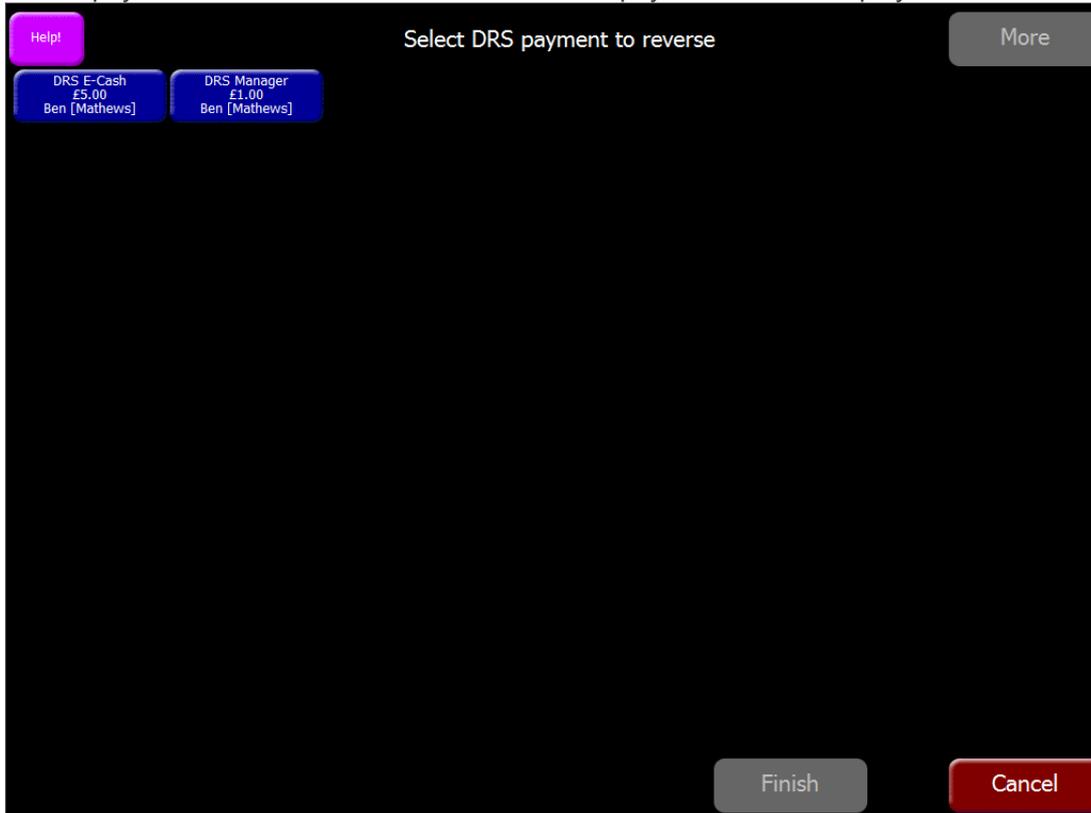


Reverse a Payment

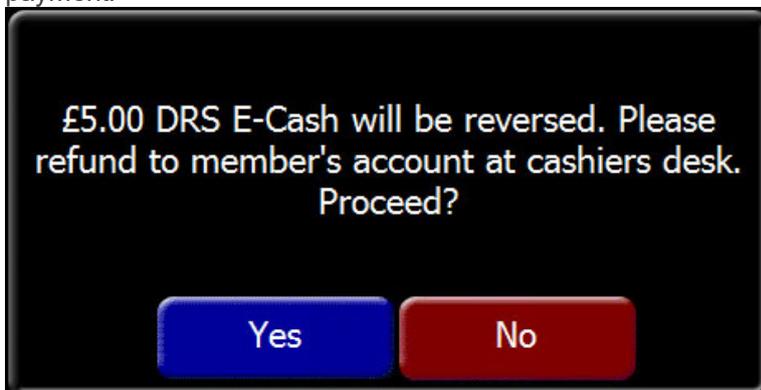
1. It is also possible to reverse a payment that has been applied to a till account. Press the **DRS Reverse Payment** button.



