



Infor PMS

Setup Guide

v1.36.0 April 2020

The Infor logo, consisting of the word "infor" in a white, lowercase, sans-serif font, centered within a solid red square.

infor

Version	Date	Notes	Author
0.1	30-03-20	First draft guide to support the initial launch of Infor PMS.	F. Tait
0.2	02-04-20	Updates following internal review	F Tait
1.0	02-04-20	Set up guide published	F Tait

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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

Infor 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 Infor Hospitality Management Solution (HMS) PMS..

Prerequisites

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

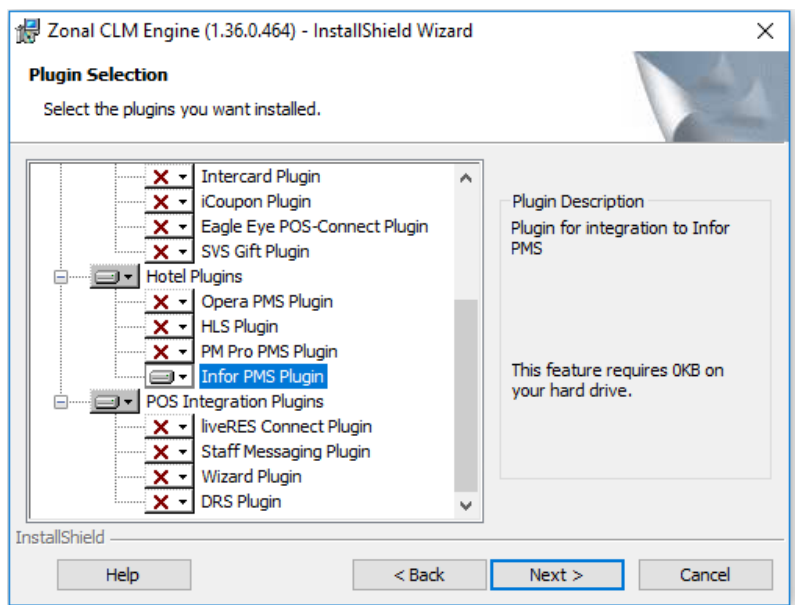
- Aztec 3.14.0 (see note below) or later at head office and site
- iZone POS Integration Engine v1.36.0 or later at site
- Infor PMS (API v2)
-



All Aztec versions between v3.14 and v3.17 (Head Office only) must run a specific SQL script (detailed in *Head Office PC Configuration* on Page 16). Systems on Aztec v3.18 or above already include this configuration and do not need to run the script.

Installation

The Infor 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.



Associated Documentation



Infor PMS: Site User Guide - This guide is aimed at site staff and describes how to carry out Infor 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). Infor 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 7 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 8 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 10 of this guide)
5	Define hotel divisions in Aztec Theme Modelling	Client (Admin) (Refer to <i>Define Hotel Divisions</i> on Page 1212 of this guide)
6	Map service charges in Aztec Finance.	Client (Admin) (Refer to <i>Map Service Charges</i> on Page 14 of this guide)
7	Populate mapping spreadsheet (provided by Infor) with relevant Aztec IDs and return it to them	Client (Admin)
8	Get API credentials (URL, username, password) from Infor	Client to request information from Infor
9	Configure Infor plugin in Aztec Base Data	Client (Admin) (Refer to <i>Base Data Configuration</i> on Page 15 of this guide)
10	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 16 of this guide)
11	Configure reporting sessions	Zonal Planned Work (Refer to <i>Reporting Sessions</i> on Page 16 of this guide)

Aztec Configuration

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

Create Room Posting Payment Method

A room posting payment method is required for the Infor 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)**'.

Add New Payment Method

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: **Room (SOAP)**

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: ☒ Not Allowed
☐ Tip

< 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.