2. If DRS payments exist on the account the available payments will be displayed:



3. Select the payment you want to reverse. When selected the user is prompted to confirm the reversal and prompted to add the balance back to the members card at the cashiers' desk. Press **Yes** to reverse the payment.



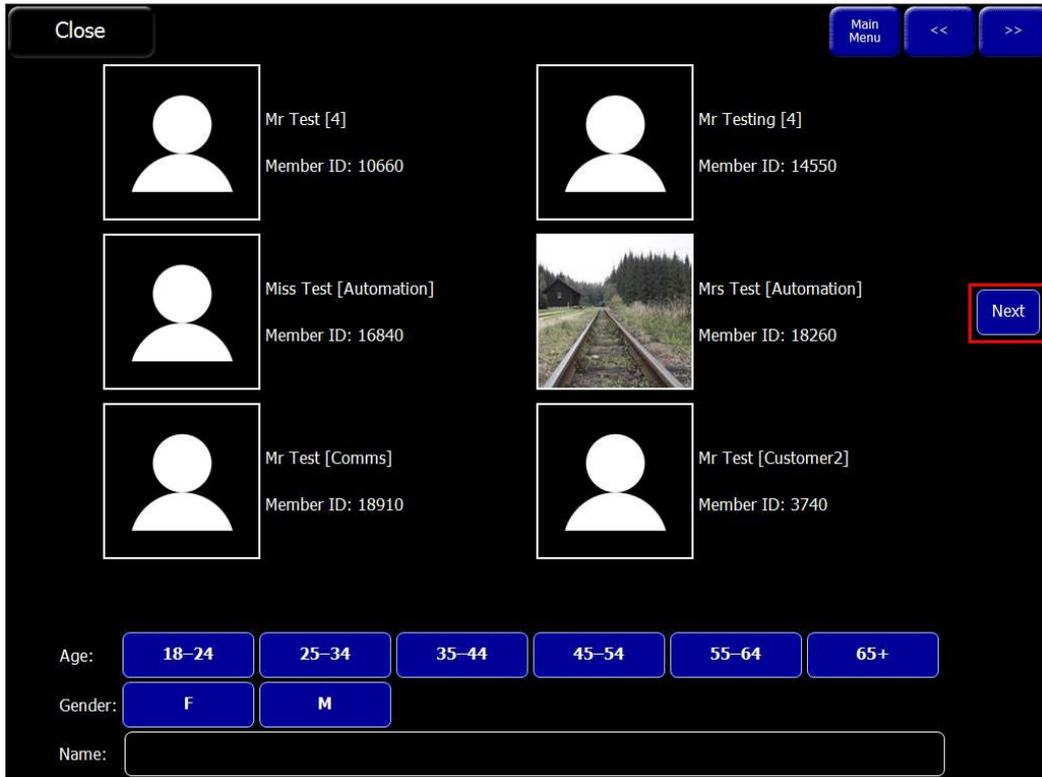
The current integration does not add the balance back to the members account. As per requested functionality the payment is reversed but the balance must be added back to the members card at the cashier desk.

Assigned Members

1. It is also possible to remove and check who is already assigned to an account. Press the **DRS Manual Search** button.



2. Press the **Assigned** button to see who is currently assigned to the account:



If multiple people are assigned, you can use the Next/Previous buttons to navigate through the assigned members.

3. To unassign a member from the account select the highlighted “earn only” option and then press close.



Troubleshooting

Service Monitoring

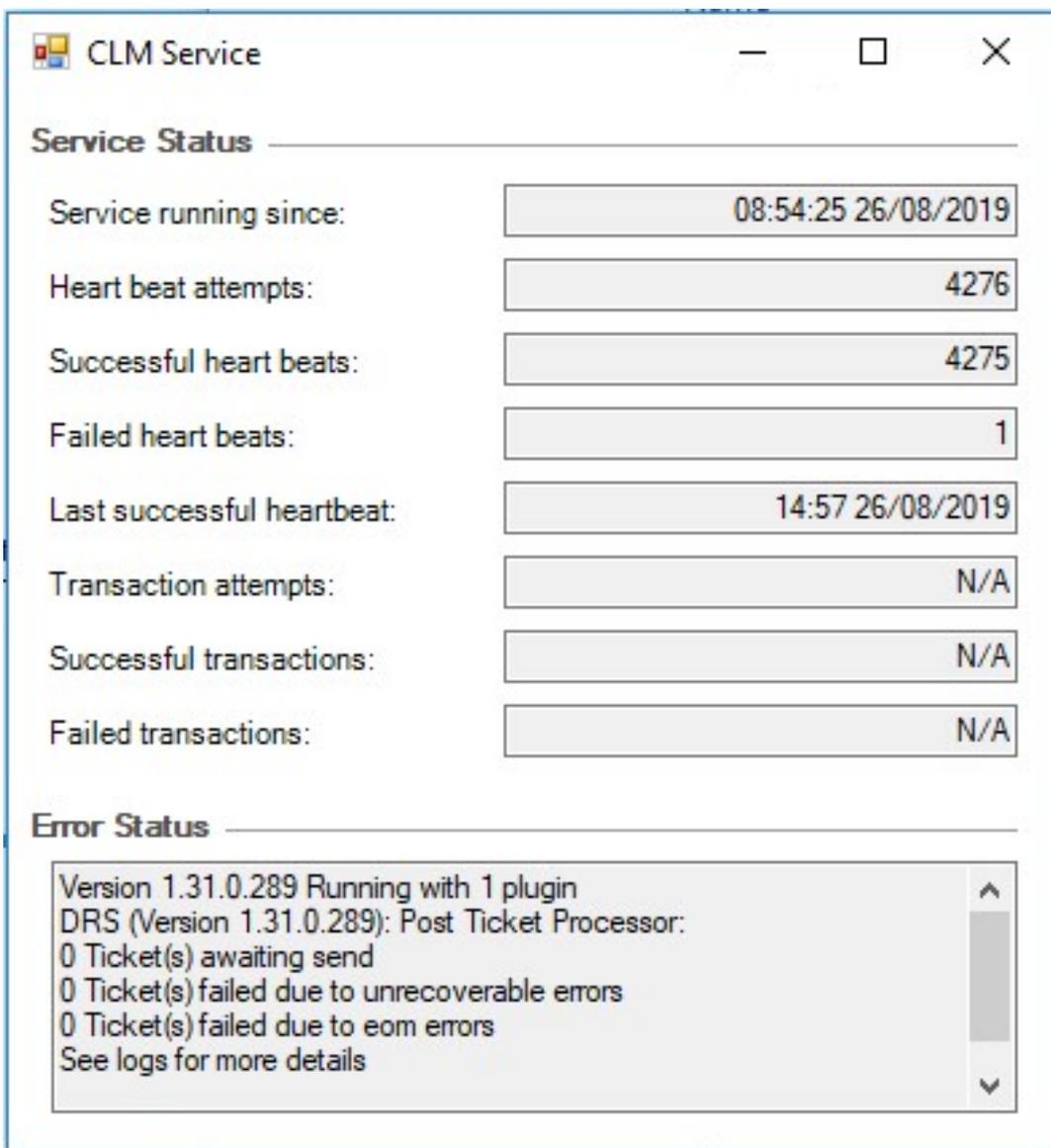
The service monitor has been configured to update one status of the DRS Plugin.

Under 'CLM Service' heartbeats will fetch the status of the DRS plugin and other plugins installed.

Version 1.29.0.246 Running with 1 plugin
 DRS (Version 1.29.0.246): Post Ticket Processor

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

For example:
 0 Ticket(s) awaiting send
 0 Ticket(s) failed due to unrecoverable errors
 0 Ticket(s) failed due to eom errors



Logging

As with other iZone Plugins, the DRS 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 "DRS" 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).

There is an additional log created for the DRS plugin for the calls made by the web service. The web service writes to the log file 'clmwebYYYYMMDD.log' and can be found in the following location:

C:\ProgramData\Zona\Aztec\Log

By default, only Information logging is enabled, and Debug logging can be requested (enabled through modification to the appsettings.json)