Shared Panels

Shared Panels / Variation Groups

Name	Description	Var.
*Food Specials Mains/Sides	Site Panel and Products	
*Food Specials Starters	Site Panel and Products	
*Happy Hour Discounts		✓
*Manager Functions		
*Options		
*Pay Screen		✓
*Pay Screen Deep Door		
Butchers Bar Bottles		
Butchers Bar Cocktails		

Add Edit Delete Design Copy

Panel Variations:

Name	Description
*Butchers Pay Screen	
*Deep Pay Screen	
*Duke Pay Screen	
*Grey Pay Screen	
*Market Pay Screen	
*Osbornes Pay Screen	
*Runhead Pay Screen	

Default Variation: *Deep Pay Screen

Add Edit Delete Design Copy Close

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.

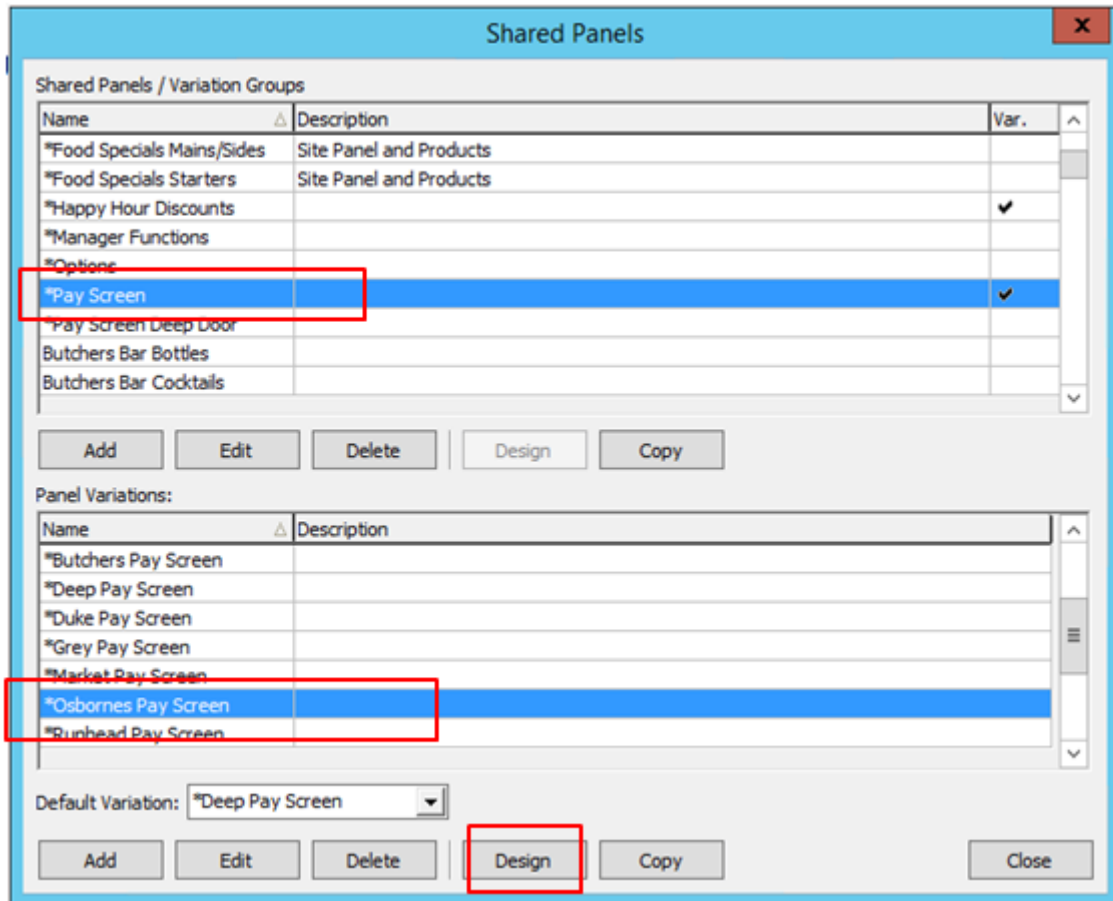


- Click **Close** and **Close** again to return to the Aztec Theme Modelling main menu.

Assign Room Enquiry button to Theme(s)

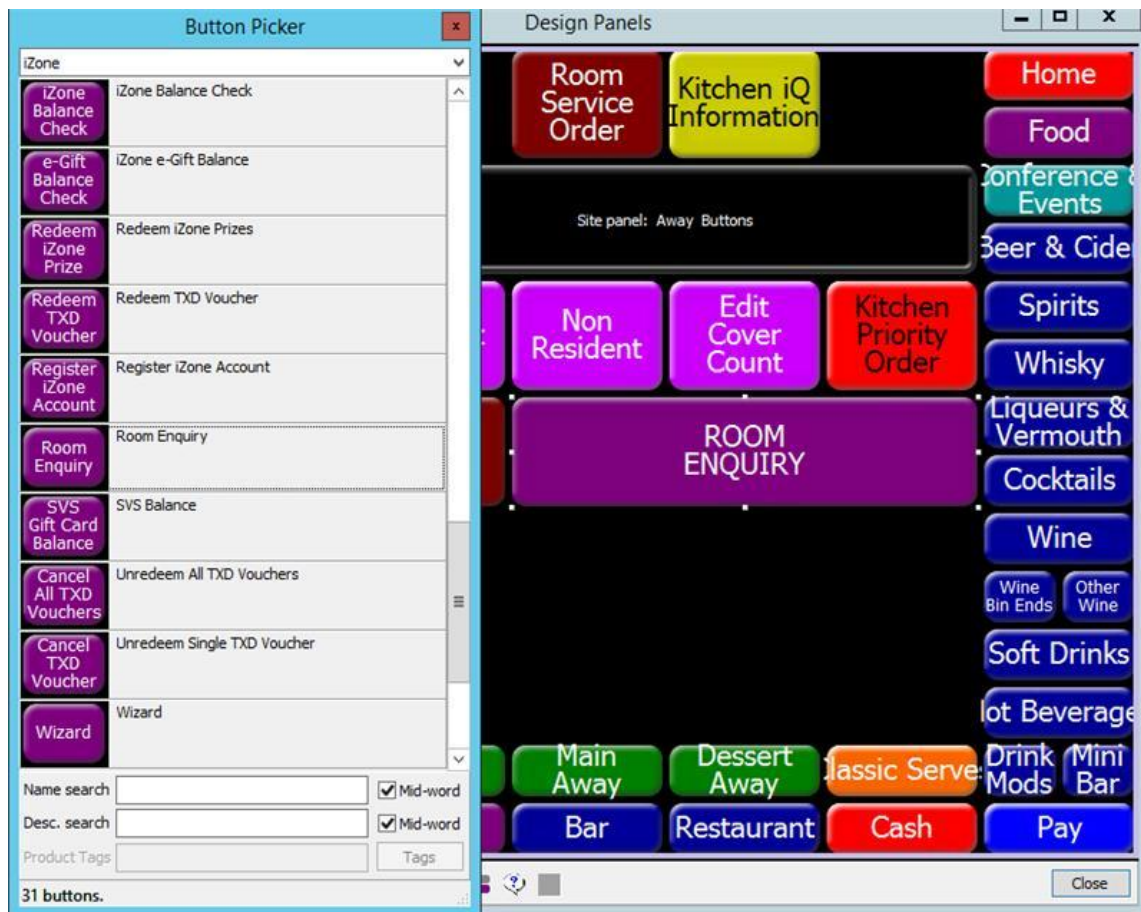
To enable POS operators to make a room enquiry to display guest information, the relevant enquiry button must be included on all the required theme panels in Aztec Theme Modelling. These instructions assume that Shared Panels are being used.

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

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



While Infor supports unlimited Hotel 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. If Bookings are not in use, only Hotel Divisions 1-16 should be included in Config Sets for Opera sites

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

Estate Setup

Config Sets | **Global Configs** | Discounts | Reasons | Correction Setup | Customer Prompts | Message Display | Report Overrides | ZCPS Configs

Miscellaneous

VAT mode: Simple VAT

Show Inclusive Tax Breakdown On Bill ☐

Print customer EFT receipt first ☒

Omit merchant EFT receipt if possible ☒

Rounding factor: 1

Terminal Graphics

'Mains Away'

'Mains' course:

'Mains Away' instruction:

Hotel Divisions

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

Add Edit Delete

iServe/iOrder/Kiosk Settings

Payment method: Voucher 9

Correction - regular: Fault

Correction - clear all: Fault

Hotel Analysis Codes

ID	Code
----	------

Add Edit Delete

Scale Containers

Name	Description	Tare Weight
------	-------------	-------------

Add Edit Delete

Close

- 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.

Estate Setup

Config Sets | Global Configs | Discounts | Reasons | Correction Setup | Customer Prompts | Message Display | Report Overrides | ZCPS Configs

Terminal configuration sets:

Name	Auto end of day	Auto EOD time	Auto declare	Allow password log on	Print split bill on save	Use Customer Name (Table Mode, Per Seat)	Use Cover Count (Table Mode, Per Seat)	Auto Service Charge (Table Mode, Per Seat)	Use Customer Name (Table Mode, Not Per Seat)
Standard	<input checked="" type="checkbox"/>	02:55	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Add Delete

Divisional settings (for selected configuration set):

Division Name	Can pay on bar account	Can save on bar account	Auto print rece
Drink	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Food	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MERCHANDISE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PURCHASING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BEER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Sub-Category settings:

Sub-Cat.	Hotel Division Name
Deli Specialties	Food
Deli Grill	Food
TEA	Drink
COFFEE	Drink
SPECIALTY	Food
BREAD	Food

Close



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

To enable the Infor 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.

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 'Exclusive Tax Rule Details' window is open, displaying the configuration for a tax rule named 'SERVICE'. The 'Is service charge' checkbox is checked, and the 'Hotel division' dropdown is set to 'Service Charge'. The 'Tax Rate' is 18%. The 'POS button text' is 'SERVICE'. The 'Apply by default' checkbox is unchecked. The 'Inclusive tax rule to apply' dropdown is set to 'None'. The 'Applies to' radio buttons are set to 'Sold goods only'. The 'Generate button text' radio buttons are set to 'Automatically from name'. The 'POS button text' is 'SERVICE'. The 'Front Page' navigation bar is visible on the left, with 'Configuration' selected.

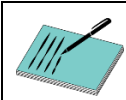
2. Ensure the 'Is service charge' check-box is selected
3. Ensure a Hotel Division (configured in the previous section) is to create the mapping.
4. Complete the rest of the fields and click **Save**.

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).



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.

Base Data Configuration



1. For Aztec v3.14 to v3.17, the Infor_1-36_FixedData.sql script must be run at Head Office and the settings configured before upgrading iZone POS Integration.
2. When the Infor 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

For the Infor plugin to operate correctly with CLM, 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:	Infor
* URL:	<input type="text"/>
* Username:	<input type="text"/>
* Password:	<input type="text"/>
* Property identifier:	<input type="text"/>
Enable non-room postings:	<input type="checkbox"/>
Posting frequency (seconds):	<input type="text"/>
Use Gratuity instead of Tip:	<input type="checkbox"/>
Show credit limit of guest:	<input type="checkbox"/>

4. Select **Infor** 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 Infor)
 - **Username** – The username for endpoint security (provided by Infor)
 - **Password** – The password for endpoint security (provided by Infor)
 - **Property Identifier** – The identifier for the Hotel (provided by Infor)
 - **Enable Non-Room Postings** – This configures whether other charge types (Cash, Card, etc.) should be posted to the Infor endpoint for reconciliation on their system. This can be left unchecked if only room posting to hotel account is required
 - **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****
 - **Use Gratuity instead of Tip** – Select if the word Gratuity should be used on receipts and certain EPoS display windows.
 - **Show credit limit of guest** – Select if the guest's credit limit is to be shown on the POS button that POS users click to charge to guest accounts and in the results list screen after a room enquiry.
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 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 Infor. This applies to all sites using hotel posting via POS Integration Engine.

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	Start Time	End Time	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..

Head Office PC Configuration

All Aztec Head Office systems with version v3.14 to v3.17 must run a script to ensure correct operation of the Infor PMS plugin.

The new SQL script is called Infor_1-36_FixedData.sql and is located in the normal installation folder.

Systems with Aztec v3.18 or higher already include this configuration and do not need to run the script.